



Cgil nazionale Rome, 22 May 2009

WELL-BEING@WORK

Towards a new European social
benchmark

well-being

@work

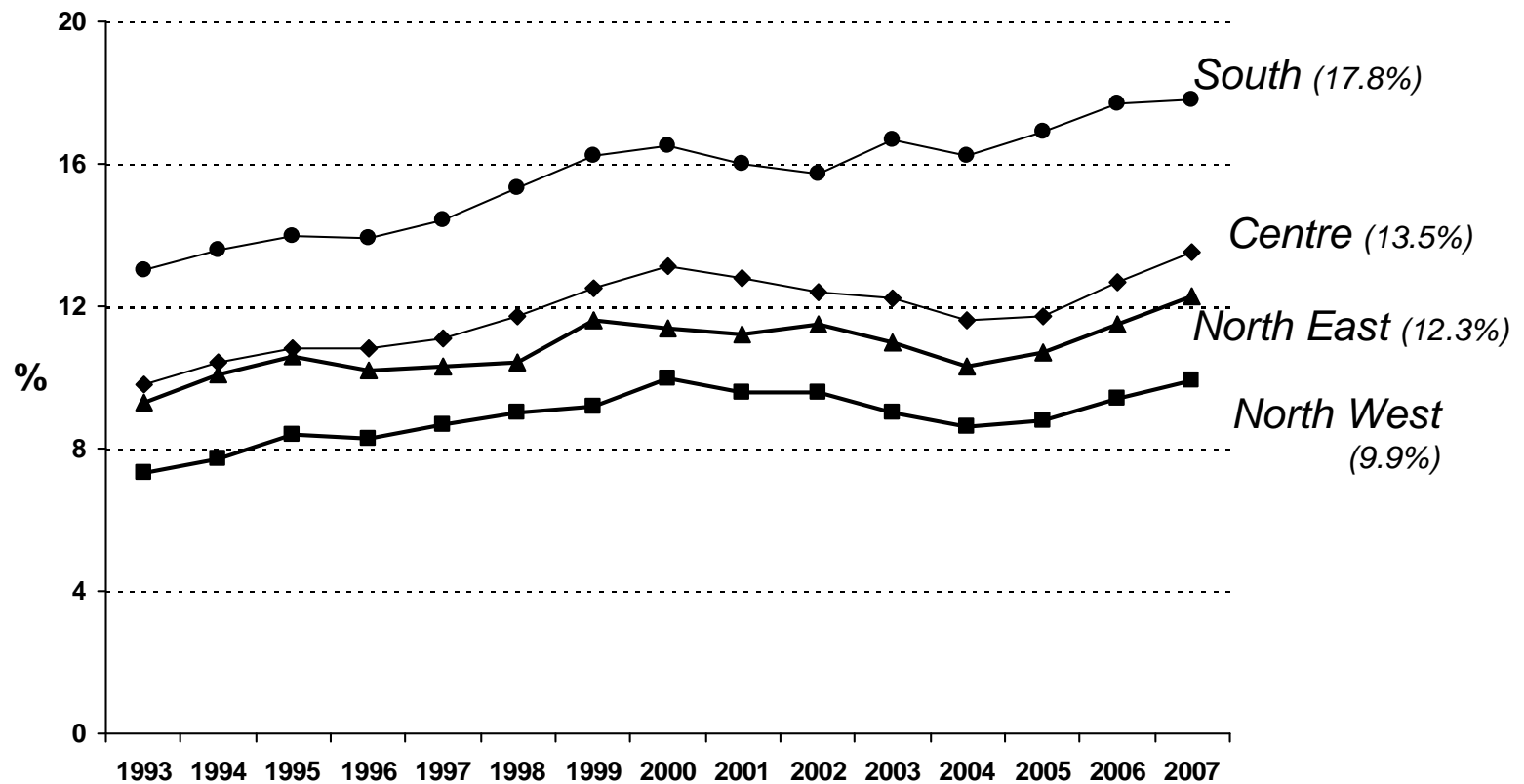
Survey on quality of work: Italian case

Giovanna Altieri

Working Structural Changes

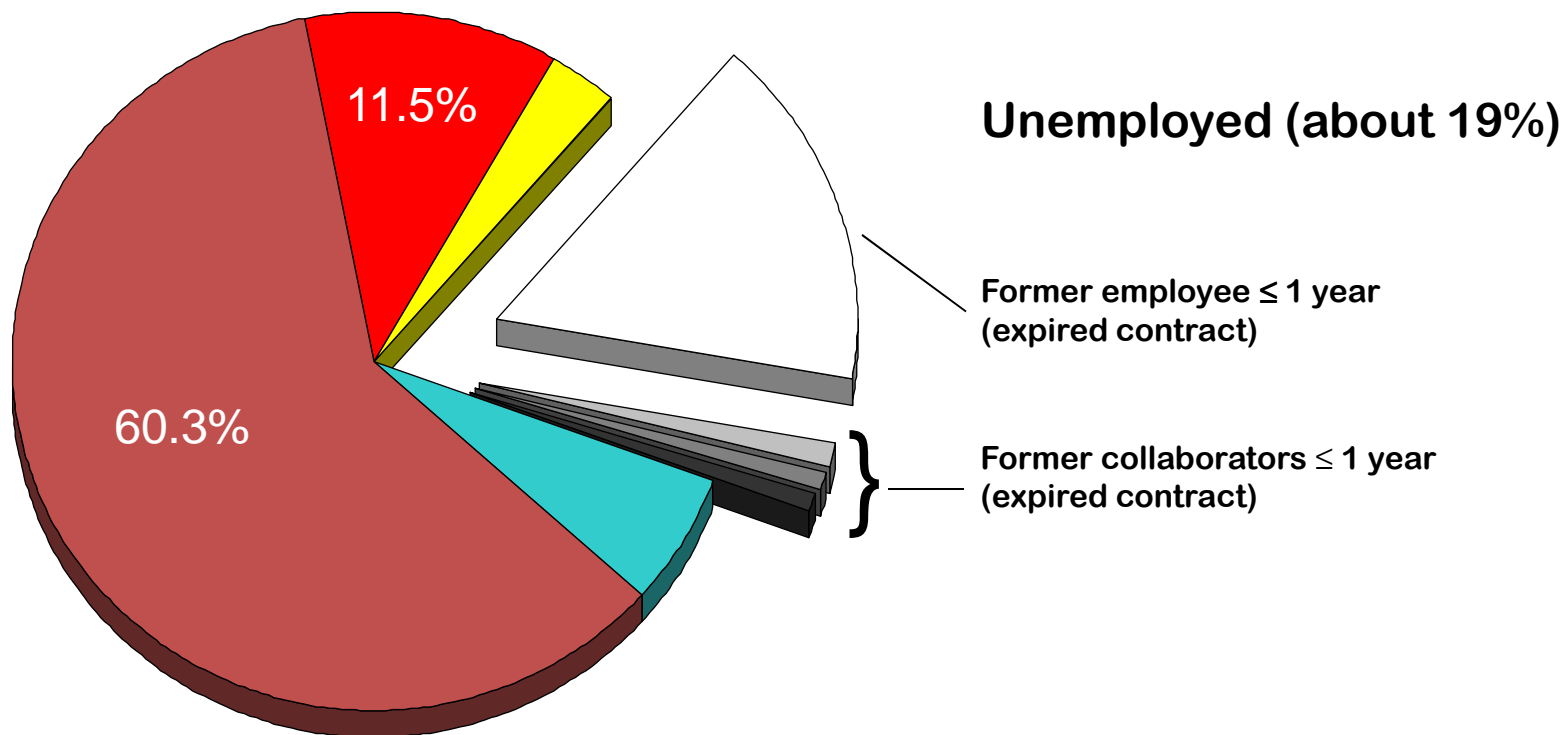
- changes in the structure of the workforce related to the ageing workforce and to the increasing participation of women;
- changes occurring in the labour market due to globalisation and growth of service sector;
- new forms of employment and jobs;
- intensification of work;
- introduction of new technologies and work processes.

Fixed-terms workers on all employees (1993-2007)



Source: Istat, Labour force survey

Area of instability (about 3,400,000 people, average 2007)



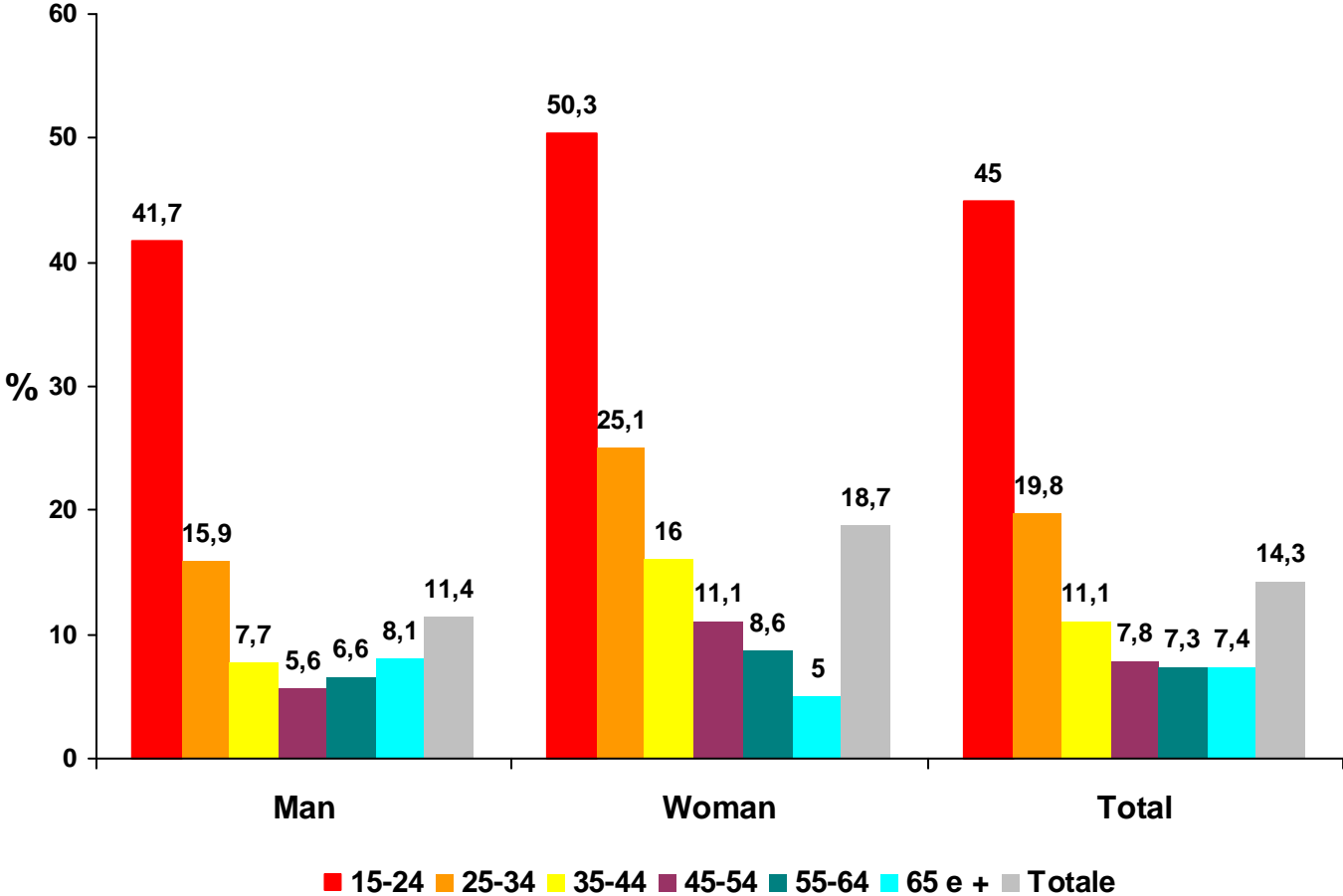
■ Dipendente a termine volontario

■ Dipendente a termine involontario

■ Collaboratore coordinato e continuativo

■ Prestatore d'opera occasionale

Instability rate* (sex and age)



Source: IRES elaboration upon ISTAT data

*= fixed-term workers, unemployed and former employees/collaborators (less than 1 year) in comparison to all employees.

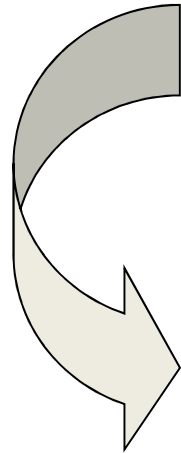
Instability rate* (educational qualification, sex and age)

	secondary education		High school education		University or post-graduate education	
	Men	Women	Men	Women	Men	Women
15-24	36.2	43.5	44.8	51.9	65.9	63.0
25-34	14.1	22.3	14.3	20.9	26.7	35.8
35-44	9.6	18.9	5.7	13.1	7.5	18.5
45-54	7.3	16.7	3.9	8.2	4.2	6.6
55-64	8.7	12.8	5.4	5.6	2.8	3.2
65 e +	5.2	4.7	14.2	3.1	8.8	10.1
Total	11.3	19.2	11.4	17.2	11.6	21.8

Source: IRES elaboration upon ISTAT data

*= fixed-term workers, unemployed and former employees/collaborators (less than 1 year) in comparison to all employees.

Changes in employment relationships



Unstable jobs

Work discontinuity
(work paths become fragmented)

Wage discontinuity

**Lack of rights and welfare
protection**

Surveys on conditions/quality of work in Italy

Official sources:

- Isfol (2002 e 2006):
- 2000 workers-CATI methodology: *Fourth European Working Condition*

Political party and unions surveys:

- DS (2002): 22.574 workers
- IRES (2006): 6000 workers (*face to face + CATI*)
- FIOM (2008): 100.000 workers
- Case studies : firms

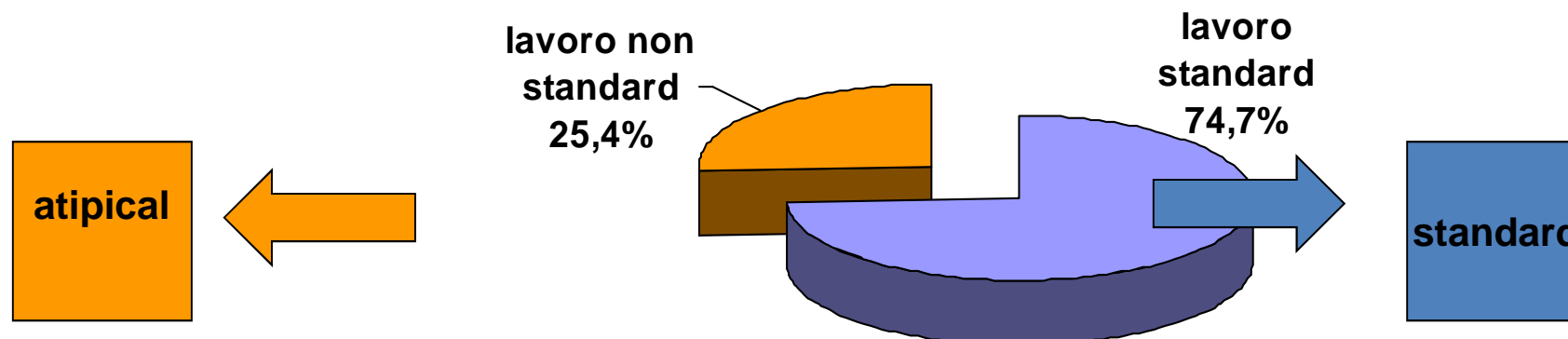
IRES Know-how:

- **“L’Italia del lavoro oggi” (Ires, 2006):**

This is a huge survey (realized on the occasion of the Centenary celebrations of Cgil) based on previous researches on:

- **Atypical workers**
- **Women**
- **Over 45**
- **Migrants**
- **Young people**

Dualism in the labour market

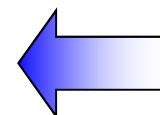
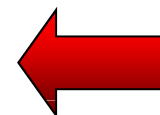


NON STANDARD (%)	
A tempo determinato o stagionale	12,1
Co.co.co., Co.co.pro. Partite IVA	5,2
Interinale, di somministrazione	2,0
Apprendistato	1,9
Senza contratto	1,8
Socio-lavoratore di cooperativa	1,0
Contratto di formazione-lavoro, di inserimento	0,6
Collaboratore occasionale	0,6
Lavorante a domicilio	0,2
Totale	100,0

Source: Ires survey (2006)

Atypical Job for profession

Gruppi professionali	Rapporto di lavoro		Totale (%)
	Standard (%)	Non standard (%)	
Operai	73,3	26,7	100,0%
Occupati nel Comm.,Trasp., Spett., Turismo	51,8	48,2	100,0%
Tecnici	75,6	24,4	100,0%
Insegnanti	87,5	12,5	100,0%
Impiegati	81,1	18,9	100,0%
Specialisti ad elevata professionalità	39,9	60,1	100,0%
Dirigenti	81,2	18,8%	100,0%
Totale	74,9	25,1	100,0%

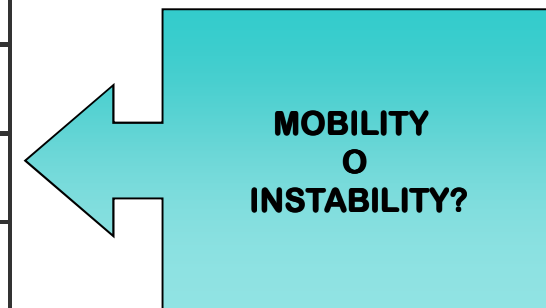


All professions
but...

Source: Ires survey (2006)

For new generations: fragmentation of carriers

Classi di età (%)						
Quanti lavori hai svolto prima di quello attuale?	15-24	25-34	35-44	45-54	55-64	Totale
Nessuno	35,3	20,8	20,2	23,2	26,3	23,5
Uno	25,6	25,0	25,5	26,4	27,8	25,9
Due	21,7	20,3	23,3	19,4	20,9	21,1
Da 3 a 5	11,6	24,0	22,4	21,5	16,3	20,7
Più di 5	5,8	9,9	8,6	9,5	8,6	8,9
Totale	100,0	100,0	100,0	100,0	100,0	100,0

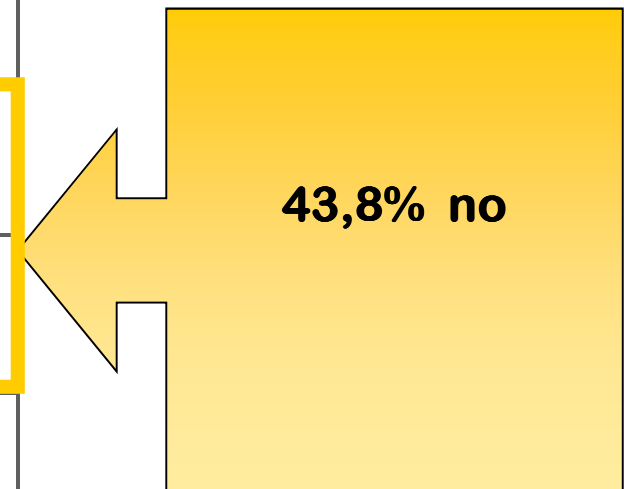


Source: Ires survey (2006)

Human capital valorization

Do you use your formal education background?

Sì, mi è molto utile	25,6
Sì, ma solo in parte o indirettamente	30,5
No, il lavoro non lo richiede	29,1
No, la mia preparazione riguarda altri tipi di lavoro	14,7
Totale	100,0



Evaluation of professional expertise

Valutazione del lavoro dal punto di vista professionale	Macro-settore economico (%)		
	Settore privato	P.A.	Totale
Non richiede elevate competenze professionali	42,9	19,7	36,9
Elevate competenze professionali riconosciute	22,5	22,7	22,5
Elevate competenze professionali senza riconoscimento	32,9	56,0	38,9
Altro	1,8	1,5	1,7
Totale	100,0	100,0	100,0

74% teachers
58,5% professionals

Source: Ires survey (2006)

Working time flexibility

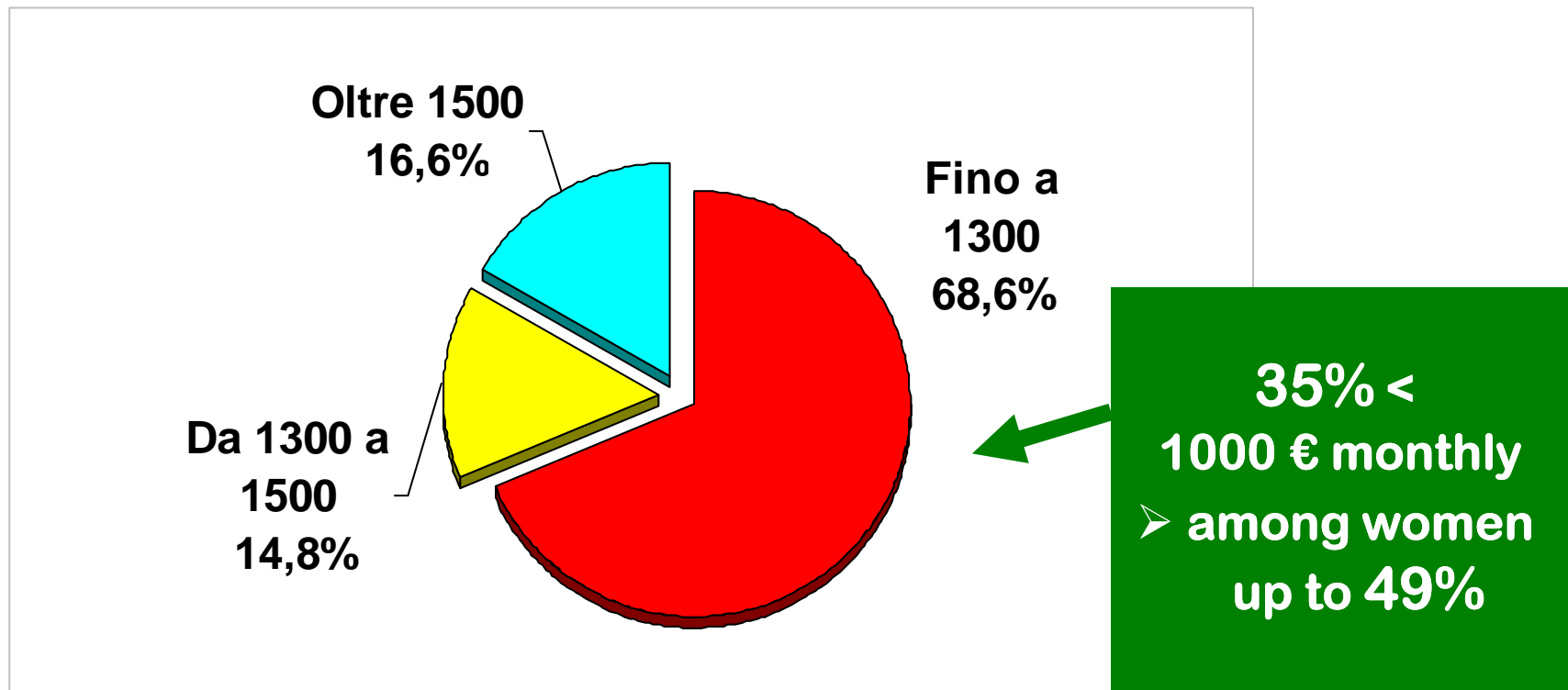
Who decides on your working time?

Employer only	34,3
Bargaining	26,8
Bilateral bargaining (worker-employer)	26,3
Chosen by the worker	12,6
Total	100,0



13,4% men
11,3% woman

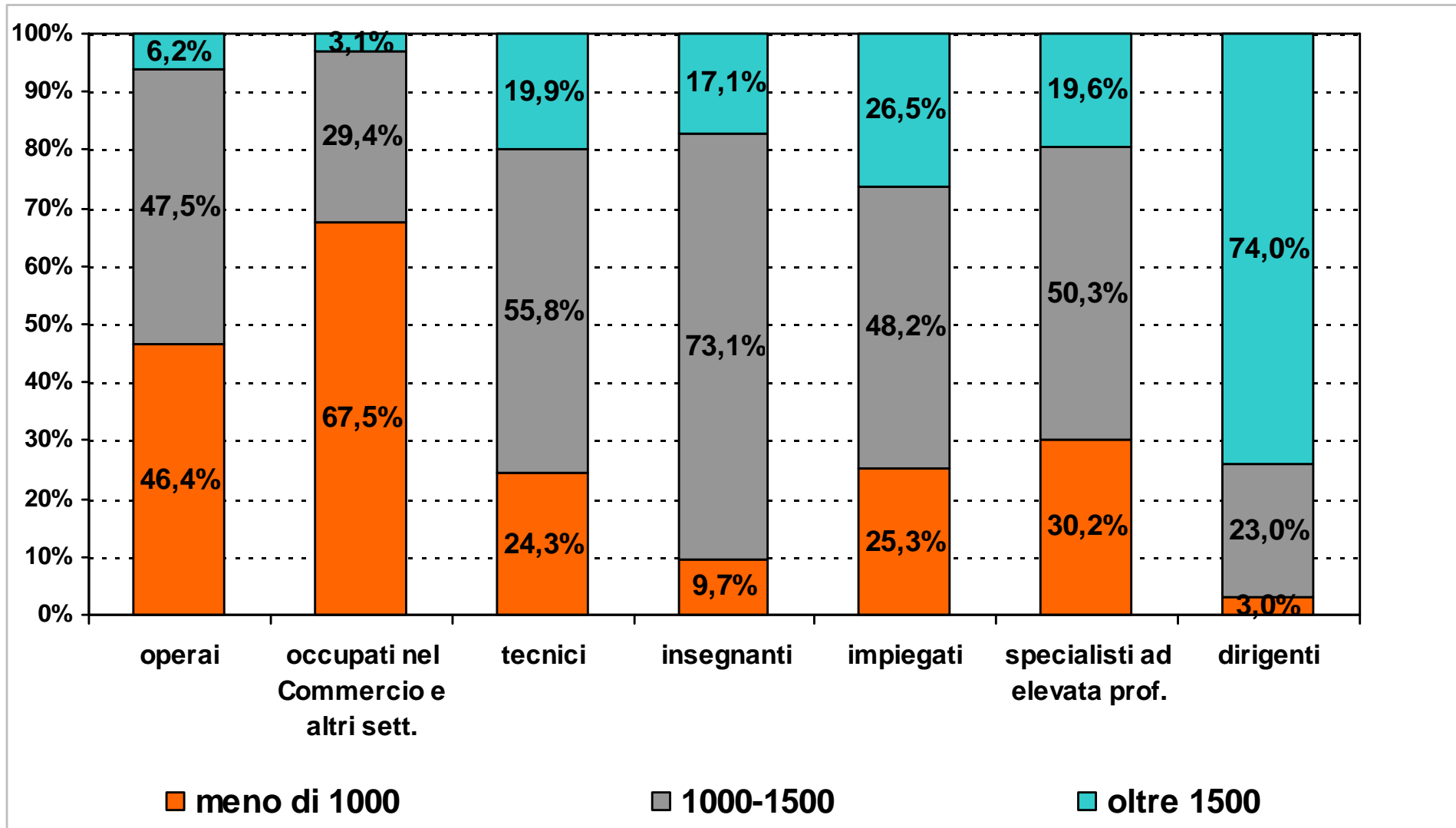
Wages...



... and some differences

Type of Work	monthly net salary (€)	Difference %
<i>Standard employee</i>	1109	
<i>Living in Southern Italy</i>	960	- 13,4
<i>Woman</i>	910	- 17,9
<i>Migrant worker (extra-UE)</i>	881	- 25,9
<i>SE worker</i>	879	- 20,7
<i>Non-standard worker</i>	809	- 27,0
<i>Young worker (15-24 y.o.)</i>	788	- 28,9

Salary for professionals group



Source: Ires survey (2006)

Salary and standard of living

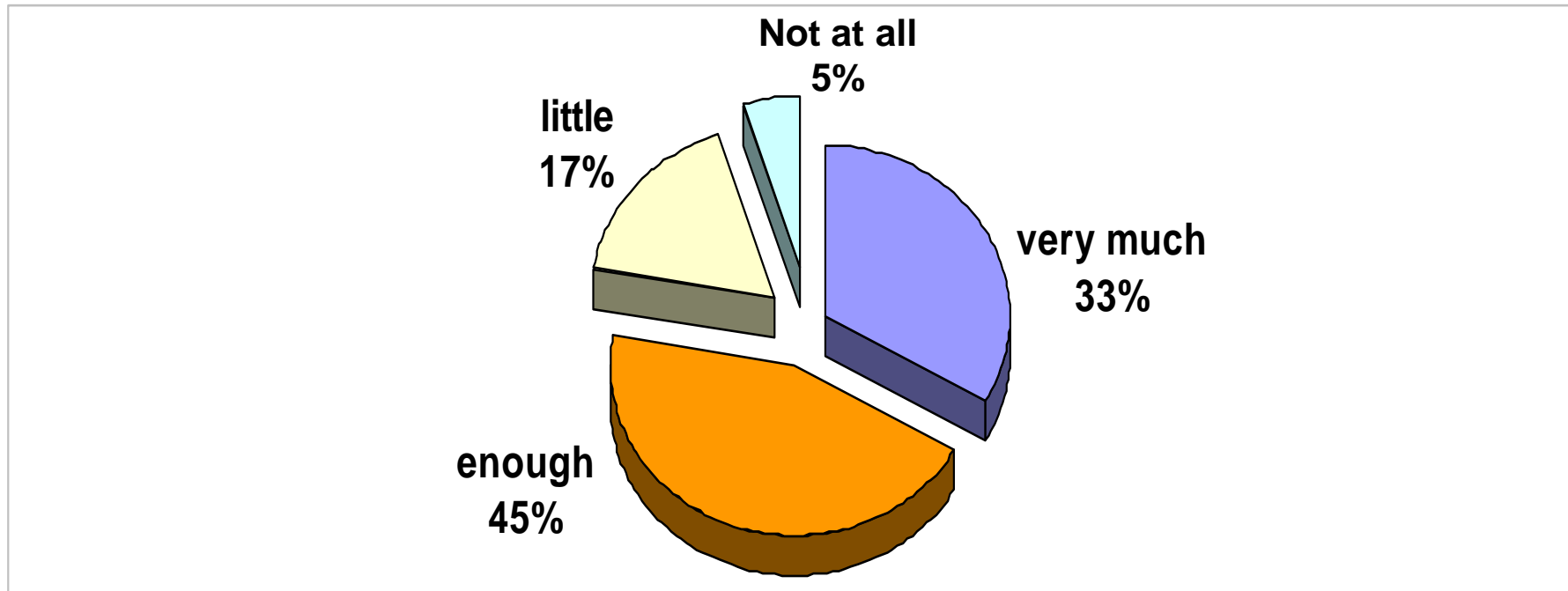
Is your salary adequate to your family needs?

Fully	8,1
Enough	34,2
Hardly	33,2
No	24,5
Total	100,0

57,4% have problems but

- 70% among atypical workers
- 60% very young workers (15-24 y.o.)
- 67% Southern workers
- 67% manual workers

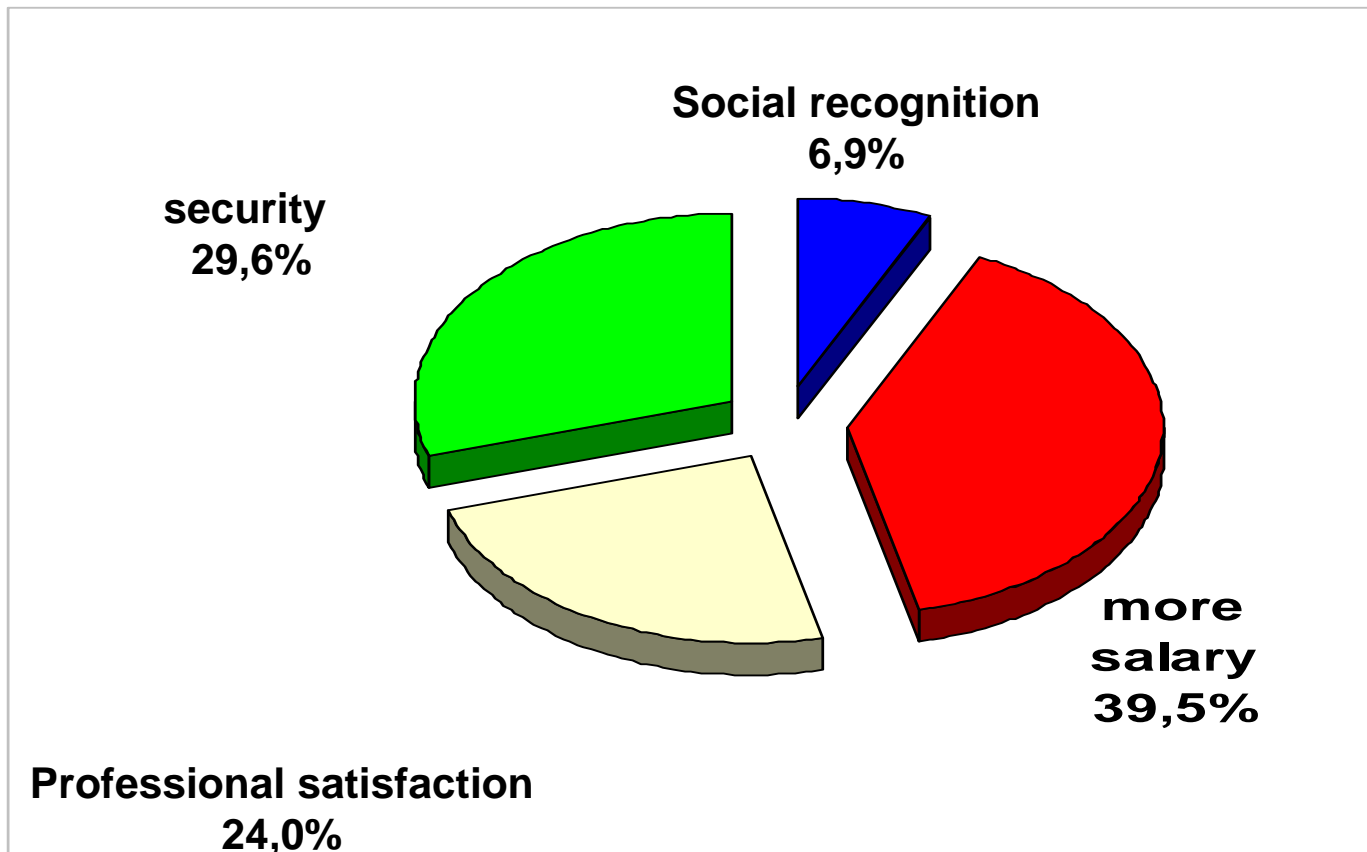
Job satisfaction



Evaluation of labour condition (1=worst 5=best)

Participation	2.19
Professional improvement	2.39
Salary	2.73
Variety of tasks	3.28
Relationship with gerarchy	3.29
Social protection	3.39
Wealthy and safety	3.36
Working time	3.37
Work life balance	3.35
Autonomy	3.56
Relationship with colleagues	3.81

Expectations for the future



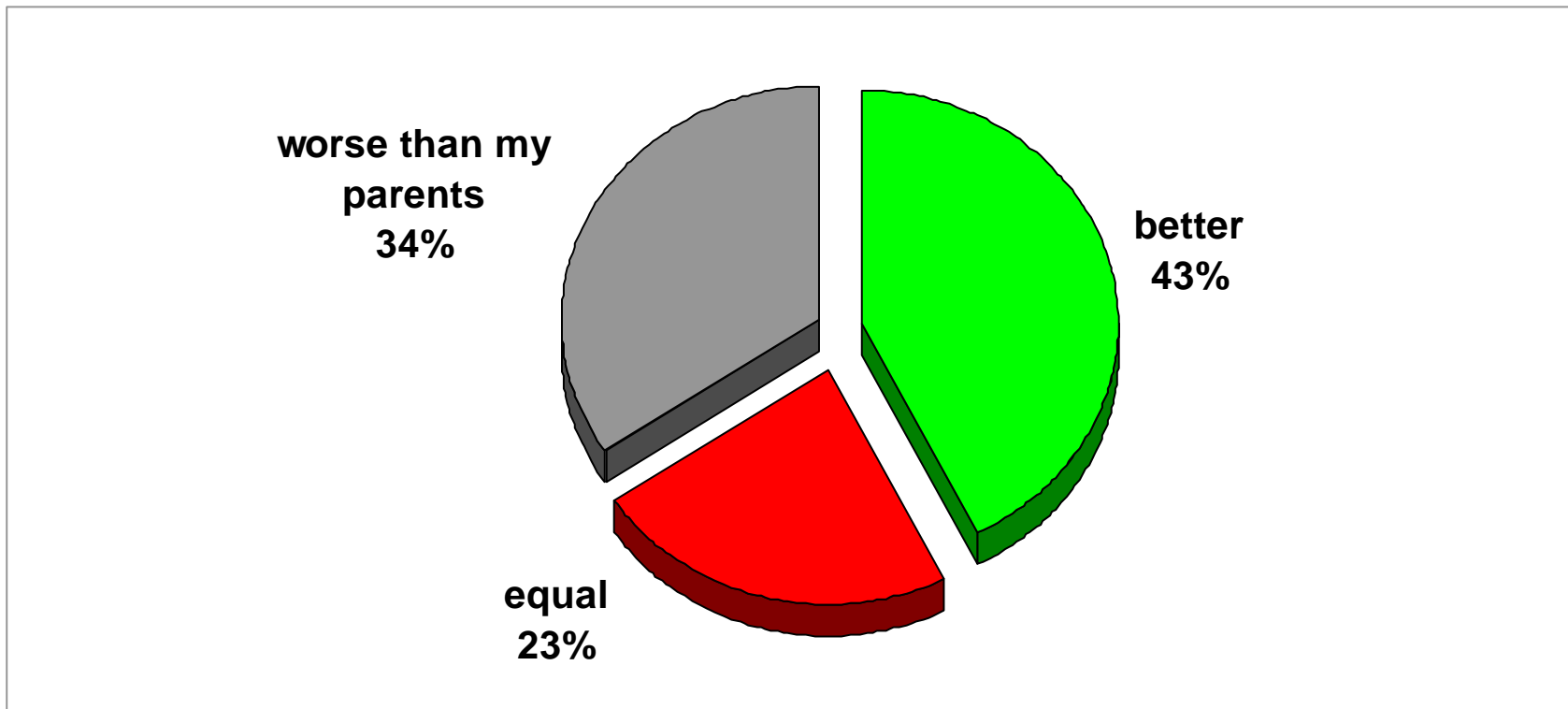
Major concerns

... material conditions

Adequate pension	29,9
Instability of work and income	26,5
Risks of loosing standard of living	19,6
To loose job	19,8
Lack of professional training	4,2
Total	100,0

Social mobility: the subjective perception

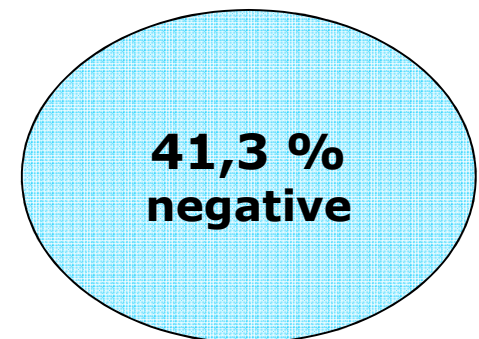
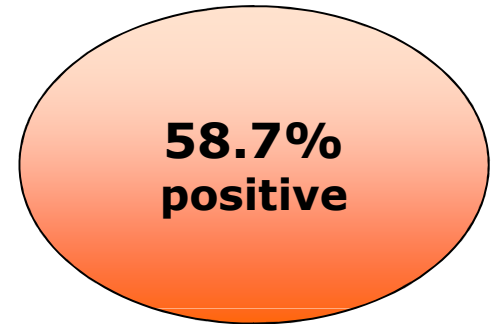
How do you imagine your future?



Source: Ires survey (2006)

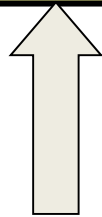
Flexibility ...

Useful when social protection and welfare assistance is guaranteed	28,6
Not possible to plan the future	26,2
Acceptable on temporary basis	16,0
Cause insecurity and anxiety	15,1
Opportunity, freedom to plan own life	14,1
Total	100,0



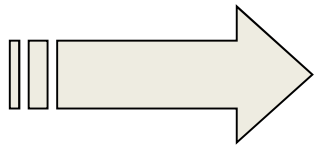
Changes in work and quality of life

Consequences on the quality of life



Gender, age, ethnic group, social class, family social capital and networks, family economic resources, etc.

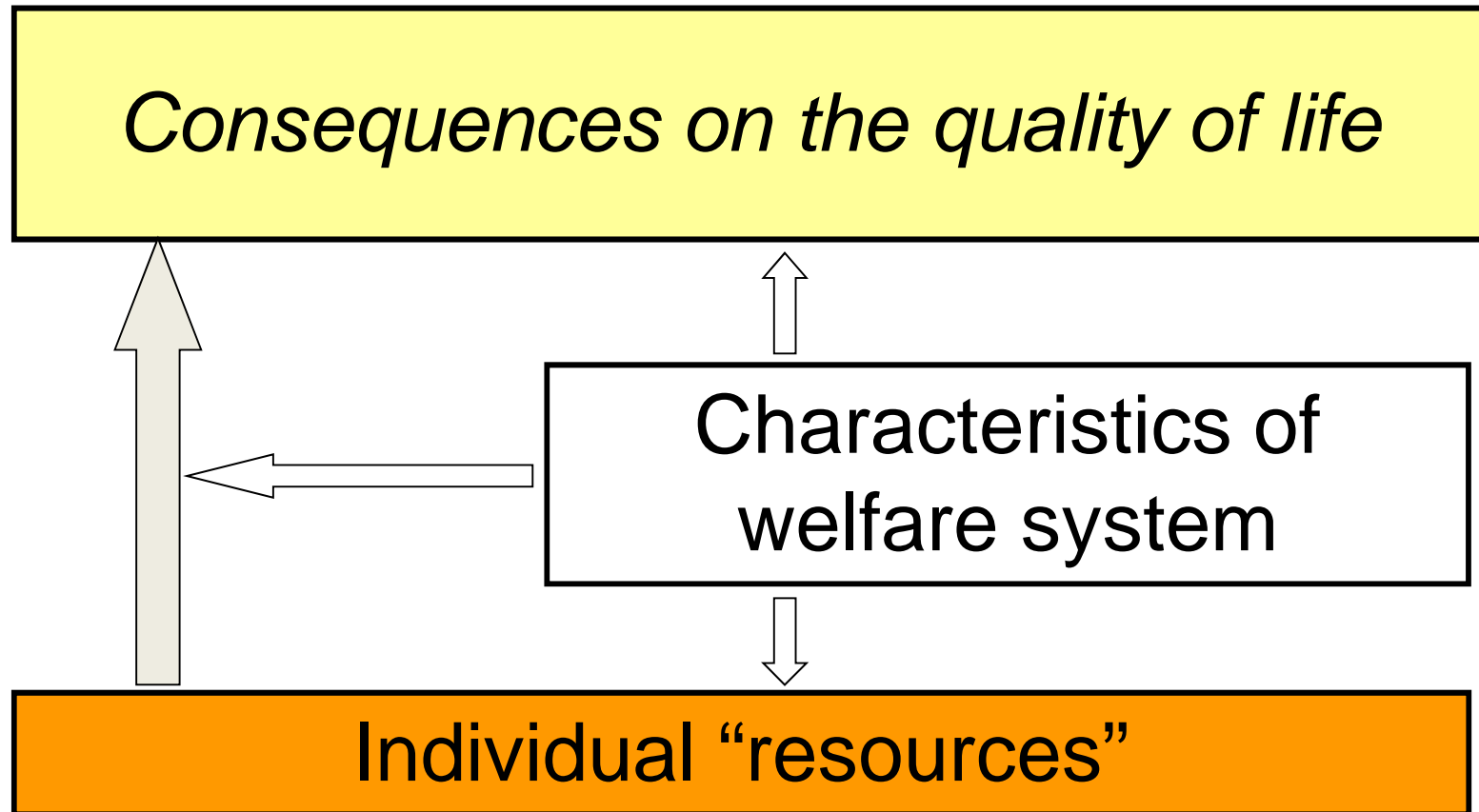
Changes in work and quality of life



Old inequalities are reproduced

New inequalities are created

Changes in work and quality of life



Indicators of quality of work

Quality of work: related to temporal and spacial workers contest.

At international level:

- **ILO:** *decent work* (1999): rights, employment, social protection, social dialogue.
- **USA** and **UK:** “bad-jobs”
- **Canada:** careers and work life balance.

Europe

Stability of work and organisation of labour since '90s.

Quality dimensions

- For the European Union, the decisive step to fully integrating the quality of working and employment conditions in the annual procedures of monitoring the member States' employment policies was the elaboration of the Quality of Work concept in 2001.

This concept covers ten dimensions:

1. Intrinsic job quality (wage, satisfaction, etc.)
2. Skills, life-long learning and career development
3. Gender equality
4. Health and safety at work
5. Flexibility and security
6. Inclusion and access to the labour market
7. Work organisation and work-life balance
8. Social dialogue and worker involvement
9. Diversity and non-discrimination
10. Overall work performance

