



Third European survey on working conditions 2000



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EUROPEAN FOUNDATION
for the Improvement of Living and Working Conditions

Cataloguing data can be found at the end of this publication

Luxembourg: Office for Official Publications of the European Communities, 2001

ISBN 92-897-0130-7

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Foreword

This report presents the main findings of the Third European survey on working conditions. The survey was carried out simultaneously in each of the 15 Member States of the European Union in March 2000. The previous surveys were carried out in 1990/91 and in 1995/96. Hence it is now possible to establish time series, at least for those variables which have remained the same and the report highlights these time series wherever possible.

These surveys aim to provide an overview of the state of working conditions in the European Union, as well as indicating the nature and content of changes affecting the workforce and the quality of work. Since they are of a general nature, obviously they cannot address all the issues in detail. However, they do indicate the need for more detailed research, including qualitative research, on specific issues.

This report is limited to a straightforward presentation of the results. It is planned to carry out more detailed statistical analysis at a later stage and to produce separate reports on specific areas. Some of the issues which will be analysed in more detail are: gender and work; age and work; employment status; sector profiles; work organisation and working conditions; time.

The surveys were designed with the support of national and European experts, as well as representatives of the European Commission and employers' and workers' organisations (see list in Annex 4). The Foundation is grateful to all the members of this expert group for their valuable contribution.

Raymond-Pierre Bodin
Director

Eric Verborgh
Deputy Director

Abbreviations

ESWC	European survey on working conditions
Foundation	European Foundation for the Improvement of Living and Working Conditions
INRA	International Research Associates (Belgium)
INSEE	Institut national de la statistique et des études économiques (France) (National institute for statistics and economic studies)
ISCO	International standard classification of occupations
LFS	Labour Force Survey (Eurostat)
NACE	Nomenclature générale des activités économiques dans les Communautés européennes (General industrial classification of economic activities within the European Communities)
NUTS	Nomenclature des unités territoriales statistiques (Nomenclature of territorial units for statistics)

Countries

B	Belgium
DK	Denmark
D	Germany
EL	Greece
E	Spain
F	France
IRL	Ireland
I	Italy
L	Luxembourg
NL	Netherlands
A	Austria
P	Portugal
FIN	Finland
S	Sweden
UK	United Kingdom



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Please contact information@eurofound.ie

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Chapter 1 Methodology

The Foundation for the Improvement of Living and Working Conditions carried out its Third European survey on working conditions in 2000. The two previous surveys were carried out in 1990 and 1995. For the 2000 survey, a total of 21,703 workers were interviewed in face-to-face interviews, which were conducted in their own homes. Around 1,500 workers were interviewed in each Member State, with the exception of Luxembourg where the number of persons interviewed totalled 527. This survey, in common with the 1990/91 and the 1995/96 surveys, was elaborated in close cooperation with national institutes which carry out this type of survey at national level and in close cooperation with Eurostat.

An expert group was set up to help the Foundation define the methodology and the questionnaire. The list of members of this expert group is given in Annex 4.

The Foundation commissioned INRA-Europe to undertake the field work which was carried out between 1 March and 30 April 2000.

For further technical information on the methodology, readers are invited to refer to the technical specifications contained in Annex 5. They can also refer to the methodological report on the Second European Survey on Working Conditions (Combessie, Gheorghiu, Merllié, 1999), carried out for the Foundation.

Sampling

A representative sample of the *total active population*, i.e. persons who were at the time of interview either employees or self-employed workers, was sought.

The basic sample design is a multi-stage random sampling, called '*random walk*'.

The three European surveys on working conditions use a *random walk* procedure. This method, whereby interviewers are given precise guidelines, has the advantage of not requiring a complete poll basis. Interviewers are provided with an itinerary indicating at what stages they should carry out interviews. Although there might be some minor differences between one country and another, all national poll institutes have to comply with the guidelines. The process can be summarised as follows:

- The Eurostat territorial breakdown (NUTS II) is adopted for each country. This coding does not exist everywhere (e.g. Denmark), in which case national institutes have to find the most appropriate regional/local breakdown.
- Population density is based on urban size. Each institute is given country tables.
- On the basis of the two points above, a list of *sampling points* is established. In general, postal codes (the most detailed territorial breakdown) are used to randomly select the sampling points.

- Next, one or several *starting points* are selected for each *sampling point* and the interviewers follow the *random walk* procedure.
- When several persons in a household fall within the scope of the survey, the selection is based on the *first birthday method* (selecting the person whose next birthday is closest to the interview date).

Individuals from the age of 15 years upward were interviewed (taking into account the fact that after the age of 65 the number of active persons would level off rapidly). Retired and unemployed persons, as well as housewives and students, etc., were excluded. Non-Europeans were included, on condition that they could be interviewed in the national language(s) of the country where they work.

Interviews were carried out in all Member States of the European Union. The interviews were scheduled at a time of the day when the employees and self-employed were available. The respondents were interviewed face to face in their own homes.

The target number of interviews was 1,500 per country (500 in Luxembourg). The actual number of interviews carried out in each country is given in Annex 5 (p.67).

Weighting

The target group was 'persons in employment' as defined by the Labour Force Survey (Eurostat): 'persons in employment' refers to those who did any work for pay or profit during the reference week (the reference week varied from country to country) or those who were temporarily absent from their jobs. Family workers were also included.

As with all empirical methods, the *random walk* procedure implies a weighting of the selected sample so that the sample is identical to the target population according to the selected variable.

In order to categorise the target population in relation to the selected variables, one has to use, if possible, a survey where the sample size is identical to the target population (e.g. a census), or the results of a survey deemed reliable, generally a probability poll with a very large sample (e.g. Labour Force Survey).

If the *quota method* is used, the interviewers have to control the distribution of the selected variables in the sample. They are free to interview anyone so long as they comply with the distribution. This ensures that the distribution of the sampling will be identical to the desired distribution.

If the *random walk* method is used, the interviewers are obliged to follow a compulsory itinerary and do not have the freedom to interview anyone they wish. In this case, the structure of the sample will be different from the desired sample, due to the fact that some respondents are not as

easy to contact or refuse to respond. Therefore the sample will have to be 'weighted' in order to arrive at a distribution which is identical to the desired one as regards the selected variables. To achieve the weighting, a 'weight' is given to each individual, which varies according to the rarity of the variable it represents (e.g. a higher weight if his/her group is under-represented). A special computer programme is used to achieve the weighting as described above. On completion, the weighted sample will be identical to the desired sample.

For the European survey on working conditions (ESWC), the variables selected for each country are: region, city size, gender, age, economic activity (NACE) and occupation (ISCO). The reference used for the distribution is the 1997 Labour Force Survey (LFS). The LFS is based on national surveys which have very large samples (therefore deemed to be reliable) and identical categories. The ESWC weighting was carried out on the basis of the LFS which means that its distribution by region, locality, size, gender, age, economic activity and occupation is identical to that of the LFS distribution.

The two previous European surveys (1990/91 and 1995/96) were carried out following the same methodology. However, the 1990/91 survey covered only 12 countries and the weighting was done on the basis of the 1988 LFS. Although 15 countries were covered in 1995/96, Austria, Sweden and Finland were not included in the 1993 LFS used for the weighting at that time and another active population structure was drawn on to provide the weighting basis for these three countries. Moreover, the definitions of some categories (e.g. the 'public sector') were different from the ones used in the LFS. Therefore, comparison between the 1995 and 2000 indicators for those countries should be considered with caution.

There are also limitations to be found in the job category coding used by the LFS. The ISCO (COM 88) coding is a job rather than a social classification and there is not always a clear distinction made between employees and the self-employed. For example, farmers and farm workers (category 6) are not differentiated, nor are independent craft workers and craft employees in category 7. Industrial workers are categorised into 4 different categories (6, 7, 8 and 9) which do not take skill levels into account.

This job classification can also be found in some but not all national classifications. Therefore the 'recoding' carried out by Eurostat from national classifications to a European classification creates problems. This can be seen in the LFS figures for category 1 (legislators and managers) in Italy and France, which show either strong variations from one year to another in France or abnormally low rates in Italy. This is

illustrated in the following table which gives the number of legislators and managers as a percentage of the working population in France and Italy:

%	1992	1993	1994	1995	1996	1997
France	12.1	2.0	2.3	7.8	7.6	7.6
Italy	1.2	1.2	1.2	1.2	1.1	1.2

Source: Eurostat. Labour Force Survey. Results 1992, 1993, 1994, 1995, 1996, 1997.

This issue will have to be monitored closely, especially where the three most recent Member States (Austria, Sweden and Finland) are concerned.

Response rates

The table below shows the response rates for the 1995/96 and 2000 surveys.

The response rate for Sweden was not available in 1995/96 and the methodology was different for this country (see the Second European survey on working conditions).

As the table shows, the rate is stable for Belgium, Greece, Spain, Italy, Portugal, Finland and the United Kingdom. It improves slightly in the Netherlands (+4) Denmark (+7) and Luxembourg (+8) and considerably in Germany. There is a decline in France (-5), Ireland (-12) and Austria (-14).

In all the countries (except Luxembourg) 1500 interviews were carried out. However, the response rate for contacting the person varies from one country to another. It is always difficult to assess the impact of non-responses on the results of a survey. It is probable that workers with the worst working conditions, particularly those with 'unsocial' working hours are more difficult to contact and therefore less likely to be interviewed. If this hypothesis is correct – which has yet to be borne out – a low answer rate would create an optimistic bias.

The changes in response rates give an idea of the bias variation expected for each country. For half the countries, the stability of the rate between 1995/96 and 2000 allows one to think that the bias remains constant and therefore the changes affecting the various indicators are reliable. For the other countries, the changes may be partly due to a measure effect.

The French response rate calls for a specific mention: the 1995/96 response rate was unrealistic; the figure for 2000 seems more realistic while remaining among the highest.

%	B	DK	D	EL	E	F	IRL	I	L	NL	A	P	FIN	S	UK
1995/96	58	35	67/70*	47	77	79	70	43	60	37	81	66	55	NA	58
2000	56	42	76	47	73	74	58	39	68	41	67	68	56	58	56

* covering the German Democratic Republic and German Federal Republic respectively.



From the second to the third survey, the gap between extremes has lessened (from 30 to 96 in 1996/96 to 39 to 76 in 2000), which indicates a relative uniformity of response rates across the EU and makes the results between countries slightly more comparable.

The response rate indicates the percentage of people having responded among those initially selected. It does not affect the number of interviews carried out (1 500 per country except for Luxembourg = 500).

Limitations of the survey

It is fair to say that the methodology used in the third survey does create a number of problems which users of the data should bear in mind when analysing and interpreting the results.

The industrial structure, as well as the sectoral distribution of the workforce, differs widely between countries, therefore country comparisons should be made with caution. The report provides, where necessary, the various breakdowns which can help to explain, at least partly, why the results differ from one country to the other.

The sample size in each country is limited to 1 500 workers. This means that breakdowns at country level may result in subgroups with an insufficient number of cases to draw conclusions. Similarly, the number of cases in each group for each country may be too small to allow conclusions to be drawn.

On some issues, the data provided by the survey is far from being as detailed and possibly as reliable as the data provided by more specialised surveys. The aim, however, was not to provide an exhaustive and accurate comparative review on any issue. For example, data on working hours does not give a complete picture of working time in Europe, but rather enables a link to be made between working time and working conditions and health outcomes in particular.

It should be taken into account when reading the report that legal and cultural differences between countries may influence the way the questions are understood and hence determine the answers given. The level of knowledge or awareness about working environment problems and the attitudes and concern about such problems vary greatly from one country to another. In some countries the concept of working environment is well known and accepted; in other countries the working environment is perceived to be part of daily life and therefore problems experienced in connection with working situations are considered to be a 'normal' part of the conditions of life and as such not given special consideration.

It should be noted that the survey describes working conditions as perceived by the respondents. As can be seen from the questions in the questionnaire (Annex 1), people were asked to describe their working conditions, and only occasionally to give an opinion on them. Nevertheless, when considering the figures from the survey, it should be borne in mind that the description of work situations is based on reporting from the workers themselves in face-to-face interviews. The aim of the survey is to provide a picture of working conditions as they exist. In terms of this objective and for the reasons mentioned above, the current survey certainly has limitations. However, it does provide a picture of the situation, issues and trends for the working population in the EU today. Of course it could, and should, be complemented by other information sources (case studies, company-based questionnaires, etc.) in order to gain a more in-depth picture.

Survey results always need to be validated, whenever possible. The second survey results (1995) were compared with the LFS results for the same year, on the few indicators which were similar. Figures were very close, if not identical, in some cases.

Chapter 2 Structure of the workforce

This chapter presents a series of tables which give an overview of the structure of the workforce as drawn from the survey. The structural variables included in the questionnaire are: occupation, sector, gender, length of time in job and company size and status. While most of the data presented is from the third survey, some comparative data drawn from all three working conditions surveys (1990, 1995 and 2000) help to build a picture of trends and changes in the employment situation and working conditions of workers over a ten-year period.

Occupation and sector

Table 1 shows the distribution of the working population analysed in the survey according to occupation, using the ISCO- (COM 88) codes classification (see Annex 3).

Table 1 Occupational distribution of the workforce

	%
Legislators and managers	8.1
Professionals	12.9
Technicians	14.2
Clerks	13.6
Service and sales workers	13.1
Agriculture and fishery workers	4.1
Craft and related trades workers	16.1
Plant and machine operators	8.5
Elementary occupations	8.9
Armed forces	0.6

Table 2 presents the occupational distribution by broad economic activity: the figures reflect the on-going transfer of jobs from agriculture and industry towards services.

Table 2 Distribution of the workforce by economic activity

	1988 (EU 12)	1993 (EU 12)	1993 (EU 15)	1997 (EU 15)
Agriculture	7.5	6.0	6.0	5.0
Industry	33.8	31.5	31.0	29.4
Services	58.7	62.5	63.0	65.6

Source: Eurostat

Tables 3 and 4 indicate the breakdown of the working population by sector of activity (one digit breakdown in Table 3 and two digit breakdown in Table 4), using the NACE code classification for sectors (see Annex 2). As can be seen from Table 3, the sectoral distribution over the five-year period 1995-2000 remains almost identical.

Table 3 Sectoral distribution of the workforce*

	1995	2000
Agriculture	5	5
Mining and quarrying and manufacturing	22	21
Electricity, gas and water supply	1	1
Construction	8	8
Wholesale and retail trade, repairs	15	15
Hotels and restaurants	4	4
Transportation and communication	6	6
Financial intermediation	5	3
Real estate and business activities	5	8
Public administration	9	8
Other services	21	22

Table 4 Detailed sectoral distribution of the workforce*

	%
Agriculture, hunting and forestry and fishing	4.6
Mining and quarrying	0.4
Manufacture of food products, beverages and tobacco	2.4
Manufacture of cloths, textile and leather	2.1
Manufacture of wood or paper products	1.1
Publishing, printing and reproduction of recorded media	1.3
Manufacture of minerals, chemical, plastic and rubber	3.2
Manufacture of metal products, machinery and equipment	5.5
Manufacture of electrical, electronics and precision instruments	2.0
Manufacture of automobile and other transport equipment	2.0
Manufacture of furniture or recycling	1.3
Electricity, gas and water supply	0.8
Construction	7.6
Wholesale/retail trades; repair of motor vehicles, personal and household goods	14.8
Hotel and restaurants	3.9
Land transport	2.6
Water, air and land transport; supporting transport activities, water and air sampling activities	1.7
Post and telecommunications	1.7
Financial intermediation and auxiliary activities, insurance	3.4
Real estate activities	7.9
Public administration and defence; compulsory social security	7.5
Education	6.9
Health and social work	9.6
Other community, social and personnel activities	4.5
Private households with employed persons; extra-territorial organisations and bodies	1.0

* See Annex 2 for Nace codes



Employment status

As can be seen from Table 5, the proportion of employed workers (employees) in the workforce (83%) has been increasing slightly over the years, not only on average but also in most countries. This tendency counters the assumption that the future of work lies in self-employment.

Table 5 Proportion of employees in the workforce, by country

Country	1990	1995	2000
B	83	77	83
DK	91	92	94
D	85*	86*	87
EL	50	54	56
E	73	77	76
F	83	87	87
IRL	74	78	80
I	68	67	75
L	87	82	88
NL	88	90	93
A	-	88	86
P	71	69	75
FIN	-	85	86
S	-	92	90
UK	86	87	86
EU	81	82	83

* Former West Germany

Among employees, the proportion having an unlimited contract (82%) has remained stable since the last Survey, as Table 6 shows. However, the distribution among the remaining 18% has changed: it seems that a greater proportion of workers (4%) is finding it difficult to fit into the traditional categories, such as fixed-term contract and temporary agency contract.

Table 6 Employment status of employees (Q4)

	1995	2000
Unlimited contract	81	82
Fixed-term contract	11	10
Temporary agency contract	3	2
Apprenticeship	2	2
Other	3	4

Table 7 Duration of fixed-term contracts

	%
Less than 1 year	42
1-2 years	26
2-3 years	20
4 years and over	12
Average duration of contract (in years)	3.6 years

Table 7 shows that the average duration of a fixed-term contract is just over three and a half years.

Activity by gender

The distribution of the workforce by gender has remained on average stable since the last survey period (42% of workers are women). However, as Table 8 shows, there are significant changes to be seen within job categories. The number of women working in the higher occupational category of 'legislator and manager' has increased, from 30% to 34%, and in the professional bracket from 44% to 47%. At the same time, there has been a drop in the number of women in 'elementary occupations' (down 3%) and clerical jobs (down 4%). Significantly more women are now working in sales and services (an increase of 11%), which is also a reflection of the growth in jobs in this area over the five-year period in question.

Table 8 Women in the workforce, by occupation, 1995 and 2000

	1995	2000
Legislators and managers	30	34
Professionals	44	47
Technicians	46	47
Clerks	71	67
Service and sales workers	55	66
Agriculture and fishery workers	35	26
Craft related trades workers	18	12
Plant and machine operators	23	16
Elementary occupations	51	48
Armed forces	21	5
EU	42	42

Table 9 Women in the workforce, by country, 1990-2000

	1990	1995	2000
B	37	40	41
DK	46	47	45
D	40*	42*	42
EL	35	35	37
E	36	34	35
F	42	47	44
IRL	32	37	39
I	34	40	36
L	35	36	38
NL	38	40	41
A	-	41	43
P	41	44	45
FIN	-	46	47
S	-	47	48
UK	43	45	45
EU	39	42	42

* Former West Germany

Table 9 shows the country breakdown of the female working population, which is reflective of the overall rise in the number of women entering the workforce in the EU over the ten-year period 1990-2000. Only two countries – Denmark and Spain – showed a decline in the number of women working, which perhaps reflects a decline in overall employment in those two countries. Ireland had the most spectacular increase in this respect, at 7%: this may be explained by the twin factors of a high level of overall employment growth in this country and a significant change in the composition of the workforce, with more women than ever entering the workforce.

Activity by age group, 1995 and 2000

The gradual ageing of the workforce in the European Union is evident from the figures presented in Table 10: there is an increase of 2% in the numbers of persons in the 45-54 age bracket, and a corresponding decline in the number of persons under the age of 35.

Table 10 Distribution of the workforce by age group, 1995 and 2000 (EF11)

	1995	2000
15-24 years	13	12
25-34 years	29	27
35-44 years	27	27
45-54 years	21	23
55+ years	10	11

Length of employment

Table 11 shows figures for the length of employment (both in the job and in the company) of the working population in 2000, where it can be seen that the vast majority of workers remain in the same post and company for between one and 10 years, the average length of time being between 10 and 12 years.

Table 11 Length of employment

	Less than 1 year	1-10 years	10 years and over	Average (no. of years)
No. of years in present company	12	46	42	11.4
No. of years in present job	12	49	39	10.9

Second job

6% of all workers reported having a second job, mainly on an occasional or seasonal basis, and the average number of hours spent at this job is 12 hours per week.

Table 12 Number of workers having a second job

	%
Regular	2.5
Occasional	2.5
Seasonal	1.0
Average number of hours per week	12.2 hours

Company status and size

Table 13 shows the breakdown of the working population in the EU in 2000 in terms of type of company. An average of 69% of respondents work in the private sector. As can be seen from Table 14, there are wide differences between countries in this respect. The public sector is significantly larger in the Scandinavian countries while the highest proportion of privately-owned companies (with both employees and self-employed) is found in Italy, the Netherlands, Portugal, and Spain.

Table 13 Company status

	%
National or local government institution	18
State-owned company	7
Private company	69
Other	6

Table 14 Company status, by country

	National or local government institution	State-owned company	Private company	Other
B	21	7	68	4
DK	14	19	65	2
D	19	7	71	2
EL	10	8	41	41
E	10	7	76	7
F	20	10	66	5
IRL	14	6	58	21
I	14	8	75	3
L	14	16	63	8
NL	18	2	74	6
A	21	3	71	4
P	9	6	73	12
FIN	26	6	63	4
S	31	7	60	2
UK	20	4	67	8
EU15	18	7	69	6



With regard to the size of company, the majority of respondents (63%) are working in establishments of less than 50 workers, as Table 15 illustrates. Companies with the self-employed owner working without other employees account for 10%, while 53% fit into the category of small and medium sized enterprises (0-49 employees).

Table 15 Company size

No. of workers	%
Working alone	10
2-9	27
10-49	26
50-99	10
100-500	16
500 +	11

Supervision

Overall, 20% of respondents report having staff under their supervision, 24% of men and 14% of women, as shown in Table 16.

Table 16 Supervision

(Q.8)		Male	Female	Total
How many people work under your supervision, for whom pay increases, bonuses or promotion depend directly on you?	none	75.2	85.8	79.6
	1-4	12.5	8.1	10.6
	5-9	4.8	2.9	4.0
	10 and over	7.1	2.6	5.2
	don't know	0.5	0.7	0.6

%

Chapter 3 Nature of work

Working with computers (Q12.4)

The proportion of people working with computers (at least occasionally) has slightly increased from 39% in 1995 to 41% in 2000. This growth is higher among the self-employed but they still do not use computers as much as employees (33% compared to 43%). Among employees, the proportion of those on fixed-term contracts using computers is catching up with those on permanent contracts.

An analysis of computer use by sector (Figure 1) reveals a low level in areas such as agriculture and fishing, hotels and catering, and construction, a medium level in manufacturing and wholesale and retail trade, and more intensive use in financial intermediation, real estate and public administration. There is little or no increase among blue-collar workers.

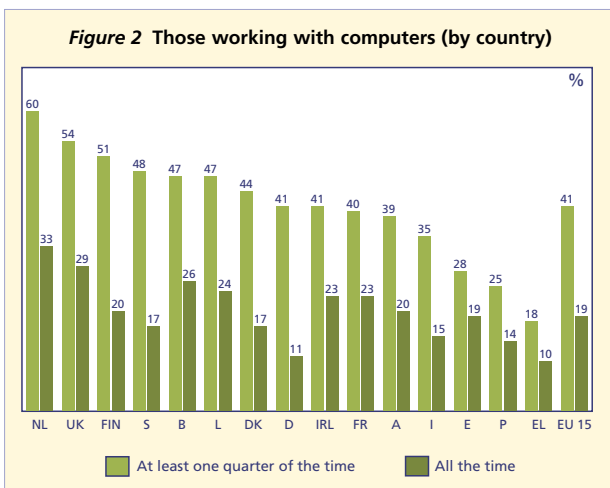
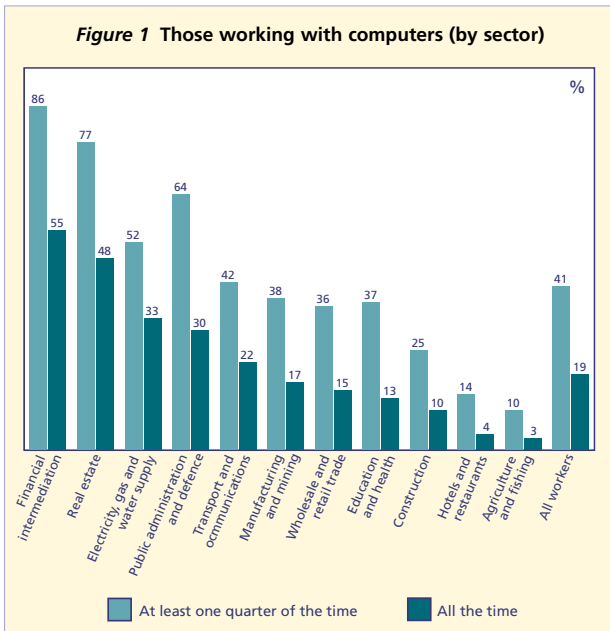


Figure 2 shows the level of computer use by country in 2000, revealing a very high level in northern European countries led by the Netherlands and the UK and a relatively low level in southern European countries like Greece and Portugal.

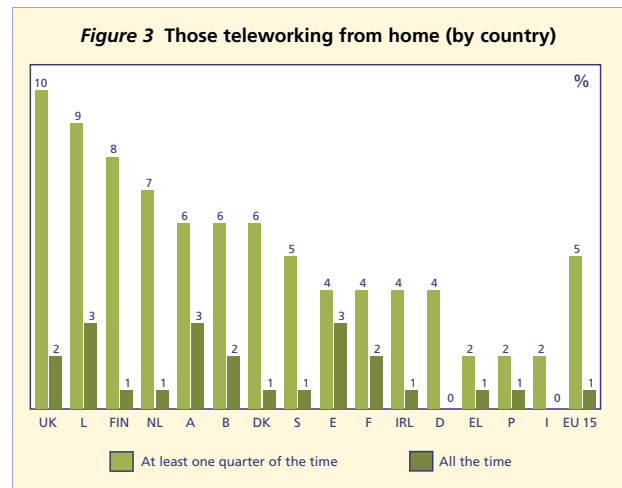
Teleworking (Q12.5)

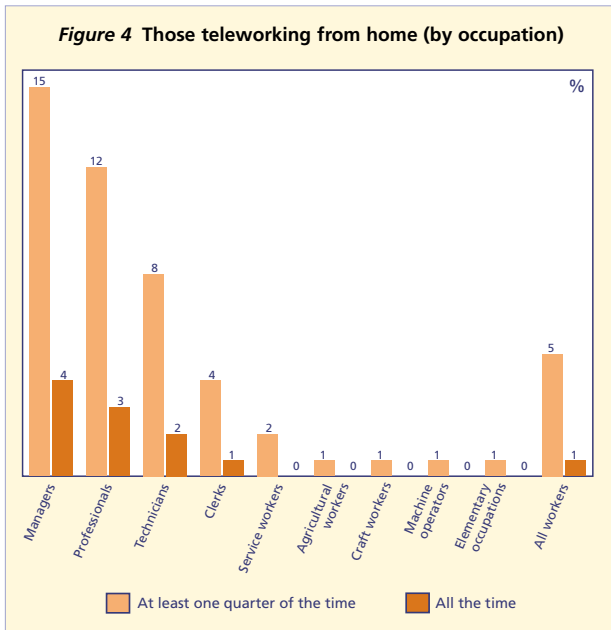
The survey reveals that teleworking is no longer an exceptional phenomenon in 2000. One self-employed person in ten and 4% of all employees telework for at least one-quarter of their time. Teleworking on a full-time basis is carried out by just over 1% of the working population (1.5 million). Occasional teleworking is more widespread (5% of workers), particularly among northern European countries. As Figure 3 shows, there are wide disparities between countries, with the UK having the highest number of persons (10%) teleworking at least one quarter of the time.

Telework is often carried out under a 'particular type of contract': around half of these are self-employed; among employees who telework 10% have fixed-term contracts and 11% have 'atypical' contracts (classified 'other'). As can be seen from Figure 4, teleworking is more common in certain occupations and higher professional categories: 15% of managers, 12% of professionals and 8% of technicians engage in teleworking at least one quarter of the time, compared to only 1% of craft workers and machine operators. Teleworking is also common in the financial intermediation and real estate sectors.

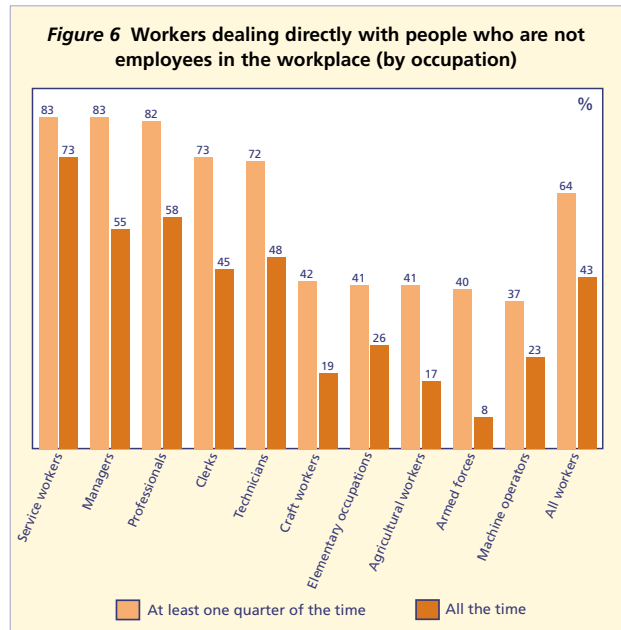
Direct contact with clients (Q12.7)

The proportion of workers stating that they are in contact with people outside their workplace has fallen (from 69% in 1995 to 64% in 2000). For the self-employed, this decrease could be the result of structural changes, arising from the fall in the number of those working in small shops and the increase in the number of self-employed professionals. This hypothesis is reinforced by the fall in the number of self-employed whose work rhythm is dependent on outside demands (see Chapter 5).





For employees, the decrease is smaller but more difficult to interpret as their pace of work is even more dependent on outside demands than in 1995. However, these two indicators are not necessarily contradictory. The policy of 'lean production' (i.e. the reduction in the workforce) and the introduction of 'just in time' practices in companies could be an explanation: while a smaller number of employees are affected by tasks in contact with the public, the pressure from external demands is greater for all employees, including and increasingly in industry. This phenomenon shows up clearly in some national surveys on working conditions.



Gender differences are evident here, a high proportion of women report contact with people outside the workplace: over one in two women (54%) have contact all of the time and almost three-quarters (71%) part of the time, compared to 34% and 59% of men. This may be accounted for by the fact that women tend to occupy certain types of jobs, such as sales and services, medical and teaching professions, and clerical posts, which have a high degree of contact with external persons, as Figure 6 shows.

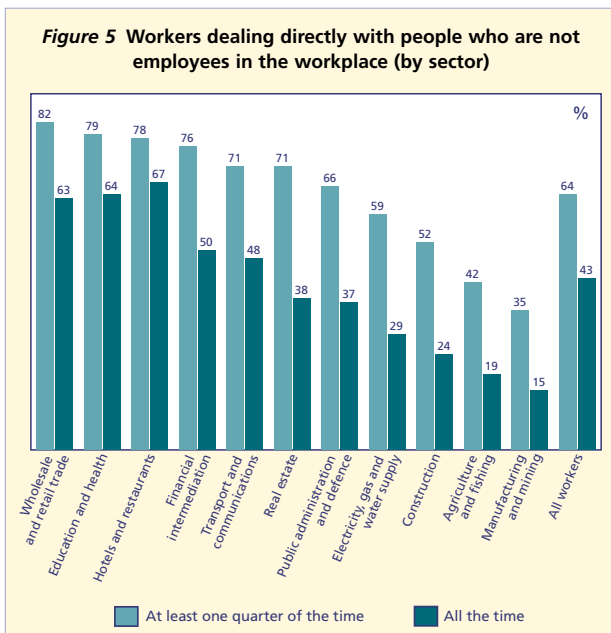


Table 17 Nature of work

	%		
All Workers	1990	1995	2000
Working with computers (Q12.4)	-	18 (38)	19 (41)
Teleworking (Q12.5)	-	-	1 (5)
Direct contact with clients (Q12.7)	-	49 (69)	43 (64)
Working at home (Q12.6)	-	-	3 (8)

Figures between parentheses: ≥ 25% of the time

Working at home

Working at home varies greatly between occupations: farmers, managers and professionals report a higher rate.

Chapter 4 Physical work factors

The results from 2000 confirm the trends previously observed in 1995, mainly that there are no improvements reported on these issues. While in general workers' perceptions of their health and safety being at risk have shown an improvement during the past ten years, exposure to physical hazards at the workplace and conditions such as musculo-skeletal disorders and fatigue caused by intensification of work and flexible employment practices are on the increase. When changes occur there is a balance between slight improvements (exposure to cold, inhalation of vapours/fumes) and slight deteriorations (exposure to high-level noise, carrying of heavy loads, working in painful positions).

The main area of improvement has to do with coping with these work situations: information on possible risks has improved (from 72% to 78% — see also Chapter 7)) and the use of protective equipment has increased (from 16% to 21%), although this does not in itself reduce the source of the problem. Information has improved for all types of employment status except for temporary workers (down 8%).

Gender differences

They remain important as reported in previous surveys (men are more exposed on all issues except painful/tiring positions where the rates are identical).

Status

Non-permanent workers (temporary agency and fixed-term contracts) are significantly more exposed to carrying heavy loads and to working in painful positions. There is no pattern with regard to other indicators, with the exception of apprentices, who are more exposed to dangerous substances, air pollution and vibrations.

Figure 7 Employees well-informed about the risks in using materials, instruments or products

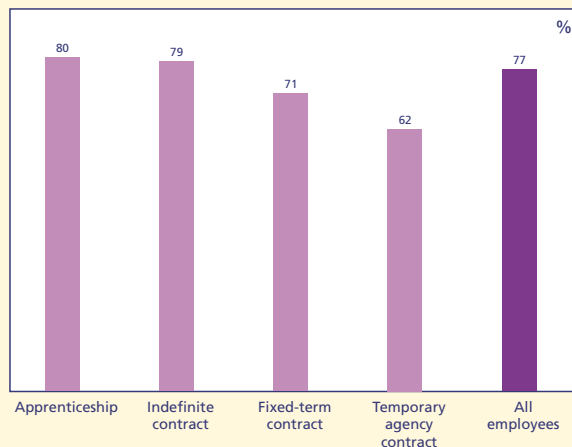
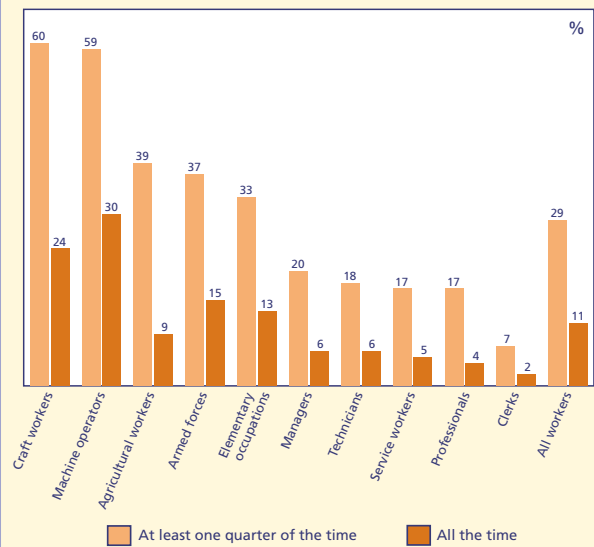


Figure 8 Workers exposed to noise in the workplace (by occupation)



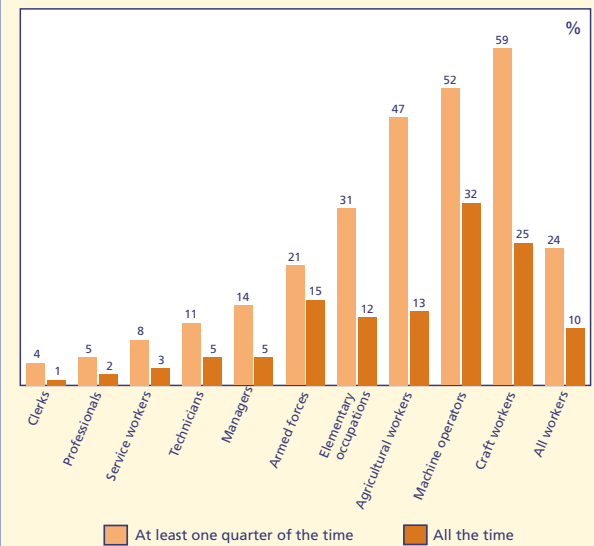
Sectors

A significant deterioration in painful positions and the carrying of heavy loads is reported in both manufacturing and construction between 1995 and 2000.

Occupations

Blue-collar workers are significantly more exposed to all risk factors. The increase in exposure to painful positions is

Figure 9 Workers exposed to vibrations in the workplace (by occupation)





significant for sales/service workers and for technicians between 1995 to 2000. There has also been a significant rise in the figures for carrying heavy loads for elementary occupations, plant operators, craft workers and technicians and a rise in the number of craft workers and plant operators exposed to noise. There is a slight decrease for all occupations with regard to exposure to heat. Improvements for breathing in vapours/fumes, etc. are reported for elementary occupations (+4).

Table 18 Physical work factors

%

Question number	All workers	1990	1995	2000
Q11.2	Noise	10 (27)	10 (28)	11 (29)
Q11.1	Vibrations	-	11 (24)	10 (24)
Q11.3	Heat	13 (33)	5 (20)	6 (23)
Q11.4	Cold		5 (23)	4 (21)
Q11.5	Inhalation of vapours, fumes, etc.	10 (27)	11 (23)	9 (22)
Q11.6	Handling dangerous substances	5 (14)	5 (14)	5 (16)
Q11.7	Radiations	-	2 (5)	2 (6)
Q12.1	Painful positions	16 (43)	18 (45)	18 (47)
Q12.2	Heavy loads	9 (31)	11 (33)	12 (37)
Q12.8	Wearing protective equipment	-	16 (25)	21 (30)
Q13	Informed about risks (well and quite well)	-	72	76

Figures between parentheses: ≥ 25% of the time

Figure 10 Workers inhaling vapours, fumes, dust, etc (by occupation)

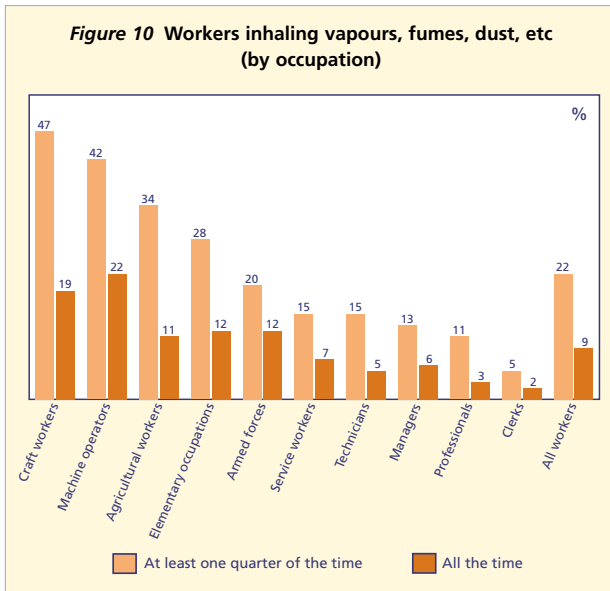


Figure 11 Workers having to work in painful or tiring positions (by occupation)

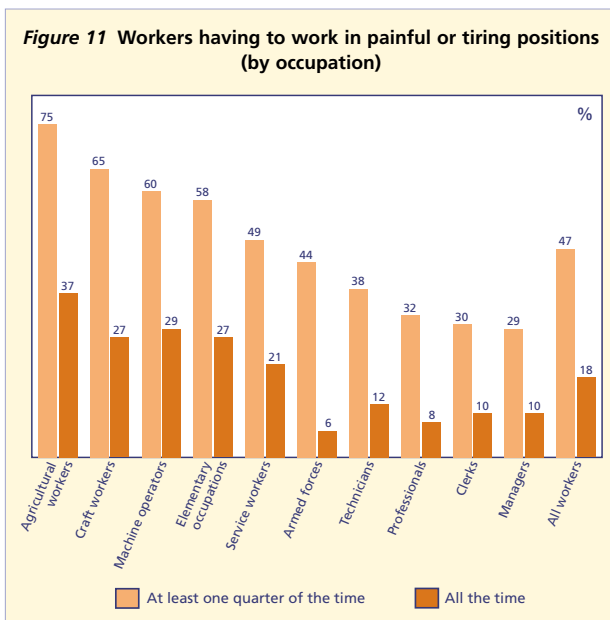
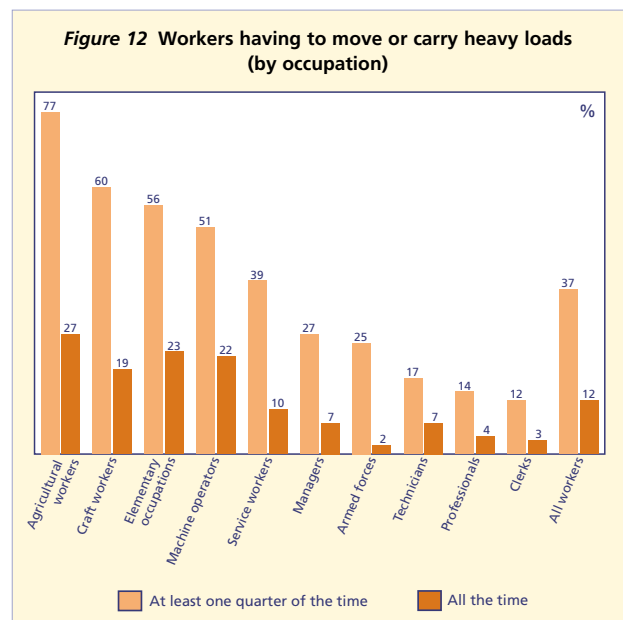


Figure 12 Workers having to move or carry heavy loads (by occupation)



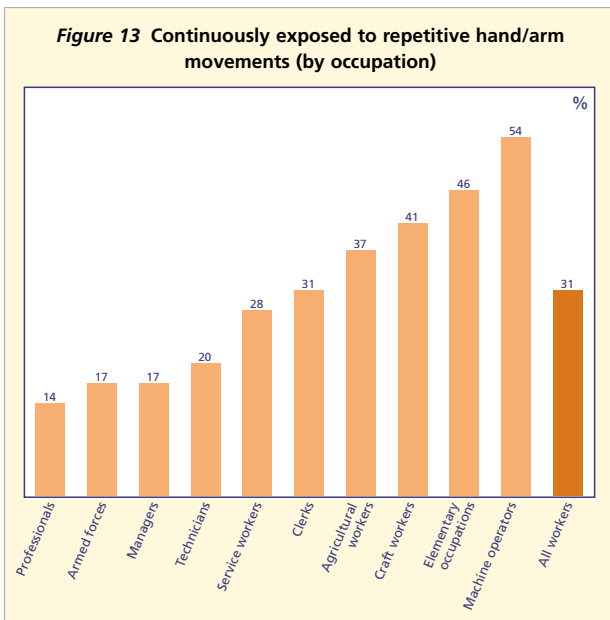
Chapter 5 Work organisation

Repetitive work

This was assessed through 2 indicators: repetitive movements (arm/hand) and repetitive tasks (time scale from 5 seconds to less than 10 minutes).

Repetitive movements

Averages remain the same from 1995 to 2000. Distribution among occupations has changed slightly: whereas in 1995 skilled blue-collar workers were more exposed (compared to unskilled blue-collar workers), the situation is reversed now. Female and male workers' scores are identical (whereas in 1995 female workers were reporting more repetitive movements). Temporary workers remain significantly more exposed.



Repetitive tasks

The questions have changed which makes comparison more difficult. In 1990 no time limit was set (23% of workers reported permanent repetitive work); in 1995 a 10-minute time limit was introduced (16% of workers reported permanent repetitive work); in 2000 the frequency scale was replaced by a time scale. A high rate of 'don't knows' was reported (5%) which possibly indicates that the question was somewhat misleading (confusion between repetitive movements and repetitive tasks, as exemplified by the fact that 13% of managers report repetitive tasks of less than 5 seconds). Therefore, results have to be considered with caution although the same countries top the list for repetitive tasks in 1995 and in 2000 and both temporary agency workers and fixed-term contracts report higher repetitive work. Differences between men and women are small both in 1995 and 2000.

Table 19 Repetitive work

Question number	All Workers	1990	1995	2000
Q12.3	Repetitive movements	-	57 (33)	57 (31)
Q21	Short repetitive tasks	51		
	Repetitive tasks	< 10 min	-	37*
		< 5 min	-	29
		< 1 min	-	23
		< 30 sec	-	18
		< 5 sec	-	15

* Frequency scale ($\geq 25\%$ of time)

** Time scale

Job control

Job control was assessed through indicators which have remained identical over the years. While in the period 1990 to 1995, there was a dramatic increase in the proportion of workers exercising autonomy over their work, in the next period, to 2000, this has stabilised. However, there was a sharp decline in the level of control among some occupations in the later period: for example, among plant and machine operators, service workers, and workers in the transport and communications sector. Table 20 shows the figures for workers having a negative perception of their work autonomy in 1995 and 2000.

Control over order of tasks, work methods and pace of work (Q25)

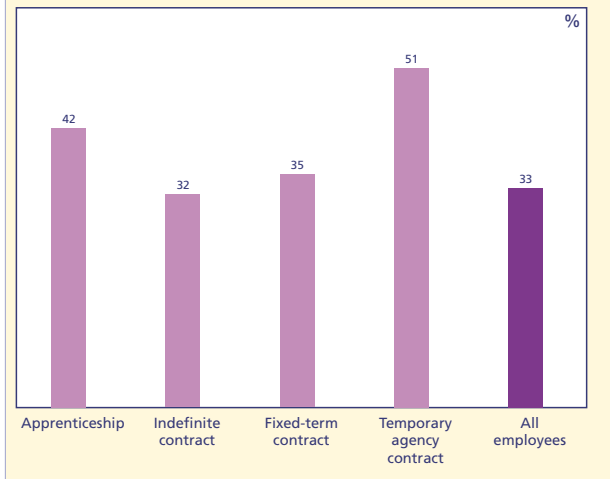
These three indicators have remained remarkably stable between 1995 and 2000. Almost two-thirds (64%) of respondents, male as well as female workers, and 60% of employees are able to decide on the order of their tasks; 70% and 64% have control over their methods of work, the same figures in 1995 and in 2000. The percentage of those who can influence their pace of work diminishes (-), respectively at 70% and 66% in 2000.

The 1995 figures already indicated a clear hierarchy between the various employment status. This hierarchy remains and increases in 2000. The situation worsens for temporary agency workers: they were already the least autonomous in 1995 (48%, 57% and 55%) and are even less so in 2000 (37%, 49% and 48%). The situation remains identical for permanent and fixed-term contracts.

With regard to occupations, in 1995 autonomy increased with skills and social hierarchy, with the exception of elementary occupations where the situation was slightly better than that of plant workers. In 2000, the hierarchy remains and inequalities increase: the three most qualified categories remain at the same level or improve slightly, the



Figure 14 Employees having no influence over their pace of work (by contract)



other categories either remain stable or deteriorate (particularly for plant operators and service workers).

With regard to sectors, evolutions are not clear cut except for transport and communication workers where a strong deterioration can be seen.

Control over breaks and holidays (Q26.2/3)

The liberty people have to take a break or holidays when desired slightly decreases between 1995 (63% and 57%) and 2000 (61% and 56%). The difference between men (64% and 59%) and women (55% and 52%) remains.

There is a noticeable distinction in the level of control over breaks and holidays between self-employed workers and employees, the former having significantly more freedom (86% and 84%) than the latter (56% and 50%). Among employees, the hierarchy between the various status prevalent in other aspects of autonomy increases here also.

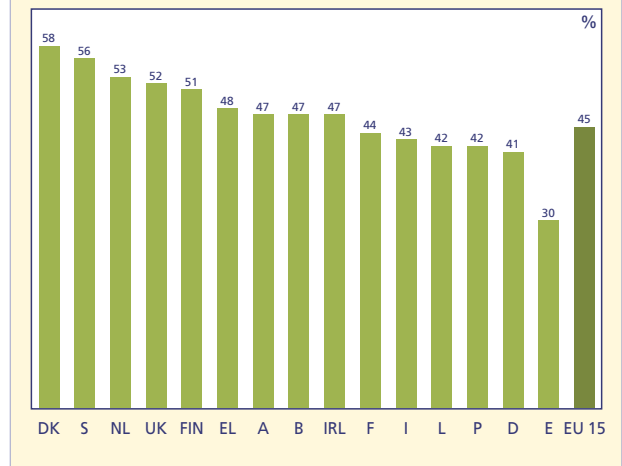
Among occupations, the situation for service workers deteriorates. Among sectors the situation also disimproves in hotels and restaurants, transport and communication and in other services. It improves in financial intermediation and public administration.

Control over working hours (Q26.4)

The 2000 survey shows that 44% of workers have an influence over their working hours. The difference between the self-employed and other employees in this respect is striking: almost double the number of self-employed (84% compared to 36%) have the freedom to choose their working hours. The differences among other categories are less marked but still significant: men 47% against women 41%; employees on permanent contracts 38% against those on fixed-term contracts 29% and temporary agency contracts 23%.

As with other facets of job autonomy, the higher skilled and better qualified the worker, the greater the level of control over working hours. Figure 15 shows the country breakdown

Figure 15 Employees having influence over their working hours (by country)



where no big difference is discernible, except in the case of Spain which has a relatively low degree of control.

Table 20 Job control

Question number	All workers	1990	1995	2000
Q25.1	No control over task order	-	35	35
Q25.2	No control over work methods	38	28	29
Q25.3	No control over speed	35	28	30
Q26.2	No break when desired	-	37	39
Q26.3	No possibility to choose when to take holidays	-	41	43
Q26.4	No influence on working hours	-	-	55
Q26.6	No access to telephone	-	-	29

Pace of work

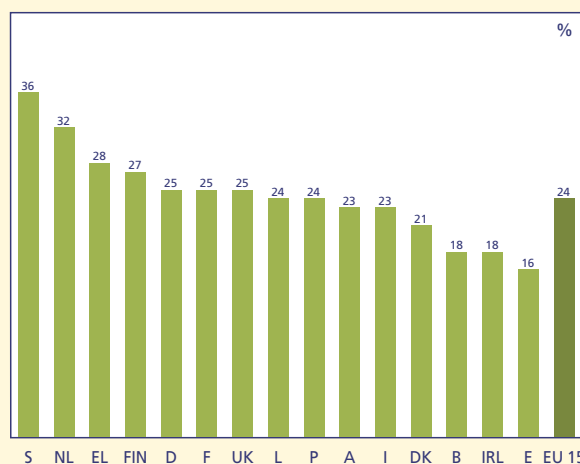
Work intensity

Three indicators provide information on this issue, two since 1990 ('very high speed' and 'tight deadlines') and one since 1995 ('enough time to do the job'). They show an intensification of work over the last decade, although not as marked over the last five years.

There is a very strong link between the degree of intensity on the one hand and reported health problems and absence due to accidents on the other. Workers exposed to high intensity are also more likely to report tiring and painful positions (see Tables 22 and 23).

Time to do the job (Q26.5)

77% of all respondents and 76% of employees report that they have enough time to do the job, both in 2000 as in 1995. The proportion increases for self-employed (from 81% to 84%). Among employees, the figure for those on permanent contracts remains at 70% while for those on fixed-term contracts it increases (from 75% to 77%) and for

Figure 16 Continuously working at high speed (by country)

those on temporary agency contracts it decreases (from 78% to 71%).

Working at very high speed (Q21.2)

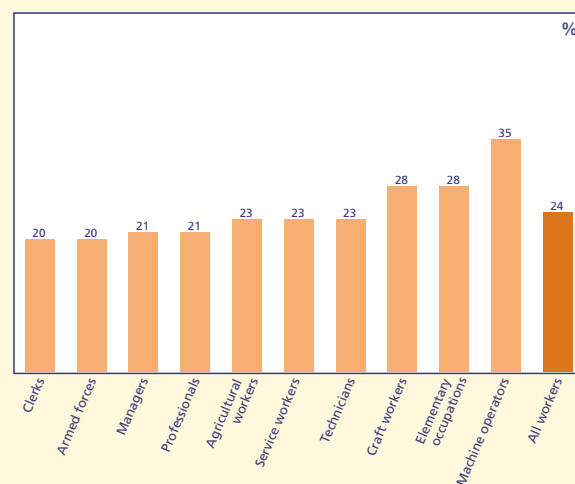
56% of all respondents (58% of men and 54% of women) report working at very high speed for at least one quarter of their time in 2000 and one in four (24%) reports working at high speed all the time or almost all the time.

Increases are similar (+1) for both the self-employed and employees. Among employees, those on indefinite contracts (54% to 57%) and those on temporary agency contracts (53% to 59%) show an increase, whereas those on fixed-term contracts show a decrease (58% to 54%). With regard to occupations, the changes between 1995 and 2000 are shown in the Table 21.

Table 21 Working at high speed or working to deadlines (variations between 1995 and 2000)

Occupation	Working at high speed	Working to deadlines
Legislators and managers	-7 (-5)	-2 (id)
Professionals	+4 (+4)	+1 (+2)
Technicians	+8 (+3)	+8 (+2)
Clerks	+0 (+4)	+3 (-3)
Service and sales workers	+3 (id)	-2 (-1)
Agriculture and fishery workers	-1 (-5)	+4 (id)
Craft related trades workers	+5 (+1)	+7 (+3)
Plant and machine operators	+0 (-2)	+5 (-2)
Elementary occupations	-2 (-2)	+6 (+3)
Armed forces	+0 (-4)	-1 (+3)

Figures between parentheses: all the time and almost all the time

Figure 17 Continuously working at high speed (by occupation)**Table 22** Working at very high speed and its effects on health

Health problems due to high speed work	All the time or almost all of the time	Almost never or never
Health affected by work	73	50
Backache	46	25
Headache	22	11
Muscular pain in shoulders and neck	35	15
Muscular pain in upper limbs	20	9
Muscular pain in lower limbs	18	8
Stress	40	21
Overall fatigue	33	18
Sleeping problems	11	6
Anxiety	11	6
Irritability	15	8
Injury	11	5
Trauma	3	1
At least 1 day's absence due to accident at work	10	6
Painful or tiring position at least 1/4 of the time	61	35

Tight deadlines (Q21.3)

Almost two in three workers (60%) have to contend with tight deadlines for at least one quarter of their time in 2000 (male 64%, female 54%), up four points from 1995 (56%, men 61%, women 50%). The proportion of those having to meet tight deadlines all the time or almost all of the time remains stable at 29%.

Among employees, temporary agency workers report the strongest increase (+8). In fact, the figure for non-permanent workers (temporary and fixed-term contracts) is now catching up with that for permanent workers.

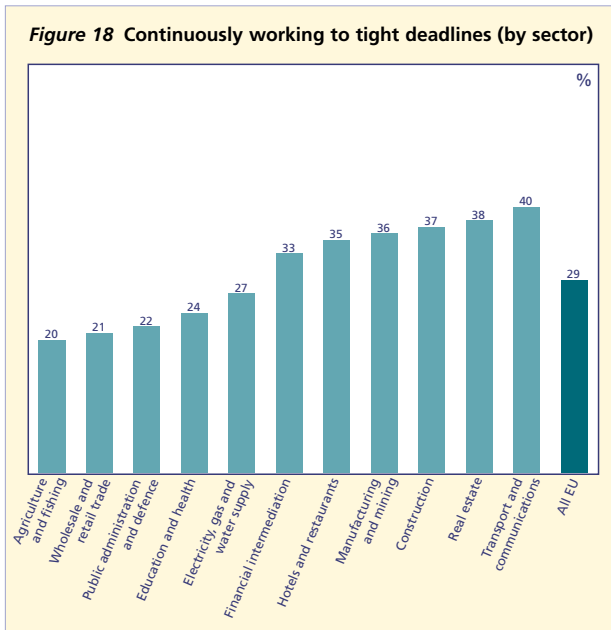


Table 23 Working to tight deadlines and its effects on health

Health problems due to high speed work	%	
	All the time or almost all of the time	Almost never or never
Health affected by work	69	53
Backache	42	27
Headache	21	11
Muscular pain in shoulders and neck	31	17
Muscular pain in upper limbs	18	10
Muscular pain in lower limbs	16	10
Stress	40	20
Overall fatigue	31	19
Sleeping problems	12	5
Anxiety	11	5
Irritability	16	7
Injury	10	5
Trauma	3	2
At least 1 day's absence due to accident at work	9	6
Painful or tiring position at least 1/4 of the time	57	37

Correlation between health and intensity

As shown in Tables 22 and 23, those having to work at high speed or to tight deadlines report more stress.

Factors of pace

Since 1995 the survey includes five factors of pace. On the one hand, 'industrial/normative' factors (production targets, machines) are decreasing, even more so for female workers than for male workers. On the other hand, 'market' factors (external demands) are on the increase, again particularly for female workers.

Pace of work dependent on the direct control of the boss is decreasing (-2), in favour of demands from colleagues (+6).

Pace induced by colleagues (Q22.1)

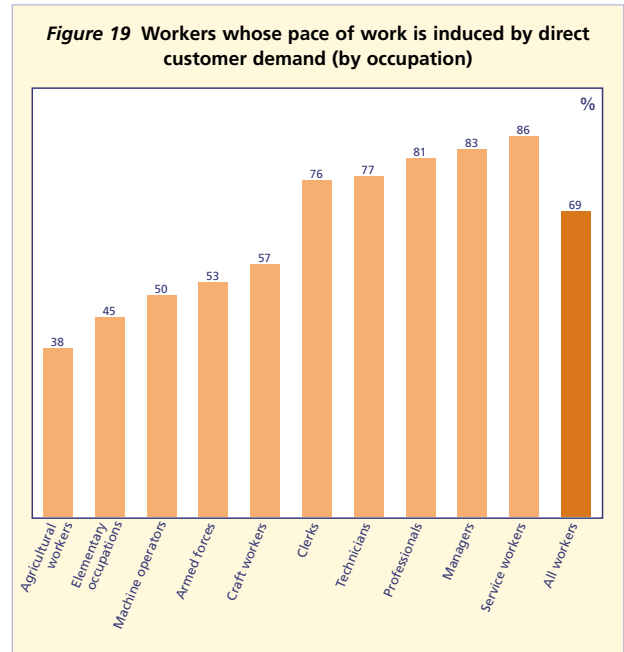
This is the factor which has seen the biggest increase (from 37% to 43%), mainly due to the increase among employees (from 41% to 48%) and male workers (from 42% to 52%).

Among employees, disparities between the various status categories are tending to diminish: indefinite contracts from 40% to 48%, fixed-term contracts from 43% to 49%, and temporary agency workers from 48% to 53%. The pace of work induced by colleagues has increased throughout all countries and all occupations (except agriculture and elementary occupations).

Pace induced by external demand (Q22.2)

This factor has increased from 67% in 1995 to 69% in 2000. This is mainly due to the increase for female workers (from 71% to 75%) while the proportion for male workers remains stable (64%).

Self-employed workers report a reduction from 80% to 76%. This is probably due to structural changes in this category.



Among employees, workers on all types of contract are affected by the increase, particularly temporary agency workers (from 53% to 60%).

There are opposing trends among countries: from a reduction in Portugal (-7), to increases in Greece (+10) and Finland (+12).

Among occupations, opposing trends are also reported: an increase for all white-collar workers and a slight decrease for blue-collar workers.

Pace induced by numerical production targets (Q22.3)¹

The proportion of workers whose pace is induced by the speed of machines or the moving of a product has declined from 22% to 20%, essentially for female workers (from 17% to 14%) as the rate for male workers remains identical (25%). The decrease applies to both the self-employed and all categories of employed workers.

Among countries, diverging trends can be observed. Sweden remains a remarkable case with very low rates both in 1995 (12%) and 2000 (8%).

Pace induced by the direct control of the boss (Q22.5)

The proportion of workers whose pace is induced by direct hierarchical control falls from 34% to 32% in 2000. This mainly affects employed workers and more so those with fixed-term contracts (from 51% to 44%) than those with indefinite contracts (from 37% to 36%). The decrease applies to all countries and all occupations except clerks and craft workers.

Interruptions (Q23)

Over one quarter (28%) of workers report several interruptions every day to perform unplanned tasks and 19% report that this happens a few times a day.

These interruptions are more likely to affect female workers and white-collar workers in general (managers, technicians and clerks). In two-thirds of these cases, these interruptions are seen as being part of the job and linked to 'its nature'. Other reasons reported are: external demands (43%, mostly reported by female workers), internal demands (39%), poor functioning of machines and equipment (10%, mostly reported by male workers), poor work organisation (10%, mostly reported by men) and design of workplaces (4%). For 33% of workers reporting such interruptions they are disruptive, for 12% they are positive.

Job content

The indicators on 'complex tasks' and 'having to solve unforeseen problems' are difficult to interpret and it is therefore difficult to assess the reality they cover.

Table 24 Pace of work

%

Question number	All Workers		1990	1995	2000
Q26.5	Enough time to do job (yes)		-	77	77
Q23	How often do you have to interrupt your work?	Several times a day		-	28
		A few times a day		-	19
	Are these interruptions ...	due to nature of work		-	66
		due to bad organisation		-	10
		due to requests from colleagues/superiors		-	39
		due to customer requests		-	43
		due to machines/equipment		-	10
		due to bad design		-	4
		disruptive		-	33
		without consequence		-	47
		positive		-	12
Q21.b.1	High speed		47 (18)	54 (25)	56 (24)
Q21.b.2	Tight deadlines		49 (23)	56 (29)	60 (29)
Q22.1	Pace dependent on:	Colleagues		-	37
Q22.2		External demands		-	67
Q22.3		Numerical production targets*		-	35
Q22.4		Speed machine		-	22
Q22.5		Boss		-	34

Figures between parentheses: all the time and almost all the time

* Question modified: 'production targets' in 1995; 'numerical production targets' in 2000

¹ Please note that the question was modified from 'production targets' in 1995 to 'numerical production targets' in 2000

Nevertheless they are extremely stable over time and appear to reflect more the respondents' social position than the exact content of their work.

The other indicators are less coherent. There is an inherent contradiction in the fact that decreases are reported in both monotonous work and learning opportunities and across all job categories. This makes it hard to draw any conclusions with regard to job enrichment.

Meeting precise quality standards (Q24.1)

The proportion of male workers having to meet such standards remains identical from 1995 to 2000 (74%), while female workers report a decline (from 66% to 64%). The decrease for the self-employed is greater than that for employed workers over the five-year period, both categories attaining 70% in 2000. There are variations among types of employees: this kind of work has decreased for fixed-term workers (from 67% to 65%), increased for temporary agency workers (from 66% to 70%) and is the same in 2000 as in 1995 for permanent employees.

This relative stability masks differing trends among job categories: an increase for craft workers between 1995 and 2000 (from 83% to 87%) and for plant operators (from 72% to 77%), while rates fall for all other job categories.

The proportion of those with indefinite contracts remains stable at 71%, it falls for fixed-term contracts (from 67% to 65%) and increases for temporary agency workers (from 66% to 70%).

Assessing quality (Q24.2)

In 2000, three-quarters of all workers (75%) reported having to evaluate the quality of their work themselves, a figure just slightly lower than in 1995 (76%). This relative stability hides the steep shift between the self-employed and employees (from 77% to 84%). Among the latter, the decrease is significant for temporary agency workers (from 68% to 57%) and slightly less for those on indefinite contracts (from 77% to 74%).

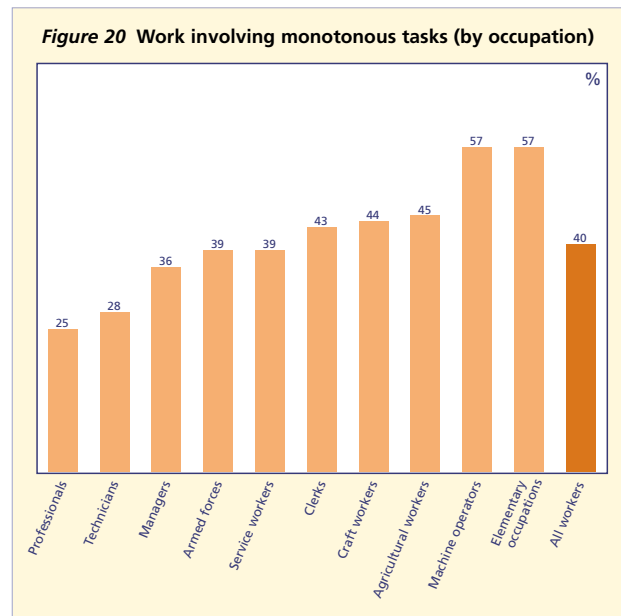
Solving unforeseen problems (Q24.3)

The proportion of workers having to solve unforeseen problems that arise in the course of their work remains identical between 1995 and 2000 at 82%. The gender breakdown in 2000 was 82% men and 79% women, the same as in 1995.

Among employees, the situation for workers on indefinite contracts remains identical over the period (82%) while workers on fixed-term contracts show an increase (from 71% to 76%); conversely, those on temporary agency contracts report a decline in this kind of work (from 70% to 60%). These levels reflect the possibility to solve unforeseen problems among occupational groups: 97% of managers compared to 66% of workers in elementary occupations have work of a problem-solving nature, an identical situation in 1995 and 2000.

Monotonous tasks (Q24.4)

The proportion of those having to perform monotonous tasks drops significantly between 1995 (45%) and 2000



(40%). The improvement applies to all categories of employees while status hierarchy remains. As Figure 20 illustrates, there is a wide variation between the different occupations, professionals and managers being the least concerned by this kind of work (only a quarter of workers) and workers in elementary occupations and machine operators being the most concerned (over half of these workers). Over the five-year period 1995-2000, monotonous tasks decrease in all job categories, except for sales and service workers, and in all sectors except for the construction industry.

Complex tasks (Q24.5)

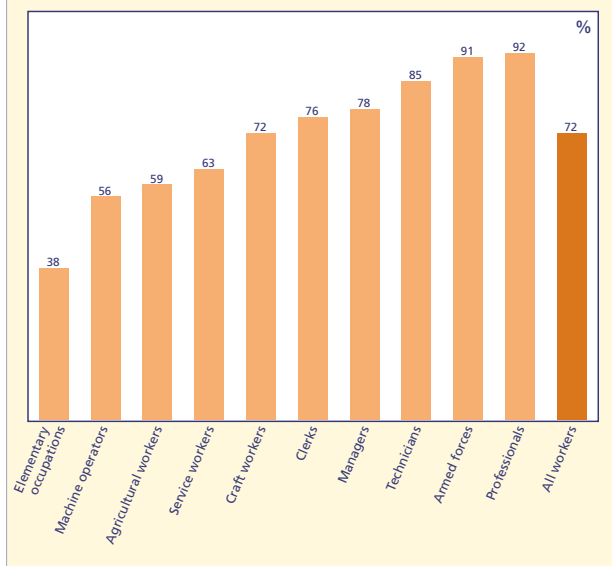
Over half of all workers (56%) report carrying out complex tasks in 2000, substantially more women (62%) than men (50%). As for the other types of work mentioned above, the rates reflect the hierarchical status which exists between employment categories. The situation in 2000 was similar to that in 1995, except for a significant fall among sales and service workers (from 47% to 38%).

Learning new things (Q24.6)

In 2000, 71% of workers report learning new things in their work, male workers (72%) more than female workers (70%), employed workers (71%) more than self-employed (70%).

In 1995, these proportions were higher for male than for female workers (+3), for self-employed (+7) than for employees (+3). Among employees, learning opportunities decrease for indefinite contracts (from 75% to 72%) and increase for fixed-term contracts (from 69% to 73%) and temporary agency contracts (from 58% to 60%).

Figure 21 shows the breakdown by occupational group, where a very high degree of learning opportunities can be noted among professionals (92%) and a low level among service and elementary workers (a decrease of 10% for both since 1995).

Figure 21 Learning new things in the job (by occupation)

In 1995, these proportions were similarly higher for male than for female workers (+3); in contrast to 2000, a higher number of the self-employed (+7) reported learning opportunities than employees (+3).

Table 25 Job content

Job content – all workers	1990	1995	2000
Meeting quality standards	-	71	70
Assessing quality	-	76	75
Solving problems	-	82	82
Monotonous tasks	-	45	40
Complex tasks	-	57	56
Learning	-	74	71

Skills, training and empowerment

Responsibilities with regard to production planning, staffing and working times and shifts

These three indicators provide information on the level of responsibilities. There are significant gender differences: 20% of employees have planning responsibility (24% of men and 15% of women); 16% have staffing responsibilities (19% of men and 13% of women); 15% have working time responsibilities (16% of men and 13% of women). The hierarchy between the various employment status reflects the degree of responsibility. Among job categories, those responsibilities are concentrated on managers.

Table 26 Responsibility

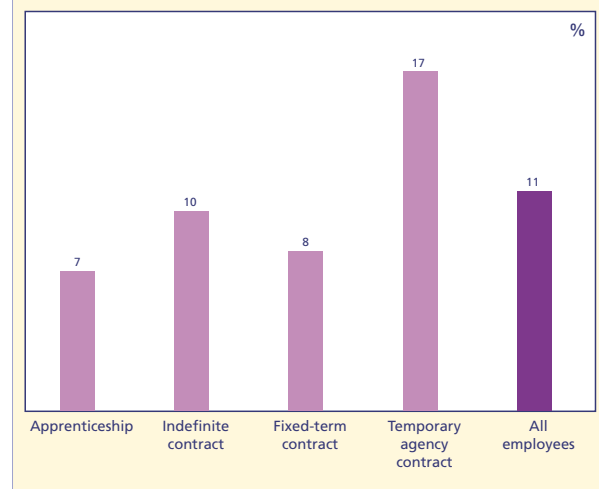
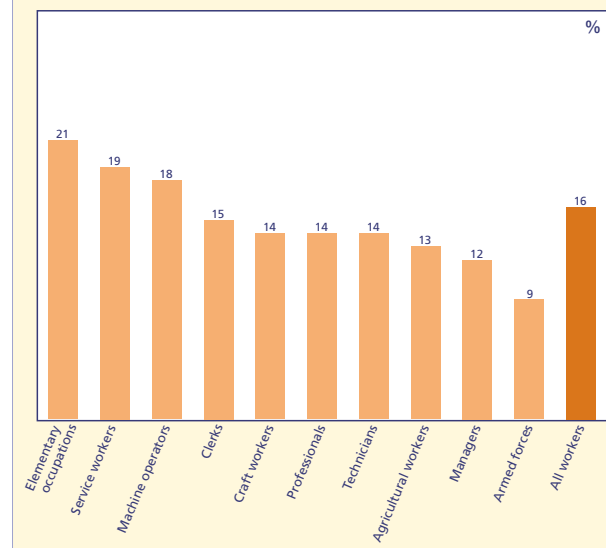
Responsibility – all workers	1990	1995	2000
For production planning (Q27.1)	-	-	27
For staffing (Q27.2)	-	-	21
For time schedules (Q27.3)	-	-	23

Teamwork (Q27.b.2)

56% of respondents (60% of employees) report doing all or part of their work in a team. Among employees, men (62%) work in this way more often than women (58%). Team work is a difficult concept to use. Responses show a clear line between northern and southern Europe and it is not clear whether this reflects organisational or cultural differences.

Support from colleagues (Q26.1)

In 2000, 82% of workers can rely on colleagues in case of problems, women (81%) less so than men (83%). The situation for employees (89%) has not changed since between 1995 and 2000.

Figure 22 Employees unable to get assistance of colleagues when required (by contract)**Figure 23 Workers whose skills do not match job demands (by occupation)**



Skills (Q28)

The proportion of those who think that their skills match the demands of their job has increased slightly between 1995 (82%) and 2000 (83%). The feeling of over-skilling is decreasing (from 10% to 7%) at the same rate for men and women and for all status categories of employees. The feeling of under-skilling remains identical.

Among employees there are still important disparities between status of employment (14% of over-skilling reported by temporary agency workers in 2000, 18% in 1995) but with a tendency towards a reduction in these disparities through a general reduction in 'over-skilling'.

Over-skilling falls for all job categories except for service workers.

Training (Q29)

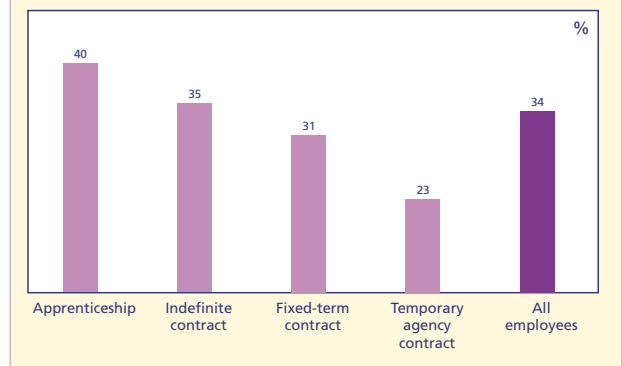
31% of respondents benefited from training provided by their company between March 1999 and March 2000 (29% in 1995) with an average duration of 4.4 days per person.

Among employees, inequalities in access to training are decreasing. If workers on indefinite contracts remain stable at 35% (in 1995 and in 2000), those on fixed-term contracts increase from 22% to 31% and those on temporary agency contracts from 12% to 23%. Furthermore, in 2000 the length of time spent in training is twice as long for fixed-term and temporary agency workers as it is for permanent workers. This seems to indicate a real effort to improve skills for this segment of the labour market and would merit further investigation.

Table 27 Skills, training and division of work

Question number		1990	1995	2000	
Q27.b.1	Task rotation (yes)	-	55	44	
Q27.b.2	Teamwork (yes)	-	-	56	
Q28	Skills	matching	-	81	82
		demands too high	-	7	8
		demands too low	-	10	7
		don't know	-	2	2
Q29	No training over last 12 months	-	71	69	
Q26.1	Assistance (yes)	-	83	83	

Figure 24 Employees who have received training over the past 12 months (by contract)



Chapter 6 Time

Working hours duration (Q14)

A slight increase in the proportion of people working shorter hours and a slight decrease in the proportion working longer hours is reported in 2000. The number of workers working more than 45 hours per week has decreased from 16% in 1995 to 14% in 2000. Men have decreased their working hours by 4% since 1995 and women by 2%.

Women's weekly working hours are in general nine hours less than men's; part-time work remains a female phenomenon. The difference is less among employees than among all workers (see Figures 27 and 28).

Status

Figure 29 points to wide disparities in terms of categories of workers: there is still a big difference in the average weekly working hours of employed workers (36.7 hours) and the self-employed (46 hours). While the average weekly working hours for employees stands at almost 37 hours, permanent workers and apprentices work slightly more hours than the average, while workers on fixed-term and temporary agency contracts work less (Figure 30).

Long working days (Q16e) and long working hours

One third of workers are affected at some stage by long working days (more than 10 hours per day), mainly male workers and self-employed workers (especially in agriculture

Figure 25 Working less than 30 hours per week, 1995-2000 (by gender)

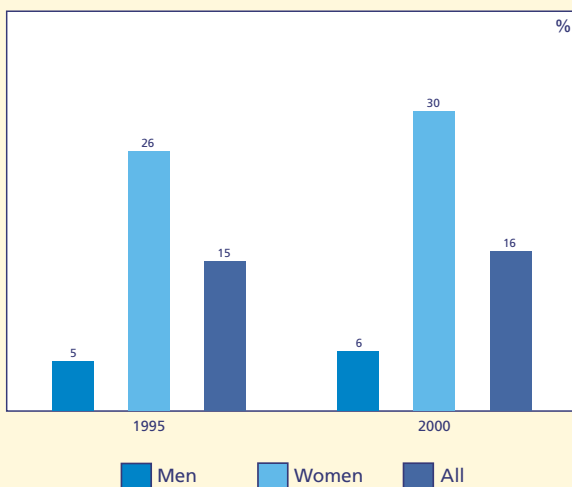


Figure 26 Working 45 hours or more per week, 1995-2000 (by gender)

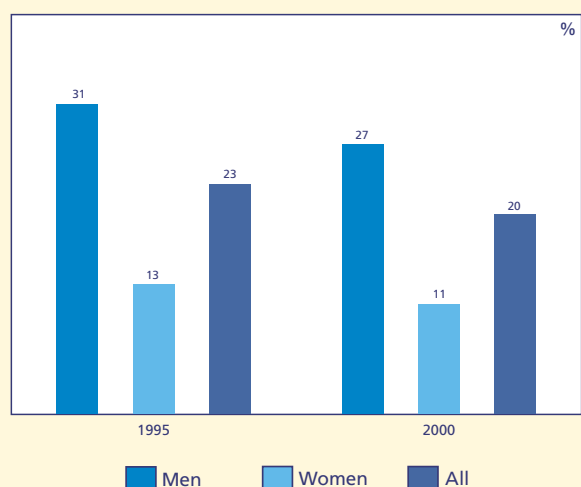


Figure 27 Average weekly hours of all workers (by gender)

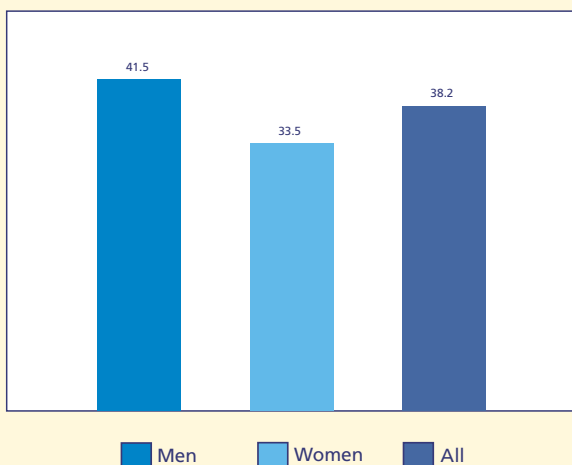


Figure 28 Average weekly hours of employees (by gender)

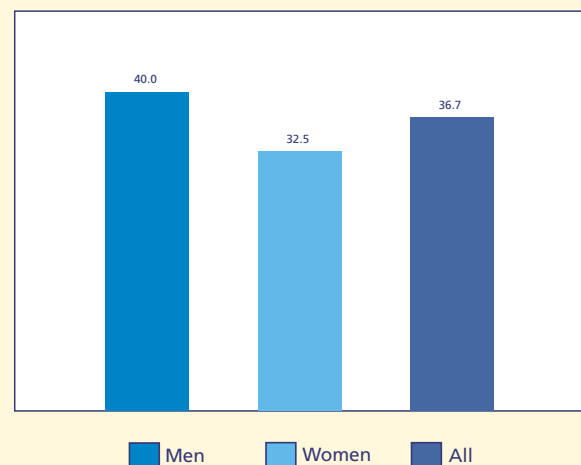




Figure 29 Average weekly hours of the self-employed and employees

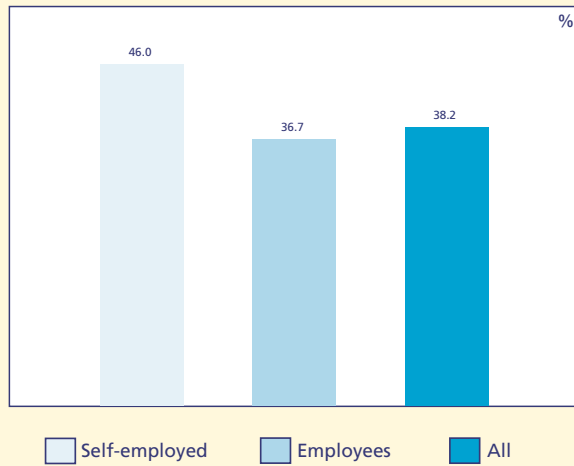


Figure 30 Average weekly hours of employees (by contract)

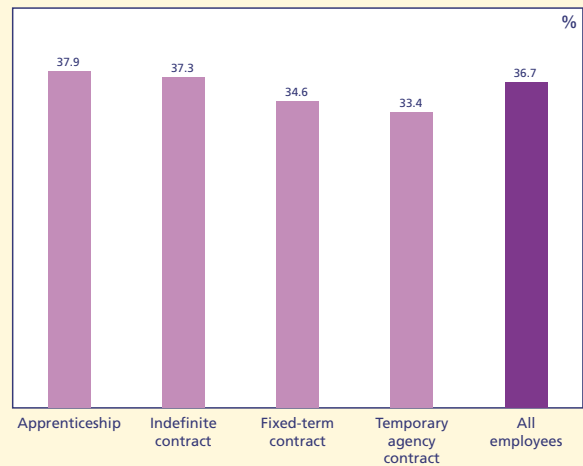


Figure 31 Average weekly hours of all workers (by country)

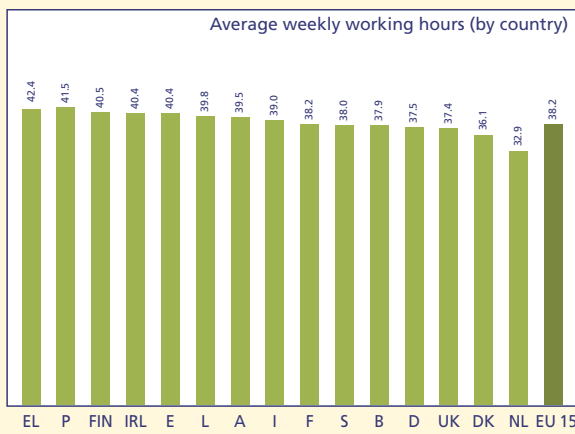
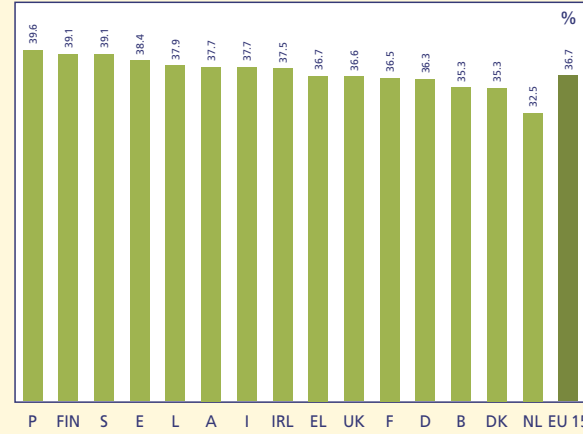


Figure 32 Average weekly hours of employees (by country)



and in managerial and professional jobs). Both long days and long weeks (more than 45 hours) are a classic feature of self-employment (52% work on average more than 45 hours per week).

Countries

Some of the differences in weekly national averages are linked to the extent of part-time work (highest rates in the Netherlands). Figure 13 shows the average number of weekly hours of all workers by country, where variations are as wide as 10%, from the Netherlands at 32.9 hours to Greece at 42.4 hours, with the average being around 38 hours. For employees, the range extends from 32.5 (Netherlands) to 39.6 (Portugal) hours.

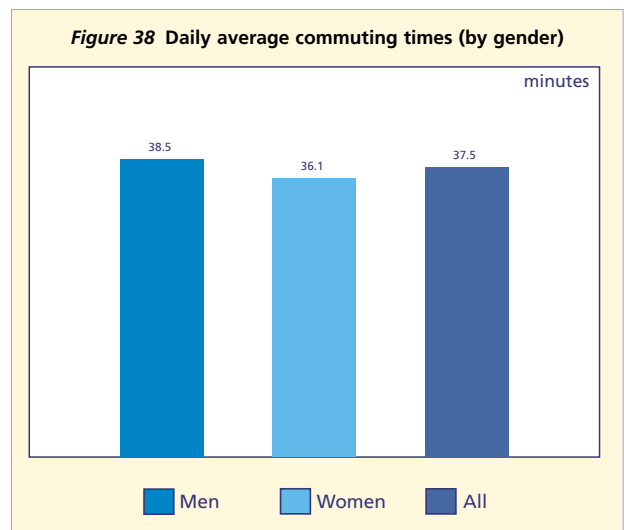
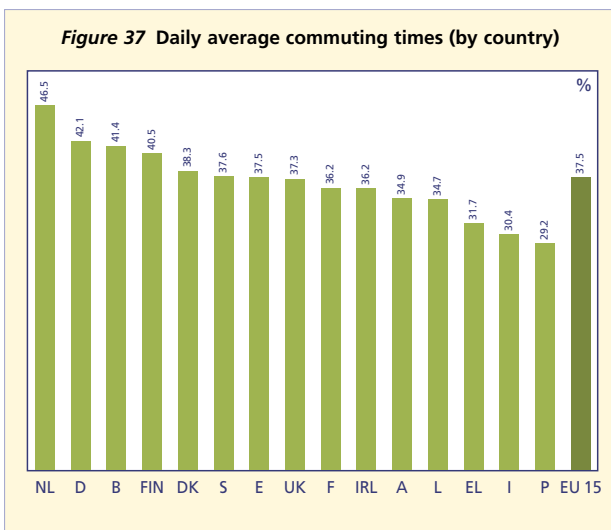
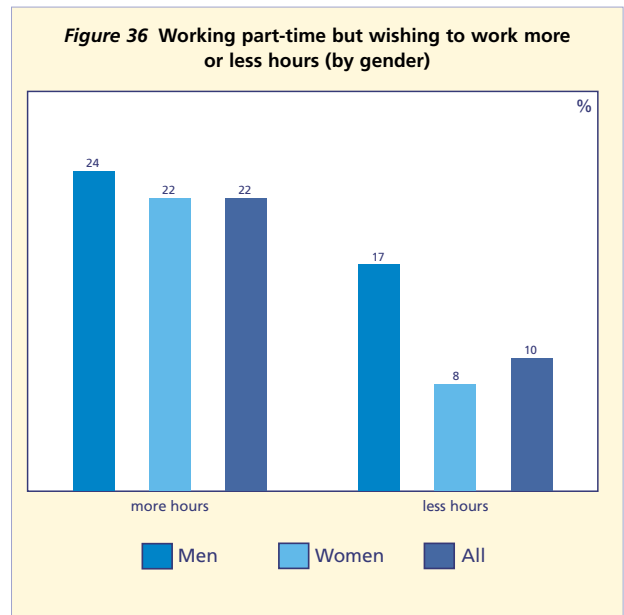
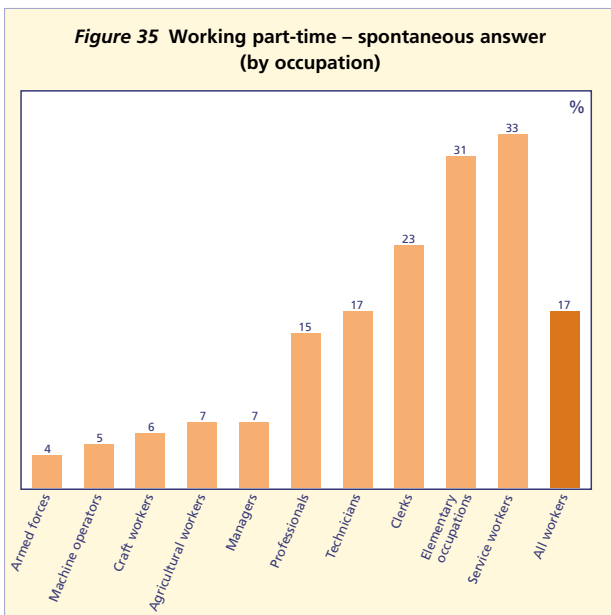
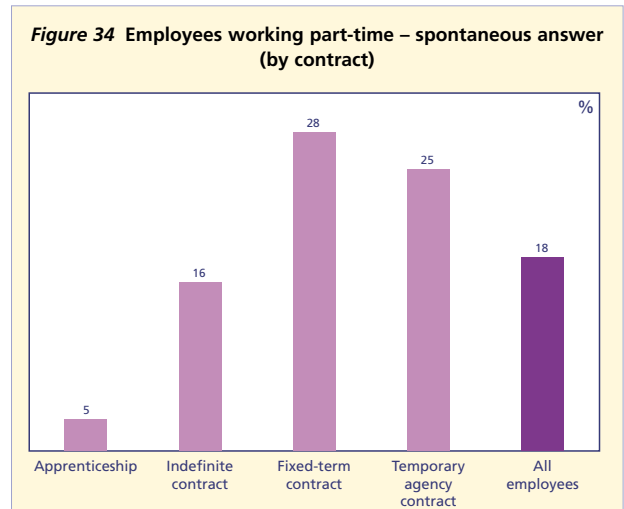
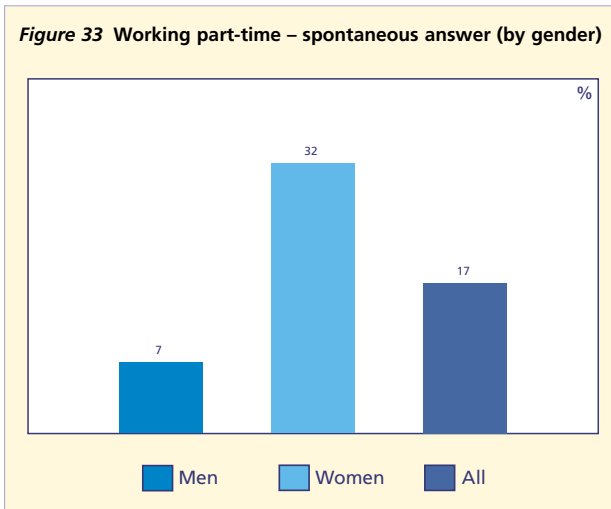
Part-time work (Q17)

The survey used 2 indicators of part-time work. The first one defined part-time as working less than 30 hours per week and therefore workers saying they worked this amount or less were deemed to be part-time workers. However, in order to account for variations in the definition of part time from

one country to another, a second indicator was used: this was 'Yes/no' responses given spontaneously to the question: 'Do you work part time?'. While nearly one fifth (17%) of all workers work part time, the survey reveals that considerably more women work part time than men: 32% women compared to 7% men (Figure 33).

There are wide gender differences (higher rate of female workers) and also wide disparities between countries (the Netherlands and the United Kingdom score high on both indicators) and between status (temporary agency workers and workers with fixed-term contracts work more part-time on both indicators). Figure 35 illustrates the proportion of persons working part time by occupation, showing that the highest proportion of part-time workers come from the sales and service professions.

Part-time work is not always desired, in particular by non-permanent workers (half of them would like to work different hours, generally longer hours). Among those working part-time, 23% say they would like to work more



hours and 9% that they would like to work less hours. There is a difference between men and women: while only 8% of women say they wish to work less hours, 17% of men state a preference for working less.

Commuting (Q15)

Average commuting time has remained almost identical: 37.5 minutes in 2000 compared to 38 minutes in 1995. Variations between countries are high with the longest commuting times in the Netherlands. The category 'not relevant' (7%) is almost identical to the percentage of 'homeworkers' (8%) in Question 12.6. It might be assumed that those working but not commuting are in fact working at home.

Working time patterns

Round the clock work

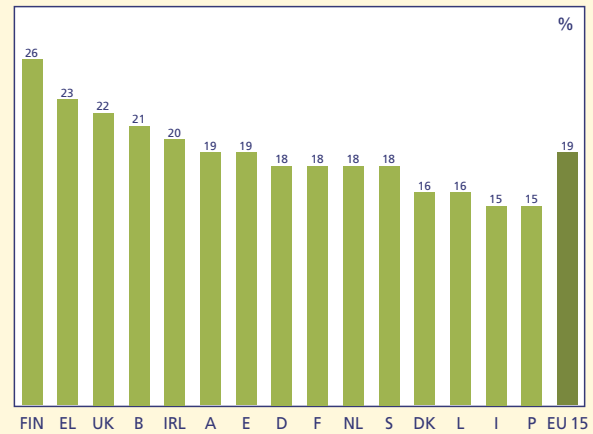
Nightwork (Q16.a)

There is a slight decrease in nightwork which seems to affect all occupations except skilled blue-collar workers and service and sales workers. The decrease is mainly due to independent workers. Figure 39 shows the proportion of workers in each Member State who work at least one night a month – one fifth of the workforce – and here wide variations between countries are evident.

Weekend work (16c and 16d)

Sunday work has declined marginally in the five years since 1995 for all occupations except service and sales workers, where a sizeable increase (from 34% to 46%) was found. The same applies to Saturday work: a general decline apart from sales workers who now work more often on Saturdays. As with night work, the decrease is mainly due to independent workers working less frequently at weekends.

Figure 39 Nightwork – at least 1 night per month (by country)



Shiftwork (Q18)

The survey found that one fifth (20%) of workers work shifts, men and women in equal numbers, and among employees a higher proportion of non-permanent workers (25% of fixed-term and 26% of temporary agency workers). A comparison with previous surveys is not possible as the question was modified in the 2000 survey: the question in 1995 concerned the number of rotas while the question in 2000 asked respondents to specify the type of shifts worked (e.g. morning, afternoon or night). Table 29 gives the breakdown of types of shift, showing that alternating models were the most prevalent.

Table 28 Working hours' duration

Question number	All Workers	1990	1995	2000
Q14	Weekly working hours (self-employed)		47	46.1
	Weekly working hours (employees)		38	36.7
	Weekly working hours (average)			38.2
	-30h per week (%)		15	16
	30-39h per week (%)		36	35
	+40h per week (%)		49	48
Q15	average (in minutes)		38	37.5
	Daily commuting: < 20 min (%)		25	25
	20-39 min (%)		31	32
	≥ 40 min (%)		38	32
	not relevant (%)		5	7
Q17a	Do you work part time? (%)	-	-	17
Q17b	If yes, would you like to work:	more hours ? (%)	-	22
		less hours ? (%)	-	10
Q16e	Working more than 10 hours per day:	never (%)	-	67
		once every 4 days or more (%)	-	10

Figure 40 Sunday work – at least 1 Sunday per month (by occupation)

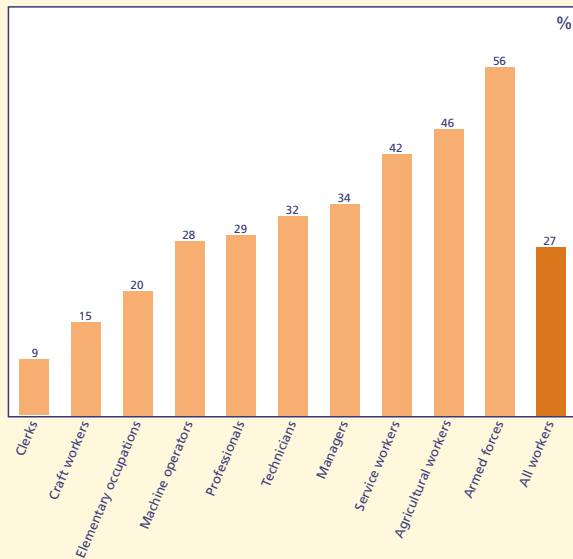
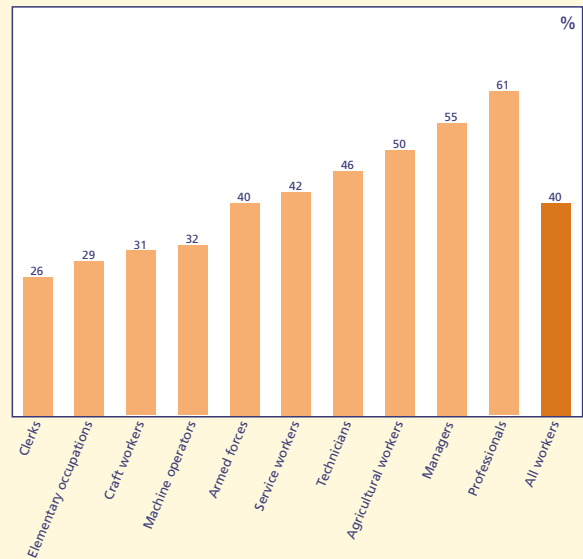


Figure 41 Not working same number of hours every day (by occupation)



Irregular time patterns

Irregular time patterns were identified as a major issue in the 1995 survey. Therefore a number of new indicators were introduced in 2000 to help assess the nature and extent of ‘time flexibility’.

The 2000 survey revealed that time schedules fluctuate on a weekly basis for one out of four workers (27% of men and 22% of women) and on a daily basis for 40%, as is shown in Table 30. In general, male workers have slightly more often flexible time patterns than female workers, and self-employed workers have significantly more flexible time patterns than employees. Over one third of all workers (35%) have fixed starting and finishing times.

Overall, the vast majority (81%) of workers say their working hours fit in well with their family and social commitments. Female workers express more satisfaction with their working time arrangements in relation to their social and family life than male workers (78% versus 84%): this may be because a greater proportion of women choose to work part time. Similarly, employed workers (82%) express a greater degree of satisfaction about their working hours than self-employed workers (72%).

A considerable proportion of the working population, over 50% of the managerial and professional classes, experience a variation in the number of hours worked every day, as is illustrated in Figure 41. Clerical and blue-collar workers report the least variation in their working day.

Figure 42 Not working same number of days every week (by sector)

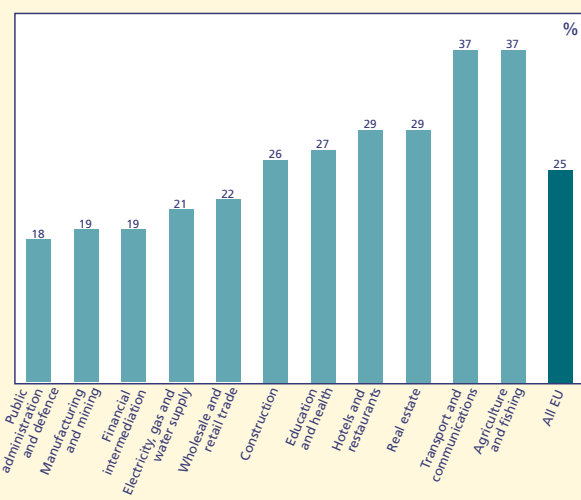
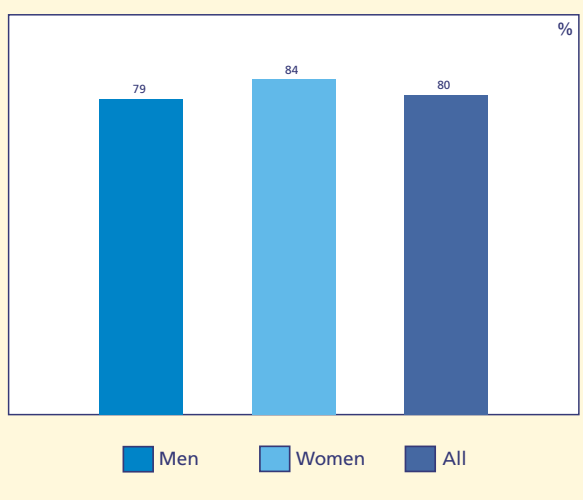


Figure 43 Working hours fitting well with commitments outside work (by gender)



**Table 29 Round the clock work**

%

Question number		1990	1995	2000	
Q16.a4	Nightwork	18	21	19	
Q16.b	Evening work	-	-	46	
Q16.c	Sunday work	-	29 (8)	27 (7)	
Q16.d	Saturday work	-	55 (25)	52 (22)	
Q18.a4	Working in daytime			88	
Q18.b	Working shifts*		13	20	
Q18.c1	For those working shifts:			6	
Q18.c2		Split		8	
Q18.c3		Permanent night		2	
Q18.c4		Permanent afternoon		3	
Q18.c5		Permanent morning		36	
Q18.c6		Alternating morning and afternoon		7	
Q18.c7		Alternating day and night		32	
				Alternating morning, afternoon and night	

* Question changed from 1995 to 2000.

Table 30 Irregular time patterns

%

Question number		1990	1995	2000	
Q18.a.1	Not working same number of hours every day	-	-	40	
Q18.a.2	Not working same number of days every week	-	-	25	
Q18.a.3	Having fixed starting/finishing times	-	34	35	
Q19	No changes in working time schedules	-	-	76	
Q20	Working hours fit family/social commitments			81	
		Well	-	-	19
				Not well	

Chapter 7 Information and consultation

Information on risks (Q13)

The proportion of workers who think they are 'well' and 'very well' informed about risks has increased from 71% in 1995 to 76% in 2000. However, the proportion of those who think they are 'badly' and 'very badly' informed remains the same (10%). The proportion of those who declared not to be affected decreased from 17% to 13%. The 'don't know' category has also decreased (from 2% to 1%).

These figures seem to indicate an improvement in risk awareness for both male and female respondents and for both employed and self-employed and among employees for all employment status categories. All occupational groups and sectors also report this improvement with the exception of the transport and communications sector where rates

remain identical to 1995. Nevertheless, temporary agency workers remain, as in 1995, the least informed about risks.

The fact that workers are more aware of risks might explain, at least partly, why the figures for those reporting exposure to physical risks have not decreased (see Chapter 4).

Possibilities to discuss working conditions and organisational change (Q30)

Around three-quarters (73%) of workers are able to discuss their working conditions at their workplace and 71% can discuss the organisation of work when changes occur. For employees the rates are 78% and 75% respectively. There are no gender differences.

Figure 11 gives the breakdown by country for the discussion of organisational change, where a marked difference is found between the country reporting the least possibility to discuss such change (Portugal at 46%) and the countries with the greatest possibility (Denmark, Finland and the Netherlands).

Among employees, exchanges are more frequent when respondents belong to a qualified occupation and have a permanent job. Unskilled workers are the least involved in these exchanges. Figure 47 gives the employee breakdown by contract, showing that temporary agency workers have the least opportunity to discuss either working conditions or organisational change.

The survey reveals that the majority of these exchanges take place with colleagues (92%) and superiors (90%), without gender differences; the next group involved in the exchanges are staff representatives (46%) and outside experts (23%), male workers being more involved in these exchanges.

Figure 44 Possibility for employees to discuss working conditions (by contract)

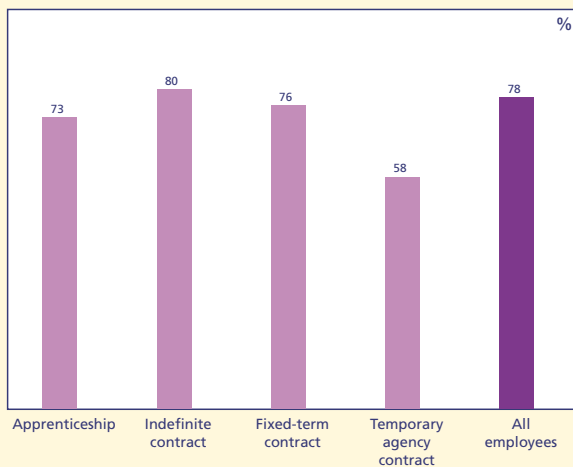


Figure 45 Possibility for workers to discuss organisational change (by country)

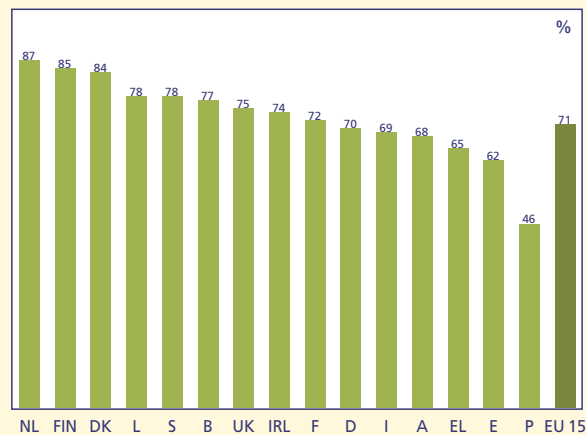
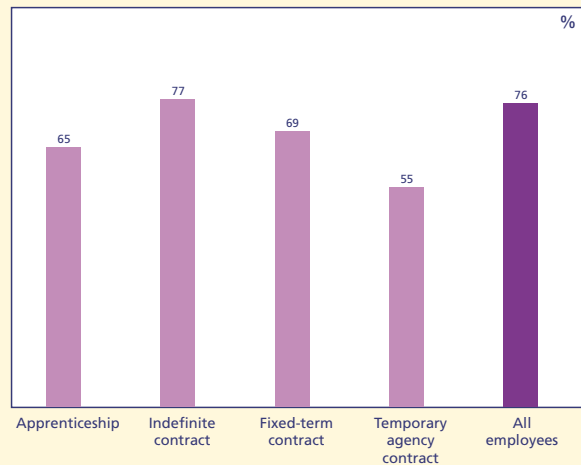
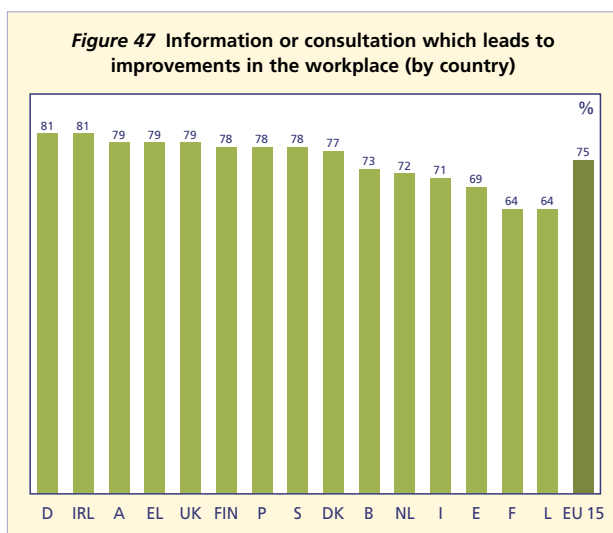


Figure 46 Possibility for employees to discuss change (by contract)





For one worker in two (51%), these exchanges take place on a regular basis; almost an equal number (46%) report that they occur on a formal basis. Skilled manual workers (60%) are the group most likely to have their discussions with staff representatives. Managers and professionals are more likely to have exchanges on a regular and formal basis than other job categories.

Three-quarters (75%) of workers think that these exchanges lead to improvements at the workplace and almost two-thirds (60%) believe that they lead to improvements in the organisation as a whole.

Table 31 Information and consultation

%

Question number	All workers		1990	1995	2000
Q13	Informed on risks	very and fairly well	-	71	76
		quite and very badly	-	10	10
		not applicable	-	17	13
		don't know	-	2	1
	Employees only				
Q30.a	Possibility to discuss	working conditions	-	-	73
		organisational changes	-	-	71
Q30.b	If discussions take place, do they take place with:	colleagues	-	-	91
		superiors	-	-	83
		staff representatives	-	-	43
		outside experts	-	-	25
		on regular basis	-	-	51
		on formal basis	-	-	45
Q30.c	Do they lead to improvements?:	at personal workplace	-	-	75
		in office or factory	-	-	58
		in organisation as a whole	-	-	60

Chapter 8 Psychosocial factors

Violence (Q31 and Q32)

There is a great disparity from country to country where violence from people belonging to the respondents' workplace is concerned (ranging from 1% to 5%). The same applies to violence from people outside the workplace (ranging from 1% to 9%).

Female respondents tend to report slightly more violence (+1). Similarly, marginally more violence is reported among employed workers (+1) than self-employed workers.

Among employees, permanent workers are more exposed than temporary agency workers to violence emanating from outside the workplace.

Professionals and managers are more exposed to violence emanating from the outside; service and sales workers are more exposed to both types of violence.

Harassment (Q31 and Q32)

Two types of harassment are considered: intimidation (bullying/mobbing) and sexual harassment ('unwanted sexual attention').

Intimidation

Almost one in ten workers (9%) report being subject to intimidation in the workplace in 2000, a slight increase since 1995 (+1). As Figure 49 illustrates, there are wide variations between countries, ranging from 15% in Finland to 4% in Portugal. Such differences most probably reflect awareness of the issue rather than the reality. Women are more

Figure 48 Employees exposed to physical violence over the past 12 months (by contract)



Figure 49 Workers subjected to intimidation (by country)

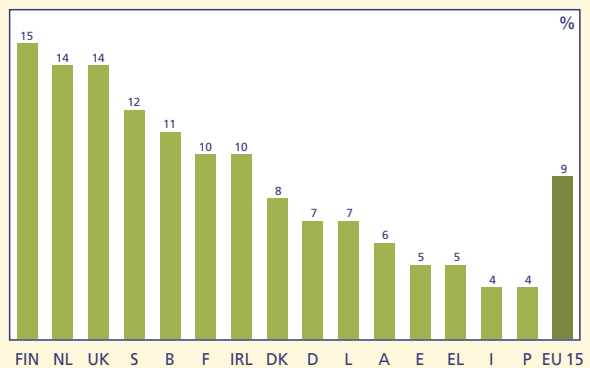


Figure 50 Workers subjected to intimidation (by gender)

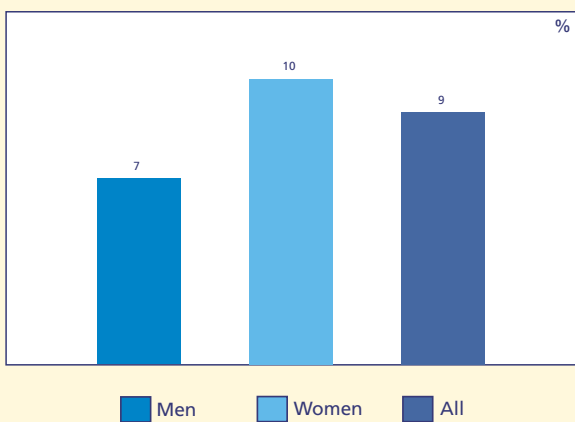
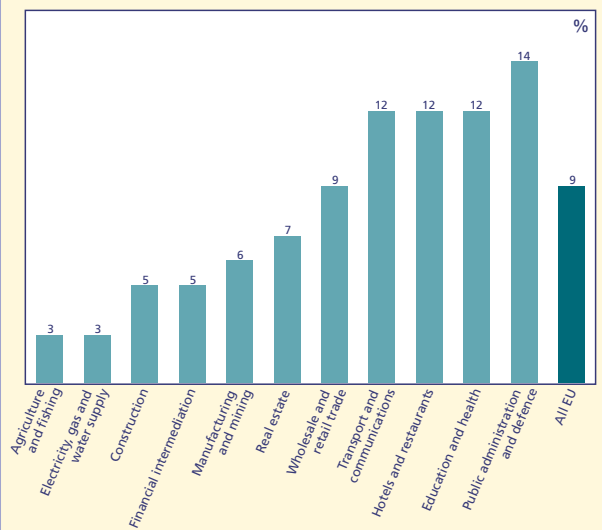
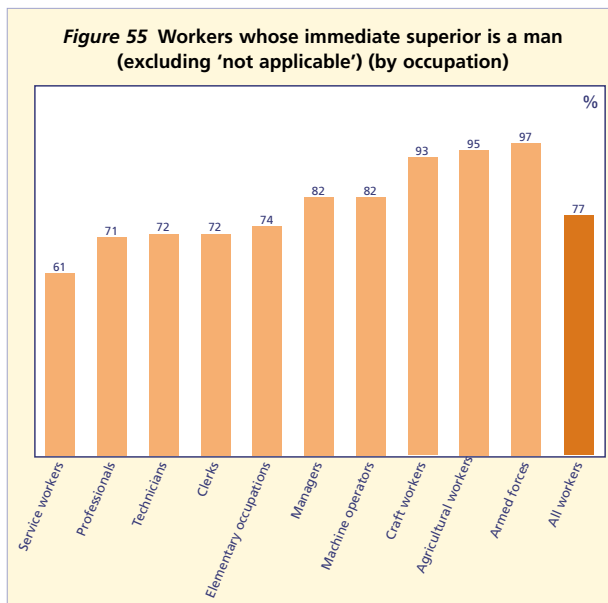
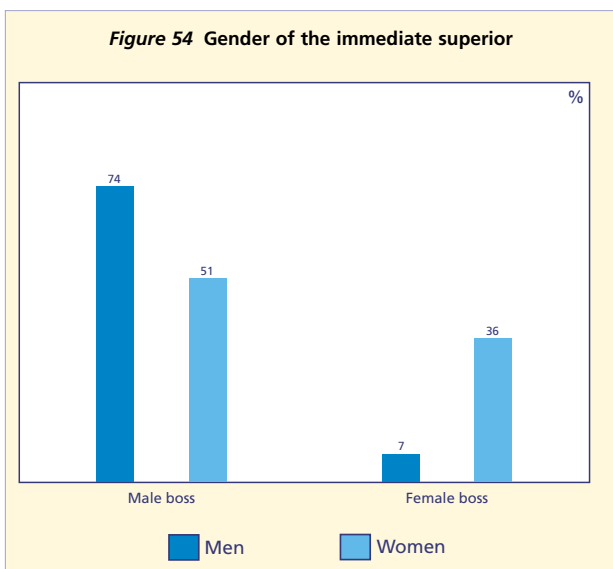
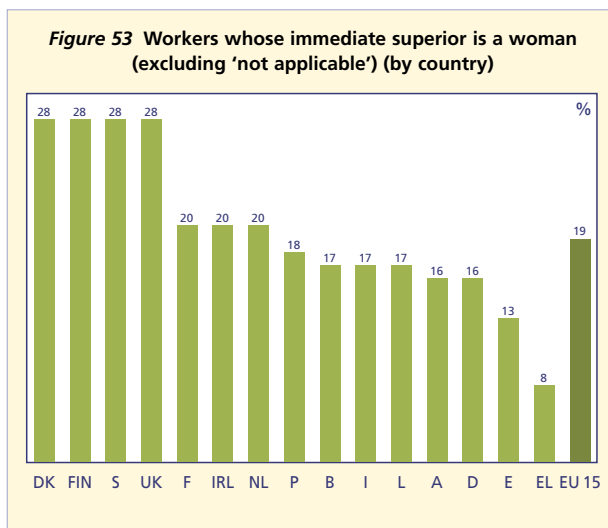
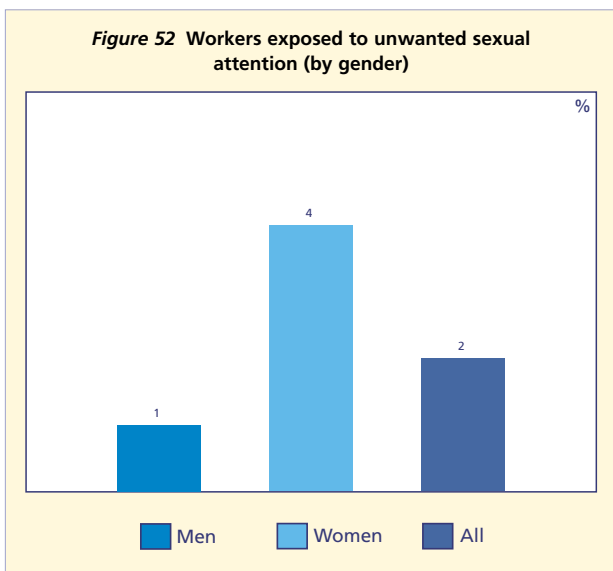


Figure 51 Workers subjected to intimidation (by sector)





exposed (+2) than men. Employees (9%) are more exposed than the self-employed (5%). There are no significant differences according to status of employment. Among occupations, service/sales workers are more exposed (13%), occupations with high self-employment (agriculture, craft) are less exposed.

Sexual Harassment

This is reported by 2% of respondents and is higher in Nordic countries (up to 4%) and lower in southern Europe (down to 1%). Female workers report more sexual harassment (+2) than male workers. The rate is identical for employed and self-employed but it is higher for temporary agency workers.

Figures 50 and 52 presents the gender breakdown for intimidation and unwanted sexual attention, showing that women are subjected to these issues to a much greater degree than men.

Discrimination (Q31 and Q32)

Discrimination has been assessed in several areas: gender, ethnic background, age, nationality, disability and sexual orientation.

Gender discrimination

This is reported to be as high as 3% in some countries (Netherlands, United Kingdom) and among female respondents (3%), sales/service workers (3%) (and generally in jobs where female workers are dominant) and temporary agency workers (3%).

Ethnic discrimination

Some countries report high rates (2% in France and Luxembourg).

Age discrimination

This is reported to be 3% on average, varying between 1% and 4% according to country. There are no significant differences between occupations. Non-permanent workers reported a higher rate of discrimination.

Discrimination against nationality, disability and sexual orientation

On these issues response rates are low (1% or less) and therefore differences are difficult to assess.

Gender segregation (Q33 and Q8)

Horizontal gender segregation is highlighted in Chapter 2: men and women do not occupy the same jobs.

Vertical segregation can be assessed via two indicators in the Survey (Q33: 'Is your immediate boss a man or woman?' and Q8: 'How many people work under your supervision?').

Whereas 54% of women reported a man as their boss in 1995, 51% do so in 2000. In contrast, 7% of men report a woman as their boss in 2000 (6% in 1995). Segregation is lowest in Nordic countries and in the United Kingdom and it is highest in Germany and southern Europe. In occupations dominated by women, e.g. clerical and sales/services jobs (67% and 66% respectively), men are more likely to be in a hierarchical position (68% of clerks and 55% of sales/service workers have a male boss).

Men are more likely to have people under their supervision (24%) than women (13%).

Table 32 Violence at work

%

Question number	All Workers - subjected to ...	1990	1995	2000
Q31.1	Physical violence from people within workplace		4*	2
Q31.2	Physical violence from people outside workplace			4
Q31.3	Intimidation		8	9
Q31.4	Sexual discrimination		2	2
Q31.5	Unwanted sexual attention		2	2
Q31.6	Age discrimination		3	3
Q31.8	Ethnic discrimination		1	1
Q31.9	Disability discrimination		1	1
Q33	Is your immediate boss:	a man	66	64
		a woman	17	19
		not applicable	17	17

* The two questions were combined in 1995

Chapter 9 Outcomes

Health risks (Q34)

27% of workers consider that their health and safety are at risk because of their work, a further decrease since 1990 (30%) and 1995 (28%). This slight decrease affects both self-employed and employees and, of the latter, temporary agency workers are the least likely to consider their health and their safety at risk (22%), a marked decrease since 1995 (28%).

Figure 56 gives the breakdown by sector, illustrating that the perception of risk is felt most keenly by construction and agricultural workers, as well as those in the fishing and transport industry. In terms of occupations, the only category indicating a greater awareness of risk in 2000 is managers (+3), all other categories showing either very similar rates or a slight decrease since 1995.

Responses show great disparities between countries (ranging from 5% to 48%) and need to be considered with caution as they are closely connected to socio-cultural national backgrounds.

Female workers report lesser awareness of risks (23%) than male workers (31%).

Health problems (Q35)

60% of respondents consider that their work affects their health compared with 57% in 1995. The increase affects self-employed and employed workers equally. Among employees, temporary agency workers are the least likely to report negative health effects (49%), a marked decrease from 1995 (56%). The increase affects all occupations except manual workers (both skilled and unskilled) for whom the

rates remain identical. The increase affects more female (+4) than male workers (+2).

The health problems which are most prevalent are backache, stress, overall fatigue and muscular pains. Increases in backache (+3) and overall fatigue (+3) are reported. The question regarding muscular pains distinguished between five types in the 2000 survey.

Backache

The increase affects self-employed and employed workers and men and women equally (both at 34%). Among employees, those on fixed-term contracts reported a higher incidence of backache (36%). In 1995 there were no significant differences between categories. The highest increases among occupations are for professionals (from 18% to 24%) and technicians (from 23% to 31%). Figure 57 gives the breakdown by occupation for 2000, showing a very high level (57%) reported among agricultural workers.

Overall fatigue

The increase is mainly evident for self-employed workers (from 23% in 1995 to 29% in 2000). Big differences between countries are reported with higher rates in Greece, Spain and France. Among employees, those with fixed-term contracts reported more fatigue in 2000 (26%) than in 1995 (23%). Among occupations, the increase affects mainly professionals (+4), technicians (+4), sales/services workers (+4) and craft workers (+4).

Muscular pains

One quarter of respondents report neck and shoulder pains. There are no significant differences between men and

Figure 56 Workers who think their health or safety is at risk because of their work (by sector)

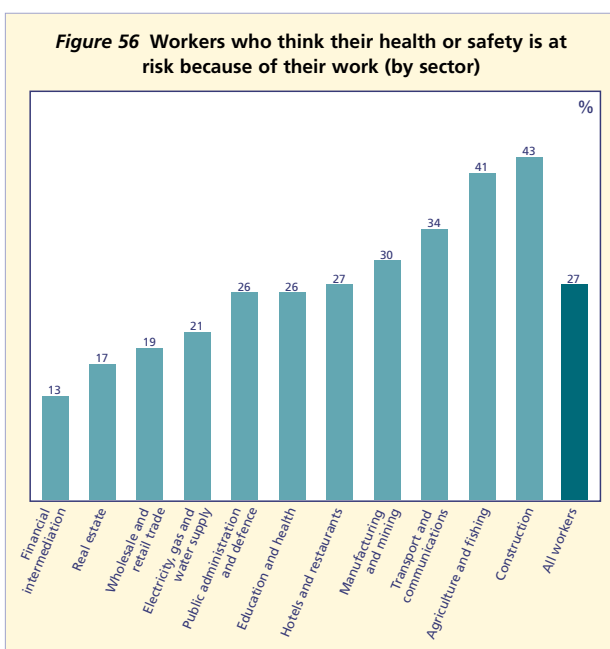


Figure 57 Workers reporting backache (by occupation)

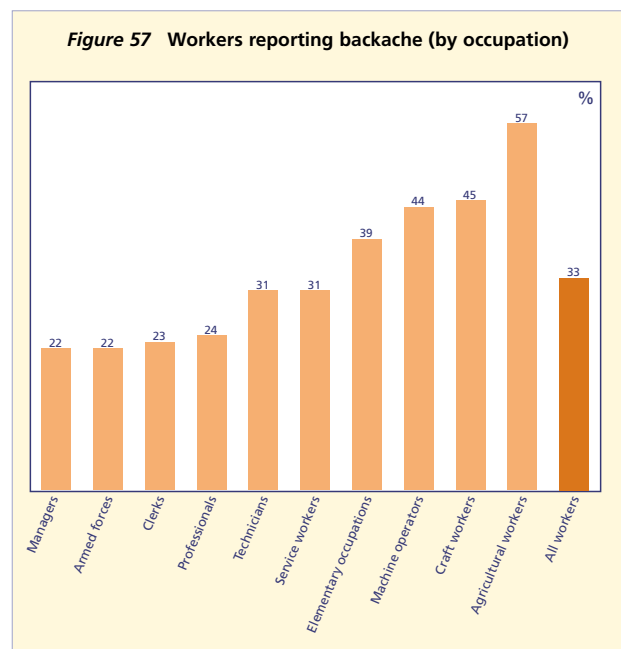
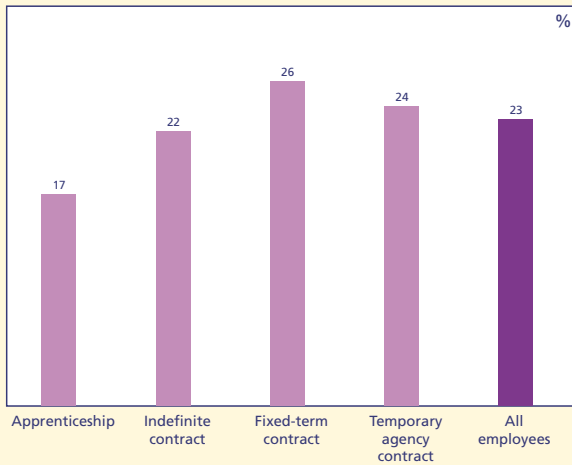
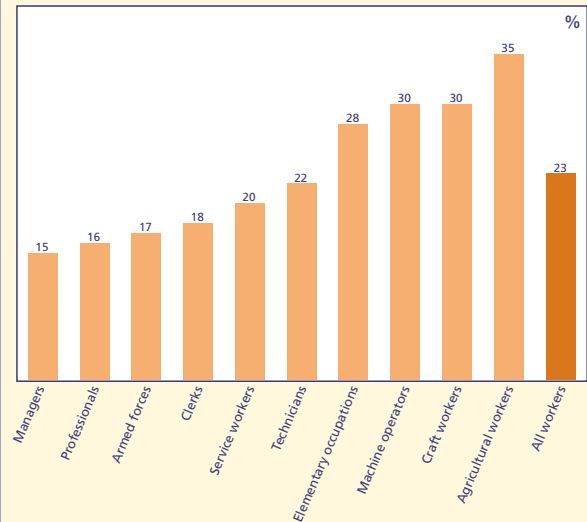
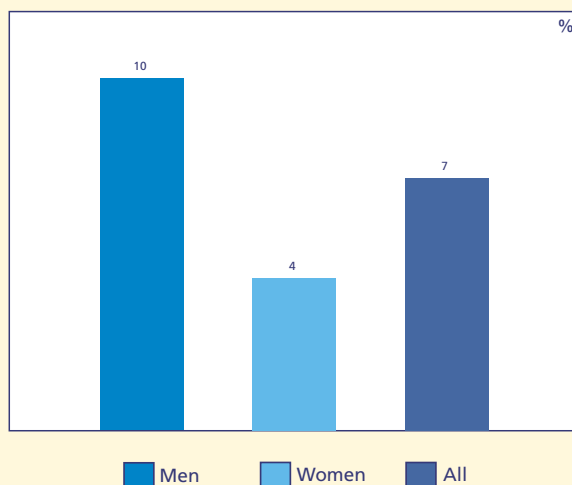
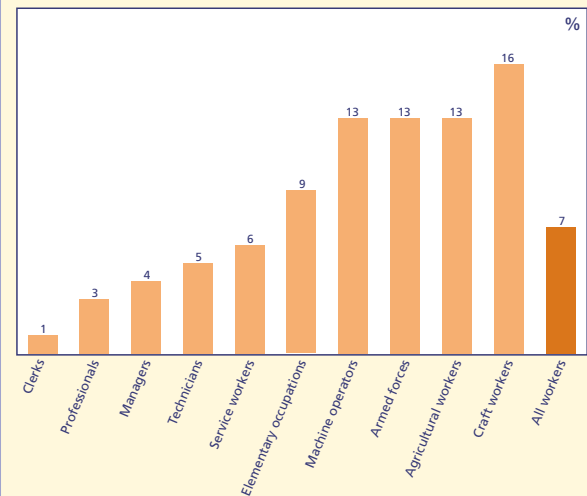


Figure 58 Employees reporting overall fatigue (by contract)**Figure 59 Workers reporting muscular pains in neck and shoulders (by occupation)****Figure 60 Workers reporting injuries (by gender)****Figure 61 Workers reporting injuries (by occupation)**

women except in the case of upper limb pains (female workers: +3). Figure 59 shows that blue-collar and agricultural workers are most susceptible to muscular pains.

Other health problems

Men are more likely to suffer from occupational injury (10%) than women (4%) and among employees the figure for apprentices is higher (11%). Among occupations the figure is highest among craft workers (16%), skilled blue-collar workers (13%) and farmers (13%).

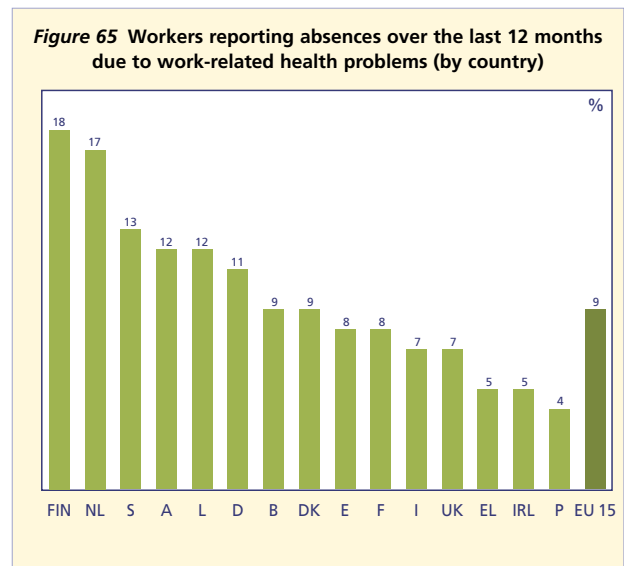
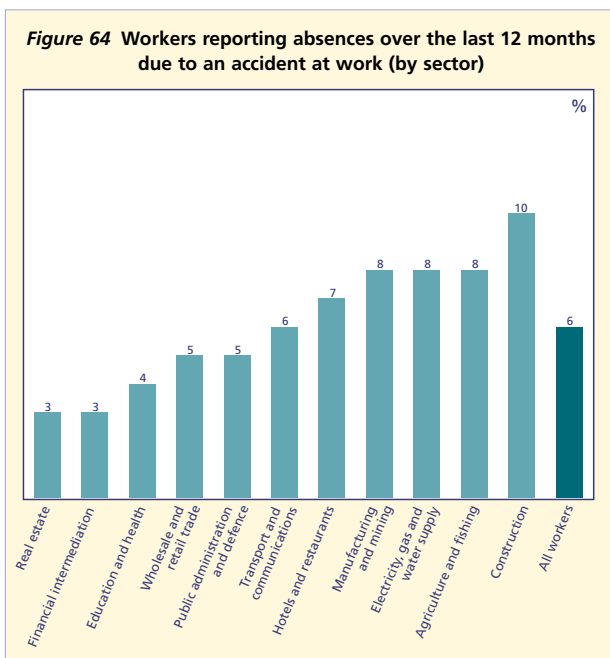
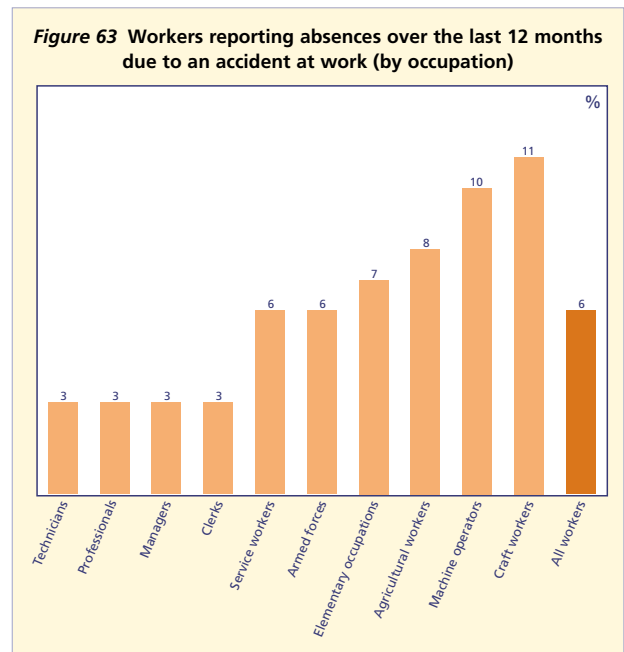
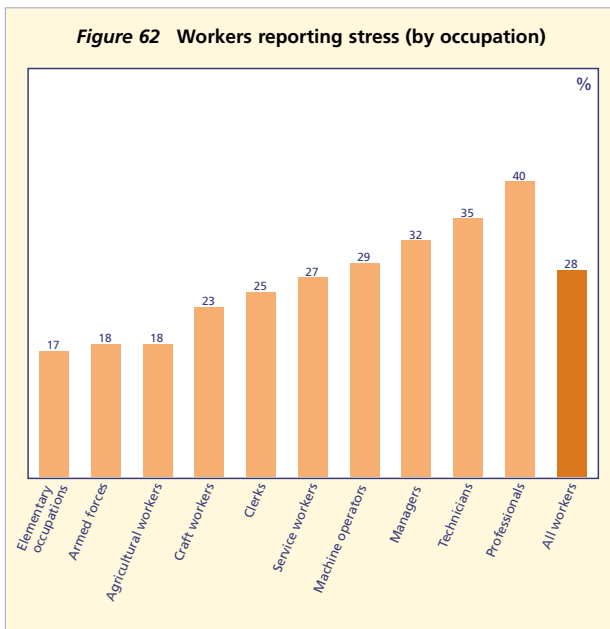
Stress

Female workers (29%) have overtaken male workers (28%) in the case of stress. In 1995, 27% of women and 28% of men reported stress. As in 1995, big differences between

countries were reported. Top of the list were and still are: Greece, Sweden, Finland, Italy and Luxembourg. France has now joined this group.

Among employees, as in 1995, those with indefinite contracts are reporting more stress (28% in 1995, 30% in 2000) than non-permanent workers.

Since 1995 variations between occupations can also be seen, in particular a decrease for managers (from 37% down to 32%) and increases for technicians (from 29% up to 35%) and clerks (from 22% up to 25%). Figure 62 shows stress levels for different occupations in 2000, which are highest among the higher qualified workers such as managers, technicians and professionals.



Absenteeism

The question regarding absenteeism in the 1995 Survey ('number of days of absence for health reasons caused by the main job over the last 12 months') was split into three questions for the Survey in 2000 ('absences due to an occupational accident', 'absences due to health problems caused by work', 'absences due to other health problems'). These changes render comparisons more difficult. Table 33 gives the breakdown for the number of days' absence by type of worker according to the different reasons for the absence.

Absences due to occupational accidents

6% of respondents reported absences (3% under 10 days). Manual workers and male respondents report above average absences (+4).

Absences due to occupational health problems

9% of respondents reported absences (4% under 10 days). There are great differences from country to country (ranging from 17% to 5%). Blue-collar workers are more exposed. There are no gender differences.

Absences due to other health problems

One third (33%) of respondents reported absences. There are great differences from country to country (ranging from 53% to 29%). Female respondents are more likely to report absences (+4).

Table 33 Average number of days of absence over last 12 months

Reason for absence	All workers	Self-employed workers	Employed workers			
			All	Indefinite contracts	Fixed-term contracts	Temporary agency workers
Occupational accidents (Q36.a)	1.26	0.76	1.36	1.43	0.94	1.13
Work-related health problems (Q36.b)	1.80	0.86	1.99	2.17	1.04	2.09
Non-work-related health problems (Q36.c)	4.20	2.24	4.58	4.96	2.96	1.81

Satisfaction with working conditions (Q37 and Q38)

Two indicators were selected. The first one addresses the respondent's ability ('I don't think so') or unwillingness ('I would not want to') to keep doing the same job until 60 years of age. These indicators can be seen as a measure of the 'sustainability' of work.

On the ability issue, 31% responded that they did not think that they could do the same job at 60. On the willingness issue, 11% responded negatively: altogether this represents 42% of negative answers. The highest rates of negative answers are to be found among women (44%) and among employees (68% of self-employed give a positive answer, 56% of employees). The rates of negative answers among employees are highest for temporary agency workers (64%) and fixed-term contracts (50%).

Among occupations, the highest negative responses come from manual workers and service workers. More positive responses come from professionals, clerks and managers.

The second indicator used in the questionnaire addressed the issue of satisfaction with working conditions in the respondent's main job. In this respect, over four-fifths of all workers expressed satisfaction. Averages have not changed significantly. Positive answers reach 84% (as in 1995) although the question was changed (satisfaction with 'working conditions' in 2000; satisfaction with 'job' in 1995). Overall, self-employed workers were more satisfied than employees and, among these, temporary agency workers (28%) and fixed-term contracts (20%) are the most dissatisfied.

Figure 66 Workers who do not think that they will be able to or want to do the same job when 60 years old - excluding 'don't knows' (by occupation)

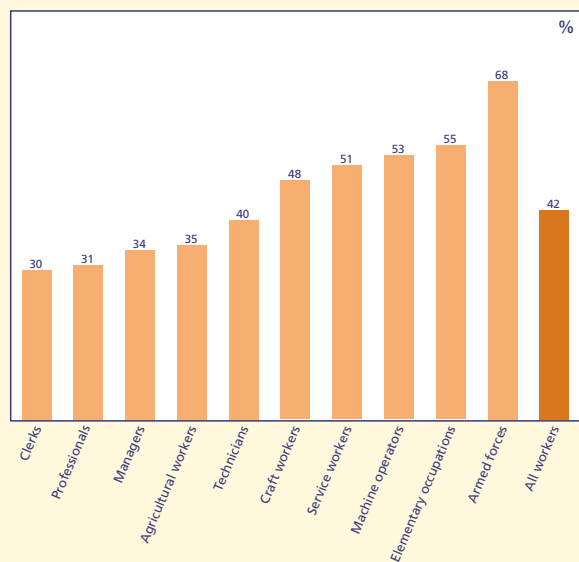


Figure 67 Employees satisfied with their working conditions (by contract)

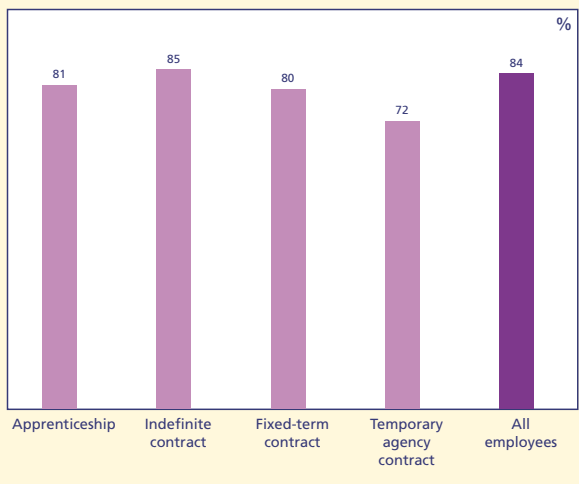


Table 34 Outcomes

Question number	All Workers	1990	1995	2000	
Q34	Health and safety at risk	Yes	30	28	27
		Don't know		4	5
Q35.1	Work affects my health	-	57	60	
Q35.5	Backache	-	30	33	
Q35.14	Stress	-	28	28	
Q35.15	Overall fatigue	-	20	23	
Q35.8/9/10	Muscular pains in ...	neck and shoulders	-	-	23
		upper or lower limbs	-	17	17
		upper and lower limbs	-	-	8
		upper limbs	-	-	13
		lower limbs	-	-	12
Q35.6	Headaches	-	13	15	
Q35.19	Irritability	-	11	11	
Q35.16	Sleeping problems		7	8	
Q35.3	Vision problems		10	8	
Q35.2	Hearing problems		6	7	
Q35.13	Injury		-	7	
Q35.18	Anxiety		7	7	
Q35.4	Skin problems		6	6	
Q35.11	Respiratory problems		4	4	
Q35.7	Stomach problems		5	4	
Q35.17	Allergies		4	4	
Q35.20	Trauma		-	2	
Q35.12	Heart disease		1	1	
	Other	-	2	2	
Q36a	Absences due to accident over last 12 months			6	
Q36b	Absences due to work-related health problems		23*	9	
Q36c	Absences due to other health problems			34	
Q37	Will you be able to do the same job when 60 years old?	Yes	-	-	54
		No	-	-	29
		Will not work	-	-	11
		Don't know			7
Q38	Are you satisfied with (the working conditions in) your job?***	Very and fairly	-	84	84
		Not at all and not very	-	15	16

* Question changed.

** Question changed. In 1995 it was 'Are you satisfied with your job?' whereas in 2000 it was: 'Are you satisfied with the working conditions in your job?'

Chapter 10 Income and payment systems

Income levels (EF21)

These have been reported on a 12-level income scale for each of the 15 EU Member States. The scales were specific to each country. A harmonised income scale (4 levels and refusals) was designed.

The income scales reflect the link between occupation and income, hours worked and income. When controlled with part-time work, the differences remain but are reduced.

Figure 68 gives the gender breakdown of income in 2000, showing that almost three times the proportion of women to men are situated in the low income bracket, and twice the proportion of men to women are in the high income bracket. The gap between the sexes is less wide in the low-medium and medium-high brackets. It is significant that a quarter (26.4%) of the total workforce were uncertain as to which bracket their income corresponded. Figures 68 and 69 show the income scales breakdown by gender for all workers and managers.

Table 35 Income categories classified by gender

Income categories	Men	Women	Total
Lowest	9.1	25.8	16.1
Low-medium	18.7	24.4	21.1
Medium-high	21.9	16.6	19.7
Highest	21.7	10.0	16.8
Refusals	28.6	23.2	26.4

Payment systems

Comparisons with 1995 are difficult as the questions were changed. In 2000, there was one question specific to employees and another one to self-employed workers. In

addition, several income categories were added (profit-sharing schemes, group performance payments, income from shares).

Table 36 gives the comparative breakdown for the different sources of income among employees in 1995 and 2000, where an overall decrease in all payments can be observed over the five-year period, the decrease being sharpest for Sunday work payments which reduced almost by 50%.

Employed workers (EF22)

Piece rate payments

Higher rates for craft workers (13%) and skilled manual workers (11%).

Figure 68 Income categories of workers (by gender)

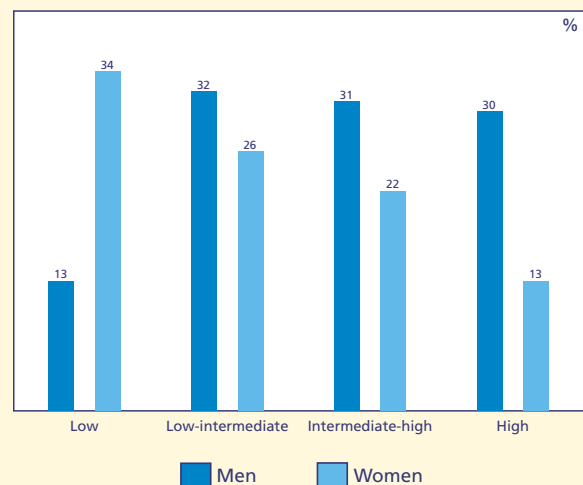


Figure 69 Income categories of managers (by gender)

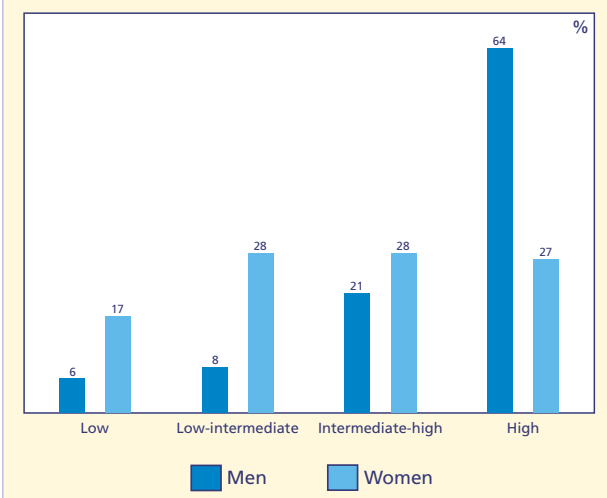


Figure 70 Income categories of service workers (by gender)

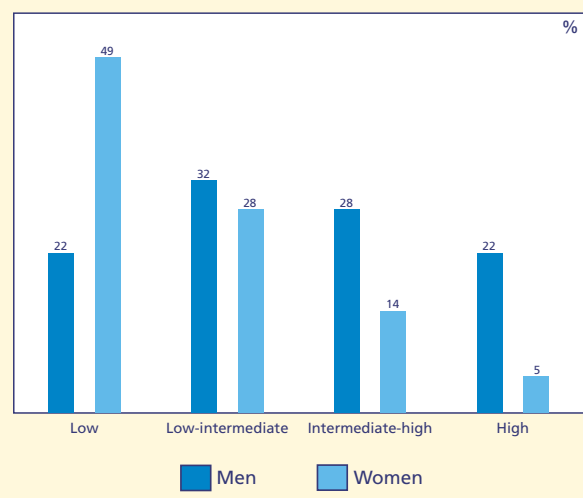




Figure 71 Employees who receive piece rate/productivity payments (by occupation)

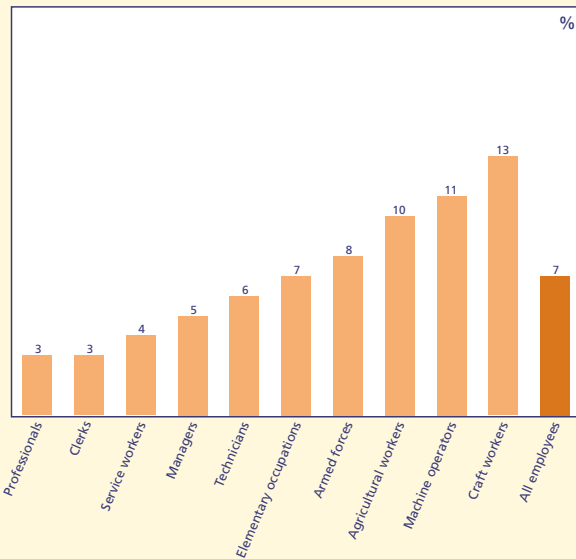


Figure 72 Employees paid for working overtime (by country)

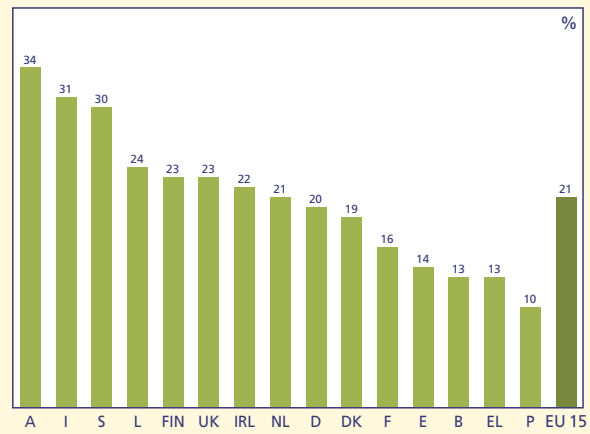


Figure 73 Employees who receive payments based on the overall performance of the company (profit-sharing schemes) where they work (by country)

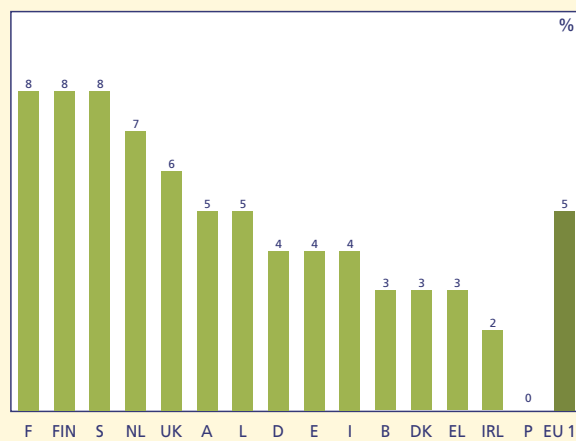
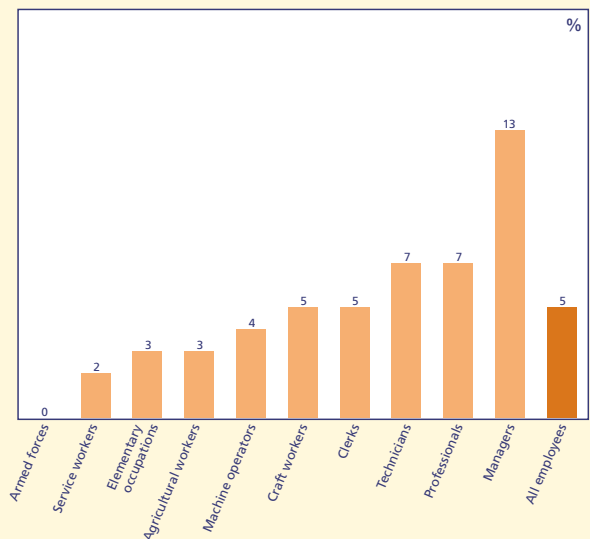


Figure 74 Employees who receive payments based on the overall performance of the company (profit-sharing schemes) where they work (by occupation)



Payment for overtime

There are wide differences between countries. In Austria 34% of employed workers report overtime payments, 31% in Italy and 30% in Sweden but only 10% in Portugal, 13% in Belgium and 14% in Spain.

With regard to occupations, skilled manual workers (35%) and craft workers (31%) have the highest rates and managerial staff have the lowest (13%).

As for status, temporary agency workers report the highest rates (26%) and fixed-term contractors the lowest (14%). Part-timers also benefit from overtime payments (15%).

Extra payments compensating for Sunday work

The highest rates are to be found in Sweden (29%) and Finland (19%), the lowest in Portugal (2%) (but Portugal has the lowest rate for Sunday in Europe). Skilled manual workers (15%) and technicians (14%) report the highest rates.

Profit sharing schemes (based on the overall performance of the company)

Above average rates are reported for France, Sweden and Finland in 2000 (8%), while Ireland has the lowest rate of employees who receive payments from this kind of scheme (see Figure 73). Figure 74 shows that managerial staff (13%) are the most concerned while unskilled and sales workers report only 3% and staff on unlimited contracts report 6%.

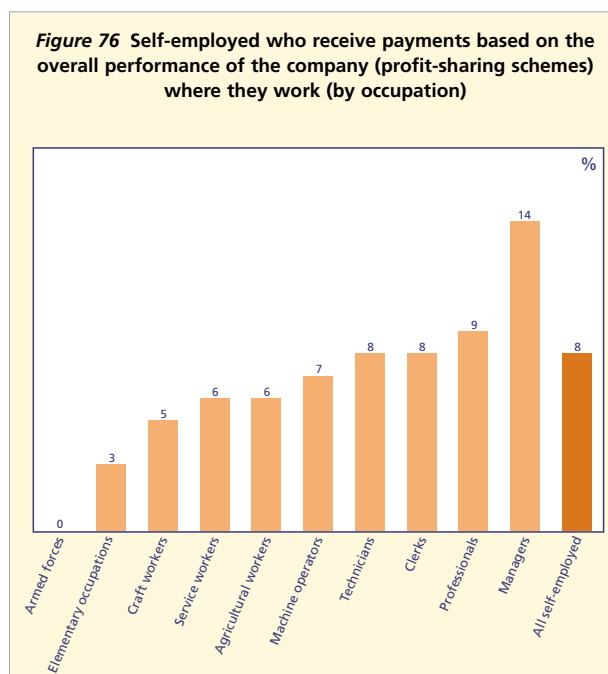
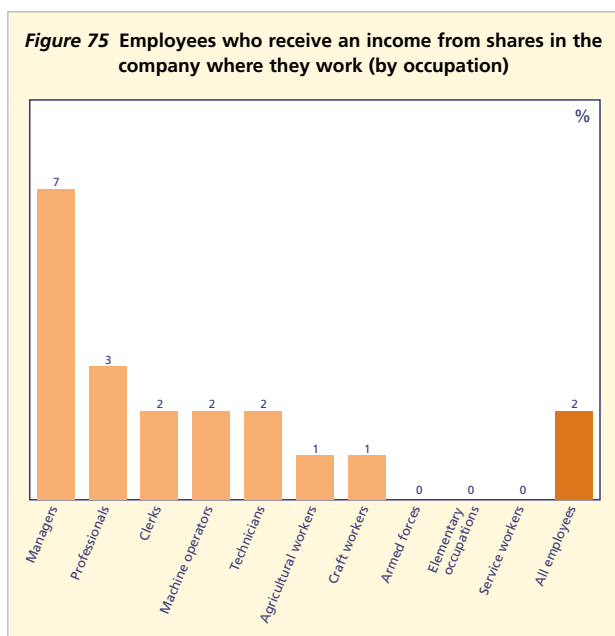


Table 36 Payment systems

Question number	All workers	1990	1995	2000
EF21	Net monthly income* (harmonised levels)	-	-	-
	Employees			
EF22.1	Basic salary	-	94	92
EF22.2	Productivity payments	-	10	7
EF22.3	Overtime	-	27	21
EF22.4	Compensation for bad working conditions	-	4	3
EF22.5	Compensation for Sunday work	-	17**	9
EF22.6	Other extra payments	-	-	13
EF22.7	Profit-sharing scheme	-	-	5
EF22.8	Group performance payments	-	-	2
EF22.9	Income from shares	-	-	2
EF22.10	Other	-	-	5
	Self-employed			
EF23.1	Overall business income	-	-	83
EF23.2	Profit-sharing scheme	-	-	8
EF23.3	Group performance payments	-	-	2
EF23.4	Income from shares	-	-	2

* Precise figures for this item are to be found in the detailed tables on which this report is based (available on request).

** The question included Sunday work, nightwork and other 'non-social' working hours.

Payments based on the overall performance of a group

The rates are low (2% on average), with highest rates found in the United Kingdom (4%) and in managerial jobs (7%).

Income from company shares

The rates are low (2%), with highest rates found in France, Germany and the United Kingdom and in managerial jobs (7%).

Self-employed workers (EF23)

Profit-sharing schemes based on the overall performance of the companies where the self-employed work (8% on average) hide wide differences between countries (Sweden 16% and Greece 2%). Income is mostly generated by the business activity (83%), even though there are wide differences between countries (92% in Greece or in the Netherlands versus 75% in Sweden or 76% in Germany). The same differences can be found between occupations (blue-collar workers are less likely to receive an income emanating from their own business) and between sectors (the highest rates are to be found in agriculture).

Chapter 11 Work and family life

The 2000 survey provides a series of household variables including several new ones. Some have provided valuable information in the past (for example, the link between working time and family structure). Gender inequality appears sharply in focus when the figures concerning time spent caring for children and taking responsibility for household chores are examined. The double workload remains a feature of women at work, due to their more active participation in the home and family.

Marital status (EF7)

There are important differences between countries: from 48% of married respondents (Sweden) to 67% (Greece); from 5% of divorced, separated or widowed (Spain) to 15% (Austria). There are also important gender differences: 13%

of female respondents are divorced, separated or widowed as opposed to 7% of male respondents.

Number of people living in the household (EF12)

Whilst an average of 15% of the respondents are one-person households, differences between countries are important: ranging from 29% (Sweden) and 24% (Netherlands) to 5% (Portugal) and 8% (Spain).

Number of paid jobs in the household (EF13b)

39% of the respondents were the sole household income earners. Among employees, 36% of temporary agency workers and 37% of workers on fixed-term contracts are the sole income earners in the household.

Main contributors to household income (EF19a)

83% of male respondents are the main earners in their household and 40% of female respondents. With respect to status, 49% of temporary agency workers and 53% of fixed-term contractors are the main income earners.

Main contributors to shopping and household duties (EF19b)

86% of female respondents compared to 25% of male respondents are the main contributors in this area. Responses show a strong gender segregation, with a low level of male involvement in such activities as cooking, housework, and participating in children's education. Figure 80 gives the male-female breakdown, showing that over three-quarters of women (85%) compared to just one quarter of men (25%) take responsibility in these areas.

Involvement in activities outside work (EF20)

Responses show a strong gender segregation, with low male involvement in such activities as cooking, housework, and participating in children's education.

Figure 77 Those contributing most to the household income (by contract)

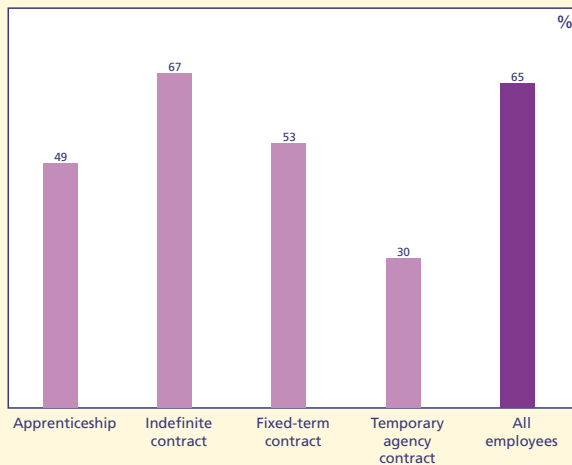


Figure 78 Those contributing most to the household income (by gender)

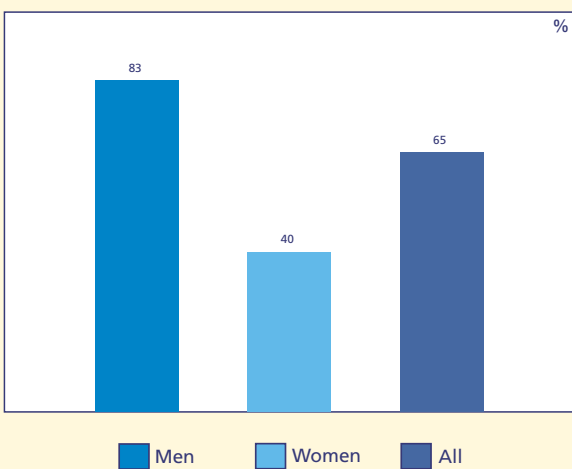
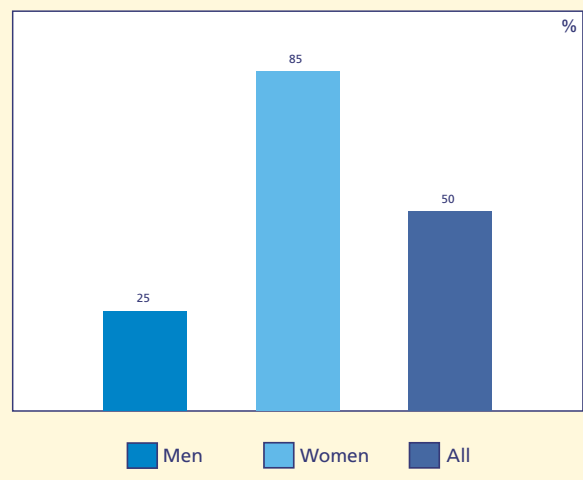


Figure 79 Those mainly responsible for shopping and looking after the home (by gender)



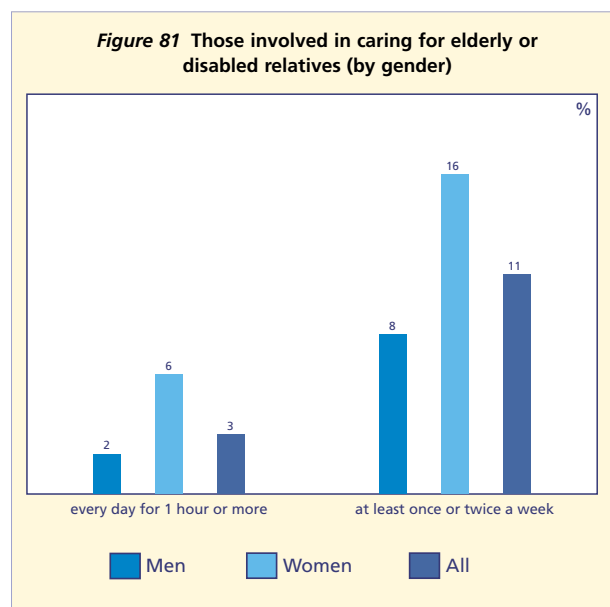
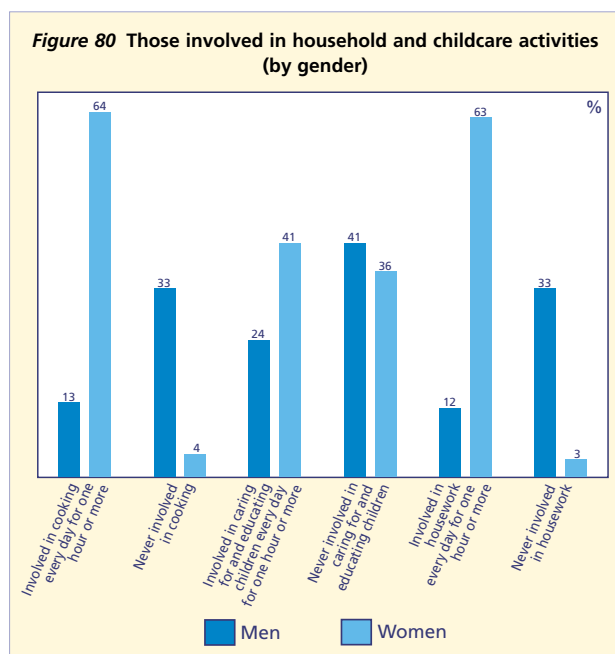


Table 37 Frequency of involvement in activities outside work (Question no. EF20)

%

Activity	Frequency	Male	Female	All
Voluntary or charitable	Never	72	69	71
	Once/twice per week	6	6	6
Political or trade union	Never	41	36	87
	Once/twice per month	4	2	3
Caring for and educating children	Never	41	36	39
	Every day for 1 hour or more	24	41	31
Cooking	Never	33	4	21
	Every day for 1 hour or more	13	64	34
Housework	Never	33	3	20
	Every day for 1 hour or more	12	63	33
Caring for elderly/ disabled relatives	Never	73	64	69
	Every day for 1 hour or more	2	6	3
	Once/twice per week	5	8	6
Training/ educational courses	Never	65	62	64
	Once/twice per year	20	20	20
Sports	Never	41	49	45
	Once/twice per week	29	25	27
Cultural activity	Never	7	46	48
	Once/twice per week	49	12	12
Leisure	Never	17	19	18
	1 hour or more per day	11	8	10

There are also strong national differences on such issues as caring for elderly or disabled relatives (low involvement in countries such as France or Denmark compared with Italy or Portugal), which could be attributed to national characteristics such as family dispersion, care systems, etc.

On time spent in education, Nordic countries and the Netherlands score higher than average. This is also reflected in Q29 (in-house professional training).

Chapter 12 Norway

In comparison to the EU 15, the Norwegian workforce is characterised by:

- a higher proportion of employees (91% of workers are employees and 9% are self-employed, compared to 84% and 16% in the EU);
- identical activity rates for women and men (50/50), whereas the EU ratio is 42/58;
- a lesser proportion of workers employed in industry (and particularly in manufacturing: 25% against EU 21%), and a higher proportion in health and education services (28% against EU 17%);
- a higher proportion of employees in temporary agency work (7% in Norway) and a lesser proportion in fixed-term contracts.

Health problems

Workers in Norway consider their health and safety to be less at risk than the EU average. They report less fatigue and less backache, and are in general more satisfied with their working conditions. However, they report more stress and more muscular pains.

Table 38 Health outcomes, Norway and EU15

	Norway	EU 15
Health considered at risk	20	27
Stress	32	28
Backache	27	33
Muscular pains in neck and shoulders	33	23
Satisfied with working conditions	90	84
Not able or not willing to do the same job at 60	38	40

Physical work factors

There is less exposure overall to all physical work factors. This has to be considered in the light of a comparatively lower percentage of workers employed in manufacturing.

Table 39 Physical work factors, Norway and EU15

	Norway	EU 15
Noise	31 (8)	29 (11)
Handling dangerous substances	14 (2)	16 (5)
Heavy loads	41 (7)	37 (12)
Repetitive movements	53 (16)	57 (31)
Painful positions	39 (6)	47 (18)

Figures are for 25% of the time or more.
Figures between parentheses: all/almost all the time

Time

The situation is characterised by shorter working hours with a lower proportion of workers doing long hours and a higher proportion doing short hours. The number of part-timers is also above the EU average.

More irregular time patterns are also reported, as well as more shift and night work, more evening work and more Sunday work.

Table 40 Working time, Norway and EU15

	Norway	EU 15
Workers working 30 hours per week	24	16
Workers working > 45 hours per week	14	21
Night work	23	19
Evening work	59	47
Sunday work	40	27
Saturday work	51	52
Part-time work (spontaneous)	23	17
Shift-work	23	20

Work organisation

The pace of work is noticeably higher in Norway than in EU 15, and workers also report having less time to do the job. This should be considered in the light of a pace of work more induced by external demands from clients and by demands from colleagues, rather than by technical or normative demands.

Table 41 Nature of work, Norway and EU15

	Norway	EU 15
Dealing with external people	73	64
Pace of work depending on clients	75	69
Pace of work depending on colleagues	54	43
Pace of work depending on machines	16	20
Telework	11 (2)	5 (1)

Figures are for 25% of the time or more. Figures between parentheses: all/almost all the time

Table 42 Work organisation, Norway and EU 15

%

	Norway	EU 15
Working at high speed	85	57
Working to tight deadlines	73	60
Monotonous work	28	40
Learning new things	86	72
Not able to choose order of tasks	17	35
Not able to choose pace of work	22	29
Not having enough time to do the job	70	79
Having received training over the last 12 months	50	31

The responsibilities exercised are generally higher, with less monotonous and more task rotation reported.

Job control is also above the EU average: workers are more likely to control the organisation of their tasks and the pace of their work and to have a say in the work methods.

Finally, opportunities to learn new things in the job are above average, as well as training provided to workers over the last 12 months.

Summary of working conditions – EU average percentages

PHYSICAL ENVIRONMENT FACTORS	
Exposure to*:	
• high level noise	29%
• vibrations	24%
• radiation	6%
• high temperatures	22%
• low temperatures	21%
Breathing in vapours*	23%
Handling dangerous substances*	15%
Wearing protective equipment*	30%
DESIGN OF WORK STATIONS	
Working in painful positions*	47%
Moving heavy loads*	37%
INFORMATION ON RISKS	
'Well' and 'very well' informed	76%
PLACE OF WORK	
Working at home*	9%
Teleworking	5%
Work with a PC	41%
WORKING TIME	
Weekly hours:	
• less than 30	16%
• 30 - 39	35%
• more than 40	49%
Average working hours per week (in hours)	38.2
Working part-time	17%
Working shifts at least 25% of their time	22%
Working at night	19%
Working Saturdays	47%
Working Sundays	24%
Average commuting time per day (in minutes)	37.5

WORK RHYTHMS	
Working at very high speed*	56%
Working to tight deadlines	60%
Not having enough time to do the job	21%
Work rate dependent on**	
• colleagues	43%
• customers, clients etc.	69%
• production norms	31%
• automatic speed of machine	20%
• direct control of boss	32%
JOB CONTROL AND AUTONOMY	
Not able to choose or change**:	
• rate of work	29%
• methods of work	29%
• order of tasks	35%
Not able to take a break when wanted**	39%
Not free to decide when to take holidays or days off**	42%
On flexitime**	44%
JOB CONTENT	
Job involving:	
• complex tasks**	57%
• monotonous tasks**	40%
• assessing the quality of own work**	76%
• precise quality standards**	70%
• problem solving**	82%
• short repetitive tasks (less than 10 minutes)*	32%
• repetitive hand/arm movements*	57%
Possible assistance from colleagues**	82%
Demands too high in relation to skills	8%
Demands too low in relation to skills	7%
Job involving learning new things**	71%
Having undergone training in the last 12 months	31%
Working with computers*	41%

* 25% of the time or more.

** Yes or no answer.

PAY SYSTEMS	
Remuneration includes:	
• basic fixed salary/wage	92%
• piece rate/productivity payment	7%
• payment for overtime	21%
• payment for special working hours	10%
• compensation for poor working conditions	4%
PARTICIPATION AND CONSULTATION	
Able to discuss working conditions in general**	73%
Able to discuss organisational changes**	71%
Discussion of work related issues (over the last 12 months)**	
• with staff representatives	43%
• with boss	83%
• with colleagues	90%
• with outside experts	25%
EQUAL OPPORTUNITIES	
The boss is a man	64%
The boss is a woman	20%
Subjected to** :	
• sexual discrimination	1%
• nationality discrimination	1%
• disability discrimination	1%
• racial discrimination	1%
• age discrimination	3%
VIOLENCE AT WORK	
Subjected to**:	
• physical violence	4%
• unwanted sexual attention	2%
• intimidation	9%

OCCUPATIONAL RISKS AND HEALTH PROBLEMS	
Work affects health	60%
Stress	28%
Backache	33%
Overall fatigue	23%
Headaches	15%
Muscular pains in upper limbs	13%
Muscular pains in lower limbs	12%
Sleeping problems	8%
Allergies	4%
Heart disease	1%
Anxiety	7%
Irritability	11%
Trauma	4%
Respiratory difficulties	2%
Stomach ache	4%
Skin problems	6%
Eye problems	9%
Ear problems	7%
Work improves my health	1%
HEALTH RELATED ABSENTEEISM (over the last 12 months)	
No absence	84%
Less than 5 days	5%
5 - 20 days	9%
More than 20 days	3%
PERCEPTION OF RISK	
Think their health at risk because of work**	27%
JOB SATISFACTION	
Satisfied with their job	84%

** Yes or no answer.



Annex 1 – Questionnaire

Your Survey Number

Country Code

Our Survey Number

Interview Number

INTERVIEWER: INTERVIEW ONLY PEOPLE AGED 15+ IN THE HOUSEHOLD

1) WHOSE BIRTHDAY IS NEXT

2) WHO ARE EMPLOYED OR SELF-EMPLOYED

Q.1 What is your nationality? Please tell me the country (or countries) that apply. (MULTIPLE ANSWERS POSSIBLE)

Belgium	17	1
Denmark		2
Germany		3
Greece		4
Spain		5
France		6
Ireland		7
Italy		8
Luxembourg		9
Netherlands		10
Portugal		11
United Kingdom (Great Britain, Northern Ireland)		12
Austria		13
Sweden		14
Finland		15
Other countries [Which one(s)]		16
DK ['Don't know' throughout questionnaire]		17

CLOSE INTERVIEW

34	1,	4,	7,	10,	13,	16,	19,	22,	25,	28,	31,	34,
	2,	5,	8,	11,	14,	17,	20,	23,	26,	29,	32,	35,
	3,	6,	9,	12,	15,	18,	21,	24,	27,	30,	33,	36,

Q.2a What is your main paid job?

Please give me your job title.

INTERVIEWER: WRITE IN FULL DETAILS. PROBE FOR AS MUCH INFORMATION AS POSSIBLE

		70-71
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Q.3a How many years have you been in your company or organisation? (IF LESS THAN 1 YEAR) How many months?

Number of years :

		72-73
--	--	-------

Number of months

		74-75
--	--	-------

Q.3b How many years have you been in your present main job? (IF LESS THAN 1 YEAR) How many months?

Number of years :

		76-77
--	--	-------

Number of months :

		78-79
--	--	-------

Q.4a Are you mainly ...

(SHOW CARD 'Q.4a' - READ OUT - ONE ANSWER ONLY)?

- | | | | |
|---------------------------------------|----|---|------------|
| Self-employed without employees | 80 | 1 | GO TO Q.5 |
| Self-employed with employees | | 2 | GO TO Q.5 |
| Employed | | 3 | GO TO Q.4b |
| Other (SPONTANEOUS) | | 4 | GO TO Q.5 |

(IF "EMPLOYED", CODE 3 IN Q.4a)

Q.4b Is it... ?

(SHOW CARD 'Q.4b' - READ OUT - ONE ANSWER ONLY)?

- | | | | |
|--|----|---|-------------|
| On an unlimited permanent contract | 81 | 1 | GO TO Q.5 |
| On a fixed term contract | | 2 | GO TO Q.4c |
| On a temporary employment agency contract | | 3 | } GO TO Q.5 |
| On apprenticeship or other training scheme | | 4 | |
| Other (SPONTANEOUS) | | 5 | |
| DK | | 6 | |

(IF "EMPLOYED ON A FIXED TERM CONTRACT", CODE 2 IN Q.4b)

Q.4c What is the exact duration of the contract in number of years and months?

Number of years :

		82-83
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Number of months :

		84-85
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ASK ALL

Q.5 What is the main activity of the company or organisation where you work?

(INTERVIEWER: WRITE IN FULL DETAILS – PROBE FOR AS MUCH INFORMATION AS POSSIBLE)

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86-87

Q.6 Are you working in ... ?

(SHOW CARD 'Q.6' – READ OUT – ONE ANSWER ONLY)?

National or local government services	88	1
State-owned company		2
Another company, another business		3
Other (SPONTANEOUS)		4
DK		5

Q.7 How many people in total work in the local unit of the establishment where you work?

None (interviewee works alone)	89	1
2 - 4		2
5 - 9		3
10 - 49		4
50 - 99		5
100 - 249		6
250 - 499		7
500 and over		8
DK		9

Q.8 How many people work under your supervision, for whom pay increases, bonuses or promotion depend directly on you?

None	90	1
1 - 4		2
5 - 9		3
10 and over		4
DK		5

Q.9 Besides your main paid job, do you have any other paid job? (IF YES)

Is it...? (READ OUT - ONE ANSWER ONLY)

No other paid job	91	1	GO TO Q.11
Yes, regular		2	GO TO Q.10
Yes, occasional		3	} GO TO Q.11
Yes, seasonal		4	
Other (SPONTANEOUS)		5	
DK		6	

(IF "YES, REGULAR", CODE 2 IN Q.9)

Q.10 For how many hours a week?

Number of hours :

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92-93

PHYSICAL ENVIRONMENT

ASK ALL

Q.11 Please tell me, using the following scale, are you exposed at work to?

(SHOW CARD 'Q.11' WITH SCALE)

READ OUT - ROTATE	ALL OF THE TIME	ALMOST ALL OF THE TIME	AROUND 3/4 OF THE TIME	AROUND HALF OF THE TIME	AROUND 1/4 OF THE TIME	ALMOST NEVER	NEVER	DON'T KNOW
1. Vibrations from hand tools, machinery, etc.	94 1	2	3	4	5	6	7	8
2. Noise so loud that you would have to raise your voice to talk to people	95 1	2	3	4	5	6	7	8
3. High temperatures which make you perspire even when not working	96 1	2	3	4	5	6	7	8
4. Low temperatures whether indoors or outdoors	97 1	2	3	4	5	6	7	8
5. Breathing in vapours, fumes, dust, or dangerous substances such as : chemicals, infectious materials, etc.	98 1	2	3	4	5	6	7	8
6. Handling or touching dangerous products or substances	99 1	2	3	4	5	6	7	8
7. Radiation such as X-rays, radioactive radiation, welding light, laser beams	100 1	2	3	4	5	6	7	8



Q.12 Please tell me, using the following scale, does your main paid job involve?

(SHOW CARD 'Q.11' AGAIN)

READ OUT - ROTATE	ALL OF THE TIME	ALMOST ALL OF THE TIME	AROUND 3/4 OF THE TIME	AROUND HALF OF THE TIME	AROUND 1/4 OF THE TIME	ALMOST NEVER	NEVER	DON'T KNOW	
1. Painful or tiring positions	101	1	2	3	4	5	6	7	8
2. Carrying or moving heavy loads	102	1	2	3	4	5	6	7	8
3. Repetitive hand or arm movements	103	1	2	3	4	5	6	7	8
4. Working with computers: PCs, network, mainframe	104	1	2	3	4	5	6	7	8
5. Teleworking from home with a PC	105	1	2	3	4	5	6	7	8
6. Working at home (home being your normal workplace), excluding teleworking	106	1	2	3	4	5	6	7	8
7. Dealing directly with people who are not employees at your workplace such as customers, passengers, pupils, patients, etc	107	1	2	3	4	5	6	7	8
8. Wearing personal protective equipment	108	1	2	3	4	5	6	7	8

Q.13 Would you say you are very well informed, fairly well informed, not very well informed or not at all well informed about the risks resulting from the use of materials, instruments or products which you handle in your job?

Very well informed	109	1
Fairly well informed		2
Not very well informed		3
Not at all well informed		4
NOT APPLICABLE (SPONTANEOUS)		5
DK		6

TIME

- Q.14 How many hours do you usually work per week, in your main paid job?**
(INTERVIEWER: IF 30+ MINUTES, ROUND UP TO NEXT HOUR)
- hours per week : 110-112
- Q.15 In total, how many minutes per day do you normally spend travelling from home to work and back?**
- Minutes per day : 113-115
- Not relevant (SPONTANEOUS) 116 1
DK 2
- Q.16a Normally, how many times a month do you work at night, say for at least 2 hours between 10.00 pm and 05.00 am?**
(IF NO NIGHT : CODE 00)
- Number of nights, per month : 117-118
- Q.16b And how many times a month do you work in the evening, for at least 2 hours between 6pm and 10pm?**
(IF NO EVENING : CODE 00)
- number of evenings per month : 119-120
- Q.16c And how many times a month do you work on Sundays?**
(IF NO SUNDAY : CODE 0)
- number of Sundays, per month : 121
- Q.16d And how many times a month do you work on Saturdays?**
(IF NO SATURDAY : CODE 0)
- number of Saturdays, per month : 122
- Q.16e And how many times a month do you work more than 10 hours a day?**
(IF NEVER : CODE 00)
- number of days, per month : 123-124
- Q.17a Do you work part-time?**
- Yes 125 1 GO TO Q.17b
No 2 GO TO Q.18a
(IF "YES", CODE 1 IN Q.17a)
- Q.17b Would you like to work... (READ OUT)?**
- More hours 126 1
Less hours 2
The same number of hours 3
DK 4



ASK ALL

Q.18a Do you work ...?

READ OUT	YES	NO	DON'T KNOW
1. The same number of hours every day	127 1	2	3
2. The same number of days every week	128 1	2	3
3. Fixed starting and finishing times	129 1	2	3
4. In the daytime	130 1	2	3

Q.18b Do you work shifts?

Yes	131	1	GO TO Q.18c
No		2	GO TO Q.19a
DK		3	GO TO Q.19a

(IF "YES", CODE 1 IN Q.18b)

Q.18c Do you work ... ?

(SHOW CARD 'Q.18c' - READ OUT - ONE ANSWER ONLY)?

Split shifts (with a break of at least 4 hours in between)	132	1	
Permanent night shifts		2	
Permanent afternoon shifts		3	
Permanent morning shifts		4	
Alternating morning and afternoon shifts		5	
Alternating day and night shifts		6	
Alternating morning/afternoon/night shifts		7	
Other (SPONTANEOUS)		8	

ASK ALL

Q.19a Usually, how many times a month do your scheduled working times change?

It never changes	133	1	GO TO Q.20a
It changes		2	GO TO Q.19b

NOW ASK:

How many times a month does it change:

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134-135

(IF CODE 2 IN Q.19a, ASK Q.19b)

Q.19b Usually, how many days in advance do you know of a change?

On the day/Same day	136	1	
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Number of days in advance:

--	--

137-138

It depends (SPONTANEOUS)		2	
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PUNCHER: NOTE ORDER OF COL. NUMBERS ↑

ASK ALL

Q.20 In general, do your working hours fit in with your family or social commitments outside work very well, fairly well, not very well or not at all well?

Very well	139	1
Fairly well		2
Not very well		3
Not at all well		4
DK		5

ORGANISATIONAL ENVIRONMENT**Q.21a Please tell me, does your job involve short repetitive tasks of less than...?**

READ OUT	YES	NO	DON'T KNOW
1. 5 seconds	140 1	2	3
2. 30 seconds	141 1	2	3
3. 1 minute	142 1	2	3
4. 5 minutes	143 1	2	3
5. 10 minutes	144 1	2	3

Q.21b And, does your job involve...(SHOW CARD 'Q.21b' WITH SCALE)?

READ OUT	ALL THE TIME	ALMOST ALL OF THE TIME	AROUND 3/4 OF THE TIME	AROUND HALF OF THE TIME	AROUND 1/4 OF THE TIME	ALMOST NEVER	NEVER	DON'T KNOW
1. Working at very high speed	145 1	2	3	4	5	6	7	8
2. Working to tight deadlines	146 1	2	3	4	5	6	7	8

Q.22 On the whole, is your pace of work dependent, or not, on ... ?

READ OUT	YES	NO	DON'T KNOW
1. The work done by colleagues	147 1	2	3
2. Direct demands from people such as customers, passengers, pupils, patients, etc.	148 1	2	3
3. Numerical production targets	149 1	2	3
4. Automatic speed of a machine or movement of a product	150 1	2	3
5. The direct control of your boss	151 1	2	3



Q.23a **How often do you have to interrupt a task you are doing in order to take on an unforeseen task?**
 (SHOW CARD 'Q.23a' - READ OUT - ONE ANSWER ONLY)

Several times a day	152	1	}	GO TO Q.23b
A few times a day		2		
Several times a week		3		
A few times a week		4		
Never		5	}	GO TO Q.24
DK		6		

(IF CODE 1 OR 2 OR 3 OR 4 IN Q.23a, ASK Q.23b AND Q.23c)

Q.23b **Are these interruptions mainly due to ...**
 (SHOW CARD 'Q.23b' - READ OUT - SEVERAL ANSWERS POSSIBLE)?

the nature of your work	153	1,
bad organisation of work		2,
requests from colleagues or superiors		3,
external requests (clients, etc.)		4,
machines or equipment working badly		5,
bad design of workplace or work station		6,
Other (SPONTANEOUS)		7,
DK		8,

Q.23c **For your work, are these interruptions ... ?**
 (SHOW CARD 'Q.23c' - READ OUT - ONE ANSWER ONLY)?

disruptive	161	1
without consequences		2
positive		3
Not relevant (SPONTANEOUS)		4
DK		5

ASK ALL

Q.24 **Generally, does your main paid job involve, or not, ... ?**

READ OUT	YES	NO	DON'T KNOW
1. Meeting precise quality standards	162 1	2	3
2. Assessing yourself the quality of your own work	163 1	2	3
3. Solving unforeseen problems on your own	164 1	2	3
4. Monotonous tasks	165 1	2	3
5. Complex tasks	166 1	2	3
6. Learning new things	167 1	2	3

Q.25 Are you able, or not, to choose or change ... ?

READ OUT	YES	NO	DON'T KNOW
1. Your order of tasks	168 1	2	3
2. Your methods of work	169 1	2	3
3. Your speed or rate of work	170 1	2	3

Q.26 For each of the following statements, please answer yes or no.

READ OUT	YES	NO	DON'T KNOW
1. You can get assistance from colleagues if you ask for it	171 1	2	3
2. You can take your break when you wish	172 1	2	3
3. You are free to decide when to take holidays or days off	173 1	2	3
4. You can influence your working hours	174 1	2	3
5. You have enough time to get the job done	175 1	2	3
6. You have access to a telephone for private calls	176 1	2	3

Q.27a In your job, do you have responsibility or not for ...?

READ OUT	YES	NO	DON'T KNOW
1. Production planning	177 1	2	3
2. Staffing	178 1	2	3
3. Working times and shifts	179 1	2	3

Q.27b Does your job involve, or not ...?

READ OUT	YES	NO	DON'T KNOW
1. Rotating tasks between yourself and colleagues	180 1	2	3
2. Doing all or part of your work in a team	181 1	2	3

Q.28 How well do you think your skills match the demands imposed on you by your job?

(SHOW CARD 'Q.28' - READ OUT - ONE ANSWER ONLY)

The demands are too high	182	1
They match		2
The demands are too low		3
DK		4

Q.29 Over the past 12 months, have you undergone training paid for or provided by your employer, or yourself if you are self-employed, to improve your skills or not?

(IF YES) How many days? (IF NO, CODE 000)

IF YES number of days over the past 12 months :

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183-185



SOCIAL ENVIRONMENT

Q.30a Within your workplace, are you able to discuss ... ?

READ OUT	YES	NO	DON'T KNOW
1. Your working conditions in general	186 1	2	3
2. the organisation of your work when changes take place	187 1	2	3

IF "YES" AT Q.30a, ASK – OTHERS GO TO Q.31.

Q.30b Do these exchanges of views take place ... ?

READ OUT	YES	NO	DON'T KNOW
1. With your colleagues	188 1	2	3
2. With your superiors	189 1	2	3
3. With staff representatives	190 1	2	3
4. With outside experts	191 1	2	3
5. On a regular basis	192 1	2	3
6. On a formal basis	193 1	2	3

Q.30c And, do these exchanges of views lead to improvements ... ?

READ OUT	YES	NO	DON'T KNOW
1. At your own personal workplace	194 1	2	3
2. In your office or factory	195 1	2	3
3. In the organisation as a whole	196 1	2	3

ASK ALL**Q.31** Over the past 12 months, have you, or have you not, been subjected at work to ... ?

READ OUT	YES	NO	DON'T KNOW
1. Physical violence from people from your workplace	197 1	2	3
2. Physical violence from other people	198 1	2	3
3. Intimidation	199 1	2	3
4. Sexual discrimination	200 1	2	3
5. Unwanted sexual attention	201 1	2	3
6. Age discrimination	202 1	2	3
7. Discrimination linked to nationality	203 1	2	3
8. Discrimination linked to ethnic background/race	204 1	2	3
9. Discrimination linked to disability	205 1	2	3
10. Discrimination linked to sexual orientation	206 1	2	3

Q.32 In the establishment where you work, are you aware of the existence of ... ?

READ OUT	YES	NO	DON'T KNOW
1. Physical violence from people from your workplace	207 1	2	3
2. Physical violence from other people	208 1	2	3
3. Intimidation	209 1	2	3
4. Sexual discrimination	210 1	2	3
5. Unwanted sexual attention	211 1	2	3
6. Age discrimination	212 1	2	3
7. Discrimination linked to nationality	213 1	2	3
8. Discrimination linked to ethnic background/race	214 1	2	3
9. Discrimination linked to disability	215 1	2	3
10. Discrimination linked to sexual orientation	216 1	2	3

Q.33 Is your immediate boss a man or a woman?

A man	217	1
A woman		2
NOT APPLICABLE (SPONTANEOUS)		3

OUTCOMES**Q.34 Do you think your health or safety is at risk because of your work, or not?**

Yes	218	1
No		2
DK		3

Q.35 Does your work affect your health, or not? (IF YES) How does it affect your health?

(SHOW CARD 'Q.35' - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, it does not affect my health	219	1
Yes, hearing problems		2
Yes, problems with my vision		3
Yes, skin problems		4
Yes, backache		5
Yes, headaches		6
Yes, stomach ache		7
Yes, muscular pains in shoulders and neck		8
Yes, muscular pains in upper limbs		9



Yes, muscular pains in lower limbs	10
Yes, respiratory difficulties	11
Yes, heart disease	12
Yes, injury	13
Yes, stress	14
Yes, overall fatigue	15
Yes, sleeping problems	16
Yes, allergies	17
Yes, anxiety	18
Yes, irritability	19
Yes, trauma	20
Other (SPONTANEOUS)	21
My work improves my health (SPONTANEOUS)	22
DK	23

Q.36a **In your main paid job, how many days over the past 12 months were you absent due to an accident at work?**
 (IF NO DAY: CODE 000; IF CAN'T REMEMBER: CODE 999)

 242-244

Q.36b **And due to health problems caused by your work?**
 (IF NO DAY: CODE 000; IF CAN'T REMEMBER: CODE 999)

 245-247

Q.36c **And due to other health problems?**
 (IF NO DAY: CODE 000; IF CAN'T REMEMBER: CODE 999)

 248-250

EF.11 **How old are you?**

 251-252

(IF INTERVIEWEE IS LESS THAN 60)

Q.37 **Do you think you will be able to do the same job you are doing now when you are 60 years old?**

Yes, I think so	253	1
No, I don't think so		2
I wouldn't want to (SPONTANEOUS)		3
DK		4

ASK ALL

Q.38 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with working conditions in your main paid job?

Very satisfied	254	1
Fairly satisfied		2
Not very satisfied		3
Not at all satisfied		4
DK		5

DEMOGRAPHICS

EF.7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD 'EF.7' - READ OUT - ONE ANSWER ONLY)

	255-256
Married	1
Remarried	2
Unmarried. Currently living with partner	3
Unmarried. Having never lived with a partner	4
Unmarried. Having previously lived with a partner, but now on my own	5
Divorced	6
Separated	7
Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

INTERVIEWER: THERE IS NO EF. 8 OR 9

EF.10 **SEX**

Male.	257	1
Female		2

INTERVIEWER: THERE IS NO EF.11

EF.12 How many people live in your household, including yourself, all adults and children?

EF.13 How many children under 15 are currently living at home?

**EF.13b How many people in your household have a paid job?**

	EF.12 PEOPLE	EF.13 CHILDREN	EF.13 b PAID JOB
1	258 1	259-260 1	261-262 1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9 or more	9	9	9
None		10	10

INTERVIEWER: NO EF. 14-18.

EF.19 Are you ... ?

READ OUT	Yes	No
a) In your household the person mainly responsible for ordinary shopping and looking after the home	263 1	2
b) In your household the person who contributes most to the household income	264 1	2

EF.20 How often are you involved in any of the following activities outside work

(SHOW CARD 'EF20' WITH SCALE)?

READ OUT	Everyday for 1 hour or more	Everyday or every second day for less than one hour	Once or twice a week	Once or twice a month	Once or twice a year	Never	Not applicable
1. Voluntary or charitable activity	265 1	2	3	4	5	6	7
2. Political/trade union activity	266 1	2	3	4	5	6	7
3. Caring for and educating your children	267 1	2	3	4	5	6	7
4. Cooking	268 1	2	3	4	5	6	7
5. Housework	269 1	2	3	4	5	6	7
6. Caring for elderly/ disabled relatives	270 1	2	3	4	5	6	7
7. Taking a training or education course	271 1	2	3	4	5	6	7
8. Sporting activity	272 1	2	3	4	5	6	7
9. Cultural activity	273 1	2	3	4	5	6	7
10. Leisure activity	274 1	2	3	4	5	6	7

EF.21	What is on average your net monthly income from your main paid job at present?	
		275-276
	B	1
	T	2
	P	3
	F	4
	E	5
	H	6
	L	7
	N	8
	R	9
	M	10
	S	11
	K	12
	Refusal	13
	DK	14

(IF CODE 3 IN Q.4a, ASK EF.22)

EF.22	What does your remuneration include?	
	(SHOW CARD 'EF.22' - SEVERAL ANSWERS POSSIBLE - READ OUT)	
	Basic fixed salary/wage	277 1
	Piece rate or productivity payments	2
	Extra payments for additional hours of work/overtime	3
	Extra payments compensating for bad or dangerous working conditions ..	4
	Extra payments compensating for Sunday work	5
	Other extra payments	6
	Payments based on the overall performance of the company (profit-sharing scheme) where you work	7
	Payments based on the overall performance of a group	8
	Income from shares in the company you work for	9
	Other	10
	DK	11
	Refusal	12

(IF CODE 1 OR 2 IN Q.4a, ASK EF. 23)



EF.23 What does your remuneration include?

(SHOW CARD 'EF.23' - READ OUT - SEVERAL ANSWERS POSSIBLE)

Income from self-employment such as own business, profession or farm	289	1
Payments based on the overall performance of the company (profit sharing scheme) where you work		2
Payments based on the overall performance of a group		3
Income from shares in the company you work for		4
Other		5
DK		6
Refusal		7

INTERVIEW PROTOCOL

P.1 – Date of interview

DAY	MONTH
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
296-297	298-299

P.2 – Time of the beginning of the interview

USE 24-HOUR CLOCK

HOUR	MINUTES
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
300-301	302-303

P.3 – Number of minutes the interview lasted

MINUTES
<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>
304-306

P.4 – Number of persons present during the interview, including interviewer.

Two (interviewer and respondent)	307	1
Three		2
Four		3
Five or more		4

P.5 - Respondent cooperation

Excellent	308	1
Fair		2
Average		3
Bad		4



P.6 - Size of locality

Less than 2,000 people	309	1
2,001 - 20,000 people		2
20,001 - 100,000 people		3
100,001 people and more		4

PUNCHER NOTE: NO COL 310

P.7 - Region

PUNCHER NOTE: NO COL 312

P.8 - Postal code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	313-320
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P.9 - SAMPLE POINT NUMBER

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	321-328
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P.10 - INTERVIEWER NUMBER

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	329-336
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P.11 - WEIGHTING FACTOR

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	337-344
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P.12 - Telephone available in the household?

Yes	345	1	No	2
-----------	-----	---	----------	---

Annex 2 – NACE codes

Statistical Classification of Economic Activities (NACE Rev. 1)

Section			
A, B		Agriculture, hunting and forestry + Fishing	(1 digit)
C		Mining and quarrying	(1 digit)
D		Manufacturing	(2 digits)
	15+16	Food products, beverages and tobacco	
	17+18+19	Cloths, textiles and leather	
	20+21	Wood industry, paper	
	22	Publishing, printing	
	23+24+25+26	Chemical, rubber, mineral	
	27+28+29+30	Metal products and machinery	
	31+32+33	Electrical and electronics, precision instruments	
	34+35	Automobile and other transport equipment	
	36	Furniture	
E		Electricity, gas and water supply	(1 digit)
F		Construction	(1 digit)
G		Wholesale and retail trade, repair of motor vehicles, motorcycles and personal and household goods	(1 digit)
H		Hotels and restaurants	(1 digit)
I		Transport, storage and communication	(2 digits)
	60	Land transport	
	61+62+63	Water, Air Sampling activities	
	64	Post and telecommunications	
J		Financial intermediation	(2 digits)
	65+67	Financial intermediation and auxiliary activities	
	66	Insurance	
K		Real estate, renting and business activities	(1 digit)
L		Public administration and defence; compulsory social security	(1 digit)
M		Education	(1 digit)
N		Health and social work	(1 digit)
O		Other community, social and personal service activities	(1 digit)
P+Q		Private households with employed persons; extra-territorial organisations and bodies	(1 digit)



Annex 3 – ISCO codes

International Standard Classification of Occupations (ISCO-88 (COM))

1	Legislators, senior officials and managers	(1 digit)
2	Professionals	(1 digit)
3	Technicians and associate professionals	(1 digit)
4	Clerks	(1 digit)
5	Service workers and shop and market sales workers	(1 digit)
6	Skilled agricultural and fishery workers	(1 digit)
7	Craft and related trades workers	(1 digit)
8	Plant and machine operators and assemblers	(1 digit)
9	Elementary occupations	(1 digit)
10	Armed forces	(1 digit)

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Annex 5 – INRA technical specifications and national correspondents

TECHNICAL SPECIFICATIONS

Between 1 March and 30 April 2000, INRA (EUROPE), a European Network of Market and Public Opinion Research agencies, carried out the Third European survey on working conditions, at the request of the European Foundation for the Improvement of Living and Working Conditions.

The Third European survey on working conditions covers the total active population of the respective nationalities of the European Union Member States, aged 15 years and over, resident in each of the Member States. The basic sample design applied in all Member States is a multi-stage, random (probability) one. In each EU country, a number of sampling points were drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the points were drawn systematically from each of the 'administrative regional units', after stratification by individual unit and type of area. They thus represent the whole territory of the Member States according to the Eurostat-NUTS II (or equivalent) and according to the distribution of the resident population of the respective EU-nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every nth address, by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language.

COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES	ACTIVE POPULATION 15+ (x 000)
Belgium	INRA BELGIUM	1523	01/03 - 14/04	3,837
Denmark	GfK DANMARK	1506	11/03 - 12/04	2,672
Germany	INRA DEUTSCHLAND	1540	07/03 - 29/03	35,298
Greece	KEME	1500	06/03 - 13/04	3,853
Spain	INRA ESPANA	1500	06/03 - 31/03	12,706
France	CSA-TMO	1502	03/03 - 30/03	22,160
Ireland	LANSDOWNE Market Research	1502	06/03 - 20/04	1,376
Italy	PRAGMA	1500	04/03 - 04/04	20,031
Luxembourg	ILReS	1502	06/03 - 26/04	168
The Netherlands	NIPO	1516	14/03 - 19/04	7,187
Portugal	METRIS	1502	04/03 - 15/04	4,525
Great Britain	INRA UK	1514	01/03 - 29/03	26,610
Austria	SPECTRA	1526	01/03 - 15/04	3,611
Sweden	GfK SVERIGE	1574	03/03 - 28/04	3,915
Finland	MDC MARKETING RESEARCH	1496	01/03 - 30/04	2,117

Total number of interviews = 21,703

For each country a comparison between the sample and the universe was carried out. The universe description was derived from the Eurostat Labour Force Survey Results 1997 (LSF). For all EU Member States a national weighting procedure, using marginal and intercellular weighting, was carried out based on this universe description. As such in all countries, minimum sex, age, region NUTS II were introduced in the iteration procedure. Sources, in addition to LFS, include the Eurostat Regional Statistics Yearbook 1998 and the Eurobarometer series. For international weighting (i.e. EU averages), INRA (Europe) applied the official 'persons in employment' figures as published by Labour Force Survey Results 1997. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimates, the accuracy of which, everything being equal, depends on the sample size and on the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the confidence limits shown at foot of page:

Weighting procedure

1. Comparison of the sample with the universe, and weighting

A comparison between the sample and the universe is carried out, per country. For each EU-member country, a national weighting procedure, using marginal (RIM) and intercellular weighting, is carried out, based on this Universe description.

The universe description is derived from Eurostat Labour Force Survey (LFS) Results 1997. A national weighting procedure is carried out based on this universe description. As such in all countries, minimum sex and age variables were introduced in the iteration procedure but also occupation (ISCO), sector of activity (NACE) and region NUTS 2. For the international weighting (i.e. EU-averages), the official 'persons in employment' figures as published by Labour Force Survey - Results 1997 were applied.

The distribution of the individual weights, and the number of iterations necessary to obtain this distribution are added in appendix, per sampling area (country), together with selected tables, comparing the weighted and the unweighted data for each country.

Weights delivered with the working conditions data set

The following weights are used in the Working Conditions survey:

W.1 WEIGHT RESULT FROM TARGET (also WEIGHTP or WSAMPLE)

W.2 WEIGHT ADJUSTED TO STANDARD SIZE (also WEIGHTS)

W.11 WEIGHT EUROPE 15 (also WEIGHT15 or WEURO)

There are 15 samples areas: one for each country of the European Union.

Each sample area contains a number of interviews, this number is not always the one desired (1,500 per sample area) except for Luxembourg (500). For this reason an adjustment is made, which corrects this number back to the one desired (W.2).

We can now bring together the various countries, in order to make a European weight. For this, we extrapolate the data using the appropriate figures for each sample area. Bringing the different sample areas together, gives a weight for the people in employment in the European Union today (15 members = 15 sample areas).

Precision of weights

Each weight is expressed in 10,000. This means that a person with weight equal to 1 will have in the weight 10,000, a person with weight 1.534 contains 15340 in the weight. In other words we use 4 decimal point digits. Or: you need to divide by 10000 to have the notion of people interviewed in your data.

2. Datakit, variables and file descriptions

Variable names are labelled as follows:

V.001-181 = Q.02 - Q.38 (Q for 'question'): all substantive questions on different topics.

V.173-179 = EF.11 (EF for 'demographics').

V.182-218 = EF.7 - EF.23c7 : socio-demographic and socio-political descriptive questions.

V.219-224 = P.1 - P.12 (P for 'protocol'): protocol variables.

V.225-227= W.1- W.11 (W for 'weight'): all weighting variables.

V.228 = For identifying the countries, use this variable

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	+1.9%	+2.5%	+2.7%	+3.0%	+3.1%



V.229-287 = All country specific variables. In variable sets “EF” and “P” there are questions (i.e. EF.21, P.6, and P.7) that differ per country. They are ordered per country using an extra country abbreviation (see below).

Country abbreviations

Belgium	BEL
Denmark	DEN
Germany	GER
Greece	GRE
Spain	SPA
France	FRA
Ireland	IRL
Italy	ITA
Luxembourg	LUX
The Netherlands	NET
Austria	AUS
Portugal	POR
Finland	FIN
Sweden	SWE
United Kingdom	UK

Datafile:

DUB3t0.DAT:

complete datafile with one record=one respondent in standard ASCII-format.

The research machine software:

DUB3t0.QSL:

complete description of all questions, answers (only useful for users of ‘The Research Machine-software’).

DUB3t0.MAP:

listing of all variable names, variable types and corresponding column positions (only useful for users of ‘The Research Machine-software’).

SPSS software:

DUB3tOp.SPS:

complete description of all SPSS variable names, variables labels and value labels (only useful for users of ‘SPSS PC software’ and if syntax command ‘execute’ is added).

DUB3tOx.SPS:

complete description of all SPSS variable names, variables labels and value labels (only useful for users of ‘SPSS VAX software’ if syntax command ‘execute’ is added).

DUB3t0.SAV:

complete integrated SPSS system file, for immediate use (only useful for users of ‘SPSS PC + VAX software’).

Reference documents:

DUB3t0q.LIS:

complete description of all question text and answer codes (in ASCII-format)

DUB3tOu.LIS:

complete description of all question text with unweighted results (in ASCII-format)

DUB3t0q.LIS:

complete description of all question text with weighted EU15-results (in ASCII-format)

READMEDUB3.DOC:

guidelines for using the Eurobarometer data

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European Foundation for the Improvement of Living and Working Conditions

Third European survey on working conditions 2000

Luxembourg: Office for Official Publications of the European Communities

2001 – XI, 72 pp. – 21 x 29.7 cm

ISBN 92-897-0130-7

Price (excluding VAT) in Luxembourg: EUR 25

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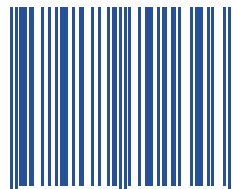
Third European survey on working conditions 2000

Price (excluding VAT) in Luxembourg: EUR 25



OFFICE FOR OFFICIAL PUBLICATIONS OF
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ISBN 92-897-0130-7



9 789289 701303