



# Quality of Work in Europe

Measuring working conditions with a cross-national survey

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# Elements of quality of work

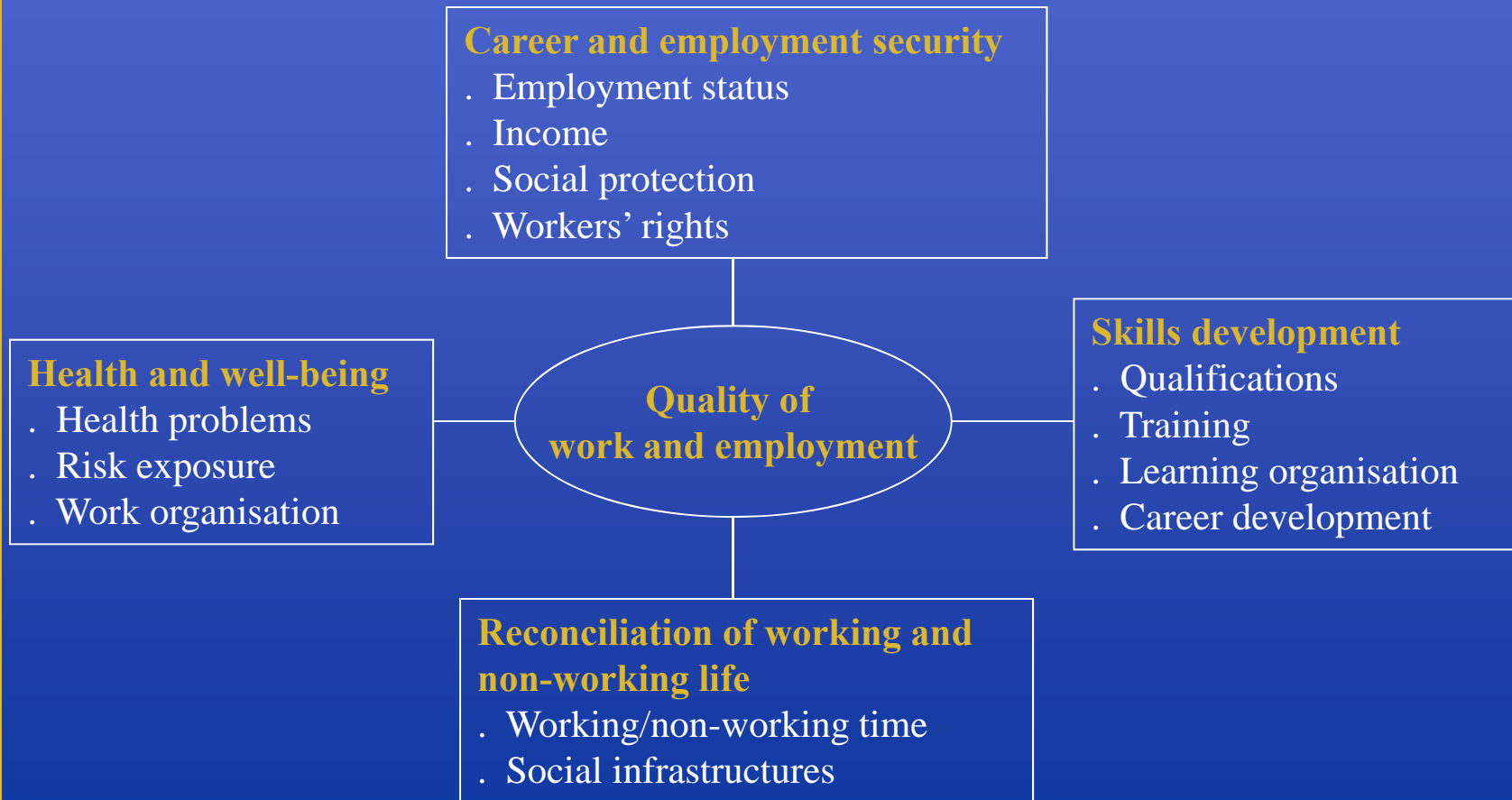
## Work that ...

- Is adequately paid
- Is safe and healthy
- Allows workers to combine work with private life
- Provides good social relations
- Offers structures for representation and consultation
- Is free from harassment / discrimination
- Gives opportunities for development of competences
- Is motivating
- Is well-suited to skills / abilities
- Gives access to social security rights
- Is secure
- ...

→ **Quality of work is hard to define**



# Conceptualising working conditions: Quality of work and employment





# Objectives of the European Working Conditions Survey (EWCS)

*Providing an overview of working conditions in Europe in order to:*

1. Assess and quantify working conditions of workers across European countries on a harmonised basis
2. Analyse relationships between different aspects of working conditions
3. Identify groups at risk and issues of concern/progress
4. Monitor trends
5. Contribute to the **Lisbon Strategy** on quality of work and employment



# Methodology

## EWCS 2005/2010

- Almost 30,000 workers interviewed (selected via random walk, face to face interviews in people's homes)
- Geographical coverage: EU27 + some pre-accession countries + some neighbouring countries, e.g. Norway
- Trends in working conditions in Europe in the past 20 years



# Methodology

## EWCS 2005

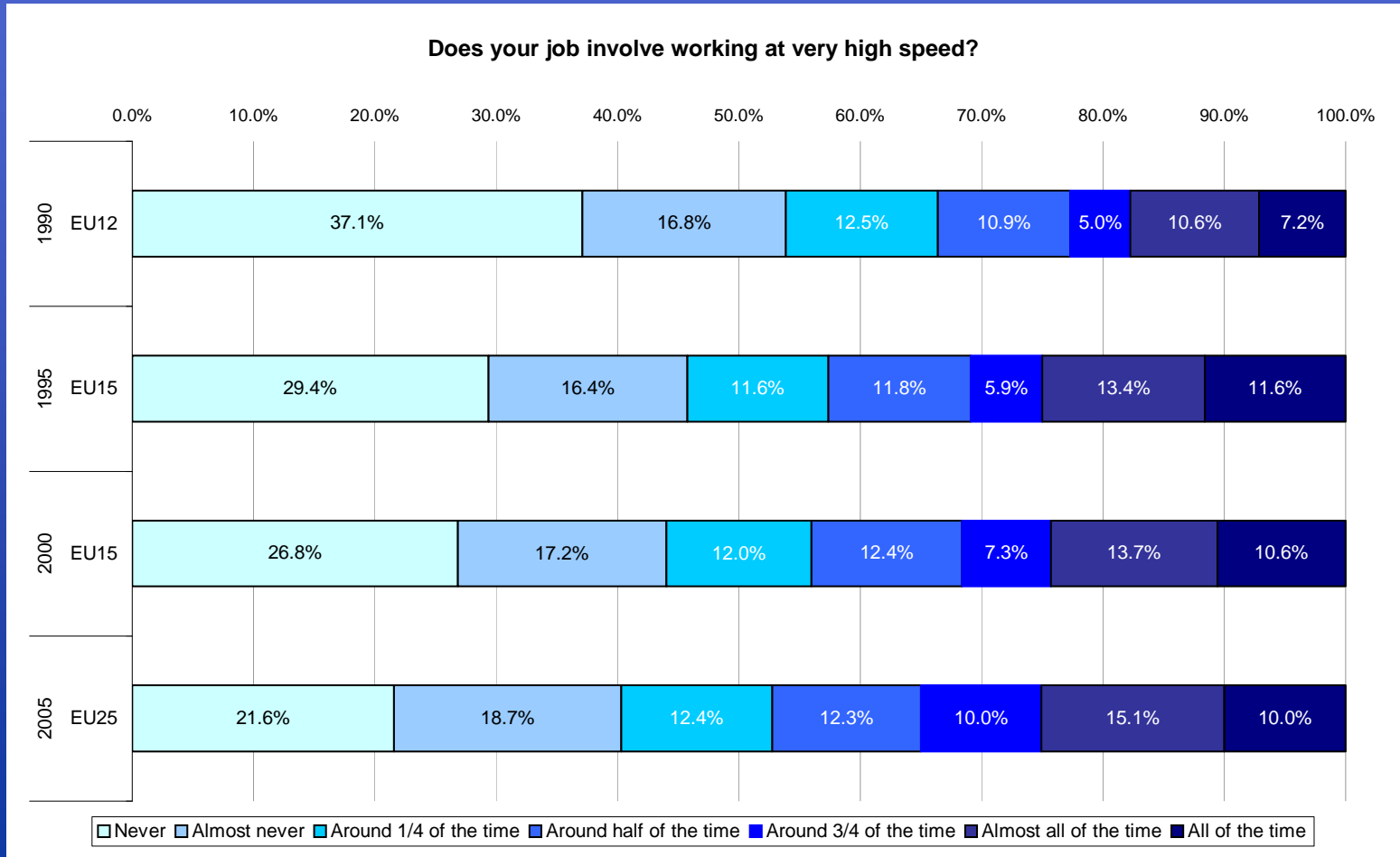
- 100+ questions
- Broad thematic coverage: working time, physical / psychosocial risks, work organisation, work satisfaction, work-related health outcomes / absenteeism, non-work activities (domestic care, education, etc)...

## EWCS 2010

- The questionnaire will be extended: new questions foreseen on work life balance, psychosocial risks, leadership, precarious work...

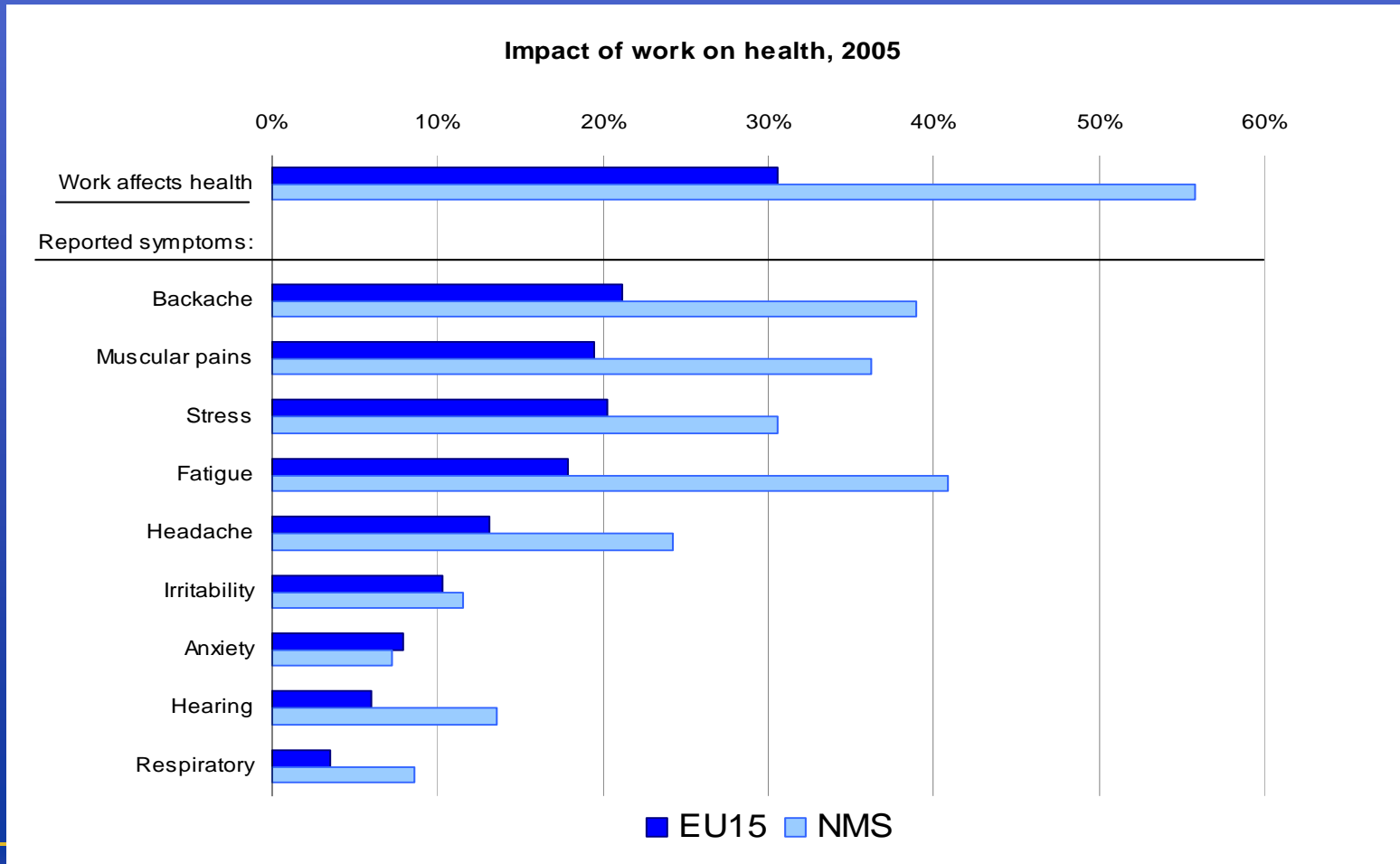


# Increase in work intensity





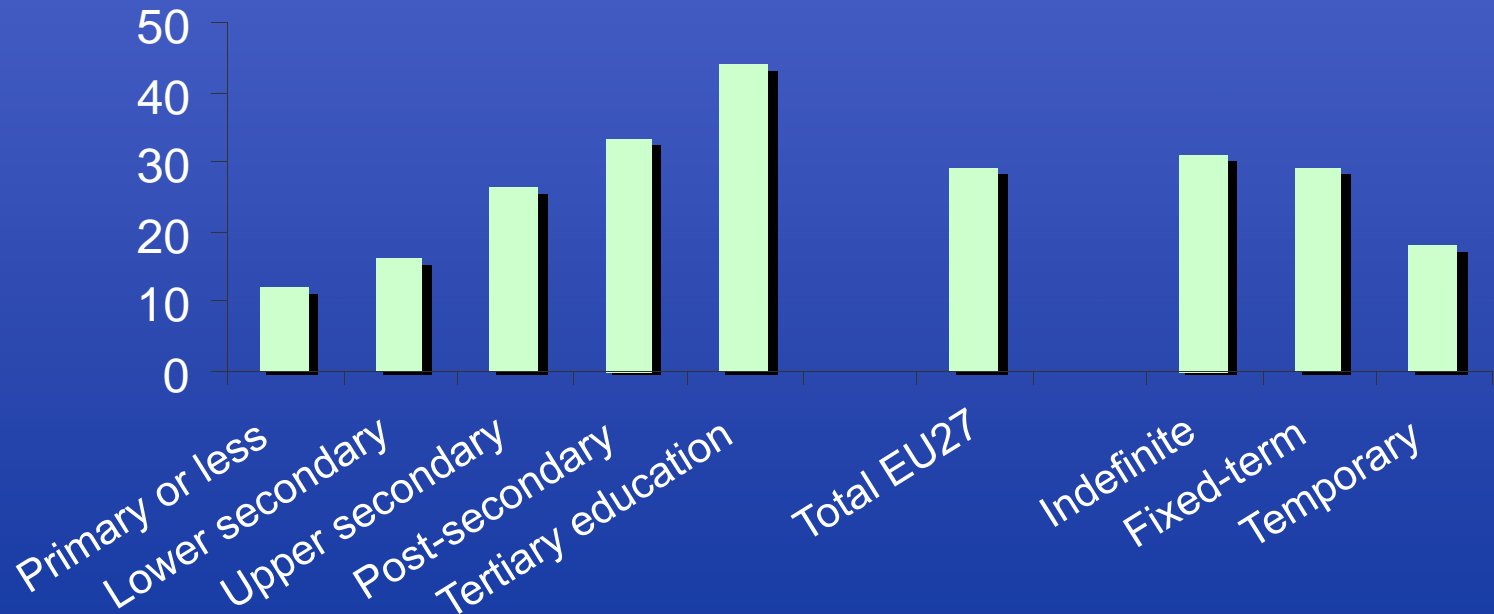
# Impact of work on health remains high, even higher in the new Member States





# Differences in workplace training by group

Have you undergone: Training paid for or provided by your employer, or by yourself if you are self-employed?



Source: EWCS 2005, % of workers who state that they have received training over the last 12 months, by educational level and by contractual status, EU27



## Preparing for the 5<sup>th</sup> wave of the EWCS

- **Fieldwork foreseen in spring 2010**
  - Managed and coordinated centrally
  - Network of contractors are carrying out the fieldwork in each country
  - Questionnaire is designed in cooperation with survey and working conditions experts, and tripartite stakeholders



## Preparing for the 5th wave of the EWCS

- Ensuring high quality and comparability of the data
  - Strict rules for procedures given to the coordinating contractor
  - Quality control measures throughout the fieldwork
  - Quality assessment in the end of the survey process

*Very first results are available in the end of 2010 and dataset in 2011–2012.*



# Conclusions

## *Lack of comparable data in Europe?*

- The EWCS gives a picture of working conditions over time, allows comparisons between countries and points out to differences between groups of workers
- The findings contribute to discussions between social partners and with policy makers, and to forming of the policy agenda



# Conclusions

## *Assessing quality of work*

- Quality of work: 1) conceptualising 2) measuring 3) understanding
- How to improve quality of work?
  - ▶ Different role for different instruments
    - European Employment Strategy with employment indicators, Labour Force Survey, European Working Conditions Survey, Arbeitsklima-Index, Index Gute Arbeit,...
  - ▶ Involvement of different actors: e.g. social partners, governments, EU level institutions
  - ▶ Knowledge is the first step to change



# Thank you

More information

[www.eurofound.europa.eu](http://www.eurofound.europa.eu)