

2025 Yearbook



Croatian
Employment
Service

2025 Yearbook

Croatian Employment Service

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CES Regional Centres/Offices and Local Offices by County

COUNTY	REGIONAL CENTRE/OFFICE	LOCAL OFFICE	
I Zagreb XXI City of Zagreb	Zagreb	Dugo Selo Ivanić-Grad Jastrebarsko Samobor Sesvete Sveti Ivan Zelina	Velika Gorica Vrbovec Zaprešić Zagreb Jug Zagreb Zapad
II Krapina-Zagorje	Krapina	Donja Stubica Klanjec Pregrada	Zabok Zlatar
III Sisak-Moslavina	Sisak	Dvor Glina Gvozd Hrvatska Kostajnica	Petrinja Sunja Topusko
	Kutina	Novska	Popovača
IV Karlovac	Karlovac	Duga Resa Ogulin Ozalj	Slunj Vojnić
V Varaždin	Varaždin	Cestica Ivanec	Ludbreg Novi Marof
VI Koprivnica-Križevci	Križevci	Đurđevac	Koprivnica
VII Bjelovar-Bilogora	Bjelovar	Čazma Darugar	Garešnica Grubišno Polje
VIII Primorje-Gorski Kotar	Rijeka	Cres-Lošinj Crikvenica Čabar Delnice	Krk Opatija Rab Vrbovsko
IX Lika-Senj	Gospić	Donji Lapac Korenica Novalja	Otočac Senj
X Virovitica-Podravina	Virovitica	Orahovica Pitomača	Slatina
XI Požega-Slavonia	Požega	Pakrac	
XII Slavonski Brod-Posavina	Slavonski Brod	Nova Gradiška	Okučani
XIII Zadar	Zadar	Benkovac Biograd Gračac	Obrovac Pag
XIV Osijek-Baranja	Osijek	Beli Manastir Donji Miholjac Đakovo	Našice Valpovo
XV Šibenik-Knin	Šibenik	Drniš Knin	Vodice
XVI Vukovar-Srijem	Vukovar	Ilok	
	Vinkovci	Otok	Županja
XVII Split-Dalmatia	Split	Hvar Imotski Kaštela Makarska Omiš Sinj	Solin Supetar Trilj Trogir Vis Vrgorac
XVIII Istria	Pula	Buzet Labin Pazin	Poreč Rovinj Umag
XIX Dubrovnik-Neretva	Dubrovnik	Korčula-Lastovo Metković	Ploče
XX Međimurje	Čakovec	Mursko Središće	Prelog



Map of CES Regional Centres/Offices and Local Offices Locations by County







Summary

Labour Force in Croatia: Positive labour market trends continued in 2025, as evidenced by a rise in employment and the employment rate and a further decline in the number of unemployed persons and the unemployment rate, according to both data sources (i.e., administrative sources and the Labour Force Survey). The average registered employment grew by 2.2%, while the average registered unemployment dropped by 14.8%, which ultimately resulted in a 1.3% increase in total active population. The average annual registered unemployment rate dropped from 5.3% in 2024 to 4.4% in 2025.

Based on the results of the Labour Force Survey ("LFS"), in 2025 the number of employed persons rose by 1.1%. Consequently, the employment rate for citizens aged 15 to 64 increased to 68.8% (by 0.5 percentage points). At the same time, the number of unemployed persons reduced by 2.2%, which resulted in a decline in the LFS unemployment rate from 5.0% in 2024 to 4.9% in 2025.

Registered Unemployment: In 2025 seasonal factors affected the trends in the number of unemployed persons registered with the CES. The number of unemployed persons thus declined in the spring months, oscillated during the summer, and rose in the autumn months. Viewed on an average annual level, a decrease in registered unemployment of 14.8% was recorded, i.e. from 95,299 people in 2024 to 81,162 people in 2025. The average number of unemployed persons decreased across all age groups. The most significant percentage decrease in the average number of unemployed persons was recorded in particular groups of middle-aged and older persons (55 to 59: 21.5%; and 50 to 54: 17.6%). Also, the average number of unemployed persons decreased across all educational attainment levels, especially in the group of persons with primary school education (by 20.2%) and in the group of people who completed three years of secondary school (by 14.6%).

Since there was a change in the National Classification of Activities in 2025, year-on-year comparison by activity is not possible. As for the structure of the average number of unemployed persons in 2025 with work experience according to the activity of previous employment, the largest share accounts for unemployed persons who previously worked in the manufacturing industry (15.2%), accommodation and food services (15.1%), and in the wholesale and retail trade activities (13%). In terms of the regional structure, all counties recorded a decrease in the number of unemployed persons. The most significant percentage decrease in the average number of unemployed persons was recorded in the County of Bjelovar-Bilogora (28.8%) and the County of Požega-Slavonia (23.5%) and the County of Karlovac (21.7%). At the end of the year, 71.5% of unemployed persons were short-term unemployed (up to one year), while long-term unemployed persons (those unemployed for more than one year) accounted for 28.5%, with the duration of unemployment significantly depending on the level of education. In the total number of unemployed persons the share of long-term unemployed with no education and unfinished primary school was 49.2%, while those with completed primary school accounted for 41.1%. The lowest long-term unemployment is recorded in groups of unemployed persons with higher (19.0%) and university-level education (20.3%). That points to a conclusion that the level of education has a significant impact on unemployment duration.

Labour Demand and Employment: Labour demand is expressed as the number of job vacancies notified to the CES by employers.

After two years of almost stagnant demand for labour, in 2025 the demand decreased. After slight increases in the number of registered job vacancies in 2023 (by 1.2%) and 2024 (by 1.3%), in 2025 the demand decreased.

In 2025 employers notified a total of 241,023 job vacancies to the CES, or 21,930 (8.3%) less compared to 2024.

Concurrently with a decrease in the number of unemployed persons registered with the CES, there is a decline in the total number of persons from the CES register of unemployed persons hired during the year. A total of 108.508 persons from the CES register were employed in 2025 (19.022, i.e. or 14.9% less than in 2024), of which 99.265 (91.5%) on the basis of an employment contract and 9,243 (8.5%) on the basis of other business activities (e.g., company or craft/trade registration, agricultural insurance application, a monthly receipt or income from a second craft/trade or freelance activity that exceeds the amount of the average benefit paid in the preceding calendar year, employment under special regulations, etc.). The number of persons employed on the basis of an employment contract dropped by 15.7%, while the number of those employed on the basis of other business activities grew by 5.8%, which ultimately resulted in the total annual decline in registered employment of 14.9%.

Labour Market Intermediation and Preparation for Employment: Labour market intermediation activities are aimed at improving the employability of unemployed persons, helping the unemployed better navigate the labour market, as well as combating social exclusion. Individual and motivational counselling activities, individual consultations and support in defining individual action plans ("IAP") or job-integration agreements (for long-term unemployed persons, "JIA") have an important role in achieving these goals.

In 2025, 171.998 individual counselling sessions with unemployed persons were held, and 130.684 individual employment action plans were produced. The focus of the activities carried out by the CES is on providing support to different "hard-to-employ" groups in the labour market, referring in particular to long-term unemployed persons, young persons with no work experience, persons belonging to the Roma national minority, and persons with disabilities. The support includes preparation for employment activities, opportunities for the acquisition of new knowledge and skills, intermediation, referral to available vacancies, and facilitation of labour market integration. As a result, 32.369 job integration agreements with long-term unemployed persons were signed. Further, 44.089 young persons from the CES register were employed, and a total of 30.067 young persons continued their education, apprenticeship or traineeship within four months of becoming unemployed. In the course of the year, 3.410 individual counselling sessions with persons belonging to the Roma national minority were held, and 602 job seekers registered with the CES were employed.

Also, a total of 3.947 persons with disabilities from the register of unemployed persons found employment, which is 3.6% of the total number of persons from the CES register who found employment. A total of 3,458 persons with disabilities were included in active employment policy measures in 2025.

Furthermore, according to needs assessment, a share of unemployed persons entered the vocational guidance programme, which consists of different forms of group and individual vocational information and counselling activities. In 2025, 988 group activities (workshops and group information sessions) involving 6.395 attendees were conducted, and 13.692 individual vocational information/counselling services were provided. In addition, the Career Information and Counselling Centres ("CISOK"²) operating within the CES provided a total of 21,017 individual career information and counselling services to various groups of clients, while 45,350 clients participated in the available group activities.

In addition, in 2025 the CISOK web portal recorded 281,000 visits and nearly 30,000 users.

Active Labour Market Policy: The active labour market policy ("ALMP") measures seek to promote employment and self-employment, provide opportunities for gaining entry-level work experience, activate the "hardest-to-employ" groups, preserve jobs and help workers remain in employment, all for the purpose of achieving the general objective, which is to boost the employment rate.

The 2025 plan envisaged the implementation of nine recognisable measures (and a few sub-measures), including: Employment Incentives, Subsidies for Employment of Posao+ Programme Participants, Traineeship and Youth Subsidies, Upskilling Subsidies, Self-Employment Subsidies, Education and Training Incentives, Public Works, Job Preservation Subsidies and



Manufacturing Industry Job Preservation Measures.

In 2025, the largest number of new entrants participated in the programmes available as part of the Education and Training Incentives (27,027 persons or 53.5%), followed by Job Preservation Subsidies (7,185 persons or 14.2%), Self-Employment Subsidies (5,315 persons or 10.5%), Employment Incentives (4,676 persons or 9.3%), Traineeship Subsidies (4,329 persons or 8.6%), Public Works (1,268 persons or 2.5%), Permanent Seasonal Worker (610 persons or 1.2%), and Upskilling Subsidies (131 persons or 0.3%).

Unemployment Insurance: In 2025 unemployment benefit, as the most commonly claimed unemployment right, was paid to 21,263 unemployed persons on average per month, which accounts for 26.2 % of average unemployment. Apart from the right to unemployment benefit, in 2025 the unemployed persons also claimed other material rights, which resulted in: 6,206 decisions approving entitlement to financial benefit during education; 1,082 decisions approving entitlement to financial benefit during occupational training; 776 decisions approving entitlement to financial benefit to persons insured under an extended pension insurance scheme based on a fixed-term employment contract for permanent seasonal jobs; 1,825 decisions approving entitlement to reimbursement for travel and relocation expenses; and 1 decision approving entitlement to pension insurance.

Applying the provisions of Regulation (EC) No 883/2004 on the coordination of social security systems, and the implementing Regulation (EC) No. 987/2009, in 2025 the CES issued 16 U2 (PD U2) forms approving export of unemployment benefit to unemployed persons, 1,328 forms confirming that an unemployed person who exercised their right to unemployment benefit in some other EU member state has registered with the CES, and 1,216 forms confirming periods of insurance, reasons for termination of employment, or the salary received in the Republic of Croatia in order to be able to claim unemployment insurance in another EU member state. In the same period, data on insurance periods were exchanged in 155 cases with non-EU member states with which the Republic of Croatia has social security agreements in force.

² also, Lifelong Career Guidance Centres

Labour Force in Croatia

In 2025 positive trends and recovery in the labour market continued, as evidenced by a rise in the number of employed persons and the employment rate, while the number of unemployed persons and the unemployment rate significantly declined.

Registered Employment and Unemployment

According to the Croatian Bureau of Statistics, based on data from administrative sources, in the Republic of Croatia in 2025 the average number of employed persons rose by 2.2% compared to 2024. At the same time, the number of unemployed persons declined by 14.8%, which ultimately resulted in a 1.3 % increase in total active population.

Active Population Based on Administrative Sources, Annual Average in 2024 and 2025			
	2024.	2025.	2025/2024 Index
Working (active) population	1,814,970	1,839,229	101.3
Employed persons ("persons in employment")	1,719,671	1,758,067	102.2
- persons in paid employment in legal entities	1,486,956	1,519,647	102.2
- persons in employment in craft/trade and freelance businesses	214,726	220,489	102.7
- insured private farmers	17,989	17,931	99.7
Unemployed persons	95,299	81,162	85.2
Registered unemployment rate	5.3	4.4	-

Source: Croatian Bureau of Statistics, www.dzs.hr

In 2025, the annual average number of registered employed persons was 1,758,067, which is a year-on-year increase of 38,396 persons (or 2.2%). The number of employed persons increased both in the sector of legal entities (which accounts for 86.4% of total registered employment): by 2.2%, and in the sector of craft/trade and freelance businesses (which accounts for a share of 12.5% in total employment): by 2.7%, while the number of persons employed in the sector of insured private farmers (which accounts for a relatively small share in total employment, i.e., only 1.0%) declined by 0.3%.

Viewed by National Classification of Economic Activities (*Schedule 1, p. 12*), the largest employing sector was manufacturing (257,662 or 14.7%), followed by wholesale and retail trade; repair of motor vehicles and motorcycles (251,855 or 14.3%), construction (162,249 or 9.2%), education (134,403 or 7.6%), accommodation and food service (132,963 or 7.6%), human health and social work activities (126,160 or 7.2%), and public administration and defence; and compulsory social security (121,771 or 6.9%). In comparison with 2024, the number of employed persons increased in most sectors. The most significant percentage increase was recorded in service activities (5.4%), construction (5.1%), and education (4.0%). Slightly lower growth rates were recorded in arts, entertainment and recreation (3.9%), human health and social work activities (3.8%) and transportation and storage (3.8%).

Simultaneously, employment declined in agriculture, forestry and fishing (2.5%), manufacturing (1.4%) and finance and insurance (0.3%).

According to economic activity sector (agricultural, non-agricultural and service sector), the structure of employed persons in 2025 shows that 70.3% of the employed worked in service activities, 26.5% in non-agricultural activities, and 3.1% in agricultural activities. In comparison



with 2024, the share of service activities increased by negligible 0.3 percentage points, while the share of non-agricultural activities declined by 0.3 and the share of agricultural activities by 0.1 percentage points.

In 2025, registered unemployment continued its rapid decline. The average number of unemployed persons was 81,162, or 14.8%, i.e. 14,137 persons less compared with 2024.

Driven by an increase in the number of employed persons and a simultaneous decrease in the number of unemployed persons, the average annual registered unemployment rate in 2025 decreased by additional 0.9 percentage points, i.e., from 5.3% in 2024 to 4.4% in 2025.

Employment and Unemployment Based on the Labour Force Survey

According to the Labour Force Survey ("LFS") conducted by the Croatian Bureau of Statistics in compliance with the methodological rules defined by the Statistical Office of the European Union ("Eurostat"), the average number of (economically) active citizens in the Republic of Croatia in 2025 was 1,789,000, of which 1,702,000 employed and 87,000 unemployed persons. The number of employed persons rose by 18,000 persons, which is an increase of 1.1%, while the number of unemployed persons decreased by 2,000 persons or 2.2%.

The employment rate for working age population aged 15 to 64 grew from 68.3% in 2024 to 68.8% in 2025. The average LFS unemployment rate estimated for 2025 was 4.9%, or 1.1 percentage points less compared with 2024 when it was 5.0%.

Active Population Based on the Labour Force Survey, Annual Average in 2024 and 2025			
	2024.	2025.	2025/2024 Index
Active Population	1,773,000	1,789,000	100.9
Employed Persons ("Persons in Employment")	1,684,000	1,702,000	101.1
Employment Rate (15 - 64)	68.3	68.8	-
Unemployed Persons	89,000	87,000	97.8
LFS Unemployment Rate	5.0	4.9	-

Source: Croatian Bureau of Statistics, www.dzs.hr

Considering the different methods used to measure (economically) active population, where one is based on the Labour Force Survey and the other on administrative sources, the absolute number of employed persons and the absolute number of unemployed persons estimated based on the LFS were, respectively, by 56.1 thousand (or 3.2%) and by 5.8 thousand (or 7.2%) less compared to the estimates based on administrative sources.

In terms of the year-on-year changes seen in 2025 in comparison with 2024, LFS sources show a milder annual increase in employment (1.1% compared to 2.2%), and also a milder decrease in unemployment (2.2% compared to 14.8%) compared to administrative sources.

Schedule 1

Employed Persons by Industry (NKD Section), 2025 Annual Average							
NKD 2007 Section	TOTAL			Legal Entities		Craft/Trade and Freelance Businesses	
	Number	%	2025/ 2024 Index	Number	Indeks 2025./ 2024.	Number	2025/ 2024 Index
Agriculture, forestry and fishing	36,159	2.1	97.5	25,651	97,6	10,508	97.1
Private farming	17,931	1.0	99.7	-	-	-	-
Agricultural Activities	54,090	3.1	98.2	25,651	97,6	10,508	97.1
Mining and quarrying	4,006	0.2	101.2	3,818	101,8	188	89.4
Manufacturing	257,662	14.7	98.6	232,720	98,6	24,942	98.4
Electricity, gas, steam and air-conditioning supply	14,649	0.8	101.0	14,649	101,0	0	-
Water supply; sewerage, waste management and remediation activities	27,941	1.6	101.9	27,740	101,9	201	100.0
Construction	162,249	9.2	105.1	133,927	105,0	28,322	105.9
Non-agricultural Activities	466,507	26.5	101.1	412,854	100,9	53,653	102.2
Wholesale and retail trade; repair of motor vehicles and motorcycles	251,855	14.3	101.6	230,712	101,8	21,143	99.3
Transportation and storage	103,464	5.9	103.8	86,917	104,4	16,547	100.9
Accommodation and food service activities	132,963	7.6	102.4	103,271	103,1	29,692	99.8
Information and communication	65,855	3.7	101.7	61,177	101,4	4,678	106.7
Financial and insurance activities	36,822	2.1	99.7	35,899	99,8	923	96.5
Real estate activities	11,593	0.7	102.4	10,703	102,2	890	103.9
Professional, scientific and technical activities	100,564	5.7	102.4	75,059	101,7	25,505	104.4
Administrative and support service activities	70,254	4.0	102.4	61,999	101,7	8,255	108.4
Public administration and defence; compulsory social security	121,771	6.9	102.5	115,162	102,8	6,609	97.4
Education	134,403	7.6	104.0	131,726	103,8	2,677	119.5
Human health and social work activities	126,160	7.2	103.8	114,401	104,4	11,759	99.1
Arts, entertainment and recreation	34,576	2.0	103.9	30,602	103,9	3,974	104.2
Other service activities	43,538	2.5	105.4	23,514	106,3	20,024	104.4
Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use	1,351	0.1	91.9	0	-	1,351	91.9
Service Activities	1,235,169	70.3	102.7	1,081,142	102.8	154,027	102.0
Not classified by industry	2,302	0.1	668.2	0	-	2,302	668.2
TOTAL	1,758,067	100.0	102.2	1,519,647	102.2	220,489	102.7

Source: Croatian Bureau of Statistics, www.dzs.hr; Series Statistics

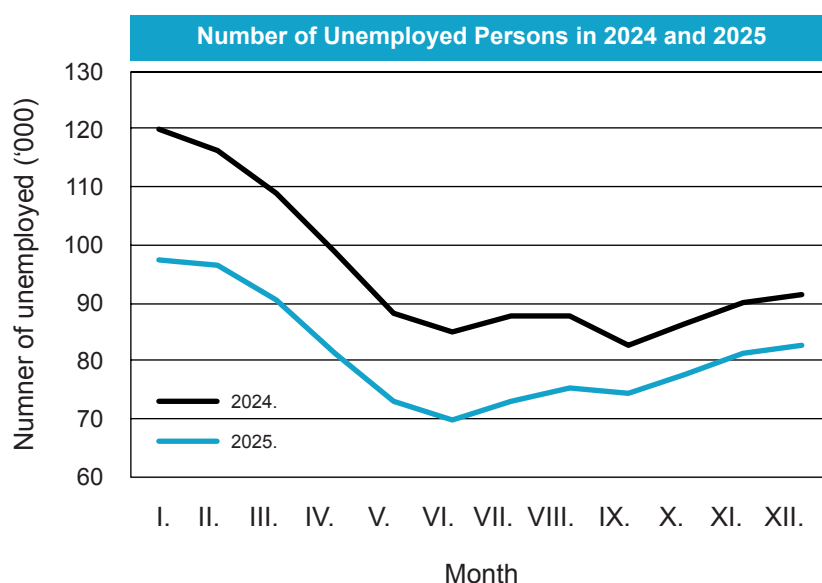


Unemployment

Total Unemployment Trends

In December 2025, the number of persons registered with the Croatian Employment Service ("CES") as unemployed was 82,625, which is 9.8% less compared with the same month in the preceding year. The total number of newly registered unemployed persons (151,034) was lower than the sum of the number of persons from the CES register who were employed during the year and of those who were removed from the register for other reasons (159,972), which resulted in reduced unemployment.

In the first three months of 2025, the number of unemployed persons was significantly lower than in the same months of 2024. The difference, however, gradually declined.



In 2025, the trends in the number of unemployed persons registered with the CES were impacted by seasonal factors. More specifically, the number of unemployed persons decreased in the spring months, oscillated during the summer, and then increased in the autumn months. Thus, the largest number of unemployed persons was recorded in January (97,341) and the smallest in June (70,036).

Unemployment Trends and Structure by Sex, Age and Education Level

The average number of unemployed persons dropped from 95,299 persons in 2024 to 81,162 in 2025, which represents a 14.8% decrease. The average number of unemployed persons decreased in both male and female group. Since the percentage decrease in the average number of unemployed men (10.0%) was smaller than that in the average number of unemployed women (18.6%), the share of the former in the total number of unemployed persons grew negligibly.

Average Number of Unemployed Persons by Sex in 2024 and 2025					
Sex	2024		2025		2025/2024 Index
	Number	%	Number	%	
Men	42,065	44.1	37,842	46.6	90.0
Women	53,234	55.9	43,320	53.4	81.4
TOTAL	95,299	100.0	81,162	100.0	85.2

As for unemployment viewed by age, the average number of unemployed persons decreased across all age groups. The most significant percentage decrease in the average number of unemployed persons was recorded in particular groups of middle-aged and older persons. Thus, the number of unemployed persons aged 55 to 59 declined by 21.5%, and the number of unemployed persons aged 50 to 54 by 17.6%. The decrease in the number of unemployed persons in other age groups was also significant. For example, the number of unemployed persons aged 35 to 39 dropped by 14.3%, and the number of unemployed persons aged 45 to 49 by 13.4%. On the other hand, the number of unemployed persons aged 15 to 19 declined by only 8.9%. Consequently, the share of the youngest group in total unemployment grew.

Average Number of Unemployed Persons by Age in 2024 and 2025					
Age	2024		2025		2025/2024 Index
	Number	%	Number	%	
15 to 19	4,293	4.5	3,911	4.8	91.1
20 to 24	8,767	9.2	7,913	9.7	90.3
25 to 29	10,748	11.3	9,652	11.9	89.8
30 to 34	8,696	9.1	7,669	9.4	88.2
35 to 39	8,908	9.3	7,635	9.4	85.7
40 to 44	9,905	10.4	8,374	10.3	84.5
45 to 49	10,240	10.7	8,870	10.9	86.6
50 to 54	10,621	11.1	8,751	10.8	82.4
55 to 59	12,947	13.6	10,160	12.5	78.5
60 and over	10,172	10.7	8,229	10.1	80.9
TOTAL	95,299	100.0	81,162	100.0	85.2

In 2025, the average number of unemployed persons decreased across all educational groups as well. Thus, for example, the average number of unemployed persons who completed primary school fell by 20.2%. The average number of unemployed persons who completed a 3-year secondary school reduced by 14.6%, and of those who completed a 4-year vocational secondary school or grammar school by 14.0%. The decrease in the number of unemployed persons with an undergraduate university, professional study or school of professional higher education degree and those with a graduate or post-graduate university degree was also notable, i.e., the average number of unemployed persons in the first group fell by 12.4%, and the average number of persons from the second group by 13.5%.

Average Number of Unemployed Persons by Education Level in 2024 and 2025					
Education Level	2024		2025		2024/2025 Index
	Number	%	Number	%	
No schooling or uncompleted primary school	5,505	5.8	5,021	6.2	91.2
Primary school	17,301	18.2	13,812	17.0	79.8
1 to 3-year vocational secondary school or school for skilled and highly skilled workers	29,160	30.6	24,904	30.7	85.4
4 (or more)-year vocational secondary school or grammar school	28,073	29.5	24,147	29.8	86.0
Undergraduate university, professional study or school of professional higher education degree	6,750	7.1	5,915	7.3	87.6
Graduate or post-graduate university degree	8,510	8.9	7,364	9.1	86.5
TOTAL	95,299	100.0	81,162	100.0	85.2



Croatian Homeland War Veteran Unemployment Trends and Structure

In 2025, the CES register included 5,551 unemployed Croatian Homeland War veterans on average per month, which is 19.5% less compared with the year before. Of that number, 32.7% were persons with completed or uncompleted primary education, and 36.4% were persons who completed a 3-year vocational secondary school or a skilled worker training programme. In terms of their age structure, 95.8% of unemployed Croatian Homeland War veterans were aged 50 to 65.

Unemployment Trends and Structure by Previous Employment Activity

If from the total number of unemployed persons only those with work experience are taken into account, their structure can be analysed in terms of the economic activity of their previous employment. In 2025, the average number of such persons was 69,150, down by 14.8% compared with the year before and, therefore, proportionate to the decline in the average total number of unemployed persons.

The average number of unemployed persons with prior work experience by the economic activity of their previous employment in 2025

Section (NKD 2025)		2025	
		Number	%
A	Agriculture, forestry and fishing	2,827	4.1
B	Mining and quarrying	76	0.1
C	Manufacturing	10,500	15.2
D	Electricity, gas, steam and air-conditioning supply	89	0.1
E	Water supply; sewerage, waste management and remediation activities	878	1.3
F	Construction	6,209	9.0
G	Wholesale and retail trade; repair of motor vehicles and motorcycles	9,002	13.0
H	Transportation and storage	4,146	6.0
I	Accommodation and food service activities	10,457	15.1
J	Information and communication	361	0.5
K	Financial and insurance activities	1,085	1.6
L	Real estate activities	651	0.9
M	Professional, scientific and technical activities	543	0.8
N	Professional, scientific and technical activities	3,032	4.4
O	Administrative and support service activities	4,344	6.3
P	Public administration and defence; compulsory social security	3,914	5.7
Q	Education	2,790	4.0
R	Human health and social work activities	2,650	3.8
S	Arts, sports and recreation	1,086	1.6
T	Other service activities	3,633	5.3
U	Activities of households as employers and undifferentiated goods - and service-producing activities of households for own use	861	1.2
V	Activities of extraterritorial organisations and bodies	17	0.0
TOTAL		69.150	100,0

Since there was a change in the National Classification of Activities in 2025, comparison by economic activity with the previous year is not possible. As for the structure of the average number of unemployed persons with work experience in 2025 by activity of previous employment, the largest share was held by unemployed persons who previously worked in the manufacturing industry (15.2%), in accommodation and food service (15.1%), and in wholesale and retail trade activities (13%). The next with the biggest share was the group of persons who were previously employed in construction (9.0%), administrative and support service activities (6.3%), and transport and storage (6.0%). By relative number follow unemployed persons with previous employment in public administration and compulsory social security (5.7%), other service activities (5.3%), professional, scientific and technical activities (4.4%), education (4.0%), and human health and social work activities (3.8%).

Unemployment Trends and Structure by County, Sex, Age and Education Level

Compared with the previous year, in 2025 the average number of unemployed persons declined in all counties. The most significant percentage decrease in the average number of unemployed persons was recorded in the Bjelovar-Bilogora County (28.8%), followed by the County of Požega-Slavonija (23.5%), the County of Karlovac (21.7%), the County of Sisak-Moslavina (19.3%), Istria (19.3%), Virovitica-Podravina (17.9%), and Vukovar-Srijem (16.5%).

Average Number of Unemployed Persons by County in 2024 and 2025					
County	2024		2025		2025/2024 Index
	Number	%	Number	%	
Zagreb	4,509	4.7	4,265	5.3	94.6
Krapina-Zagorje	1,773	1.9	1,562	1.9	88.1
Sisak-Moslavina	5,425	5.7	4,378	5.4	80.7
Karlovac	1,934	2.0	1,514	1.9	78.3
Varaždin	2,241	2.4	2,153	2.7	96.1
Koprivnica-Križevci	1,495	1.6	1,310	1.6	87.6
Bjelovar-Bilogora	2,741	2.9	1,951	2.4	71.2
Primorje-Gorski Kotar	5,174	5.4	4,367	5.4	84.4
Lika-Senj	1,130	1.2	979	1.2	86.6
Virovitica-Podravina	3,313	3.5	2,719	3.3	82.1
Požega-Slavonia	1,938	2.0	1,483	1.8	76.5
Slavonski Brod-Posavina	4,508	4.7	3,803	4.7	84.4
Zadar	3,150	3.3	2,706	3.3	85.9
Osijek-Baranja	12,440	13.1	11,082	13.7	89.1
Šibenik-Knin	3,267	3.4	2,775	3.4	85.0
Vukovar-Srijem	4,805	5.0	4,010	4.9	83.5
Split-Dalmatia	16,389	17.2	13,069	16.1	79.7
Istria	2,525	2.6	2,037	2.5	80.7
Dubrovnik-Neretva	3,650	3.8	3,174	3.9	87.0
Međimurje	2,061	2.2	1,878	2.3	91.1
City of Zagreb	10,831	11.4	9,948	12.3	91.8
TOTAL	95,299	100.0	81,162	100.0	85.2



If unemployment structure broken down by county is analysed in terms of the unemployed person's sex, in 2025 the largest shares of women in the average total number of unemployed persons were recorded in the County of Osijek-Baranja (58 %), Brod-Posavina (56.3 %), Varaždin (55.9 %) and Vukovar-Srijem (55.7 %). The County of Šibenik-Knin, on the other hand, recorded the smallest share of women in the total number of unemployed persons (48%), followed by the County of Koprivnica-Križevci (50.5%), the County of Zagreb (with 50.7%), Lika-Senj (50.8%) and the City of Zagreb (51%). In terms of age, the largest shares of young persons aged up to 24 in the average total number of unemployed persons were recorded in the County of Vukovar-Srijem (21.9%), the County of Bjelovar-Bilogora (21.6%), the County of Požega-Slavonija (21%) and Međimurje (20%). The lowest youth unemployment rates were recorded the City of Zagreb (9.2%), Primorje-Gorski Kotar (9.9%), Istria (11.8%), Dubrovnik-Neretva (12.5%), and Split-Dalmatia (12.9%). Finally, in terms of the qualification attained, the largest shares of qualified persons, i.e., those with secondary, post-secondary non-university or post-secondary university education, were recorded in the County of Split-Dalmatia (87.6%), the City of Zagreb (82.6%) and the County of Dubrovnik-Neretva (82.3%), while the County of Međimurje (55.6%), the County of Sisak-Moslavina (62.7%) and the County of Lika-Senj (64.6%) recorded the smallest shares of qualified persons.

Structure of Unemployed Persons by County (2025 Average)

County	TOTAL	Men		Women		Persons up to 24 years old		Qualified Persons	
		Number	Share	Number	Share	Number	Share	Number	Share
Zagreb	4,265	2,101	49.3	2,164	50.7	620	14.5	3,294	77.2
Krapina-Zagorje	1,562	759	48.6	803	51.4	214	13.7	1,167	74.7
Sisak-Moslavina	4,378	2,078	47.5	2,299	52.5	743	17.0	2,745	62.7
Karlovac	1,514	694	45.8	820	54.2	228	15.1	1,077	71.2
Varaždin	2,153	950	44.1	1,203	55.9	299	13.9	1,504	69.8
Koprivnica-Križevci	1,310	648	49.5	662	50.5	254	19.4	852	65.1
Bjelovar-Bilogora	1,951	933	47.8	1,018	52.2	422	21.6	1,372	70.3
Primorje-Gorski Kotar	4,367	2,007	46.0	2,360	54.0	434	9.9	3,559	81.5
Lika-Senj	979	481	49.2	497	50.8	164	16.8	632	64.6
Virovitica-Podravina	2,719	1,271	46.7	1,448	53.3	464	17.1	1,807	66.5
Požega-Slavonia	1,483	691	46.6	792	53.4	312	21.0	1,179	79.5
Slavonski Brod-Posavina	3,803	1,663	43.7	2,140	56.3	702	18.5	2,711	71.3
Zadar	2,706	1,228	45.4	1,479	54.6	358	13.2	2,182	80.6
Osijek-Baranja	11,082	4,652	42.0	6,430	58.0	1,752	15.8	7,844	70.8
Šibenik-Knin	2,775	1,444	52.0	1,331	48.0	360	13.0	2,167	78.1
Vukovar-Srijem	4,010	1,775	44.3	2,235	55.7	877	21.9	3,296	82.2
Split-Dalmatia	13,069	6,222	47.6	6,847	52.4	1,689	12.9	11,452	87.6
Istria	2,037	988	48.5	1,050	51.5	240	11.8	1,620	79.5
Dubrovnik-Neretva	3,174	1,507	47.5	1,668	52.5	396	12.5	2,612	82.3
Međimurje	1,878	882	47.0	996	53.0	376	20.0	1,044	55.6
City of Zagreb	9,948	4,870	49.0	5,078	51.0	920	9.2	8,213	82.6
TOTAL	81,162	37,842	46.6	43,320	53.4	11,824	14.6	62,329	76.8

Unemployment Trends and Structure by Duration of Unemployment, Sex, and Education Level

Registered unemployed persons can also be classified according to duration of their unemployment. Thus, from the total number of unemployed persons at the end of 2025, 58.2% were unemployed for up to 6 months, and 28.5% for more than a year. Compared with the end of 2024, viewed by duration of unemployment the number of unemployed persons decreased in all groups. More specifically, the number of persons unemployed for 1 to 2 years declined by 35.2%, and the number of those unemployed for 2 to 3 years by 27.9%. In contrast, the number of unemployed persons who have been unemployed for up to 3 months and between 3 and 6 months increased (2.4% and 1.1%).

Unemployed Persons by Duration of Unemployment (31 December 2024 and 2025)					
Duration of Unemployment	2024		2025		2025/2024 Index
	Number	%	Number	%	
Up to 3 months	33,671	36.8	34,472	41.7	102.4
From 3 to 6 months	13,485	14.7	13,639	16.5	101.1
From 6 to 9 months	6,312	6.9	6,221	7.5	98.6
From 9 to 12 months	5,039	5.5	4,778	5.8	94.8
From 1 to 2 years	10,913	11.9	7,071	8.6	64.8
From 2 to 3 years	5,420	5.9	3,906	4.7	72.1
More than 3 years	16,723	18.3	12,538	15.2	75.0
TOTAL	91,563	100.0	82,625	100.0	90.2

When unemployment is analysed by sex, the share of long-term unemployed (those unemployed for over a year) in the total number of unemployed men was 28.7%, while the share of long-term unemployed in the total number of unemployed women was 28.2%. Therefore, long-term unemployment is similarly present in both male and female group, although slightly less so in the case of the latter. More specifically, the share of persons unemployed for 2 to 3 years was almost the same for both men and women, but women accounted for a smaller share of persons unemployed for more than 3 years.

Unemployed Persons by Duration of Unemployment and Sex (31 December 2025)					
Duration of Unemployment	Total	Men	%	Women	%
Up to 3 months	34,472	16,364	42.3	18,108	41.2
From 3 to 6 months	13,639	6,211	16.1	7,428	16.9
From 6 to 9 months	6,221	2,868	7.4	3,353	7.6
From 9 to 12 months	4,778	2,130	5.5	2,648	6.0
From 1 to 2 years	7,071	3,195	8.3	3,876	8.8
From 2 to 3 years	3,906	1,797	4.6	2,109	4.8
More than 3 years	12,538	6,127	15.8	6,411	14.6
TOTAL	82,625	38,692	100.0	43,933	100.0



Finally, if duration of unemployment is analysed in terms of education, it is evident that long-term unemployment is more prevalent in the groups of unemployed persons with lower levels of education. Thus, long-term unemployed persons (those unemployed for more than one year) accounted for 49.2% of the total number of unemployed persons with no formal education or uncompleted primary education (“no schooling or uncompleted primary school” level), and for 41.1% of the total number of unemployed persons who completed primary education (“primary school” level). The share of long-term unemployed persons was significantly smaller in the group of unemployed persons who completed a 3-year secondary school (27.6%), and even more so in the group of those who completed a 4-year secondary school (23.1%). Finally, unemployed persons with post-secondary education, including those with an undergraduate university, professional study or school of professional higher education degree and those with a graduate or post-graduate university degree) recorded the smallest shares of long-term unemployed persons (i.e., 19.0% and 20.3%, respectively). This leads to a conclusion that the level of education has a significant impact on duration of unemployment.

**Structure of Unemployed Persons by Duration of Unemployment and Education Level
(31 December 2025)**

Duration of Unemployment	Total	No schooling or uncompleted primary school	Primary school	1 to 3-year vocational secondary school or school for skilled and highly skilled workers	4 (or more)-year vocational secondary school or grammar school	Undergraduate university, professional study or school of professional higher education degree	Graduate or post-graduate university degree
Up to 3 months	41.7	28.5	33.5	42.3	45.2	47.8	46.9
From 3 to 6 months	16.5	11.0	12.6	16.3	18.6	19.3	18.4
From 6 to 9 months	7.5	5.7	6.5	7.9	7.6	8.2	8.6
From 9 to 12 months	5.8	5.6	6.3	5.9	5.5	5.7	5.8
From 1 to 2 years	8.6	10.1	9.3	8.5	8.0	8.5	8.1
From 2 to 3 years	4.7	7.3	6.4	4.7	4.0	3.4	3.8
More than 3 years	15.2	31.8	25.4	14.4	11.1	7.1	8.4
TOTAL	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Short-term Unemployment	71.5	50.8	58.9	72.4	76.9	81.0	79.7
Long-term Unemployment	28.5	49.2	41.1	27.6	23.1	19.0	20.3

Labour Demand and Employment

Notified Vacancies

Labour demand is expressed as the number of vacancies notified to the CES by employers. After two years of almost stagnant demand for labour, 2025 saw its decline. Namely, after slight increases in the number of notified job vacancies in 2023 (by 1.2%) and 2024 (by 1.3%), in 2025 labour demand declined.

In 2025 employers notified a total of 241,023 vacancies to the CES, which is 21,930 fewer than in 2024, or a decrease of 8.3%.

On January 1, 2025, the National Classification of Activities 2025 (NKD 2025) came into effect, according to which the data in this publication is presented, which is why data by activity are not directly comparable with previous years.

According to NKD 2025 (*Schedule 2, p. 27*), the largest number of reported vacancies in 2025 related to education (43,213 or 17.9%) and health care and social care (40,640 or 16.9%). They are followed by manufacturing industry (31,479 or 13.1%), accommodation and food service (23,322 or 9.7%), wholesale and retail trade (22,451 or 9.3%) and construction (22,107 or 9.2%). Therefore, education, health care and social care combined account for over one third of the total registered vacancies in 2025.

In terms of the regional structure of notified vacancies (*Schedule 3, p. 28*), absolutely the largest number of vacancy notices were received in the City of Zagreb (64,586 ili 26.8 %), followed by the County of Split-Dalmatia (26,498 or 11.0%), the County of Osijek-Baranja (15,639 or 6.5%), the County of Primorje-Gorski Kotar (15,197 or 6.3%), and the County of Istria (14,036 or 5.8%). In comparison with 2024, 4 counties recorded a relative increase in the number of notified vacancies, and 17 a decrease. The largest increase in labour demand occurred in the County of Požega-Slavonia (2.9%), Varaždin (1.2%), Međimurje (1.1%) and Krapina-Zagorje (0.5%). The County of Brod-Posavina (20.3%), the County of Šibenik-Knin (16.4%), and the County of Bjelovar-Bilogora (14.3%) recorded the largest decline in notified vacancies.

During 2025, workers in service and trade occupations (55,379 or 23.0%), scientists, engineers and experts (47,312 or 19.6%), elementary occupations (40,023 or 16.6%), and technicians and professional associates (35,653 or 14.8%) were the most in-demand.

Compared with 2024, the number of notified vacancies grew only in service and trade, by 1.1%, while it dropped in all other activities. The most significant decrease in labour demand was recorded in elementary occupations (by 25.0%), followed by administration (18.1%), and scientists, engineers and experts activities (7.4%). The categories of military occupations, farmers, foresters, fishermen and hunters, and the occupations of legislators, officials and directors make up a small share of the total labour demand (summed up 0.9%).



Notified Vacancies by Occupational Group in 2024 and 2025

Occupational Group (NKZ 10)	2024		2025		2025/2024 Index
	Number	%	Number	%	
Armed forces occupations	926	0.4	871	0.4	94.1
Legislators, senior officials and business directors	295	0.1	377	0.2	127.8
Professionals (scientists, engineers and experts)	51,108	19.4	47,312	19.6	92.6
Technicians and associate professionals	36,740	14.0	35,653	14.8	97.0
Clerical support workers	17,912	6.8	14,676	6.1	81.9
Service and sales workers	54,776	20.8	55,379	23.0	101.1
Skilled agricultural, forestry, and fishery workers	954	0.4	829	0.3	86.9
Craft and related trades workers	32,429	12.3	32,001	13.3	98.7
Plant and machine operators and assemblers	14,448	5.5	13,902	5.8	96.2
Elementary occupations	53,365	20.3	40,023	16.6	75.0
TOTAL	262,953	100.0	241,023	100.0	91.7

Employment of Persons from the CES Register

Concurrently with a decrease in the number of unemployed persons registered with the CES, the total number of successful jobseekers from the CES registers is also on the decline, which is a continuation of the downward trend.

In 2025, a total of 108,508 persons from the CES register were employed (19,022 persons or 14.9% fewer than in 2024), of which 99,265 (91.5%) on the basis of an employment contract and 9,243 (8.5%) on the basis of other business activities (e.g., registering a company or a craft/trade, applying for agricultural insurance, earning a monthly receipt or income from a second craft/trade or freelance activity that exceeds the amount of the average benefit paid in the preceding calendar year, getting employed pursuant to special regulations, etc.). The number of persons employed on the basis of an employment contract fell by 15.7%, while the number of those employed on the basis of other business activities grew by 5.8%, which ultimately resulted in the total annual decline in employment of 14.9%.

Therefore, the largest share of registered employment was realised on the basis of an employment contract, and the structure of employment based on an employment contract analysed with regard to different aspects was as follows:

Employment by activity – Most persons from the CES register who were employed in 2025 on the basis of an employment contract (*Schedule 2, p. 27*) found work in accommodation and food service activities (18,160 persons or 18.3%), wholesale and retail trade (13,720 persons or 13.8%), manufacturing (12,242 or 12.3%), and education (11,280 persons or 11.4%). Significant shares in registered employment are also recorded in construction (7,111 persons or 7.2%), administrative and support service activities (5,926 persons or 6.0%), health care and social welfare (5,764 persons or 5.8%), and transportation and storage (5,455 persons or 5.5%).

Regional structure of employment – The structure of registered employment by county (*Schedule 3, p. 28*) shows that the largest number of persons employed on the basis of an employment contract was recorded in the County of Split-Dalmatia (17,009 persons or 17.1%), followed by the County of Osijek-Baranja (10,722 persons or 10.8%) and the City of Zagreb (10,419 persons or 10.5%), whereas the County of Lika-Senj (1,138 persons or 1.1%) and the County of Krapina-Zagorje (1,811 persons or 1.8%) recorded the lowest number of newly employed persons.

In comparison with 2024, the decrease in employment on the basis of an employment contract was recorded in all counties. The largest decrease in percentages of registered employment was recorded in the County of Bjelovar-Bilogora (25.9%), the County of Virovitica-Podravina (25.7%) and the County of Šibenik-Knin (21.9%), and Lika-Senj and Požega-Slavonia (21.7%).

The percentage decrease was the lowest in the County of Varaždin (7.6%), Međimurje (9.3%), and the County of Dubrovnik-Neretva (10.0%).

Sex – The total number of persons from the register who were employed in 2025 (“newly employed persons”) on the basis of an employment contract included 55,102 women (55.5%) and 44,163 men (44.5%). Compared with 2024, a 23.3% decrease in employment occurred in the female group, while men recorded a 3.8% decrease in employment.

Work experience – Most newly employed persons (85,514 persons or 86.1%) had previous work experience, while 13,751 persons (13.9%) were employed for the first time. Compared with 2024, employment of persons with work experience declined by 16.1%, and employment of those with no work experience by 13.0%.

Duration of employment – Indefinite-term employment was found by 17,000 persons (17.1%) and 82,265 (82.9%) were employed for a fixed term. In comparison with 2024, the number of persons employed for an indefinite term increased by 0.6%, while the number of those employed on the basis of a fixed-term employment contract declined by 18.4%.

Education level and occupation – The largest shares in registered employment on the basis of an employment contract were recorded in different groups of persons with secondary education, which includes those who completed a 4-year vocational secondary school or grammar school (33.0%) and those who completed a 3-year vocational secondary school or school for skilled and highly skilled workers (31.0%), followed by persons with post-secondary education: those with a graduate or post-graduate university degree (14.0%) and those with an undergraduate university, professional study or school of professional higher education degree (9.7%). The smallest shares were, on the other hand, recorded in the groups of persons with lower levels of education, including those who completed primary school (10.1%) and those with no schooling (2.2%). In comparison with 2024, registered employment dropped in all education groups.

The biggest decline (by 29.4%) was recorded among persons with primary school and those who completed a 4-year vocational secondary school or grammar school (by 15.4%).

Persons from the CES Register Employed on the Basis of an Employment Contract By Education Level in 2024 and 2025					
Education Level	2024		2025		2025/2024 Index
	Number	%	Number	%	
No schooling or uncompleted primary school	2.293	1,9	2.200	2,2	95,9
Primary school	14.194	12,1	10.014	10,1	70,6
1 to 3-year vocational secondary school or school for skilled and highly skilled workers	35.503	30,2	30.817	31,0	86,8
4 (or more)-year vocational secondary school or grammar school	38.679	32,9	32.711	33,0	84,6
Undergraduate university, professional study or school of professional higher education degree	10.752	9,1	9.608	9,7	89,4
Graduate or post-graduate university degree	16.296	13,8	13.915	14,0	85,4
TOTAL	117.717	100,0	99.265	100,0	84,3

The share of individual occupations in recorded employment in 2025 was as follows: the largest number of employed workers included service and trade workers (19.2%), elementary occupation workers (18.3%), technicians and professional associates (18.1%), and scientists,



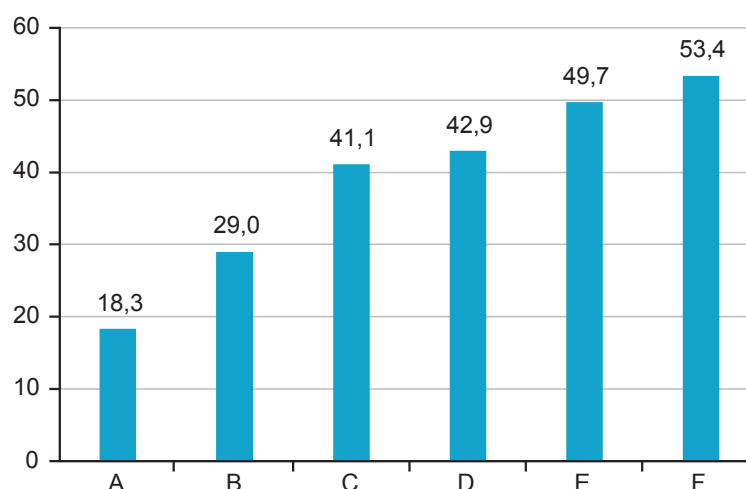
engineers and experts (18.0%). A significant share of the total number of employed workers is also comprised of administrative officers (12.3%) and occupations in crafts and individual production (9.1%), while a relatively smaller share is comprised of occupations such as plant and machine operators (4.4%). The lowest share of employment is recorded among farmers, foresters, fishermen and hunters (only 0.6%), while the occupations of legislators, officials and directors, and armed forces occupations account for a negligible share of employment from the CES Register.

Persons from the CES Register Employed on the Basis of an Employment Contract By Occupational Group in 2024 and 2025					
Major Occupational Groups (NKZ 10)	2024		2025		2025/2024 Index
	Number	%	Number	%	
Armed forces occupations	13	0,0	18	0,0	138,5
Legislators, officials and directors	75	0,1	104	0,1	138,7
Scientists, engineers and experts	22.784	19,4	17.825	18,0	78,2
Technicians and associate professionals	18.974	16,1	17.949	18,1	94,6
Administrative officers	13.764	11,7	12.178	12,3	88,5
Service and sales workers	20.898	17,8	19.050	19,2	91,2
Skilled agricultural, forestry and fishery workers	733	0,6	579	0,6	79,0
Craft and related trades workers	9.598	8,2	9.016	9,1	93,9
Plant and machine operators and assemblers	4.768	4,1	4.373	4,4	91,7
Elementary occupations	26.110	22,2	18.173	18,3	69,6
UKUPNO	117.717	100,0	99.265	100,0	84,3

Compared to 2024, the share of employment of persons in the category of technicians and professional associates increased (by 2.0 percentage points), service and trade occupations (by 1.4 percentage points), occupations in crafts and individual production (by 0.9 percentage points), and occupations in the category of plant and machine operators, industrial manufacturers and product assemblers (by 0.4 percentage points). At the same time, the share of employees in the category of elementary occupations decreased (by 3.9 percentage points) and in the category of scientists, engineers and experts (by 1.4 percentage points).

Employment Rate by Education Level and Occupation

The employment rate can be used to indicate the relative volume of employment. The employment rate is calculated as the ratio between the number of persons employed on the basis of an employment contract during a given year and the sum of the number of unemployed persons at the beginning of that year and persons who register as unemployed during that year. In 2025, the employment rates calculated for different groups of unemployed persons categorised by the level of education differed significantly. To be specific, the employment rate calculated for unemployed persons with no formal education or uncompleted primary education ("no schooling or uncompleted primary school" level) was 18.3%, while the rates for other groups were as follows: for those who completed primary school: 29.0%, for those who completed a 1 to 3-year vocational secondary school or school for skilled workers: 41.1%, and for those who completed a 4 (or more)-year secondary vocational school or grammar school: 42.90%. Furthermore, the employment rate calculated for unemployed persons with an undergraduate university, professional study or school of professional higher education degree was 49.7%, and for those with a graduate or post-graduate university degree it was 53.4%. As evident, the difference between the employment rate calculated for unemployed persons who completed primary education and those who completed secondary education is great, and there is also a considerable difference between the employment rate calculated for unemployed persons with secondary education and for those with university education. To summarize: the higher the level of education, the higher the employment rate.

Employment Rate by Education Level in 2025 (%)


Letter codes indicating different education levels:

A – no schooling or uncompleted primary school

B – primary school

C – 1 to 3-year vocational secondary school or school for skilled workers

D – 4 (or more)-year secondary school or grammar school

E – undergraduate university, professional study or school of professional higher education degree

F – graduate or post-graduate university degree

Fairly big differences in employment rate were also observed in the groups of persons with the same level of education who completed educational programmes for different occupations. The table below shows 20 occupations that recorded the highest and 20 occupations that recorded the lowest employment rates in the most frequent groups of occupations/educational programmes at secondary school level.

Employment Rate by Occupation/Programme at Secondary School Level

Occupation/Programme	%	Occupation/Programme	%
Dental Assistant	67.1	Administrative Clerk	40.6
Nurse / Medical Technician	63.3	Painter Designer	39.7
CNC Operator	61.1	Photographer	39.2
Mechanical Engineering Computer Technician	61.0	Florist	38.5
Pharmaceutical Technician	57.6	Hairdresser	38.1
Logistics and Forwarding Technician	55.7	Agricultural Equipment Mechanic	37.9
Electric Machinery Technician	55.7	Fur and Leather Tailor	37.3
Dental Technician	55.5	Master Tailor	37.2
Healthcare-Laboratory Technician	55.1	Educational Assistant	37.1
Midwife	54.7	Farmer	36.8
Motor Vehicle Operator	52.9	Chemical Technician	36.3
Mechatronics Technician	52.2	Graphic Preparation Technician	35.5
Caregiver	50.5	Haberdasher	35.4
Automotive Mechatronics Technician	50.0	Shoemaker	34.5
Chef/Cook	49.2	Economist – Accounting and Finance	34.2
Self-propelled Construction Machinery Operator	48.4	Fruit Grower-Wine Grower-Winemaker	33.9
Plumber	48.0	Dental Technician	31.9
Computer Science Technician	47.4	Chemical Laboratory Assistant	30.0
Home Installations Fitter	47.5	Economist – Accounting and Finance Textile Spinner	36.1
Dry Construction Contractor	51.8	Assistant Tailor	28.1

Note: The table presents a selection of groups in which the number of newly registered persons was equal to or greater than 100.



The table below shows 10 study programmes that recorded the highest and 10 study programmes that recorded the lowest employment rates at post-secondary education level.

Employment Rate by Programme at Post-secondary Education Level			
Programme	%	Programme	%
Teaching	79.7	Law	38.6
Early and Preschool Education	76.2	Marketing	38.5
Medical Laboratory Diagnostics	70.7	Small Business Management	37.8
Nursing	67.6	Visual Arts	35.5
Pedagogy	66.1	Traffic Studies - Road Studies	35.5
Mechanical Engineering	63.0	Economics	35.1
Maritime Nautical Science	62.4	Administrative Law	33.8
Radiological Technology	61.4	Coach Training	32.6
Naval Engineering	60.3	Journalism	31.5
Computer Science	59.7	Market Business Organization	26.6

Note: The table presents a selection of groups in which the number of newly registered persons was equal to or greater than 40.

Seasonal Employment

Seasonal employment accounts for a significant share of total employment of persons from the CES register. It primarily concerns the tourism industry, which includes accommodation and food service activities, and other related activities (e.g., trade, transportation, administrative and other service activities).

The preparation activities aimed at supporting employers in recruiting seasonal workers started at the end of 2024, and were primarily focused on determining the needs of employers and preparing the unemployed for seasonal employment, and particularly on identifying the unemployed willing to migrate to secure seasonal employment. In addition, regular meetings with large hospitality and tourism companies, visits and selection processes were conducted in both coastal and inland areas in order to identify the seasonal workers willing to temporarily relocate to secure employment. All unemployed persons were included in the relevant survey, and they were offered the possibility of seasonal employment and participation in a training programme for a tourism-related occupation. The unemployed were also provided support in writing their CVs in order to be able to apply for job vacancies.

As a result, 13,528 persons were employed in seasonal positions in 2025, which accounts for 12.5% of the total number of persons from the CES register employed on the basis of an employment contract.

Most seasonal workers were employed in accommodation and food service activities (8,044 workers or 59.5% of the total number of persons employed in seasonal positions), followed by wholesale and retail trade (1,320 workers or 9.8%), administrative and support service activities (1,038 workers or 7.7%), and transportation and storage (793 workers or 5.9%).

Furthermore, most seasonal workers (77.9% of the total number of workers employed in seasonal positions) came from the coastal counties, i.e., from regions where tourism is the priority industry. The largest number of seasonal workers from inland areas came from Slavonia counties where it is fairly common for the workforce to migrate for the purpose of seasonal employment, while north-western and central Croatian counties, as usual, accounted for a relatively smaller share of seasonal employment (*Schedule 4, p. 29*).

Most seasonal workers were employed as servers (2,461 or 18.2%), cooks/chefs (1,404 or 10.4%), sales staff (1,118 or 8.3%), assistant cooks/chefs (1,003 or 7.4%), room attendants/housekeepers (968 or 7.2%), and cleaning staff (791 or 5.8%).

Interregional Employment

The purpose of interregional intermediation is to ensure that the employers' demand for labour is met, especially in areas with a shortage of workers in certain occupations, as well as to promote the migration of workers and secure their employment, particularly in areas with high unemployment rates. Therefore, if a CES regional centre/office is not able to find a worker suitable to fill a particular notified vacancy among the unemployed registered in the county that it covers, it sends the relevant vacancy notice to other centres/offices whose registers include workers meeting the requirements of the vacant position. Interregional intermediation plays a particularly important role in meeting the demand for seasonal workers during the tourist season, and in meeting the demand for workers skilled in shortage occupations.

In 2025, a total of 16,818 persons from the CES register were employed outside the area covered by their competent regional employment office, which is down by 7.6% compared with the volume of interregional employment recorded in 2024. If analysed by county (*Schedule 4, p. 29*), the largest number of workers employed outside the area covered by their competent employment office came from the County of Osijek-Baranja (2,058 or 12.2%), the County of Vukovar-Srijem (1,692 or 10.1%), the County of Sisak-Moslavina (1,440 or 8.6%), and the County of Split-Dalmatia (1,397 or 8.6%). In comparison with 2024, the largest decline in employment outside the area covered by the worker's competent employment office was recorded in the County of Istria (by 24.9%), the County of Krapina-Zagorje (by 14.2%), the County of Požega-Slavonia (by 14.0%) and the County of Primorje-Gorski Kotar (by 11.8%), while the following counties recorded an increase in interregional employment: Zagreb (by 2.9 %), Varaždin (by 2.1 %) and the Brod-Posavina (by 0.1 %).

In terms of the economic activity, almost a quarter (24.5%) of the workers employed outside the area covered by their competent employment office were employed in accommodation and food service activities, while 18.2% of the workers were employed in wholesale and retail trade, 12.0% in manufacturing, 8.6% in administrative and support service activities, 6.3% in construction, and 5.2% in health care and social welfare.



Schedule 2

Notified Vacancies and Employment of Persons from the CES Register on the Basis of an Employment Contract by National Classification of Activities (NKD 2025) in 2025					
Section (NKD 2025)		Notified Vacancies		Persons from the CES Register Employed on the Basis of an Employment Contract	
		2025	2025 share	2025	2025 share
A	Agriculture, forestry and fishing	3.531	1,5	2.637	2,7
B	Mining and quarrying	200	0,1	67	0,1
C	Manufacturing	31.479	13,1	12.242	12,3
D	Electricity, gas, steam and air-conditioning supply	328	0,1	212	0,2
E	Water supply, sewerage; waste management and remediation activities	3.887	1,6	968	1,0
F	Construction	22.107	9,2	7.111	7,2
G	Wholesale and retail trade	22.451	9,3	13.720	13,8
H	Transportation and storage	9.343	3,9	5.455	5,5
I	Accommodation and food service activities	23.322	9,7	18.160	18,3
J	Publishing, broadcasting, and content production and distribution activities	399	0,2	277	0,3
K	Telecommunication, computer programming, consulting, computing infrastructure and other information service activities	1.344	0,6	1.539	1,6
L	Finance and insurance	604	0,3	679	0,7
M	Real estate activities	1.385	0,6	670	0,7
N	Professional, scientific and technical activities	7.349	3,0	4.133	4,2
O	Administrative and support service activities	13.252	5,5	5.926	6,0
P	Public administration and defence; compulsory social security	6.240	2,6	2.552	2,6
Q	Education	43.213	17,9	11.280	11,4
R	Health care and social welfare	40.640	16,9	5.764	5,8
S	Arts, entertainment and recreation	4.530	1,9	1.801	1,8
T	Other service activities	5.368	2,2	3.906	3,9
U	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use	35	0,0	155	0,2
V	Activities of extraterritorial organisations and bodies	16	0,0	11	0,0
TOTAL		241.023	100,0	99.265	100,0

Schedule 3

Notified Vacancies and Employment of Persons from the CES Register on the Basis of an Employment Contract by County in 2024 and 2025								
County	Notified Vacancies				Persons from the CES Register Employed on the Basis of an Employment Contract			
	2024	2025	2025 share	2025/2024 index	2024	2025	2025 share	2025/2024 index
Zagreb	13,363	12,958	5.4	97.0	5,439	4,854	4.9	89.2
Krapina-Zagorje	6,560	6,591	2.7	100.5	2,201	1,811	1.8	82.3
Sisak-Moslavina	7,601	7,070	2.9	93.0	5,624	4,553	4.6	81.0
Karlovac	5,623	4,917	2.0	87.4	2,822	2,234	2.3	79.2
Varaždin	9,254	9,364	3.9	101.2	3,572	3,300	3.3	92.4
Koprivnica-Križevci	5,533	5,516	2.3	99.7	2,443	2,053	2.1	84.0
Bjelovar-Bilogora	6,168	5,289	2.2	85.7	4,032	2,987	3.0	74.1
Primorje-Gorski Kotar	16,089	15,197	6.3	94.5	6,149	5,106	5.1	83.0
Lika-Senj	3,061	2,648	1.1	86.5	1,453	1,138	1.1	78.3
Virovitica-Podravina	3,986	3,436	1.4	86.2	4,218	3,132	3.2	74.3
Požega-Slavonia	3,551	3,653	1.5	102.9	2,819	2,207	2.2	78.3
Slavonski Brod-Posavina	9,835	7,839	3.3	79.7	4,971	4,124	4.2	83.0
Zadar	9,224	8,900	3.7	96.5	4,431	3,865	3.9	87.2
Osijek-Baranja	17,965	15,639	6.5	87.1	12,760	10,722	10.8	84.0
Šibenik-Knin	7,000	5,854	2.4	83.6	4,434	3,463	3.5	78.1
Vukovar-Srijem	7,522	6,701	2.8	89.1	7,117	5,696	5.7	80.0
Split-Dalmatia	28,254	26,498	11.0	93.8	19,636	17,009	17.1	86.6
Istria	16,208	14,036	5.8	86.6	4,099	3,604	3.6	87.9
Dubrovnik-Neretva	7,418	6,904	2.9	93.1	4,999	4,501	4.5	90.0
Međimurje	7,345	7,427	3.1	101.1	2,741	2,487	2.5	90.7
City of Zagreb	71,393	64,586	26.8	90.5	11,757	10,419	10.5	88.6
TOTAL	262,953	241,023	100.0	91.7	117,717	99,265	100.0	84.3



Schedule 4

Seasonal and Interregional Employment of Persons from the CES Register Employed on the Basis of an Employment Contract by County in 2024 and 2025

County	Seasonal Employment				Interregional Employment			
	2024	2025	2025 share	2025/2024 index	2024	2025	2025 share	2025/2024 index
Zagreb	83	77	0.6	92.8	477	491	2.9	102.9
Krapina-Zagorje	44	33	0.2	75.0	627	538	3.2	85.8
Sisak-Moslavina	280	315	2.3	112.5	1,546	1,440	8.6	93.1
Karlovac	213	195	1.4	91.5	681	613	3.6	90.0
Varaždin	62	70	0.5	112.9	653	667	4.0	102.1
Koprivnica-Križevci	91	85	0.6	93.4	606	545	3.2	89.9
Bjelovar-Bilogora	280	257	1.9	91.8	907	836	5.0	92.2
Primorje-Gorski Kotar	1,523	1,499	11.1	98.4	587	518	3.1	88.2
Lika-Senj	293	291	2.2	99.3	271	257	1.5	94.8
Virovitica-Podravina	197	175	1.3	88.8	775	713	4.2	92.0
Požega-Slavonia	118	121	0.9	102.5	642	552	3.3	86.0
Slavonski Brod-Posavina	322	287	2.1	89.1	986	987	5.9	100.1
Zadar	899	828	6.1	92.1	487	459	2.7	94.3
Osijek-Baranja	754	660	4.9	87.5	2,283	2,058	12.2	90.1
Šibenik-Knin	1,275	1,137	8.4	89.2	742	692	4.1	93.3
Vukovar-Srijem	514	468	3.5	91.1	1,803	1,692	10.1	93.8
Split-Dalmatia	3,814	3,440	25.4	90.2	1,539	1,397	8.3	90.8
Istria	1,287	1,223	9.0	95.0	374	281	1.7	75.1
Dubrovnik-Neretva	1,936	2,118	15.7	109.4	692	661	3.9	95.5
Međimurje	45	62	0.5	137.8	446	438	2.6	98.2
City of Zagreb	248	187	1.4	75.4	1,077	983	5.8	91.3
TOTAL	14,278	13,528	100.0	94.7	18,201	16,818	100.0	92.4

Labour Market Intermediation and Preparation for Employment

Activities Performed in Working with the Unemployed

The development of online tools enabling the unemployed to claim their rights from the CES, i.e., to register with the CES and apply for the unemployment benefit, through electronic channels proved extremely helpful in working with unemployed persons.

In general, labour market intermediation activities are aimed at improving the employability of the unemployed, providing support to help the unemployed integrate the labour market more quickly, and combating social exclusion. Among other, it is primarily the various individualised activities, i.e., ordinary and motivational counselling, consultations and support in defining individual action plans ("IAP") or job-integration agreements (for the long-term unemployed, "JIA"), that play an important role in achieving these goals.

Through individual counselling activities, employment counsellors help the unemployed identify the transferable and other skills they have acquired through either work or education, and define the work potential which will enable them to find employment in the open labour as quickly as possible. In 2025, employment counsellors held 171,998 individual counselling sessions with unemployed persons. Through motivational counselling, employment counsellors identify the needs of long-term unemployed persons, the barriers to their employment, and try to motivate them to participate in other activities or find employment in the labour market. In 2025, 29,962 motivational counselling sessions were held.

An individual action plan is a plan defining a list of jobs and occupations a particular unemployed person is capable of performing based on the identified occupational, working and personal abilities and labour market needs, a list of activities he/she plans to perform for the purpose of finding or preparing for employment along with the related execution deadlines, and the schedule for contacts with their employment counsellor. In 2025, 130,684 individual action plans were defined.

Working with long-term unemployed persons refers to providing motivational counselling to those entering long-term unemployment, defining job integration agreements, and implementation of an activation programme. A job integration agreement is a contract defining the occupations that a particular long-term unemployed is capable of performing based on the identified occupational, working and personal abilities, the activities he/she plans to carry out in order to ensure activation and integration in the labour market, and the activities their employment counsellor will conduct to support them in carrying out the agreed activities. In the course of the year, 32,369 job integration agreements were signed.

In 2025, the CES was implementing a programme called Posao+, a support programme intended for those who need an individualised approach to secure suitable employment. The programme target groups were long-term unemployed persons, persons with no secondary education, and guaranteed minimum benefit recipients. Through the programme, the clients were given an opportunity to take advantage of different ALMP measures, each of which contributes to improving the employability, changing the attitude and, consequently, also to changing the behaviour of an unemployed person in regard to looking for and accepting employment, along with continued support from employment counsellors.

In 2025, 25,535 people met the requirements for inclusion in the Posao+ programme. Also, 7,850 persons are involved in motivational counselling, and 6,740 of them were employed or self-employed, while 1,478 people were included in education through vouchers, education for finishing primary school and training at the workplace.

Through other measures of the active employment policy, 1,014 people were included, most of them in Public Work (362), Posao+ incentive (289), Employment Incentives and Traineeship Subsidies (217) and Self-Employment (120).



In 2025, the CES continued implementing the Activation Programme, intended for long-term unemployed persons and other vulnerable groups of persons who have lost their skills, who are not motivated enough to accept employment and who very often have unrealistic expectations with regard to employment possibilities.

In 2025, 3,415 unemployed persons joined the Activation Programme, of which 2,248 persons or 65.8% were activated, i.e., found employment (1,701) or participated in Training or Workplace Training (547).

The CES also conducted activities intended for young jobseekers. As a result, 44,089 young persons aged up to 29 were employed, accounting for 40.6% of total registered employment. The CES also seeks to ensure as fast as possible activation of young persons in the labour market, i.e., within four months from leaving or completing school, or becoming unemployed.

As a result, 30,067 young persons were activated, through either employment or training, within 4 months from becoming unemployed.

In order to create preconditions for improving the employability of members of the Roma national minority, all registered unemployed Roma were included in both, the regular activities performed by the CES and the activities that are specifically designed for them. At the end of December 2025, 2,984 members of the Roma national minority were registered with the CES, accounting for 3.6% of total unemployment. A total of 3,410 individual employment preparations, i.e., counselling sessions, were held with members of the Roma national minority, and 602 members of the Roma national minority were employed during the year. Also, 1,036 persons from the Roma national minority were newly included in active employment policy measures, most of whom were included in the Public Work (341), Education (597), and Employment Incentives (47) measures.

Depending on the assessment of their needs, characteristics and employability, some unemployed persons, CES clients, are advised to participate in the vocational guidance programme, which includes various forms of vocational information and counselling activities intended for either groups or individuals, and to avail themselves of different self-help services (provided in the form of brochures and other types of informational material, CES online tools, and other tools for the self-assessment of competencies, i.e., knowledge and skills). In 2025, 988 group activities (workshops and group information sessions) involving 6,395 clients were conducted. Furthermore, unemployed persons who need more intensive professional assistance with career planning and development are referred to individual counselling and information activities. The individual vocational guidance procedure is conducted by a multi-disciplinary team of experts, and it includes an assessment of the unemployed person's knowledge, skills and potential, along with consultations and support in job search and career development. It may also include an examination by an occupational medicine specialist and a psychodiagnostic assessment for which substantial human and other resources of the CES are required, including organisation of multiple activities for a single client. In 2025, the CES provided 13,692 individual vocational information and counselling services to unemployed persons.

The Career Information and Counselling Centres ("CISOK"), established with the aim of ensuring availability of vocational guidance services to all client groups, currently operate in 19 towns at 20 locations: Bjelovar, Dubrovnik, Čakovec, Gospić, Karlovac, Koprivnica, Krapina, Osijek, Požega, Rijeka, Slavonski Brod, Split, Šibenik, Varaždin, Virovitica, Vukovar, Zadar, and Zagreb (2 locations).

The CISOK centres are recognised as the hubs for reaching and activating persons aged 15 to 30 who are not in education, employment or training ("NEETs"). In this role, the CISOK centres have been signing cooperation agreements associated with the process of identifying and activating the NEET client group with local and regional partners since 2016. As a result, 679 cooperation agreements with various partners were signed by 31 December 2025.

One of the existing e-tools available to users for independent information search and assistance in lifelong career development is the Career Development portal. Information can be searched

by different target groups (i.e., pupils, students, unemployed persons, employed persons). The portal also includes special self-assessment questionnaires that help the users assess their interests and competencies and, by doing so, become better equipped to make the right career choices and identify the soft skills which they possess and which are considered desirable in the labour market (such as communication skills, teamwork, etc.). In 2025, the portal was viewed 2.1 million times by 136,000 different users.

In 2025, the CES also invested continuous efforts in providing preparation for employment support to persons with disabilities, with the aim of helping them integrate the labour market as successfully as possible. Thus, besides participating in regular consultation and counselling activities conducted by CES employment counsellors, 956 persons with disabilities also used various vocational guidance services (individual vocational information and counselling activities, group vocational information activities, psychological testing, and workshops) provided by counsellors specialised in vocational rehabilitation and career development.

Unemployed persons with disabilities are issued referrals for vocational rehabilitation services provided by vocational rehabilitation centres (in Zagreb, Rijeka, Osijek, and Split). In 2025, the CES referred 406 persons with disabilities to different regional vocational rehabilitation centres, which delivered 226 medical reports and opinions, and 66 persons continued using other available vocational rehabilitation services.

In mid-2025, the CES introduced a new website www.osi.hzz.hr for disabled jobseekers, as well as for employers who are open to employing people with disabilities. By the end of the year, the website had more than 11 thousand visitors who viewed the information on the website with more than 134 thousand views. The most frequently visited place on the website is the “Jobs” section, which highlights job advertisements in which the employer has indicated the possibility of employing people with disabilities.

As part of the activities carried out under the project Social Reintegration of Treated Addicts, the CES regional centres/offices continued referring treated addicts to educational programmes and helping them find employment through different ALMP measures in the course of 2025 as well. On 31 December 2025, the CES register included 107 persons/project beneficiaries, of which 33 newly registered beneficiaries, i.e., those who registered with the CES after 1 January 2025. As part of the preparation for employment programme, 29 beneficiaries participated in the vocational information and counselling activities aimed at providing assistance in job search and career development, and 2 Social Reintegration project beneficiaries underwent a medical and psychological assessment for the purpose of determining their psychophysical abilities. In the period from 1 Jan to 31 Dec 2025, a total of 37 beneficiaries were employed, and 84 participated in the ALMP measures implemented by the CES.

Furthermore, in 2025 the CES participated in the activities of a task force established within the Croatian Institute of Public Health for the purpose of reviewing the Social Reintegration Project, now being implemented under a new name, Social Integration Project.

Activities Performed in Working with Employers

In accordance with the Ordinance on Amendments to the Ordinance on the Registers of the Croatian Employment Service, vacancy notices (“PR forms”) are submitted to the CES electronically via the Burza rada (Labour Exchange) portal. In 2025, a total of 241,023 vacancies were notified to the CES.

Support to employers is provided through various activities to meet their specific needs. In all regional services and offices, there are Offices for Employers, where there are additionally trained advisers for working with employers and they provide services to employers according to their needs. Individualized support to employers was provided through business information and consultations, as well as visits to their business premises.

In order to bring the services the CES provides closer to employers, numerous group activities are continuously held, such as presentations of ALMP measures, job fairs, webinars on specific



topics, workshops, speed date activities, and similar.

In 2025, 15,192 employers were covered by information and consulting services, and 199 specific services were provided through presentations, webinars, workshops and more.

In 2025, the Croatian Employment Service Job Days were held in 6 cities: Zagreb, Osijek, Virovitica, Bjelovar, Sisak and Požega. The Job Days brought together more than 20 renowned employers from the tourism and hospitality industry. In addition to directly connecting employers and potential employees, side activities such as speed dating, presentations of occupations, presentations of ALMP measures and student and student service services were also held, while secondary vocational school students presented their skills and knowledge acquired during practical classes in a presentation part by preparing various beverages and bakery and pastry products that they offered to the attendees.

Recently, additional emphasis has been placed on the pre-selection of candidates for vacant positions in order to bring vacant positions closer to as many unemployed persons as possible, and to provide employers with a wider selection of potential candidates.

During 2025, employers were offered pre-selections more than 1,700 times when announcing job vacancies or conducting labour market tests.

The Croatian Employment Service participated in providing information and planning the travel of hotel companies' representatives to the Job Fair in Manila, the Philippines, organized by the Ministry of Labour, Pension System, Family and Social Policy. This event was organized based on the signed Memorandum of Cooperation between the competent ministries of the Republic of Croatia and the Philippines in the field of the labour market with the aim of improving institutional capacities in the field of the labour market and employment.

The Job Fair was attended by over 30 representatives of 12 hotel companies from Croatia, who, in addition to presenting their hotel companies at info stands, also had organized interviews with potential candidates.

This method of mediation in the employment of foreign workers aims to speed up the procedure and provide our employers with verified and competent foreign workers, and so far the results have been promising.

Issuing an Opinion on the Application for a Residence and Work Permit Submitted for Third-country Nationals: Pursuant to the Aliens Act (Official Gazette No. 133/20, 114/22 and 151/22), the CES has been implementing two new business processes since 1 January 2021, i.e., Conducting a Labour Market Test and Issuing an Opinion on the Application for a Residence and Work Permit Submitted for Third-Country Nationals. The labour market testing ("LMT") procedure consists of checking the register of unemployed persons and performing intermediation activities with the aim of employing workers from the national labour market. If the LMT shows that no available persons who meet the employer's job requirements are listed in the register of unemployed persons, or that the vacancies in question cannot be filled through migration of unemployed persons within the country, the CES is obligated to issue (no later than within 15 days) a positive answer to the requesting employer, who can then submit an application for a residence and work permit within 90 days from receiving the notice of the results of the labour market test. In the context of the administrative procedure for issuing residence and work permits, the CES is responsible for checking whether the employer meets the conditions laid down in Article 99 of the Aliens Act (OG 133/20, 114/22 and 151/22), and issuing its opinion on the application for a residence and work permit.

In 2025, 3,526 employers requested a labour market test for 59,070 workers in connection with 481 occupations. Based on the results of the LMT, positive answers were issued in regard to employment of 47,251 workers. In the same period 172,203 applications for a residence and work permit were received, and 152,591 opinions on applications for a residence and work permit submitted for third-country nationals were issued, of which 30,674 based on the results of the labour market test. The other applications concerned certain occupations which are exempt

from the LMT requirement in accordance with the relevant decision of the CES Managing Board since they are in constant demand in the Croatian labour market. The mentioned applications were submitted by 17,169 employers in connection with 459 occupations. The following table shows the requests for issuance of an opinion regarding the stay and work of third-country nationals by county.

Requests for Opinion Regarding the Stay and Work of Third-country Nationals by County	
County	Number of Requests Received
Bjelovar-Bilogora	1,469
Slavonski Brod-Posavina	4,541
Dubrovnik-Neretva	11,906
City of Zagreb	22,637
Istria	24,893
Karlovac	3,001
Koprivnica-Križevci	1,587
Krapina-Zagorje	3,911
Lika-Senj	3,248
Međimurje	2,843
Osijek-Baranja	3,423
Požega-Slavonia	705
Primorje-Gorski Kotar	16213
Sisak-Moslavina	5,778
Split-Dalmatia	22,063
Šibenik-Knin	5,971
Varaždin	4,219
Virovitica-Podravina	959
Vukovar-Srijem	2,384
Zadar	12,789
Zagreb	17,663
Total	172,203

The ten most sought-after occupations for which a positive opinion was issued were: building construction workers, cleaners, servers, assistant cooks/chefs, civil engineering workers, cooks, assistant servers, and room attendants/housekeepers.

Collective Redundancies

Pursuant to Article 127 of the Labour Act, any employer that proposes to make 20 or more workers redundant within a period of 90 days, where at least 5 employment contracts would be terminated due to business reasons, must engage in consultations with the works council adhering to the time limit and procedure defined in the Labour Act, with a view to reaching an agreement for the purpose of eliminating or reducing the extent of the need for making workers redundant. Workers selected for redundancy ("proposed to be made redundant") are those whose employment relationship will end as a result of a dismissal due to business reasons, or an agreement between the employer and the worker at the initiative of the employer.

The employer is required to notify the competent public employment office about the consultations conducted with the works council.

Pursuant to Article 128 of the Labour Act, the employment relationship with a worker proposed to be made redundant may not be terminated during a period of 30 days from the date on which the competent public employment office is notified about the consultations conducted.

The competent public employment office may, no later than on the last day of the time limit



from Article 128, p. 1 of the Labour Act, serve a written injunction to the employer to postpone the dismissal process in respect of all or certain workers selected for redundancy for a period which may not exceed 30 days, if the employer is able to secure continuation of the employment relationship during such extended period.

In such situations, the CES tries to help by performing various activities from its scope of competence already during the dismissal notice period. To be specific, it carries out labour market intermediation activities for the purpose of finding a new job for the workers affected, or refers them to reskilling or upskilling programmes to help them prepare for an alternative position within the same company or a position with a new employer, etc.

In performing these activities, the CES faces a series of objective problems, primarily the lack of new positions, both with the same and with other employers, and the psychophysical state of the worker affected by collective redundancy.

The end goal of these activities is to help the workers facing unemployment find work more quickly, ensure successful reintegration of as many individuals as possible in the world of labour, and prevent long-term unemployment.

In 2025, the CES received 48 collective redundancy notifications (“proposals”) affecting a total of 2,561 workers, of which 1,369 women.

In terms of the level of education, workers who completed a 4 (or more)-year vocational secondary school or grammar school (1,338) accounted for the largest share of proposed redundancies, followed by those who completed a 1 to 3-year vocational secondary school or school for skilled and highly skilled workers (475), those with a graduate or post-graduate university degree (366), those with an undergraduate university, professional study or school of professional higher education degree (187) and those who completed primary school (149).

In terms of age, most proposed redundancies referred to workers aged 60 and older (590), followed by those aged 55 to 59 (455), 40 to 44 (268), 45 to 49 (249), 30 to 34 (241), and 50 to 54 (236).

In terms of the economic activity performed by the employer (“industry”), workers affected by collective redundancy come mostly from the wood and paper industry, gambling and betting, financial intermediation, the production of pharmaceuticals and the production of building joinery.

Compared with 2024, when the CES received 32 collective redundancy notifications affecting 1,518 workers, in 2025 the number of collective redundancy notifications received went up by 16 and the number of affected workers by 1,043.

In 2025, 20,740 persons registered with the CES immediately after their employment relationship (“contract”) ended through dismissal for economic, technical or organisational (“business”) reasons, which shows that persons affected by collective redundancies actually accounted for only a small share of the total number of those who registered with the CES immediately after their employment relationship ended through dismissal for economic, technical or organisational reasons (12.3%).

Number of Collective Redundancy Proposals/Notifications Received, Number of Workers Affected by Collective Redundancies, and Number of Persons who Registered as Unemployed Immediately after Dismissal for Economic, Technical or Organisational Reasons, 2006 – 2025				
Year	Number of Collective Redundancy Proposals/Notifications Received	Number of Workers Affected by Collective Redundancies	Number of Newly Registered Unemployed Persons whose Employment Relationship Ended for Economic Reasons	Share of Persons Affected by Collective Redundancies (3:4)
1	2	3	4	5
2006	48	3,394	31,278	10.7
2007	18	1,504	26,544	5.7
2008	31	2,642	29,599	8.9
2009	89	6,199	64,493	9.6
2010	89	5,637	65,087	8.7
2011	44	3,457	49,458	7.0
2012	91	5,697	52,471	10.9
2013	107	12,843	49,708	25.9
2014	68	6,639	40,919	16.2
2015	74	9,014	32,583	27.7
2016	37	2,534	25,848	9.8
2017	40	3,581	21,447	16.7
2018	43	3,165	19,643	16.1
2019	59	3,449	20,223	17.1
2020	89	3,731	41,857	8.9
2021	48	2,172	18,730	11.6
2022	41	2,267	17,821	12.7
2023	21	1,405	17,074	8.2
2024	32	1,518	17,639	8.6
2025	48	2,561	20,740	12.3

Early Intervention and Prevention Activities Performed in Working with Pupils and Students

Vocational guidance activities designed specifically for primary and secondary school pupils are an important employment policy tool and represent early intervention methods for preventing (long-term) unemployment.

In accordance with the Ordinance on the Elements and Criteria for the Selection of Candidates for Enrolment in the First Grade of Secondary School (OG 49/15, 47/17, and 39/22) of the Ministry of Science and Education, the CES conducts vocational guidance activities for pupils in the final grade of primary school, with a special focus on those who have certain developmental or more serious health problems which limit their choice of suitable educational programmes and make their future integration in the labour market more difficult in comparison with others. The CES thus issued 5,290 expert opinions for pupils with developmental or more serious health problems for the purposes of their enrolment in academic year 2024/2025.

Through the CES regional centres/offices and CISOK centres, a total of 9,537 individual vocational guidance services were provided, and 1,244 vocational guidance workshops (i.e., group activities) were conducted for the benefit of primary and secondary school pupils.

In addition, with the aim of promoting occupations which are in demand in the labour market, the CES regional centres/offices performed, in cooperation with the local chambers of crafts and trades and other partners, a number of activities intended to promote the crafts and trades in demand and secure funding for medical examinations of pupils enrolling in the related



educational programmes. In 2025, funding for a medical examination necessary for enrolment in educational programmes in shortage occupations was secured for 713 pupils.

Also, for the purpose of informing pupils about secondary school programmes available in the Republic of Croatia, the CES regularly updates and publishes its *Kamo nakon osnovne škole?* (Where to after Primary School?) brochures. These brochures are issued for five Croatian regions, and each contains descriptions of occupations and information about the related enrolment requirements, scholarships, schools, study programmes, student campuses, occupations in highest demand, and the vocational guidance services provided by the CES.

International Labour Market Intermediation

In accordance with the principle of free movement of workers, Croatian citizens are free to look for a job and get employed in EU member states that together constitute the Single European Labour Market without the need for any special approvals or work permits. Full freedom of movement of workers (“unrestricted access to the labour market”) was proclaimed on 1 July 2020, and the Swiss Confederation revoked the quotas for work permits on 14 January 2026, allowing free access to the Swiss labour market to Croatian nationals, so the legal basis for future restrictions no longer exists.

In 2025 the CES continued carrying out activities within EURES. In the reference period, EURES advisers made 4,150 individual contacts with jobseekers and 362 contacts with employers, as well as processed a total of 1,478 vacancy notices, of which 50 came from local employers and 1,428 from employers from other member states, which shows foreign employers’ growing interest in hiring unemployed persons from the Croatian labour market.

In the course of 2025, EURES Croatia participated in four job fairs and three information events, and cooperated with 11 member states on selection processes. Through European online job fairs leading employers in the tourism sector were presented.

In July 2025, an Agreement was signed between the Croatian Employment Service and the Department of Migrant Workers of the Republic of the Philippines (DMW), establishing guidelines for the implementation of a pilot project on the selection and employment of Filipino hotel workers in Croatia. The National Coordination Office for EURES was appointed as the contact point for the implementation of the guidelines of the Agreement and mediation in the arrival of Filipino workers on the national labour market. After October 2025 and the Manila Job Fair, where leading Croatian employers from the tourism sector were presented, the first online interviews with selected candidates began, which will continue taking place throughout 2026.

Meanwhile, EURES Croatia continues participating in the EURES Targeted Mobility Schemes/ EURES TMS), aiming to make it easier for interested candidates to find employment, traineeship or apprenticeship opportunities, and supporting employers in finding qualified workers in the wider European area. Besides labour market intermediation services, TMS schemes also provide financial support for both workers and employers. The CES is a project partner on the Italian TMS programme.

Active Labour Market Policy

In 2025, the active labour market policy measures (“ALMP measures”) were implemented pursuant to the Labour Market Act³ (OG No. 118/18, 32/20, 18/22, 152/24), the State Aid Act⁴ (OG No. 47/14, 69/17), the Programme of the Government of the Republic of Croatia for the Period 2024-2028, as part of Objective 1.2. Safer Labour Market, and the Implementation Programme of the Ministry of Labour, Pension System, Family and Social Policy for the Period 2024-2028. The ALMP measures seek to promote employment and self-employment, provide opportunities for gaining first work experience, activate the “hardest-to-employ” groups, preserve jobs and help workers remain in employment, all in keeping with the general objective, which is to boost the employment rate.

In 2025 the implementation of 9 recognisable measures, and a few additional sub-measures, was planned:

1. Employment Incentives – state subsidies granted with the aim of encouraging the employment of disadvantaged/extremely disadvantaged persons and persons with disabilities by co-financing the cost of gross and salary amounts to employers;
 - 1.1. Employment Subsidies – Green/Digital;
2. Subsidies for Employment of Posao+ Programme Participants – de minimis subsidies awarded with the aim of promoting employment of unemployed persons whose circumstances are exceptionally unfavourable;
3. Traineeship and Youth Subsidies – de minimis subsidies granted with the aim of training people for independent work by encouraging the employment of people and encouraging the employment of young people by co-financing the cost of wages and other costs to employers prescribed by this measure;
 - 3.1. Traineeship Subsidies – Green/Digital;
4. Upskilling Subsidies – The aim of the measure is to provide targeted support to employees in acquiring additional skills to achieve greater efficiency and effectiveness or retain their jobs, through employee training co-financing;
5. Self-employment Subsidies
 - 5.1. Self-employment Subsidies – subsidies awarded to unemployed persons to co-finance the cost of establishing and operating a business entity;
 - 5.2. Self-employment Subsidies – Green/Digital,
 - 5.3. Labour Force Mobility Scheme – Biram Hrvatsku (I Choose Croatia) – these subsidies are primarily intended for Croatian citizens aged up to 60 who are returning to Croatia from EEA countries, the Swiss Confederation, the United Kingdom of Great Britain and Northern Ireland, North and South America, Australia and New Zealand (“returnees”), regardless of their level of education, provided they have worked at least 12 months in the past 24-month period in an EEA country, or attended regular education, and that, after returning to Croatia, they registered as unemployed and became self-employed as beneficiaries of the Start-up Incentives (i.e., self-employment subsidies) in 2024 or 2025; the second target group are the beneficiaries of Self-employment Subsidies awarded in 2024 or 2025 registered in areas classified into Group I, II, III or IV by development index who have changed their permanent residence by moving from an area classified into Group VII or VIII to an area classified into Group I, II, III or IV by development index.
6. Education and Training
 - 6.1. Workplace Training – the aim is to provide opportunities for acquiring the practical knowledge and skills required to perform the tasks associated with a particular job/occupation, or for refreshing the skills lost over time, through learning at the workplace and combined learning in an educational institution and at the workplace;
 - 6.2. Primary School Completion - the aim of the measure is to raise the level of employability and competitiveness of persons who have not finished primary school by creating conditions for primary school completion and acquiring first job;

³ In Croatian: *Zakon o tržištu rada*

⁴ In Croatian: *Zakon o državnim potporama*



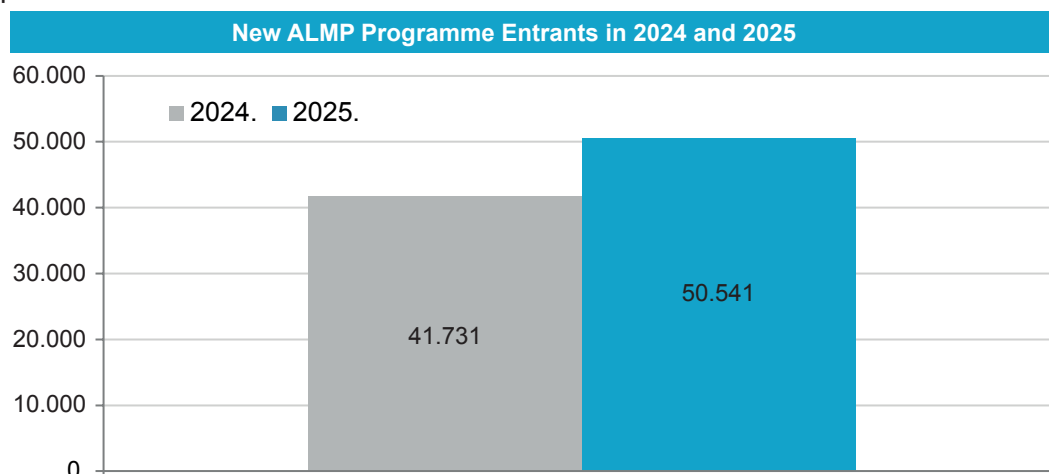
6.3. Activation Programme – the aim is to prepare the unemployed for the acquisition of the practical knowledge and skills necessary for their active integration in the labour market, and to increase their motivation to look for and accept employment opportunities,

7. Public work - implies the inclusion of unemployed persons from target groups in activation programs for community service jobs by co-financing, that is, financing the cost of their gross I or gross II salary and other costs prescribed by this measure;
8. Job Preservation Subsidies – Short-time Work Schemes – the aim is to preserve jobs with employers experiencing difficulties in operations;
9. Measure to Retain Jobs in the Manufacturing Industry – the aim of the measure is to temporarily compensate for the difference in the minimum wage increase based on the Minimum Wage Regulation for 2025.

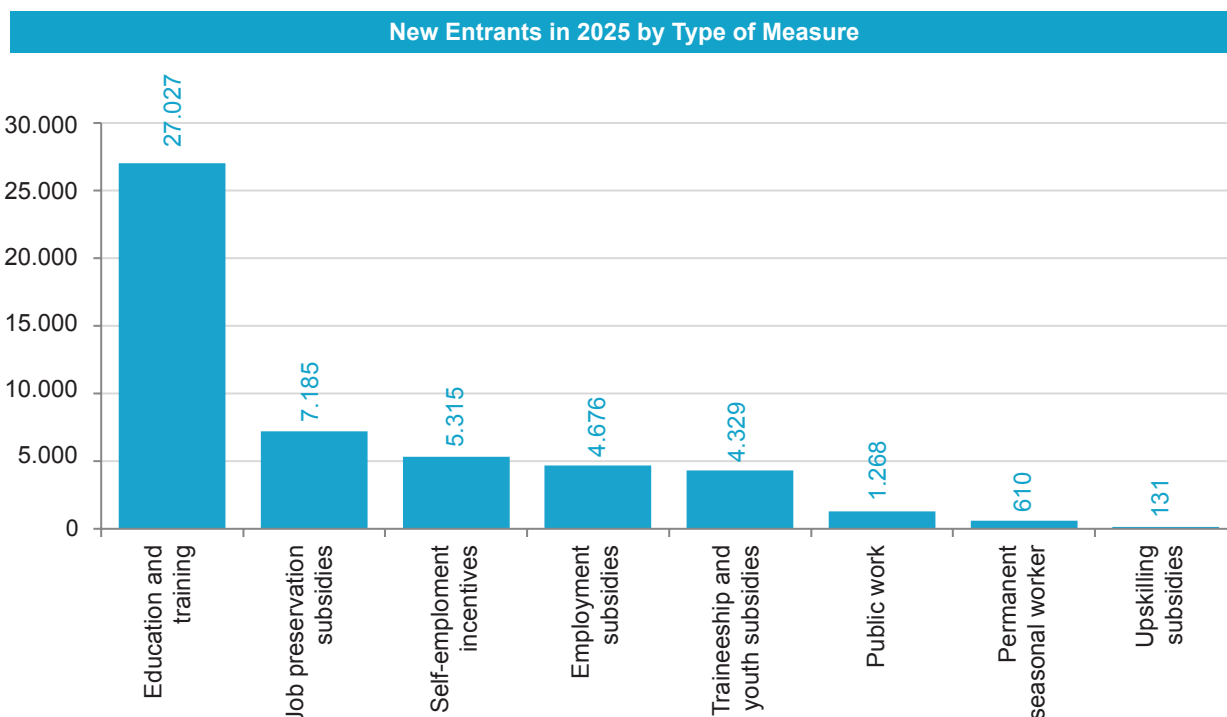
The above-listed measures are intended for specific target groups of unemployed persons, as well as for employed persons facing job loss, including:

- persons who have not received regular income from employment in the past 6, 12 and 24 months,
- persons who did not complete secondary education,
- persons aged 15 to 24,
- persons aged 50 and over,
- persons who did not complete secondary education,
- persons with disabilities,
- persons with no previous work experience employed in jobs in an occupation for which they were not trained,
- young people up to 29 years old, regardless of insurance duration, entered on the unemployed persons register maintained by the CES;
- special groups of unemployed persons, such as: parents of 4 or more underage children, parents of children with developmental problems, parents of children suffering from malignant diseases, widowed parents and parents of children with unnamed second parent, persons with disabilities, victims of human trafficking, family abuse victims, asylum seekers and aliens under subsidiary/temporary protection and their family members, treated drug addicts, persons released from prison in the 6 months preceding the date of application, probationers, homeless persons, Croatian returnees/immigrants from the Croatian diaspora, Croatian veterans, children of killed and missing Croatian veterans, members of the Roma national minority;
- employers facing difficulties, with the aim of preserving jobs, and
- Croatian returnees/immigrants from the Croatian diaspora.

A total of 50,541 persons entered the programme of ALMP measures falling within the competence of the CES in 2025, which is a 21.1% increase compared with 41,731 programme participants in 2024.



New 2025 Entrants by Type of Measure – 50,541 persons entered the ALMP programme of measures in 2025. During the year, the largest number of new entrants participated in the programmes offered as part of the Education and Training (27,027 or 53.5%), followed by: Job Preservation Subsidies (7,185 persons or 14.2%), Self-Employment Incentives (5,315 persons or 10.5%), Employment Subsidies (4,676 persons or 9.3%), Traineeship and Youth Subsidies (4,329 persons or 8.6%), Public Work (1,268 persons or 2.5%), Permanent Seasonal Worker (610 persons or 1.2%), and Upskilling Subsidies (131 persons or 0.3%).



In the structure of new ALMP programme entrants, women (58.5%) accounted for a larger share than men (41.5%). In terms of age, the majority of new entrants were middle-aged persons, i.e., those aged 30 to 49 (44.5%), followed by young persons aged up to 29 (31.7%), while persons aged 50+ accounted for a smaller share of new entrants (23.8%). Furthermore, most new entrants were persons with secondary education (61.1%), followed by those who completed post-secondary education (21.9%) and those with lower levels of education (15.9%).

In 2025, the total number of new entrants included 2,433 persons with disabilities (i.e., 25.6% of the average number of unemployed persons with disabilities), 1,456 Croatian Homeland War veterans (i.e., 26.2% of the average number of unemployed Croatian Homeland War veterans), and 1,036 members of the Roma national minority.



New Entrants by Sex, Age, Education Level, and Duration of Unemployment in 2024 and 2025

		Number		Structure	
Year		2024	2025	2024	2025
Total		41,731	50,541	100.0	100.0
Sex	Men	18,779	20,959	45.0	41.5
	Women	22,952	29,582	55.0	58.5
Age	15 - 29	15,446	16,009	37.0	31.7
	30 - 49	18,467	22,506	44.3	44.5
	50 and older	7,818	12,026	18.7	23.8
Education	No secondary education	5,145	8,038	12.3	15.9
	Secondary education	25,279	30,860	60.6	61.1
	Post-secondary education	11,038	11,092	26.5	21.9
	Unknown	269	551	0.6	1.1
Unemployment duration	Up to 6 months	14,837	15,461	35.6	30.6
	6 to 12 months	2,819	2,945	6.8	5.8
	More than 12 months	6,656	7,927	15.9	15.7
	Persons with no previous unemployment	17,419	24,208	41.7	47.9
Persons with disabilities		1,572	2,433	3.8	4.8
Croatian Homeland War veterans		1,226	1,456	2.9	2.9

Schedule 5

New ALMP Programme Entrants by County and Type of Measure in 2025									
County	TOTAL	TYPE OF MEASURE							
	Number of New Entrants	Employment Incentives	Traineeship Subsidies	Start-up Incentives	Upskilling Subsidies	Training	Direct Job Creation	Job Preservation Subsidies	Permanent Seasonal Worker
Zagreb	994	195	165	391	0	18	2	223	0
Krapina-Zagorje	1,579	87	144	147	0	692	15	494	0
Sisak-Moslavina	3,333	284	207	174	25	1,620	185	838	0
Karlovac	1,181	88	142	118	0	695	28	110	0
Varaždin	2,974	166	274	227	11	1,040	11	1,245	0
Koprivnica-Križevci	1,524	148	142	129	0	891	89	125	0
Bjelovar-Bilogora	2,287	261	203	126	30	985	40	642	0
Primorje-Gorski Kotar	2,173	168	178	276	0	1,424	29	50	48
Lika-Senj	454	28	22	18	0	255	21	30	80
Virovitica-Podravina	2,080	177	98	110	0	1,160	40	495	0
Požega-Slavonia	1,288	137	161	129	0	651	54	156	0
Slavonski Brod-Posavina	2,502	189	135	267	33	1,401	93	384	0
Zadar	1,353	135	95	215	0	782	0	44	82
Osijek-Baranja	5,415	758	468	508	0	2,778	269	606	28
Šibenik-Knin	1,115	72	56	112	0	732	48	94	1
Vukovar-Srijem	2,497	282	166	223	0	1,381	141	304	0
Split-Dalmatia	4,852	519	362	690	0	2,747	97	327	110
Istria	1,636	108	106	292	0	834	1	120	175
Dubrovnik-Neretva	910	111	73	87	0	554	8	39	38
Međimurje	2,302	223	283	106	0	1,051	68	571	0
City of Zagreb	8,092	540	849	970	32	5,336	29	288	48
TOTAL	50,541	4,676	4,329	5,315	131	27,027	1,268	7,185	610



In April 2022, the CES introduced a new ALMP measure – A Voucher-based Training for the Acquisition of Competencies Required for Employment – funded under the National Recovery and Resilience Plan. The purpose of the measure is to improve the employability and flexibility of the workforce in the labour market, encourage the activation of inactive persons, help the employed retain their jobs and mobility through the acquisition of new (“reskilling”) or improvement of their existing competencies (“upskilling”) sought in the labour market. The measure targets both unemployed and employed persons aged 15 and over who completed at least primary education. In 2025 the measure included 23,627 persons, of which 9,786 persons took advantage of the programmes for the acquisition of digital skills, 2,558 of the programmes for the acquisition of green skills, while 11,283 persons participated in other programmes sought in the labour market.

Since the voucher system was introduced (1 April 2022) until the end of 2025, a total of 53,106 clients participated in the available training programmes, of which 54% completed the digital skills acquisition programme, 13% the green skills acquisition programme, and 33% one of the other programmes sought in the labour market. The total number of clients, i.e., programme participants, included 70% jobseekers and 30% unemployed persons. Finally, members of the sensitive groups accounted for 19.3% of the total number of participants, including NEETs (7.4%), long-term unemployed (8.3%) and inactive persons (1.1%).

Unemployment Insurance

Pursuant to the Labour Market Act (OG No. 118/18, 32/20, 18/22, 152/24), unemployment insurance, or benefits, include(s):

- cash benefit,
- pension insurance,
- financial assistance and reimbursement for transportation expenses during training and workplace training,
- one-off financial assistance and reimbursement for travel and relocation expenses,
- financial assistance during occupational training without commencing employment, and
- financial assistance for persons insured under an extended pension insurance scheme based on a fixed-term employment contract for permanent seasonal jobs.

The procedure for claiming unemployment insurance is initiated based on the application submitted by the unemployed person. The applications are handled pursuant to the provisions of the General Administrative Procedure Act. More specifically, the first-instance procedure is performed by the CES regional centres and offices, while appeals against first-instance administrative decisions are resolved by the Central Office of the CES.

Cash Benefit

To be eligible for unemployment cash benefit, an unemployed person must have worked 9 out of the 24 months preceding termination of employment (unemployed person who is under 30 years of age at the time of termination of employment, subject to 6 months of work in the last 24 months), which may not be a result of his/her fault or will. A person who becomes unemployed after closing a craft/trade or freelance business will also be eligible to apply for unemployment benefit, provided they have worked 9 out of the 24 months preceding the closure of their business (unemployed person who is under 30 years of age at the time of the closure of their business, subject to 6 months of work in the last 24 months) and that the reason for closure is justified according to the Act. To claim the unemployment benefit, the unemployed person must register with the CES within the statutory time limit and apply for unemployment benefit.

Depending on the total years of pensionable service, an unemployed person may be granted right to unemployment benefit for a period of 90 to 450 days. He/she may also request that the approved benefit be disbursed to them in a lump sum for the purpose of registering a craft/trade or freelance business, getting employed in an existing company in which his/her interest does not exceed 25%, or setting up a company and getting employed in it, regardless of his/her interest therein, provided that financial resources are provided for this purpose.

During the first 90 days, the benefit amount equals 60% of the base amount, the amount for the period from 91st to 180th day is 35% and for the remaining period the amount is reduced to 30% of the base amount.

The maximum benefit amount that can be paid during the first 90 days is, however, limited to 70% of the average salary paid in the economy of the Republic of Croatia in the preceding year based on the latest officially published data, for the period from 91st to 180th day it cannot exceed 40% and for the remaining period it is limited to 35%. The highest unemployment benefit paid in 2025 amounted to EUR 922.60, while the average unemployment benefit was EUR 618.49.

In 2025, the CES issued 73,378 decisions approving entitlement to unemployment benefit and 3,306 decisions approving a lump sum payment of the benefit. Unemployment benefit was paid to 21,263 unemployed persons on average per month. Women (with a share of 56.0%), middle working-age population, i.e., persons aged 25 to 54 (70.9%), persons with secondary education (66.0%) and short-term unemployed persons (97.9%) accounted for the largest shares in the average number of unemployment benefit recipients. In 2025, unemployment benefit recipients



accounted on average for 26.2% of unemployed persons. The share of unemployment benefit recipients in unemployment was somewhat larger in the case of women (27.5%) than in the case of men (24.7%). As regards the age structure of unemployment benefit recipients, middle working-age persons (25 to 54; 29.6%) and older working-age persons (55+: 22.8%) accounted for much larger shares in unemployment if compared with unemployment benefit recipients from the group of young persons, i.e., those aged 15 to 24 (16.9%). Also, unemployment benefit recipients were much more present in the groups of persons who completed secondary and post-secondary education (28.6% and 32.6%, respectively) than in the groups of those who completed lower levels of education (15.4%). Finally, the number of unemployment benefit recipients in the group of short-term unemployed persons (38.9%) was many times greater compared to the number of unemployment benefit recipients in the group of long-term unemployed persons (1.6%).

Unemployment Benefit Recipients by Sex, Age, Education Level, and Duration of Unemployment in 2024 and 2025

	Average Number		Structure		Share in the Average Number of Unemployed Persons		2025/2024 Index
	2024	2025	2024	2025	2024	2025	
Total	19,962	21,263	100.0	100.0	20.9	26.2	106.5
Sex:							
Men	8,215	9,347	41.2	44.0	19.5	24.7	113.8
Women	11,747	11,916	58.8	56.0	22.1	27.5	101.4
Age:							
15 - 24	1,655	1,994	8.3	9.4	12.7	16.9	120.5
25 - 54	14,365	15,075	72.0	70.9	24.3	29.6	104.9
50 and over	3,942	4,194	19.7	19.7	17.1	22.8	106.4
Education:							
No secondary education	2,699	2,907	13.5	13.7	11.8	15.4	107.7
Secondary education	12,953	14,025	64.9	66.0	22.6	28.6	108.3
Post-secondary education	4,310	4,331	21.6	20.3	28.2	32.6	100.5
Duration of Unemployment:							
Short-term (0-12 months)	19,409	20,816	97.2	97.9	33.3	38.9	107.2
Long-term (12+)	553	447	2.8	2.1	1.5	1.6	80.8

Claiming Unemployment Insurance Based on the Coordination of Social Security Systems

When determining entitlement to unemployment insurance in the case of persons subject to the legislation of more than one EU member state, the provisions of EU regulations on the coordination of social security systems (Regulation (EC) No. 883/2004 and Regulation (EC) No. 987/2009) apply. The relevant competent authorities, competent institutions and liaison bodies, and their roles and responsibilities with regard to the implementation of EU regulations on the coordination of social security systems are defined in the provisions of the *Act on the Implementation of EU Regulations on the Coordination of Social Security Systems*⁵. Pursuant thereto, the CES acts as the competent institution for the provision of unemployment benefits in the Republic of Croatia. The relevant EU regulations lay down the rules for coordination of social security systems of EU member states, and define the basic principles and requirements associated with unemployment benefits, including in particular:

- export of unemployment benefits,
- import of unemployment benefits,
- aggregation of periods of insurance completed in different member states, and
- determination of the right to unemployment benefit in the case of cross-border workers (also “frontier workers”) and the so-called ‘non-cross-border workers’.

⁵In Croatian: *Zakon o provedbi uredbi Europske unije o koordinaciji sustava socijalne sigurnosti*, Official Gazette No. 54/13.

In accordance with its role in the coordination of social security systems, in 2025 the CES issued: 16 U2 (PD U2) forms approving export of unemployment benefit to unemployed persons who exercised their right to unemployment benefit in the Republic of Croatia, but went to some other EU member state to search for employment, however still retaining their right to unemployment benefit; 1328 forms confirming that an unemployed person who exercised their right to unemployment benefit in some other EU member state and came to the Republic of Croatia to search for employment has registered with the CES (SED U009); and 1216 other forms confirming periods of insurance, reasons for termination of employment, or the salary earned in the Republic of Croatia, which are needed order to claim unemployment benefits in other EU member states (i.e., PD U1, SED U002, SED U017, and SED U004 forms).

In addition, the CES conducted the procedure for claiming refund for unemployment benefits paid by the Republic of Croatia to cross-border workers (“frontier workers”) who exercised their right to unemployment benefit in the Republic of Croatia after their employment had been terminated in some other EU member state. The refund procedure referred to the period from 1 July to 31 Dec 2024 and from 1 Jan to 30 June 2025. A refund was requested for both half-year periods, totalling EUR 2,918,020.46. The total amount of refund received in 2025 for unemployment benefits paid to cross-border workers by the Republic of Croatia was EUR 1,856,304.32.

In this context, it should be stressed that, when it comes to exercising the right to unemployment benefit, the provisions of EU regulations on the coordination of social security systems stipulate that the right to unemployment benefit shall, as a rule, be exercised in the country of employment (the *lex loci laboris* principle) and that a person’s entitlement to unemployment benefit shall therefore be determined in accordance with the national law of his/her country of employment (i.e., the laws and regulations of the state in which the claimant was previously employed or self-employed). Cross-border workers⁶ (persons who are employed or self-employed in one and have permanent residence in another EU member state, to which they generally return daily or at least once a week) are an exception to this rule. More precisely, they apply for unemployment benefit in their country of residence. In such cases, the worker’s country of last employment is obligated to refund his/her country of residence, i.e., the state which determined the worker’s entitlement to unemployment benefit, the amounts paid for the first 3 months, or for the period of 5 months (if the person has worked 12 months in the last 24-month period). Refund requests are submitted within 6 months from the end of the calendar half-year period in which the last unemployment benefit payment, for which refund is requested, was paid.

In determining an unemployed person’s entitlement to unemployment insurance, the CES also relies on the social security agreements the Republic of Croatia has signed with certain non-EU countries. At the moment, Croatia has social security agreements, which contain provisions on unemployment, in place with Bosnia and Herzegovina (BIH), Macedonia, Yugoslavia (Serbia), Montenegro, Turkey, and Albania. Pursuant to the social security agreements signed with these countries, in determining a person’s right to unemployment benefits, only the periods of unemployment insurance are taken into account, provided that the employment relationship was terminated in the Republic of Croatia and that, prior to submitting the application, the person had been employed, i.e., insured in case of unemployment, in Croatia for a certain period of time. Thus, in 2025, period of insurance data were exchanged with the above-mentioned countries in 155 cases. Finally, besides meeting the terms and conditions defined in the relevant agreements, the claimants had to comply with the requirements defined in the Labour Market Act as well.

Pension Insurance

An unemployed person who is entitled to unemployment benefit and has reached the age required for age-based retirement, but is missing up to 5 years of pensionable service to be eligible for such retirement, may claim the right to pension insurance. In 2024, 1 decision approving entitlement to pension insurance was issued.

⁶ Referred to as ‘frontier workers’ in the relevant EU regulations.



Financial Assistance and Reimbursement for Transportation Expenses Incurred During Training, Workplace Training and Occupational Training

An unemployed person referred by the CES to a training programme, which is organised or financed by the CES, is entitled to receive financial assistance for the days spent attending such programme in the daily amount determined by the CES Managing Board, and to be reimbursed for the associated transportation costs in the amount which is also determined by the CES Managing Board. The basis for determining the relevant daily allowance is 50% of the minimum salary reduced by compulsory insurance contributions. Similarly, an unemployed person who is referred by the CES to a workplace training programme organised at the premises of an employer is also entitled to financial assistance for the days spent attending the relevant programme in the amount of the minimum salary reduced by compulsory insurance contributions, and also to be reimbursed for the associated transportation costs in the amount determined pursuant to a decision passed by the CES Managing Board. Finally, an unemployed person advised by the CES to join a programme called occupational training without commencing employment is also entitled to receive financial assistance for the days spent attending the programme concerned in the amount of the minimum salary reduced by compulsory insurance contributions. In 2025, a total of 6,206 decisions approving entitlement to financial assistance during training, as well as 1,082 decisions approving entitlement to financial assistance during workplace or occupational training were issued.

Financial Assistance for Persons Insured under an Extended Pension Insurance Scheme Based on a Fixed-term Employment Contract for Permanent Seasonal Jobs

A person insured under an extended pension insurance scheme based on a fixed-term employment contract for permanent seasonal jobs who has spent at least 6 consecutive months working for the same employer and plans to work for that employer for at least one season, i.e., permanent seasonal worker, is eligible for financial assistance for a period of up to 6 months of such extended insurance in the amount which is determined in the same manner as the unemployment benefit amount. In 2025, 776 decisions approving entitlement to financial assistance to persons insured under an extended pension insurance scheme based on a fixed-term employment contract for permanent seasonal jobs were issued.

One-off Financial Assistance and Reimbursement for Travel and Relocation Expenses

If the CES is unable to secure employment for an unemployed person in his/her place of permanent or temporary residence and such person, whether independently or through intermediation ("job placement") services provided by the CES, finds a job somewhere else, they will be entitled to a one-off financial assistance and reimbursement for travel and relocation expenses, i.e., for the cost of relocation from the place of residence to the place of employment for themselves, their spouse, and their children. The eligibility requirements for this type of assistance are set out in the Ordinance on One-off Financial Assistance and Reimbursement for Travel and Relocation Expenses⁷. In 2025, 1,825 decisions approving entitlement to reimbursement for travel and relocation expenses, and 1 decision approving entitlement to one-off financial assistance were issued.

Number of Decisions Approving Entitlement to Unemployment Insurance Issued in 2024 and 2025			
Vrsta materijalnog prava	2024.	2025.	2025/2024 index
Unemployment benefit	66,246	73,378	110.8
Lump-sum payment of unemployment benefit	2,816	3,306	117.4
Pension insurance	3	1	33.3
Financial assistance during training / workplace training	5,054	7,288	144.2
Financial assistance during occupational training without commencing employment	0	0	-
Financial assistance paid to persons insured under an extended pension insurance scheme based on a fixed-term employment contract for permanent seasonal jobs	4,451	776	17.4
Reimbursement for travel and relocation expenses	2,055	1,825	88.8
One-off financial assistance	6	1	16.7

⁷ In Croatian: *Pravilnik o jednokratnoj novčanoj pomoći i naknadi putnih i selidbenih troškova*, Official Gazette No. 28/19

Projects Supported by the International Community

Preparation and Implementation of Projects

In 2025, the CES continued implementing various EU-funded projects and projects funded through other sources, as well as preparing and negotiating projects to be funded in the future.

Within the framework of the Operational Programme – Efficient Human Resources 2021-2027 of the European Social Fund Plus (ESF+), in 2025 the CES submitted and concluded two projects implementing active labour market measures: Within the framework of Priority P1 Inclusive Labour Market and Stimulating Employment, the project “Aid to promote the employment and self-employment of unemployed persons” worth 346,493,288.91 euros was signed, while within the framework of Priority P5 Youth Employment, the project “Employment and self-employment subsidies for young unemployed persons” worth 314,994,559.69 euros was signed.

The CES submitted two requests for reimbursement of funds for MAPZ projects to the competent authority. Of the total cost 52.3% was certified for the “Aid to promote the employment and self-employment of unemployed persons” project (EUR 181,303,770.31) and 51.7% of the total project cost for “Employment and self-employment subsidies for young unemployed persons” (EUR 162,836,290.19) were certified. At the end of the year, within the scope of the same ESF + program, within Priority P1 Inclusive Labour Market and Stimulating Employment, the project “Improvement of services while strengthening the capacities of the Croatian Employment Service” was submitted.

Within the framework of the National Recovery and Resilience Plan (NPOO) as the beneficiary institution, the CES is responsible for the implementation of Reform Investment C2.3. R3-I10 Digitalisation and Informatisation of the CES (e-HZZ), implemented under Component C2: Public Administration, Judiciary and State Assets; Reform Measure C2.3. Digital Transformation of the Society and Public Administration; Reform Measures C4.1. R1 Development and Implementation of New Targeted Active Labour Market Policy Measures for the Purposes of the Green and Digital Transition of the Labour Market, C4.1. R2 Strengthening the System for Inclusion and Monitoring of Vulnerable Groups in the Labour Market through Improvement of CES Business Processes, and C4.1. R3 Establishing a System of Training Vouchers for Employed and Unemployed Persons and Investments; and Reform Investment C4.1. R3-I1 Implementation of the System of Training Vouchers for Employed and Unemployed Persons, implemented under Component C4: Labour Market.

In 2025, the Cover Note was submitted for Milestone 289 “Better quality of support for vulnerable groups”, as part of Reform Measure C4.1.R2 “Strengthening the system of inclusion and monitoring of vulnerable groups in the labour market through the improvement of business processes of the CES”. The Cover Note was approved by the European Commission.

Also, in the context of Target 290 (Target 290) “Better quality of support for at least 5,000 people from vulnerable groups”, a Cover Note was sent with a preliminary positive assessment by the EC.

At the international level, in the context of the Interreg Europe programme, the CES continued partnership on the international project called Increasing Work Prospects of NEETs through Capacity Building and Improved Policy Measures (@Work4NEETs). Two progress reports were submitted and certified in 2025.

Within the framework of the Interreg Danube program, the project “Promoting activation and inclusion throughout the Danube region” was registered with the aim of strengthening innovation and cooperation among public employment services. The project proposal brings together institutions from the Danube region, and the results of the Call are expected in the second quarter of 2026.



Since the Project Implementation Department provides support to the regional centres and offices and the organisational units of the Central Office in defining project preparation activities, in 2025 the said department issued 10 consents for projects funded under the ESF+ programme and projects funded through other sources, and thus approved participation of the Central Office and different regional centres and offices in various projects run at the regional and local levels.

During 2025, 36 project implementation status reports and reports on the status of the funds approved for the purposes of the CES presentations and reporting to the Ministry of Labour, Pension System, Family and Social Policy and the Government of the Republic of Croatia were prepared, along with 3 responses to the findings issued by the authorities competent for conducting project audits (Measure Design Audit, Su Follow up, OP Efficient Human Resources Follow Up, EC Audit within the NPOO framework).

Financing and Contracting of Projects as part of the European Social Fund 2014-2020 Programme and the ESF+ Programme

Pursuant to the Act on the Establishment of the Institutional Framework for the Implementation of European Structural and Investment Funds in the Republic of Croatia in the Financial Period 2014-2020 (OG 92/14)⁸ and the Regulation on the Bodies within the Systems for the Management and Control of the Use of the European Social Fund, the European Regional Development Fund and the Cohesion Fund in Connection with the Investment in Growth and Jobs Goal (OG 107/14, 23/15, 129/15, 15/17, 18/17, 46/21, 49/21)⁹, the CES Office for Financing and Contracting of EU Projects ("CES OFC") participates, as a Level 2 Intermediate Body (PT2) within the Operating Structure for the Implementation of the European Social Fund, in the implementation of the Operational Programme – Efficient Human Resources, under Priority Axis 1: High Employability and Labour Mobility; Priority Axis 2: Social Inclusion; Priority Axis 4: Good Governance; and Priority Axis 5: Technical Assistance.

A total of EUR 1.85 billion was available for the implementation of the Operational Programme – Efficient Human Resources 2014-2020. However, since the deadline for accepting the costs expired on 31 December 2023, no contracts were signed under the programme in 2024. At the end of the year, the total number of contracts executed by the CES in the role of a Level 2 Intermediate Body was 2,664, totalling EUR 1.7 billion.

On the other hand, a total of 103 contracts worth EUR 912.3 million were signed in 2025 under the Operational Programme – Efficient Human Resources 2021-2027, and 57 contracts worth EUR 13.7 million were signed under the National Recovery and Resilience Plan 2021-2026, based on the calls for Central Financing of Residency Programmes and Specialist Training for Nurses and Medical Technicians in Emergency Medicine.

Furthermore, pursuant to the Act on the Institutional Framework for the Use of European Union Funds in the Republic of Croatia (OG 116/21)¹⁰ and the Regulation on the Bodies within the Systems for the Management and Control of the Use of the European Social Fund Plus (ESF+) in Connection with the Investment in Jobs and Growth Goal as part of the Operational Programme – Efficient Human Resources 2021-2027 (OG 26/22)¹¹, the CES Office for Financing and Contracting of EU Projects ("CES OFC") participates, as a Level 2 Intermediate Body, in the implementation of the Operational Programme – Efficient Human Resources 2021-2027 under Priority Axis 1: Inclusive Labour Market and Employment Promotion; Priority Axis 2: Education and Lifelong Learning; Priority Axis 3: Social Inclusion; Priority Axis 4: Health; Priority Axis 5: Youth Employment; Priority Axis 6: Social Innovations, and Priority Axis 7: Material Deprivation. The total value of the Operational Programme – Efficient Human Resources 2021-2027 is close to EUR 2.268 billion (including the funds allocated for Technical Assistance).

⁸ In Croatian: *Zakon o uspostavi institucionalnog okvira za provedbu europskih strukturalnih i investicijskih fondova u Republici Hrvatskoj u financijskom razdoblju 2014.-2020.*, OG No. 92/14

⁹ In Croatian: *Uredba o tijelima u sustavima upravljanja i kontrole korištenja Europskog socijalnog fonda, Europskog fonda za regionalni razvoj i Kohezijskog fonda, u vezi s ciljem „Ulaganje u rast i radna mjesta“* (OG No. 107/14, 23/15, 129/15, 15/17, 18/17, 46/21, 49/21)

¹⁰ In Croatian: *Zakon o institucionalnom okviru za korištenje fondova Europske unije u Republici Hrvatskoj*, OG No. 116/21

¹¹ In Croatian: *Uredba o tijelima u sustavu upravljanja i kontrole korištenja Europskog socijalnog fonda plus, u vezi s ciljem „Ulaganje za radna mjesta i rast“ u okviru programa Učinkoviti ljudski potencijali 2021.-2027.* (OG No. 26/22)

CES Organisation, Management and Human Resources

Organisation

The Croatian Employment Service (“CES”) is a public institution established under the Employment Act¹² (OG No. 59/96). The CES is a legal person whose rights, obligations and responsibilities are defined in the Labour Market Act (OG No. 118/18, 32/20, 18/22, 152/24) and the Statute adopted by its Managing Board. The CES operates publicly and is required to submit a report on its work and activities to the Croatian Government and the competent Ministry at least once a year. The legitimacy of the CES operations and its general acts is monitored by the Ministry of Labour, Pension System, Family and Social Policy.

The CES performs its operations through:

- Central Office,
- 4 regional centres,
- 18 regional offices, and
- 99 local offices,

thus ensuring availability of its services on the entire territory of the Republic of Croatia.

The Central Office of the CES includes the following organisational units:

1. Director General’s Office,
2. Independent departments:
 - 2.1. International Cooperation Department
 - 2.2. Public Relations, Information and Protocol Department
 - 2.3. Human Resources Development Department
 - 2.4. Project Implementation Department
 - 2.5. Internal Audit Department
 - 2.6. Analytics and Business Reporting Department,
3. Labour Market and Employment Policies Sector,
4. Financial Management Sector,
5. Legal Affairs Sector,
6. Analytics and Information Technology Sector,
7. Office for Financing and Contracting of EU Projects.

The CES is governed by a Managing Board composed of seven members appointed by the Croatian Government, including two members proposed by the Minister of Labour, three members proposed by the Economic and Social Council according to the extent to which the Government and the social partners are represented in that council (a high-ranking representative of employers’ associations and a high-ranking representative of trade union associations), one member who is a CES employee representative, and one member proposed by the associations of unemployed persons. The CES is managed by a Director General who has the authority to represent the institution and act on its behalf, and is accountable for the lawfulness of its activities. The CES Director General is appointed by the Croatian Government, and has a deputy and assistants. The scope of competence, authorities and duties of the CES Managing Board, Director General, Deputy Director General and Assistants to Director General are defined in the CES Statute.



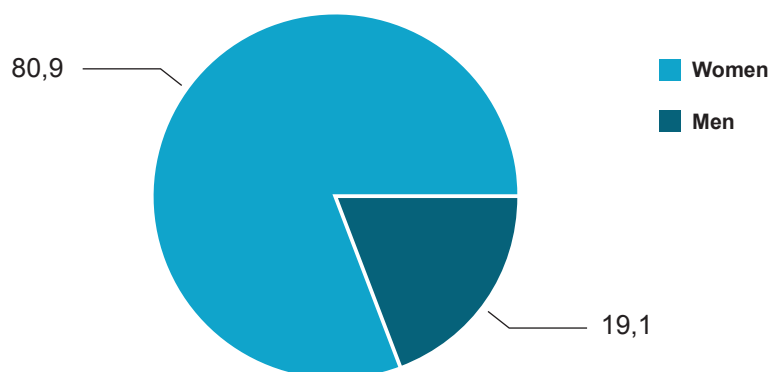
In March 2025, the Employment Service adopted Amendments to the Regulation on Job Systematisation. In order to ensure clarity regarding the required level of education for positions with a higher education qualification (level 7.1.sv or 7.1.st), Annexes I, II and III to the Regulation on Systematization were amended by adding the required requirement for the level of the study programme of 300 ECTS credits.

Also, given the existence of three different types of Type I jobs (associate, advisor and senior advisor 2) in the departments/sections for career guidance and education in regional services and regional offices, descriptions were added to the names of the mentioned jobs to identify which type of associate, advisor and senior advisor 2 they are (for career guidance and selection, for career guidance and education and for career development and lifelong learning). Annexes I, II and III were also amended. of the Regulation on systematization for certain positions of type III and IV in the Department for Occupational Safety, Office Operations and Technical Affairs in the Central Office and in the departments for legal, personnel and technical affairs in regional services and regional offices. The aforementioned amendment was also made to make it easier to find and identify which specific position is involved (type III worker - accountant, type III worker - photocopier-delivery worker, type III worker - janitor, type III worker - telephone operator-janitor-stoker, type IV worker - cleaner-delivery worker, etc.).

In March 2025 as part of the Amendments to the Rulebook on the Systematization of Job Positions, the document Number of Executives in Job Positions at the Croatian Employment Service for 2025 was adopted. The purpose was to align the systematized job positions with the actual status of filled positions (transitions from associates to advisors and from advisors to senior advisors).

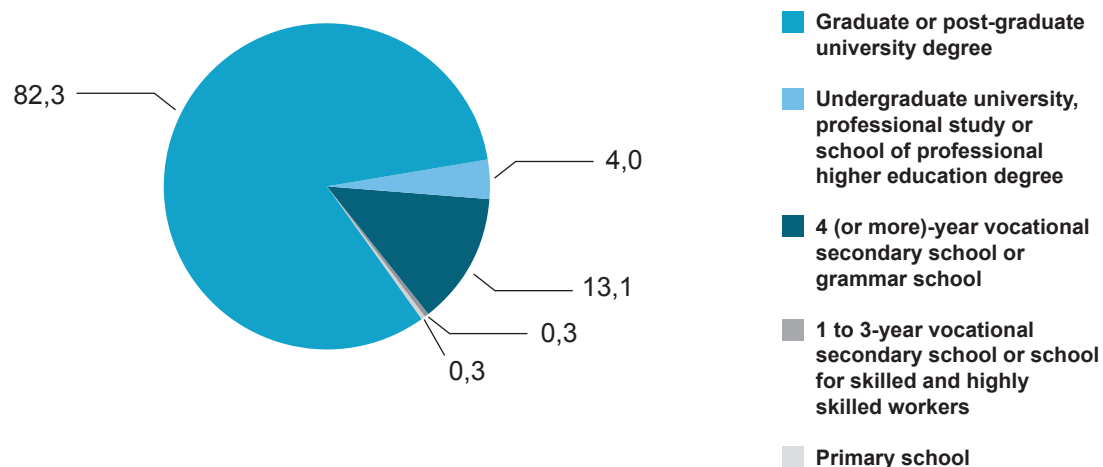
On 31 December 2025, the CES had a total of 1,656 employees, of which 1,339 (80.9%) women and 317 (19.1%) men.

CES Employees by Sex on 31. December 2025



The structure of CES employees by education level included: 26 persons with an academic specialist or doctor of science degree, 1,336 persons with a graduate or post-graduate university degree, 66 persons with an undergraduate university, professional study or school of professional higher education degree, 217 persons who completed a 4-year vocational secondary school or grammar school, and 5 persons who completed primary school. It is evident that persons with post-secondary education account for the absolute majority of the CES employees (82.3%).

CES Employee Structure by Education Level, 31 December 2025



The structure of CES employees by age was as follows: most employees (582) were aged 31-40, 491 were aged 41-50, 329 were aged 51-60, 121 were aged 60+, and 133 were aged up to 30.

From the total number of employees, 1,301 or 78.6% were employed in regional centres and offices, and 355 or 21.4% in the Central Office. Most CES employees (i.e., 33.0% of the total number) worked in the regional centres in Zagreb (200), Split (144), Osijek (121), and Rijeka (82).

Organisational Unit	Number of Employees on 31 Dec	Qualification Structure (%)						Sex (%)		Age Structure (%)				
		Post-graduate university education (VIII and VII-2)	Post-secondary university education	Post-secondary non-university education	Secondary Education	Skilled (KV)/semi-skilled (PKV)/low skilled workers (NKV)	Primary school	M	F	18 - 30	31 - 40	41 - 50	51 - 60	60+
HZZ	1.656	1,6	80,7	4,0	13,1	0,3	0,3	19,1	80,9	8,0	35,1	29,7	19,9	7,3

In 2025, 35 employees went into retirement, 43 left by agreement, and 26 were transferred to other public authorities, making a total fluctuation of 104. Opening for 8 CES jobs were announced and 71 new employees were hired through public job postings and competitions.

Human Resources Management

Within the CES, Human Resources Management is an end-to-end process that includes personnel planning and selection, organisational culture development, performance assessment, defining mandatory and desired knowledge and skills, motivational activities, continuous education and training with the aim of developing and improving employee competencies. The process also includes strategic management development, professional development for new hires, and development of basic business management skills in the context of which the newly established Education Centre has proved an extremely useful organisational solution with sufficient capacities and long-term potential.

The CES is a client-oriented institution and thus such investment in employees is aimed at providing quality services to clients, in accordance with the relevant rules and regulations.

Besides taking care of its clients, the CES also takes care of its employees, i.e., of their employment status and rights, since one of the goals of the CES is to have satisfied employees,



and to be a desirable employer. In addition to an extensive and quality work experience, the CES promotes a healthy and conscious lifestyle through access to sports and recreation, and regular comprehensive medical examinations.

In accordance with the dynamics of the process of hiring new employees at the CES, 98 new hires were involved in the regular internal Onboarding Programme which consists of a 10-hour online independent learning programme and a 2-day onsite workshop aimed at familiarising the newly hired staff with the system and purposes of the CES, which includes the Internal Communication at the CES¹³ training programme.

For the purpose of more efficient work with long-term unemployed persons from vulnerable groups, the Human Resources Department organised and held a 3-day internal training on how to conduct direct group classroom activities for two groups of colleagues (27 in total) who specialise in working with people with disabilities and vulnerable groups.

The training was conducted at the initiative of the Department for Persons with Disabilities, Professional Rehabilitation and Vulnerable Groups, with the purpose of strengthening the capacity of employment advisors for unemployed members of vulnerable groups to handle difficult situations.

Following the completion of the Strengthening the Human and IT Capacities and Improving the Skills for Working with Vulnerable Groups NRRP Project, in 2025 we continued training employment counsellors who haven't been involved in the this type of training in recent years to work with vulnerable groups involved in the Project.

In 2025, the training was modified and shortened from three to two modules, because the regular work of employment mediation does not include making individual integration plans. The training with 2 modules (topics: in-depth individual counselling and defining and assessing work potential and profiling of beneficiaries) was completed by 10 counsellors from the Osijek PS.

Various internal and external training programmes on the topic of content creation, graphic design and interactive tools on the Moodle platform, use of AI in business processes, advanced use of Excel, and process education in the field of work permits, ALMP measures and NOTZ data administration were also conducted and, for example, 22 managers from our Central Office completed management skills training programme.

In 2025 we continued our successful cooperation with the National School for Public Administration, as the central source of standardised education programmes for civil and public servants and 42 CES employees completed their programmes.

Based on the contracts signed with several post-secondary educational institutions, 12 students attended practical training at the CES in 2024. Based on previously concluded contracts with several higher education institutions, 10 participants completed their high school apprenticeship or student internship at the CES - 2 administrative assistant apprentices and 8 students enrolled in social work, psychology, educational and rehabilitation, and pedagogy studies.

The data showing which educational activities, i.e., training programmes are absolutely necessary, and which are needed and desirable were collected through systematic monitoring and analysis of employee training needs, internal communication, organisational climate and satisfaction, which is performed annually through internal surveys and assessment questionnaires, and were used as the starting point for systematic planning.

¹³ In Croatian: *Interna komunikacija u HZZ-u*

Public Relations and International Cooperation

Public Relations

The CES is committed to ensuring that both internal and external publics are timely informed about the latest developments in the labour market, and its activities. In the course of 2025, the CES thus issued a total of 235 answers/statements in response to inquiries made by the press, and processed 21 requests for information submitted by invoking the provisions of the *Access to Information Act*¹⁴. In addition, it also replied to 19,467 user inquiries via electronic communication channels.

The official CES website www.hzz.hr featured 350 new articles, and the data and articles already posted on the website were regularly updated in order to ensure that all important information and forms are available to the users as soon as possible.

In 2025, the CES issued 12 newsletters for external users, and 12 regular internal newsletters.

With respect to social networks, in 2025 the CES made 318 posts and the number of followers on social media increased by 12.3%. At the end of 2025 the CES had 81,889 followers on its most visited social network profile, Facebook, and 15,130 on LinkedIn. In addition to posting regularly on social media, the CES also uses social networks to inform its clients of its activities and planned events (the Facebook Event Notification feature).

International Cooperation

The CES continuously maintains cooperation with its bilateral and multilateral international partners through projects, seminars, workshops, consultations, mutual learning programmes, conferences, practical training programmes, meetings and study visits to public employment services ("PES") at the cross-border, regional, European, and global level. The CES has cooperation agreements in place with employment services from the following countries: Bosnia and Herzegovina, Montenegro, Philippines, Hungary, Germany, Northern Macedonia, Turkey, and Ukraine.

In 2025, the CES organised a number of bilateral visits with the aim of maintaining and strengthening cooperation with partner institutions from EU member states as well as other countries dealing with labour and employment issues. The visits included institutions from Azerbaijan, Bosnia and Herzegovina, Philippines, Island, Slovenia, Turkey and Ukraine.

In July 2025, the Guidelines for the Employment of Filipino Hotel Workers in the Republic of Croatia were signed between the Ministry of Overseas Workers of the Republic of the Philippines and the Croatian Employment Service. In September 2025, a Memorandum of Cooperation was signed in Sarajevo between the Labour and Employment Agency of Bosnia and Herzegovina and the Croatian Employment Service. The cooperation of the contracting parties will take place through the exchange of information in the areas of the labour market and employment, projects, and measures and services for job seekers.

Furthermore, the CES participated in and thus contributed to the activities of various organisations associated with employment, and attended a large number of meetings of European bodies (EC, EMCO, EU PES Network, AFEPA, ELA).

The CES representatives also participated in two meetings of the EU PES Network Management Board organised during the Polish and Danish presidencies of the EU Council. The main topics of these meetings were: digitalization, competitiveness of companies, services and measures for training and retraining of the workforce, increased cross-border mobility of workers.

Furthermore, the CES continued participating in the activities of EURES, a network established for the purpose of facilitating the free movement of workers ("labour mobility") providing employment-related information, advice and assistance at the EU level. In 2025, the CES EURES representatives participated in the meetings of the European Coordination Office, and also in various EURES working groups, thematic workshops, training programmes, and cross-

¹⁴ In Croatian: *Zakon o pravu na pristup informacijama*



border fairs.

The CES also participated in the activities from the scope of the Mutual Learning Programme (“MLP”), a tool for the open method of coordination in the field of EU employment policy.

In 2024, the CES once again successfully organised a traineeship programme for students from the University of Applied Labour Studies of the German Federal Employment Agency. More precisely, in June 2024 the students of the said university were given an opportunity to learn about the functions of, the organisation of work at, and the services provided by the CES at its Central Office in Zagreb, its regional centre in Osijek and its regional offices in Zadar and Dubrovnik by participating in a 4-week training programme. In the spirit of the successful cooperation so far, the CES Managing Board and their German partners expressed their satisfaction and readiness to continue cooperation in the future as well.

Furthermore, within the framework of the Stability Pact and the Regional Cooperation Process, the CES participated in the activities of the Centre of Public Employment Services of Southeast European Countries (“CPESSEC”) during the presidency of the Slovenian National Employment Agency. In this context, two conferences were held in Ljubljana: a managerial conference on the topic of EU expansion, and an expert conference on the Youth Guarantee.

Finally, since it joined the World Association of Public Employment Services (“WAPES”) in 1999, the CES has been a continuously active member. In October, the CES participated at the Riga conference dedicated to collaboration of public employment services in the field of defence and security.

Sources of Funding and the Structure of Revenues and Expenses

Sources of Funding

Being an extra-budgetary user of the State Budget, the Croatian Employment Service conducts its financial and accounting operations in accordance with the provisions of the *Budget Act*¹⁵ and other implementing acts which regulate budget accounting in order to secure the funds necessary to perform the activities from its remit, as defined in the Labour Market Act and other implementing acts governing its operations. In 2025, the CES employment-related activities were funded through general revenues and receipts, assistance/aid, donations, and own sources.

In 2025, the CES performed its financial operations in accordance with the Financial Plan for 2025, the main document regulating such operations, and in compliance with the procedures regulating the operations within the state treasury system.

Revenues

Total planned revenues for 2025 amounted to EUR 394,212,718, while total realised revenues amounted to EUR 385,921,677, i.e., 97.9% of the planned amount.

Income from the State Budget amounted to EUR 385,865,499, and consisted of revenues for the CES operations, revenues for financing unemployment benefits, active employment policy measures, and EU project financing as part of the Efficient Human Resources Program financed from the European Social Fund, as well as activities within the scope of the National Recovery and Resilience Plan.

Income from assistance received from international organisations and EU bodies amounted to EUR 31,636, including funds allocated by international institutions for EU development project financing, and reimbursement of travel expenses paid by the European Commission.

In addition, the CES also earned:

- Income from the sale of goods and services in the amount of EUR 23,958, i.e., from the sale of psychological assessment tests and rental of commercial space in its ownership,
- Income from the transfer of funds between users of the same budget in the amount of EUR 584, which includes funds transferred from the Institute for Assessment of Work Ability, Vocational Rehabilitation and Employment of Persons with Disabilities¹⁶ for the purpose of purchasing furniture for persons with disabilities based on the Contract for the Co-financing of the Cost of Adaptation of Working Conditions,

Expenses

Total planned expenses for 2025 amounted to EUR 394,404,999, while total realised expenses amounted to EUR 385,892,980, i.e., 97.84% of the planned amount, and included:

➤ unemployment insurance, including:

- regular unemployment benefit payments, lump sum payments of the unemployment benefit, reimbursement for travel and relocation expenses: EUR 156,246,144, i.e., 100.0% of the planned amount and 40.49% of total expenses;
- financial assistance and reimbursement for travel expenses paid to persons participating in the ALMP measures (Training, Occupational Training without Commencing Employment, Workplace Training, and Permanent Seasonal Worker): EUR 14,295,124, i.e., 83.41% of the planned amount and 3.70% of total expenses; from the total amount, EUR 9,351,206 refers to the funds from the State Budget, while EUR 4,943,918 was secured through project allocations provided under the Operational Programme – Efficient Human Resources;

➤ unemployment benefit for persons with disabilities – with enactment of the Act on Amendments to the Labour Market Act (OG 18/2022), the CES took on the payment of this benefit aimed at providing financial support to unemployed persons with disabilities who have completed their

¹⁵ In Croatian: *Zakon o proračunu*

¹⁶ In Croatian: *Zavod za vještačenje, profesionalnu rehabilitaciju i zapošljavanje osoba s invaliditetom*



education and do not exercise other unemployment rights - EUR 242,660. However, in 2025 the amended Social Welfare Act, transferred this responsibility to the Croatian Institute for Social Work, and the above amount includes only payments for December 2024 made in January 2025;

➤ active labour market policy measures: EUR 155,681,843 in total, i.e., 9767% of the budgeted expenses for ALMP measures and 40.34% of total expenses, including:

- ALMP measures defined in the Guidelines for the Development and Implementation of the Active Employment Policy in the Republic of Croatia: EUR 16,663,598;
- Roma Inclusion Action Plan: EUR 1,898,822,
- Operational Programme – Efficient Human Resources: (- EUR 1,644,435) and Operational Programme – Human Resources Development: (- EUR 141), refunds of unutilised funds received in previous years,
- OP ESF+: EUR 112,702,841,
- National Recovery and Resilience Plan: EUR 26,213,154;

➤ Job Preservation Subsidies for Industries Affected by the Coronavirus: refunds in the amount of (- EUR 151,996);

➤ vocational guidance activities: EUR 417,798, i.e., 95.94% of the total expenses budgeted for vocational guidance activities;

➤ CES employees: EUR 47,216,853, i.e., 12.23% of total expenses; employee salaries and wages are paid in accordance with the Master Collective Agreement for Public Service Employees, the Collective Agreement for the Croatian Employment Service, and other statutory regulations governing the payment of salaries in public services; a portion of employee expenses, i.e., the amount of EUR 8,159,534, including participation in co-financing, was funded through allocations for projects implemented under the Operational Programme – Efficient Human Resources, and other projects implemented by the CES;

➤ material and financial expenses: EUR 10,761,092, i.e., 27.88% of total expenses, funded through various sources, including:

- general revenues and receipts, and contributions received in support of EU projects: EUR 10,400,886;
- EU assistance programmes – expenses incurred in connection with the projects implemented by the CES under the ESF+ Operational Programme – Efficient Human Resources, projects implemented under the National Recovery and Resilience Plan, and projects initiated by the CES: EUR 336,327;
- own-source revenue – expenses made in connection with printing of tests and rental services in the amount of EUR 23,879;

➤ purchase of non-financial assets: EUR 828,932, of which EUR 586,367 funded through the State Budget and EUR 240,108 through allocations for projects implemented under the Operational Programme – Efficient Human Resources and the National Recovery and Resilience Plan; and EUR 584 in the form of a transfer of funds from the Institute for Assessment of Work Ability, Vocational Rehabilitation and Employment of Persons with Disabilities for the purpose of purchasing furniture for workers with disabilities based on the Contract for the Co-financing

of the Cost of Adaptation of Working Conditions, and and EUR 1,873 from sales revenue, i.e. Revenue from the sale of non-financial assets owned by the budget user. Sales revenue was generated in 2024, unspent and carried over to 2025.

Balance

The difference between income and expenses is recorded as surplus income in the amount of 28,697 euros, and together with the EUR 2,503,470 surplus transferred from the previous, it sums up to a total surplus income of EUR 2,532,167 carried over to the next year.

Public Procurement

Pursuant to the provisions of the Public Procurement Act¹⁷, the CES adopted its 2025 Procurement Plan and published it in the Electronic Public Procurement Classifieds, including its amendments¹⁸. In accordance with its Rulebook for Conducting Simple Procurement Procedures, in 2025 the CES conducted 66 simple procurement procedures (estimated value: from EUR 2,650 excl. VAT to EUR 26,650 for goods and services, and from EUR 2,650 to EUR 66,360 for works) executed based on purchase orders or contracts.

The CES also conducted 30 low-value (estimated value: more than EUR 26,540 and less than EUR 216,000) and 12 high-value procedures for the procurement of goods and services (estimated value: more than EUR 216,000; social and other special services: more than EUR 750,000). The related procurement documents, technical specifications, cost estimates, and schedules were also prepared.

The CES maintains and regularly updates a register of public procurement agreements and a register of master public procurement agreements, and records are also kept of all procured items in the value of EUR 2,560, excl. VAT, or more. The CES also keeps internal records of public procurement procedures and signed agreements, which served as the basis for the preparation of the Annual Statistical Report on Public Procurement. The number of register entries was 960.

¹⁷ In Croatian: *Zakon o javnoj nabavi*

¹⁸ In Croatian: *Elektronički oglasnik javne nabave (EOJN)*



Schedule 6

Statement of Revenues and Expenses for the period 1 January - 31 December 2025 (EUR)

No.	Acc.	Name of Account	Planned	Realised	Index (5/4) x 100
1	2	3	4	5	6

REVENUES

1	671	Income from the State Budget	394.180.749	385.865.499	97,9
2	632	Assistance from EU institutions and bodies	15.935	31.636	198,5
3	639	Transfers between users of the same budget	584	584	100,0
4	661	Income from the sale of products and provision of services	15.450	23.958	155,1
Total Revenues			394.212.718	385.921.677	97,9

EXPENSES

1	371/ 372	Unemployment Insurance	173.630.830	170.783.928	98,4
		Unemployment benefits ("cash benefits")	156.250.000	156.246.144	100,0
		Benefits for participants in ALMP measures – funded through the State Budget	9.772.110	9.351.206	95,7
		Benefits for participants in ALMP measures – funded under EU projects	7.366.020	4.943.918	67,1
		Compensation until employment for persons with disabilities	242.700	242.660	100,0
2	35-38	Active Labour Market Policy	159.393.615	155.833.838	97,8
		Guidelines for the Implementation of Active Labour Market Policy Measures	16.800.517	16.663.598	99,2
		Roma Inclusion Action Plan	1.915.538	1.898.822	99,1
		Operational Programme – Efficient Human Resources 2013 – 2020	40	-1.644.435	-
		Operational Programme – Human Resources Development	20	-141	-
		Operational Programme – Efficient Human Resources 2021 – 2027	111.996.500	112.702.841	100,6
		National Recovery and Resilience Plan	28.681.000	26.213.154	91,4
3	35-38	Job Preservation Subsidies for Industries Affected by the Coronavirus	120	-151.996	-
4	37	Vocational Guidance	435.450	417.798	95,9
5	31	Employee Expenses	47.576.675	47.216.853	99,2
6	32-34	Material and financial expenses	11.054.510	10.963.627	99,2
		funded through the State Budget	10.654.410	10.597.089	99,5
		funded through the OP - Efficient Human Resources	133.200	48.042	36,1
		funded through the National Recovery and Resilience Plan	194.100	293.550	151,2
		funded through own income	13.000	23.879	183,7
		EU-funded	59.800	1.066	1,8



7	4	Expenses associated with the procurement of non-financial assets	2.313.799	828.932	35,8
		funded through the State Budget	592.799	586.367	98,9
		EU-funded	1.570.000	240.108	15,3
		funded through earmarked income	1.000	584	58,4
		financed from proceeds from the sale of non-financial assets	150.000	1.873	1,2
Total Expenses			394.404.999	385.892.980	
		Total Revenues	394.212.718	385.921.677	97,9
		Total Expenses	394.404.999	385.892.980	97,8
		Balance (revenue surplus/deficit)		28.697	
	9221	Surplus income from the previous period		2.503.470	
		REVENUE SURPLUS TO BE TRANSFERRED		2.532.167	



Internal Control System

Pursuant to the Public Internal Financial Control Act¹⁹ (OG No. 78/15) and the Act on Amendments to the Public Internal Financial Control Act (OG No. 102/19 and 105/25)²⁰, the internal control system ("ICS") consists of the internal control function and the internal audit function. With the aim of improving the management process for the purpose of achieving the general objectives, the ICS implemented within the CES includes both these functions. The purpose of the internal control system is to ensure that operations are performed properly, cost-effectively, ethically, effectively and efficiently, and in compliance with all the relevant laws, policies, and plans, and to protect the assets from the losses caused by poor management, unjustified spending or use, irregularities and frauds. The mission is to increase the accountability of all employees for successful goal achievement, and to ensure the reliability and completeness of financial and other reports.

Financial Management and Control

All business processes contributing to the achievement of business goals are covered by the internal control system. More precisely, it is implemented in all organisational units that are, each within its respective scope of authority and responsibility, responsible for achieving those goals.

The CES financial management and control system includes five components: Control Environment, Risk Management, Control Activities, Information and Communication, and ICS Monitoring and Assessment.

Within the scope of the Risk Management component, in 2025 the CES updated its Operational Risk Register and its Strategic Risk Register, as well as prepared its annual Risk Management Report. The Operational and Strategic Risk Register was updated and submitted to the responsible persons for further action.

In relation to the ICS Monitoring and Assessment component, in 2025 fiscal accountability testing took place at all regional centres and offices, and the Central Office. The testing was conducted based on a standardised questionnaire, the associated tables and references, and the results were used to prepare the CES Fiscal Accountability Report for 2025, which was submitted to the Ministry of Labour, Pension System, Family and Social Policy.

Internal Audit

In accordance with the relevant laws and regulations, the CES conducts internal audit activities for the purpose of achieving operational improvement.

The Internal Audit supports the efforts to achieve the organisational goals of the CES by conducting targeted internal audits in accordance with adopted plans by assessing the adequacy and functionality of the internal control system for the purpose of reducing risk exposure, and by issuing audit opinions and, where necessary, recommendations for operational improvement.

Thus, in accordance with the 2025 Annual Internal Audit Plan four audits were carried out, and final audit reports with action plans were made that included two accepted recommendations and other actions to be taken. The execution of the recommendations and actions is monitored in accordance with the applicable statutory provisions.

Based on the recommendations provided in audit reports, the existing system of internal controls integrated in the processes, designed and established by the management for the audited processes, is being improved.

Also, in accordance with applicable legislation, the CES Internal Audit function also performed other activities in 2025, including those associated with its obligation to report on the audits and activities carried out in the preceding year by issuing its opinion on the internal control system for the audited areas as part of the Fiscal Accountability Report, and on the impact of the recommendations given; the drafting of the Annual Internal Audit Plan for the next year

¹⁹ In Croatian: *Zakon o sustavu unutarnjih kontrola u javnom sektoru*

²⁰ In Croatian: *Izmjene i dopune Zakona o sustavu unutarnjih kontrola u javnom sektoru*



based on the three-year Strategic Internal Audit Plan; and the process of ensuring the quality of operations of the Internal Audit function.

Seeking to enhance their knowledge, skills and competencies in 2025 the internal auditors working within the CES attended additional training programmes, which were included in reports on continuous professional advancement and submitted electronically to the Central Harmonisation Unit of the Ministry of Finance.



