



Eurofound

Working time patterns and industrial relations in the Commerce sector in Europe

- Findings of the European Company Survey

Preliminary findings of the project on Industrial Relations Developments in the Commerce sector in Europe, conducted within the EF-Stakeholder Enquiry Service

European Sectoral Social Dialogue Committee, Commerce
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European Company Survey

- 27.000 establishments > 10 employees
- EU-27+TR, HR, MK
- Interviews with management and employee representatives (where available)
- Fieldwork in 2009



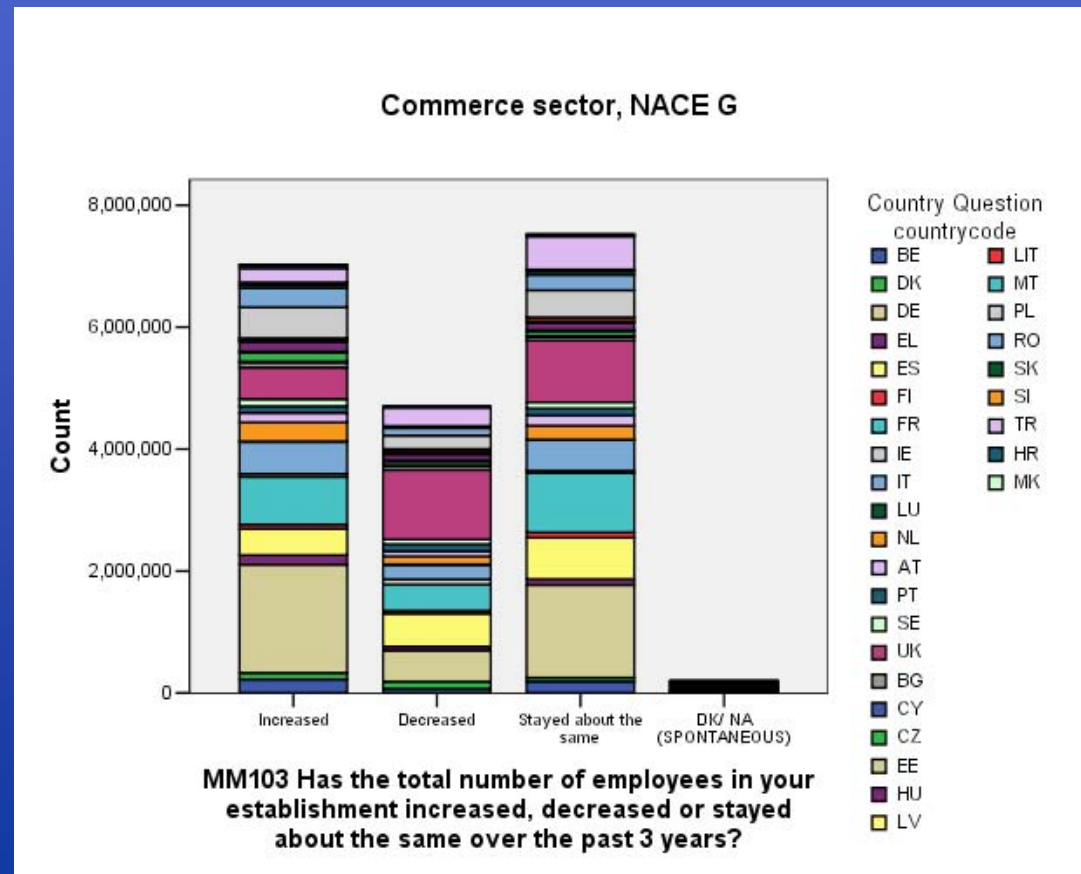


Commerce sector in the survey

- 4006 establishments (NACE G) in sample.
- 626 interviews with employee representatives.
- Eurofound analysis of commerce sector specificities as regards
 - ▶ Working time arrangements
 - ▶ Industrial relations



Substantial job creation over past 3 years as reported by management.



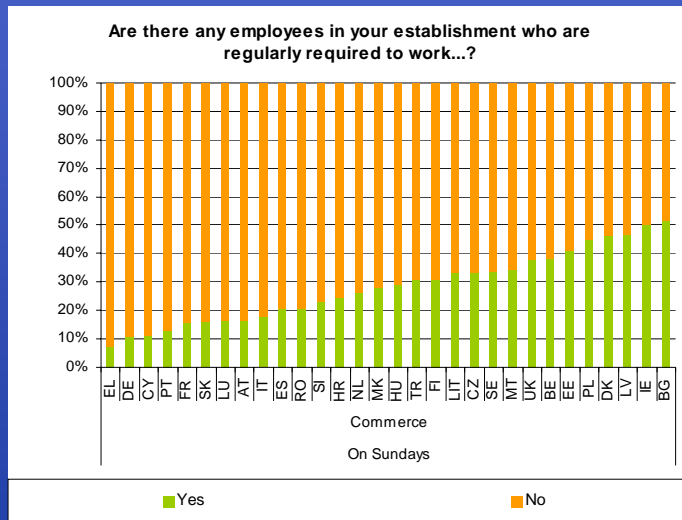


Working time arrangements I

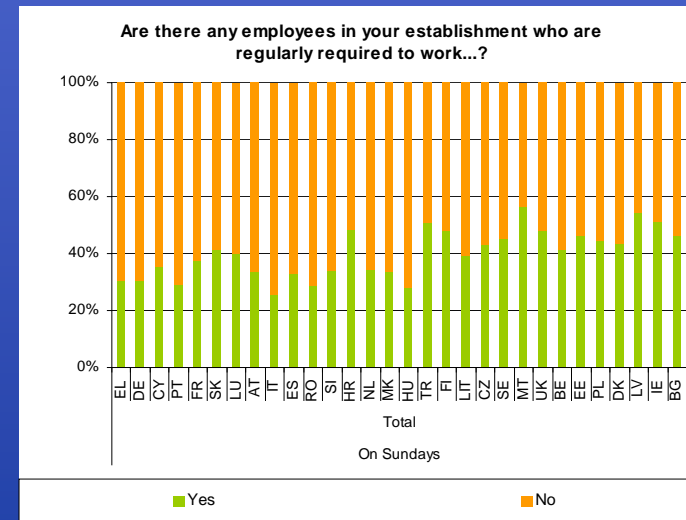
- Work load is rather **seasonally** dominated, but better ‘**foreseeable**’ (62% agree) than in other sectors (54% agree).
- Incidence of **Sunday** work highly variable across countries (10-50%) due to differences in regulation.
- **Part-time** incidence much higher in “West” or EU-15 cluster than in “East/South” or NMS cluster.
- Incidence of **overtime** higher in the “East/South” or NMS Cluster.



Big variations of Sunday work across Europe: 10 – 50% of establishments >10, weighted by employees report Sunday work



Commerce sector

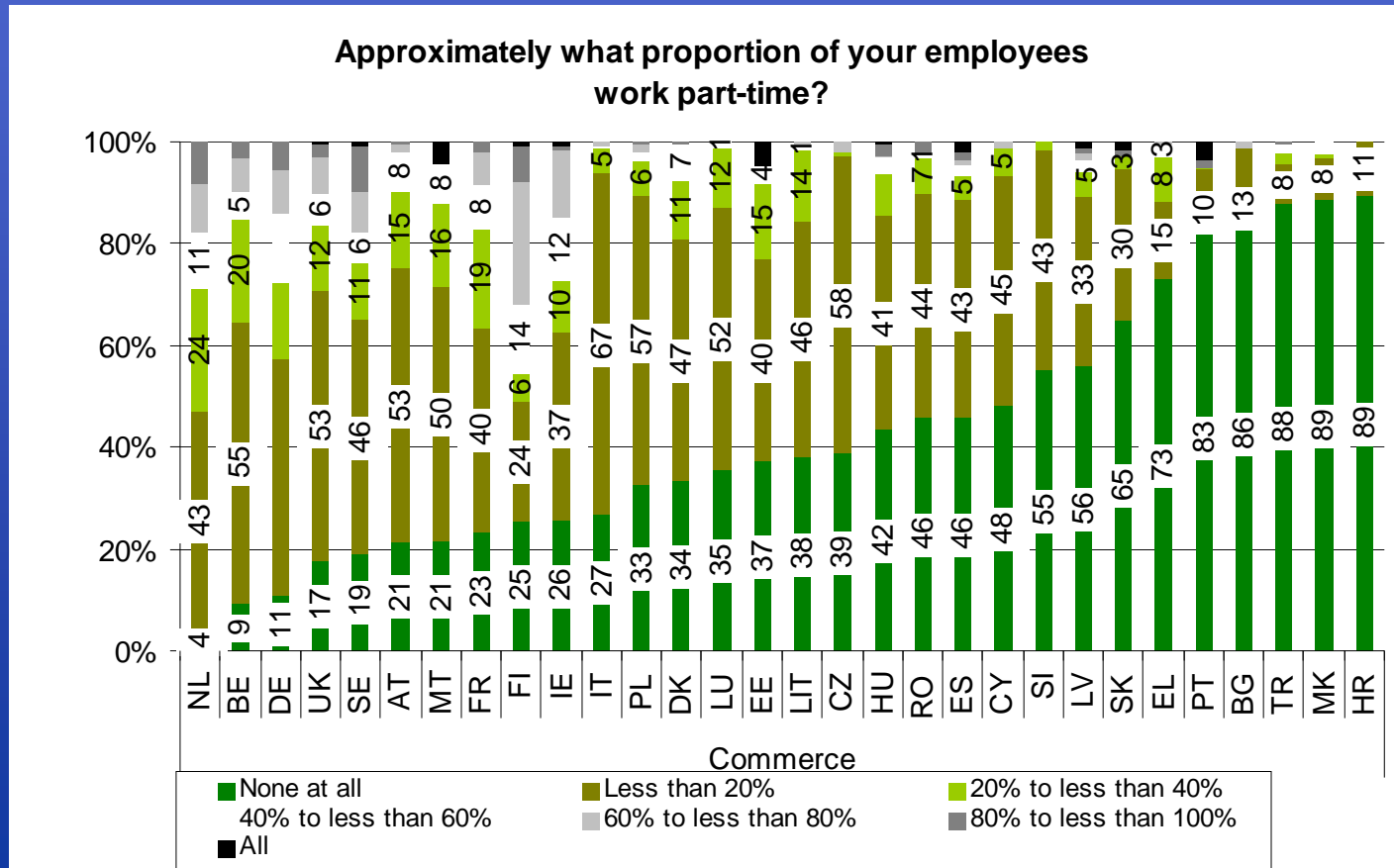


Total Economy

Figures weighted by number of employees.



Incidence of part time work in the Commerce sector within countries





Working time arrangements – II

Forms of organising part time work ...

- within countries, Commerce is similar to the ‘average’ economy.
 - ▶ highest prevalence of working ‘some fixed hours per day’;
 - ▶ Other fixed cycles (i.e.: full time some days, other days off) and fixed according to establishment needs -> correlated across countries.
 - ▶ practices with regard to working time accounts,
- ...but large differences between countries
- approx. 20 % of establishments with part time arrangements report that also higher qualified or supervisory staff work part time.
 - ▶ above 30%: LV, UK, AT, NL
 - ▶ below 10%: MK, GR, SK, CY, IT, PT, SI, RO
 - ▶ but... generally rather ‘exceptional’ than ‘a common phenomenon’



Forms of organising part-time

	Lowest incidence	Highest incidence
Some fixed hours every day	EE (50%), Czech Republic (70%), France (70%)	Italy (95%), Slovenia (94%), Cyprus (93%)
Other fixed cycles, e.g some fixed days of the week in full-time, the other days off	Bularia (0%), Slovenia (3%), Romania (10%)	Netherlands (88%), Belgium (81%), Ireland (70%)
Flexible working hours which are fixed a few days or hours in advance according to the establishments needs	Slovenia (3%), Croatia (10%), Bulgaria (11%)	Ireland (56%), Turkey (51%), Germany (47%)
Other forms of part time work	Croatia (0%), Slovenia (3%), Romania (3%)	Czech Repulic (42%), Estonia (30%), Denmark (30%)



Working time arrangements - III

Adapting WT acc. to **individual needs** within certain limits

53%

<40%

MK, HR, BG, TR, EL

>60%

UK, PL, AT, SE, CZ,
LT, DK, FI

Possibility of **accumulating** working hours

63%

<50%

GR, MT, LT,
CY, RO, LV, UK, ES

>80%

EE, BE, SK, SE,
FI, CZ, GE, AT

Possibility of taking **full days off** when WH can be accumulated

75%

<60%

IT, CY, SI, SK

>80%

FI, MK, DK,
EE, AT

Accumulating WH over periods longer than 1 year: **Long-term time accounts**

19%

<10%

EL, SK, EE, MT, BG,
PL, HU, CZ, LT, LV

>30%

MK, TR, NL, AT,
DK, CY, SE



Industrial relations

in the Commerce sector in Europe



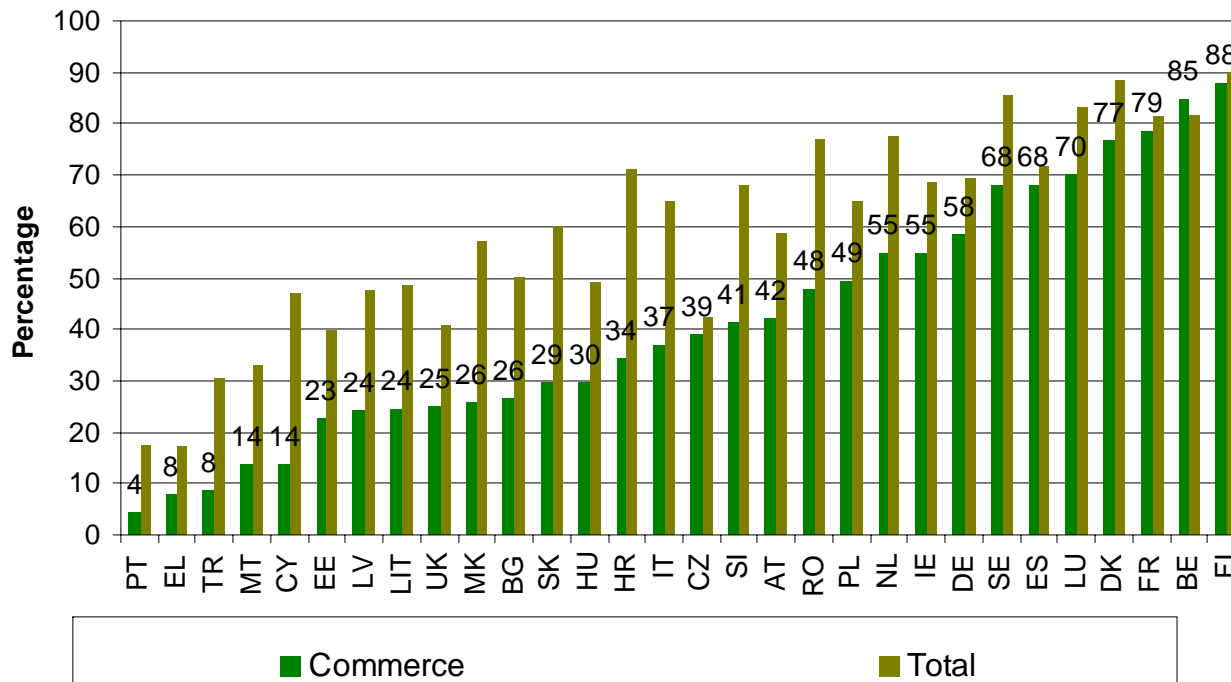
Industrial relations in the Commerce sector

- CB Coverage generally 'lower' than average economy, but:
 - ▶ In "low coverage" countries often substantially lower
 - ▶ In "high coverage" countries less deviation.
- Same pattern across countries for having an employee representation
- Climate of IR in Commerce: generally the same as on average, but:
 - ▶ "Interest of employees in outcomes of negotiations or consultations" seems to be a bit smaller
 - ▶ ER agree to a higher extent than average that
 - "MM and ER make sincere efforts to solve common problems".
 - "The relationship between MM and ER can be best defined as hostile"



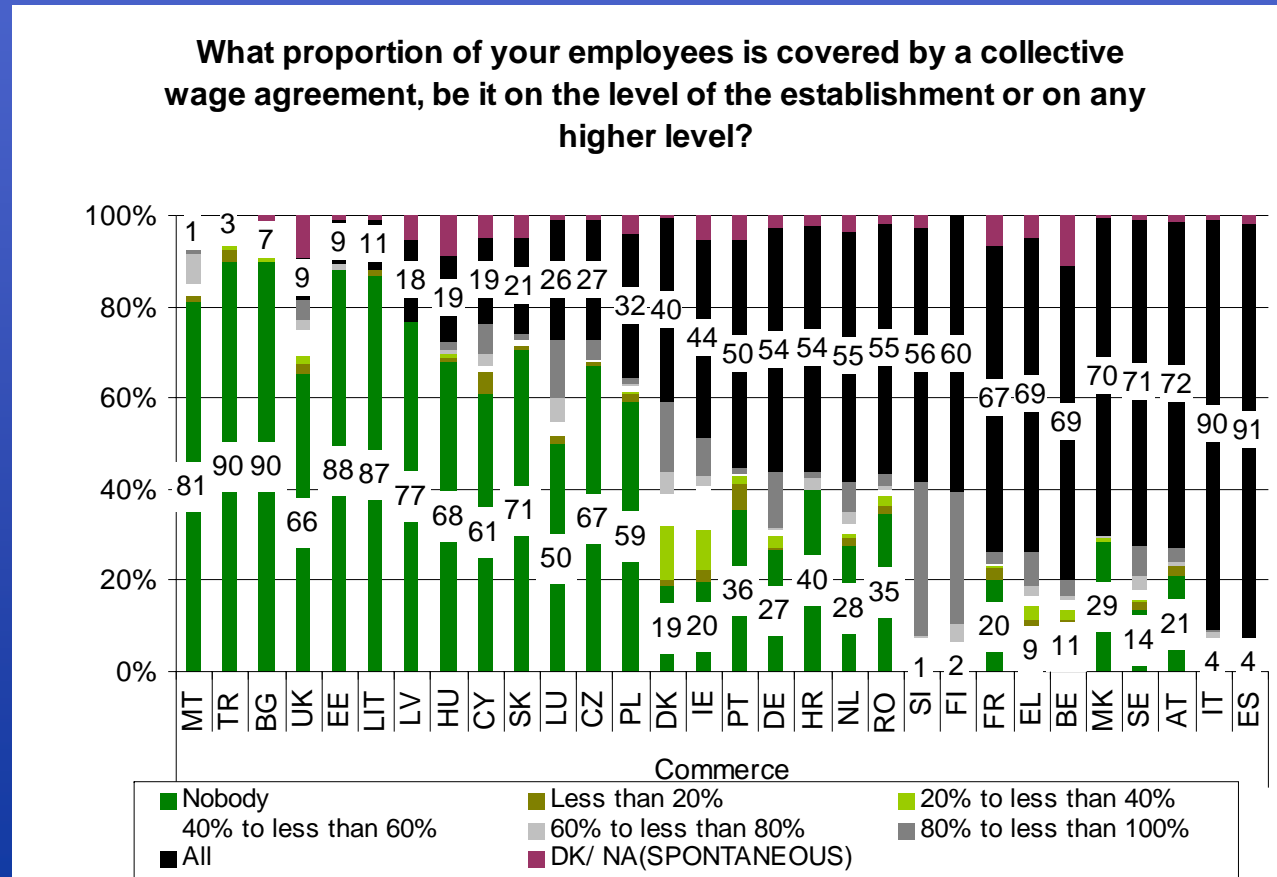
Employee representation

Percentage of establishments having an employee representative at establishment level or in headquarters



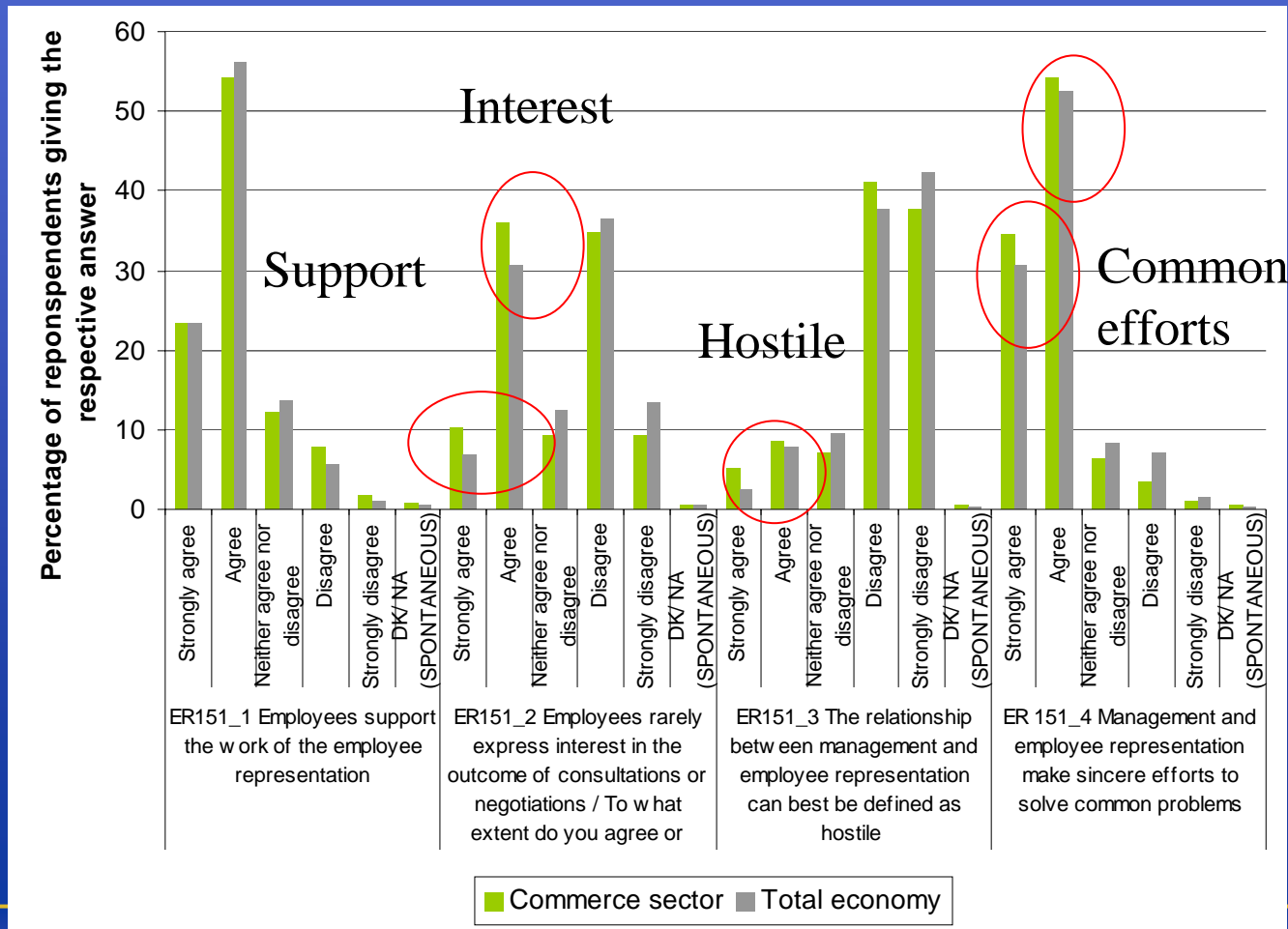


Collective Bargaining Coverage in the Commerce sector – structure within countries





Climate of industrial relations, assessed by employee representatives



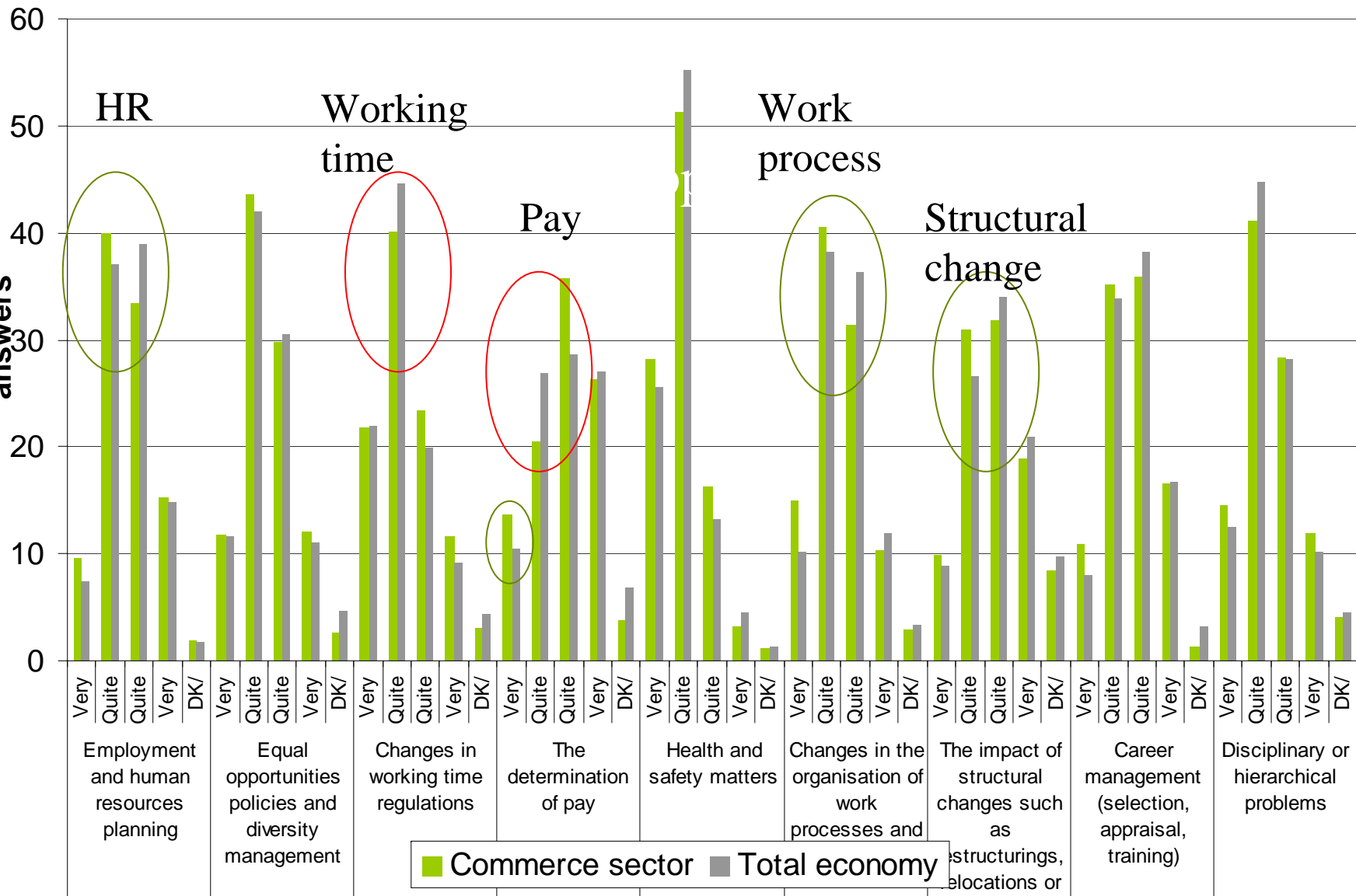


Perceived influence of Commerce sector employee representative ...

- Higher than total economy average in...
 - ▶ Employment and human resources planning
 - ▶ Changes in the organisation of work-processes and –flows
 - ▶ The impact of structural changes such as restructuring, etc.
 - ▶ Career management (selection, appraisal, training)
- Lower than total economy average in...
 - ▶ Changes in working time regulations
 - ▶ Determination of pay (but mixed picture)
- Rather average...
 - ▶ Equal opportunities and diversity management
 - ▶ Health and safety
 - ▶ Disciplinary or hierarchical problems

How large is the influence of the employee representation on management decisions in this establishment?

Percentage of respondents, giving one of the respective answers

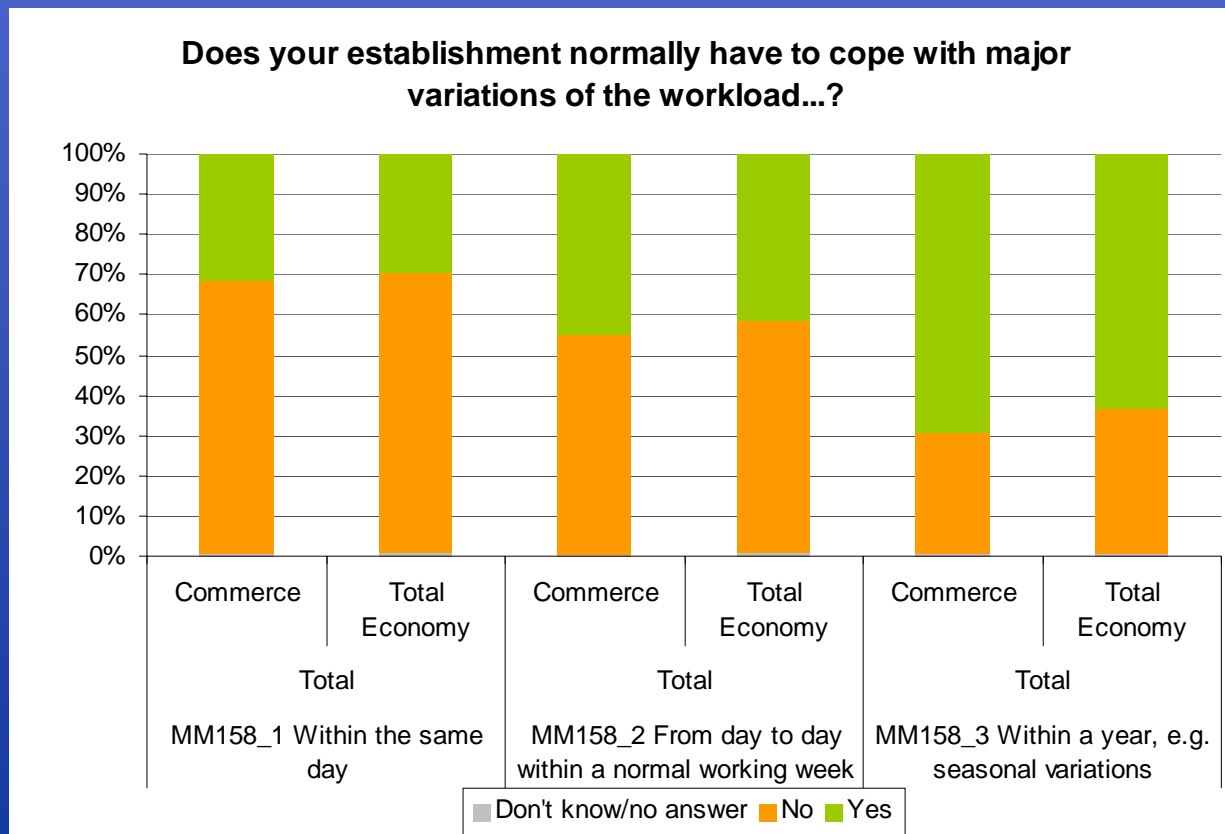




Annex

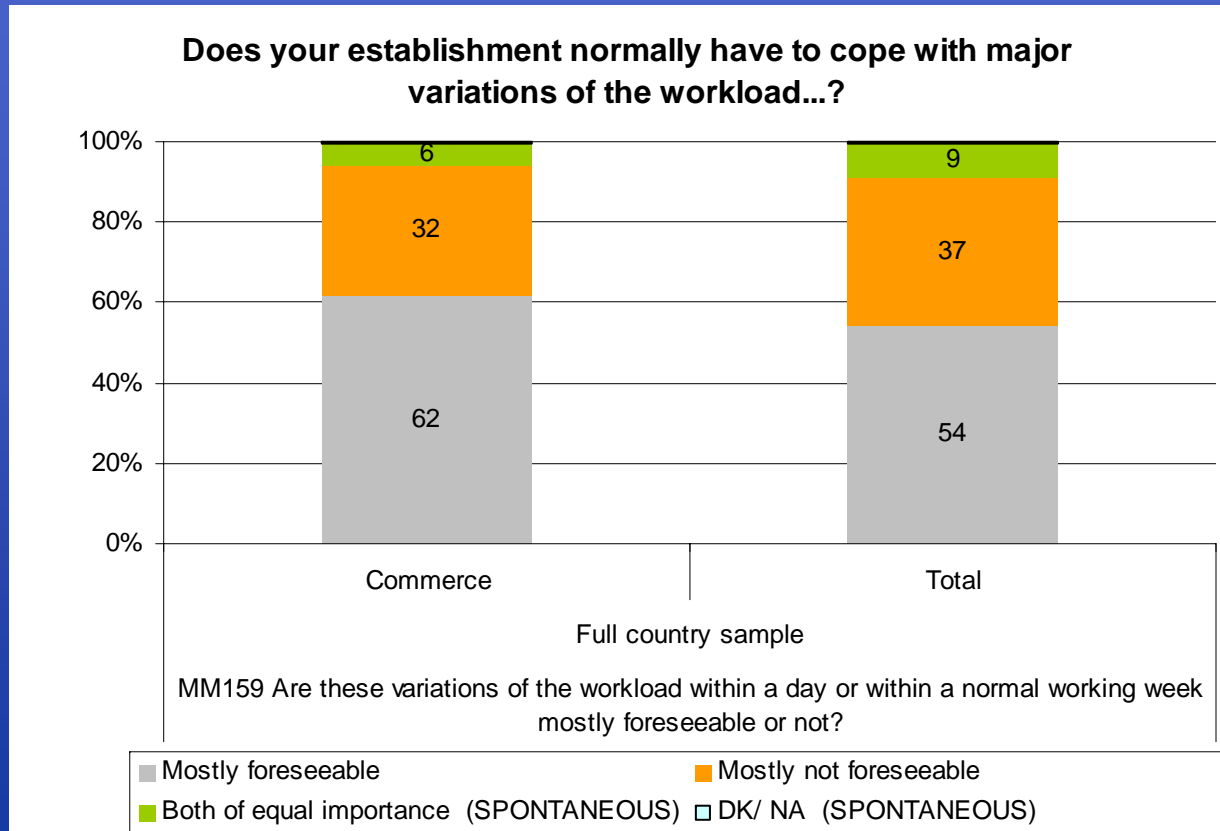


Variations in the workload are rather seasonally dominated...



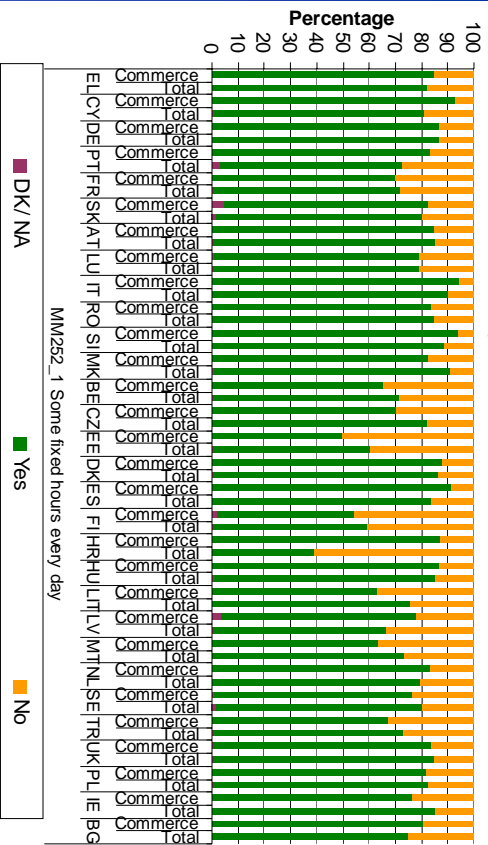


... and therefore better foreseeable than 'on average'

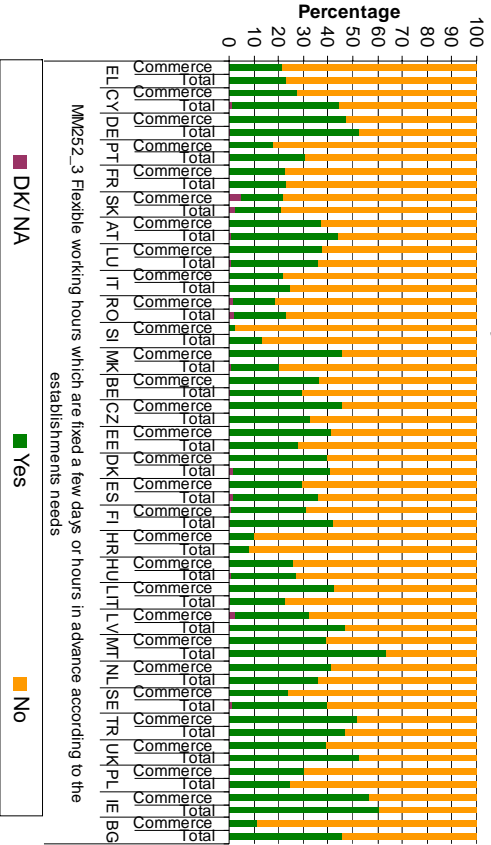




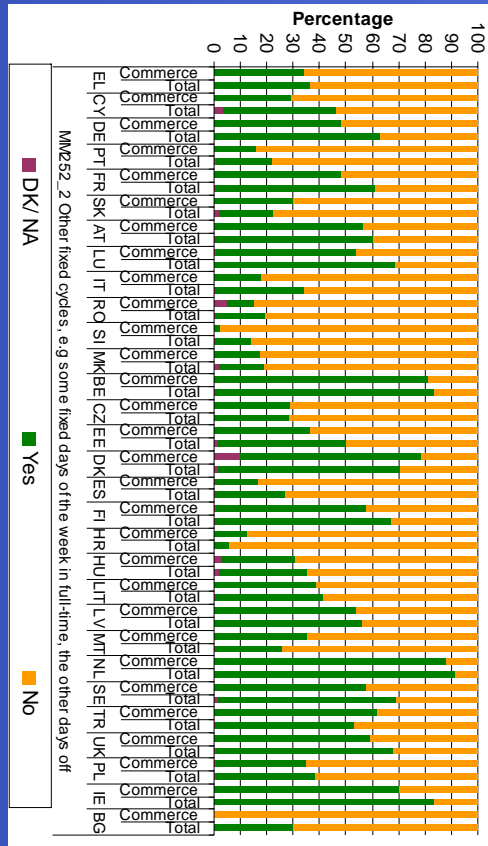
There are different ways of organizing part-time work. Please tell me which of the following forms of part-time work are practised in your establishment.



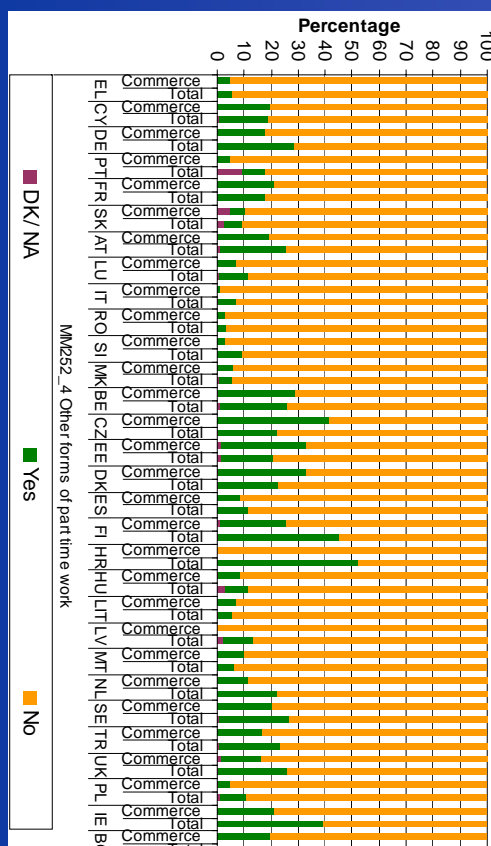
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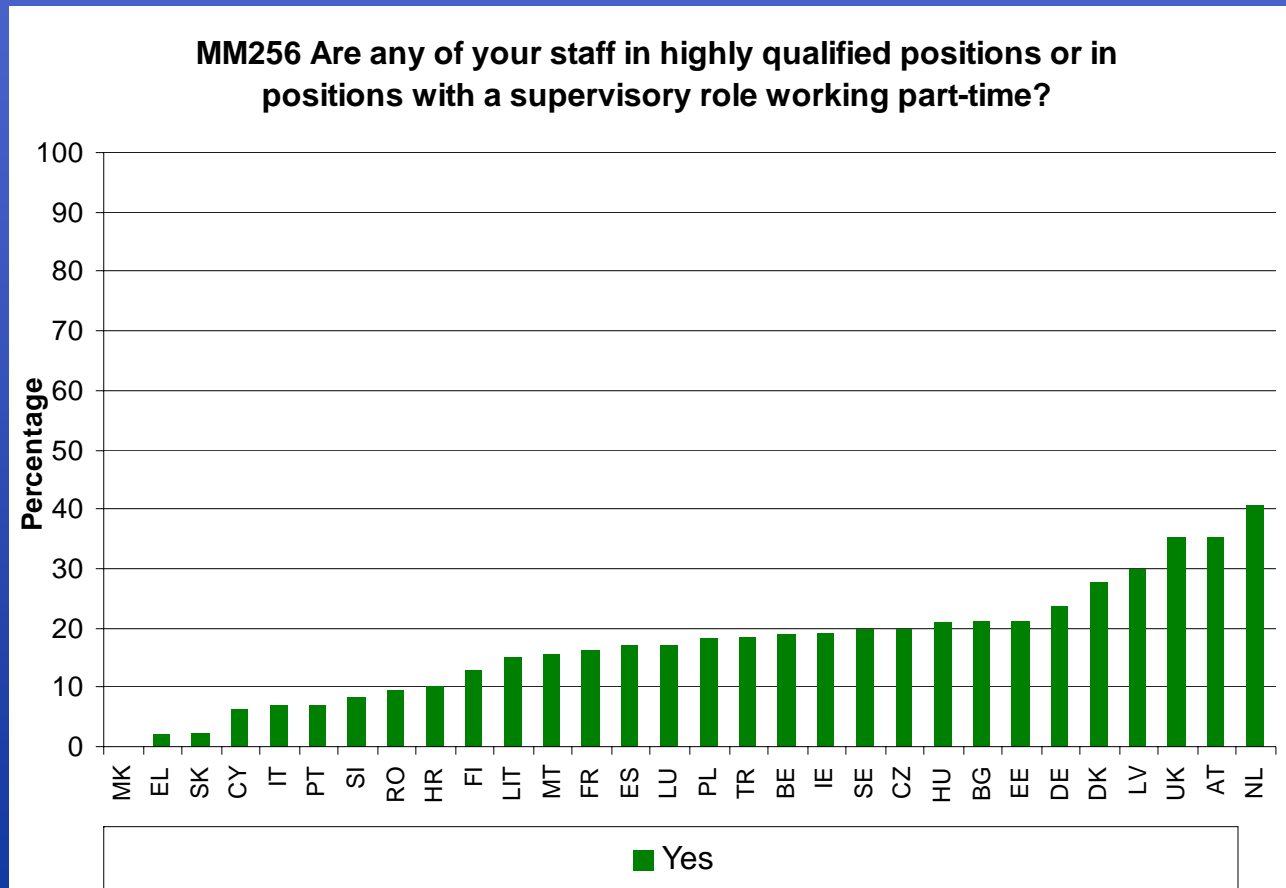


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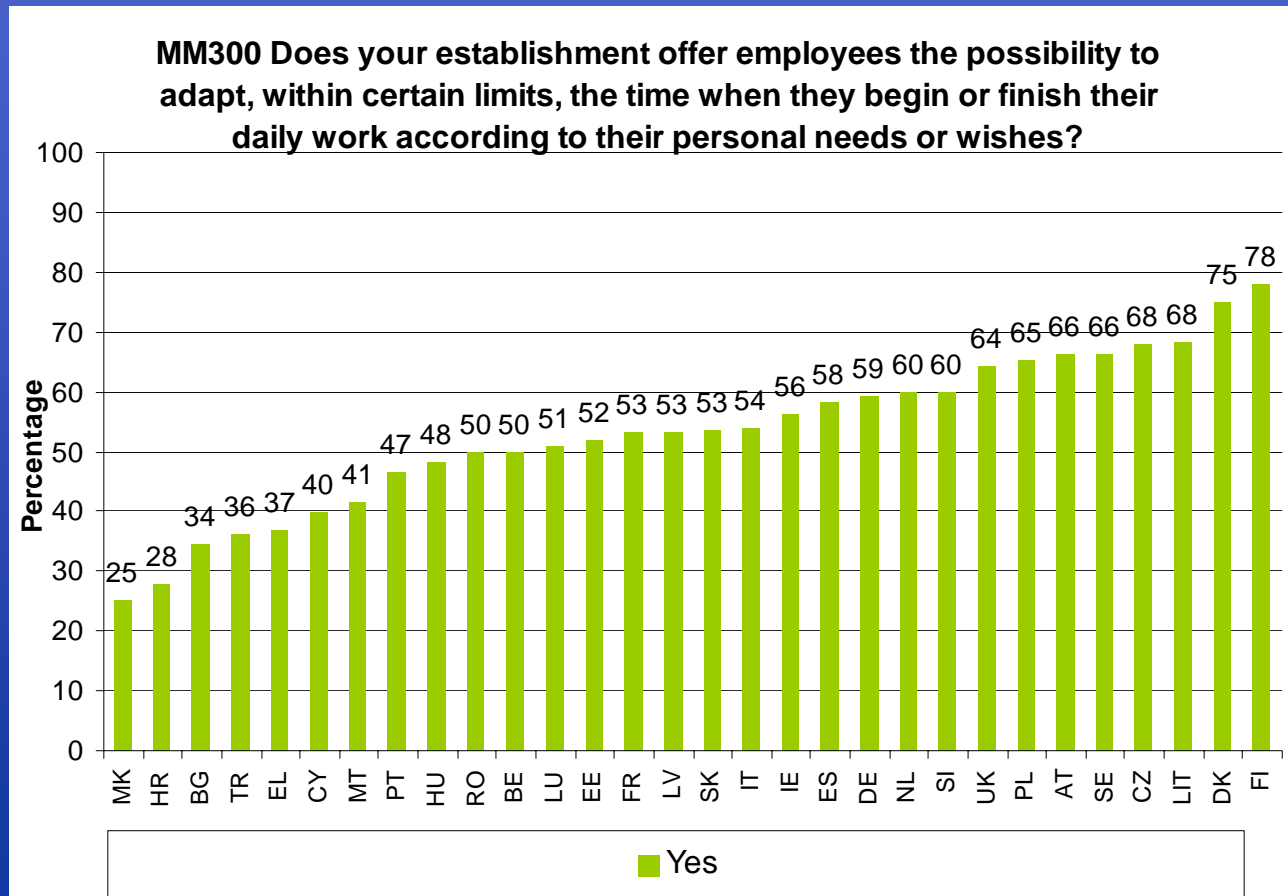


Supervisory staff working part time





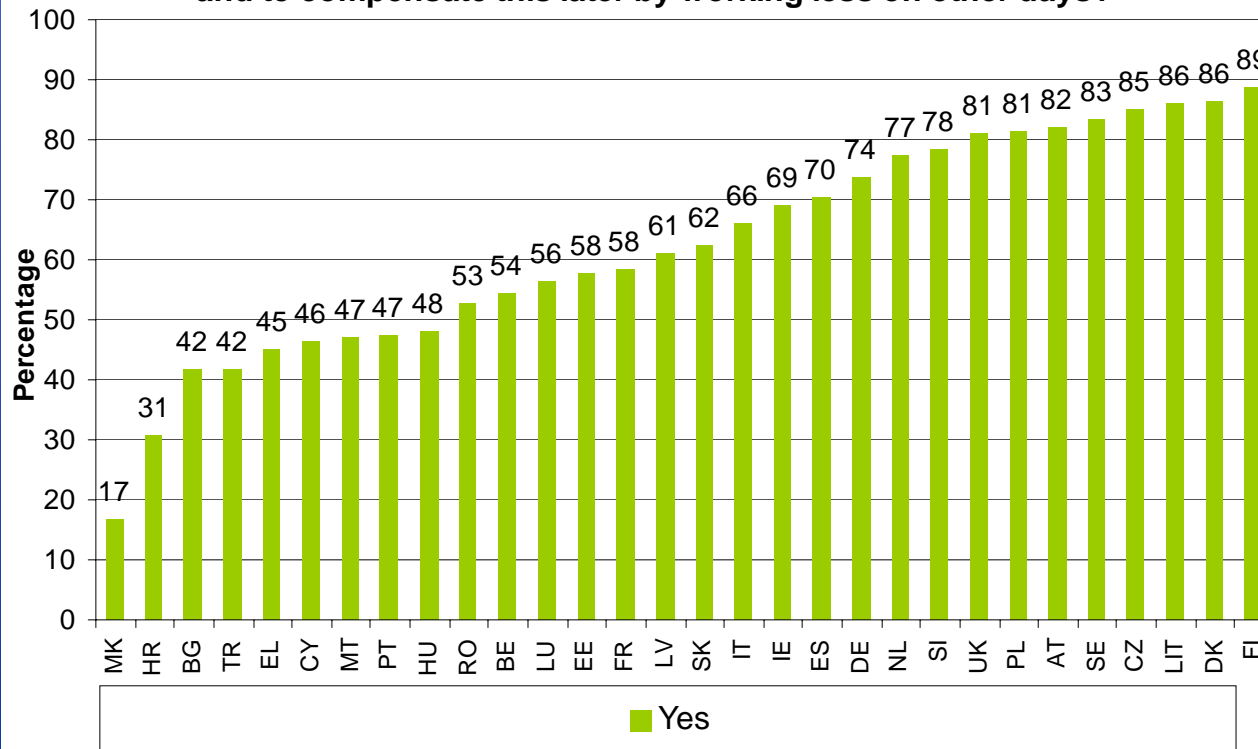
Working time adaption to personal needs.





Accumulation of working hours.

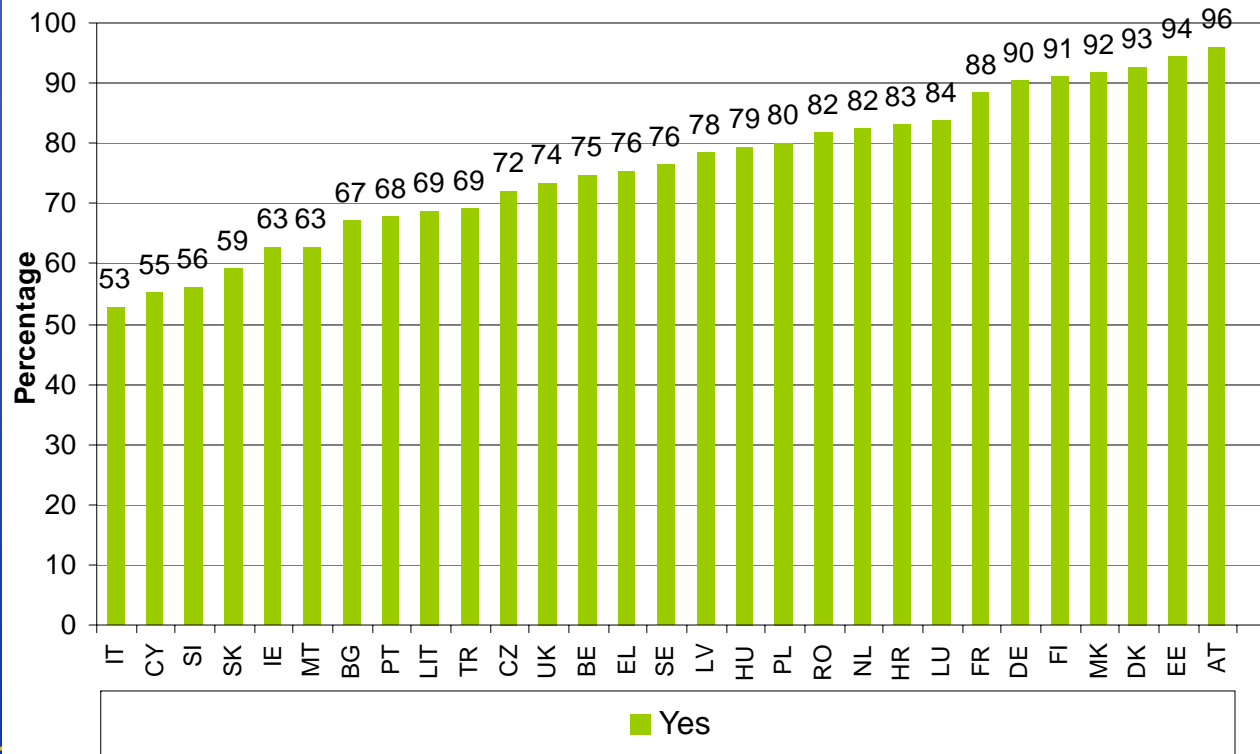
MM303 Does this system of flexible working hours allow employees to accumulate hours, i.e. is it possible to work longer on some days and to compensate this later by working less on other days?





Taking full days off

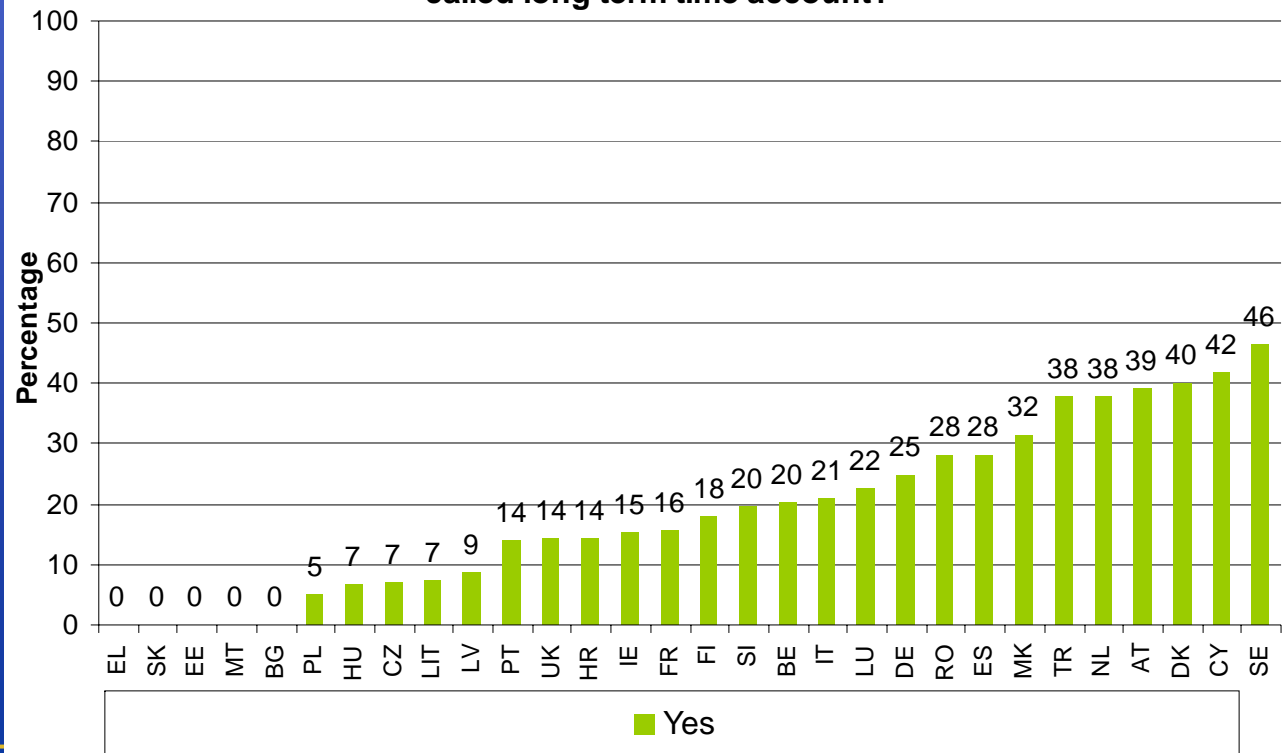
MM304 Is it possible for employees to use accumulated hours for full days off?





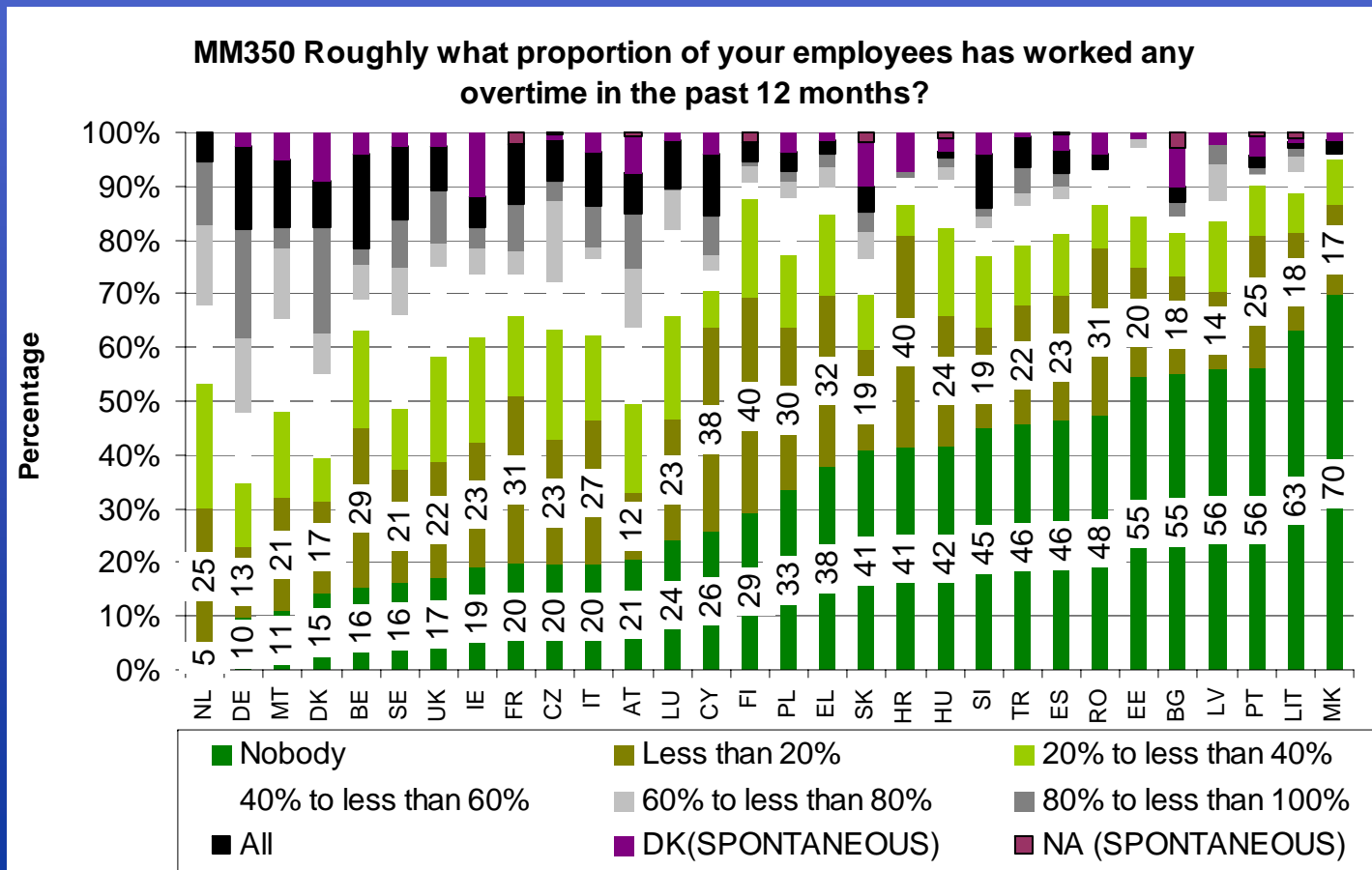
Long term time accounts

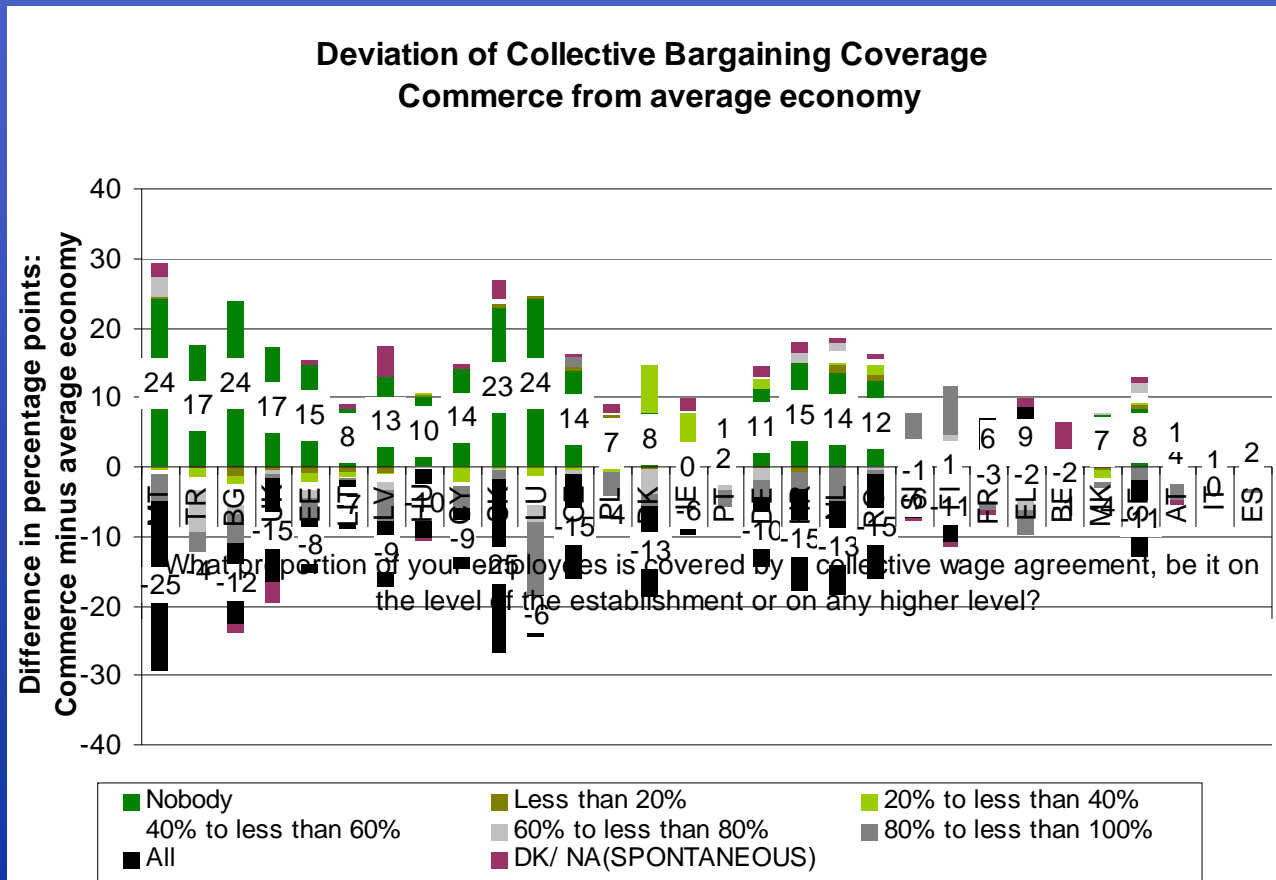
MM305 Does your flexible working hours system allow employees to accumulate hours for periods of more than one year on a so-called long term time account?





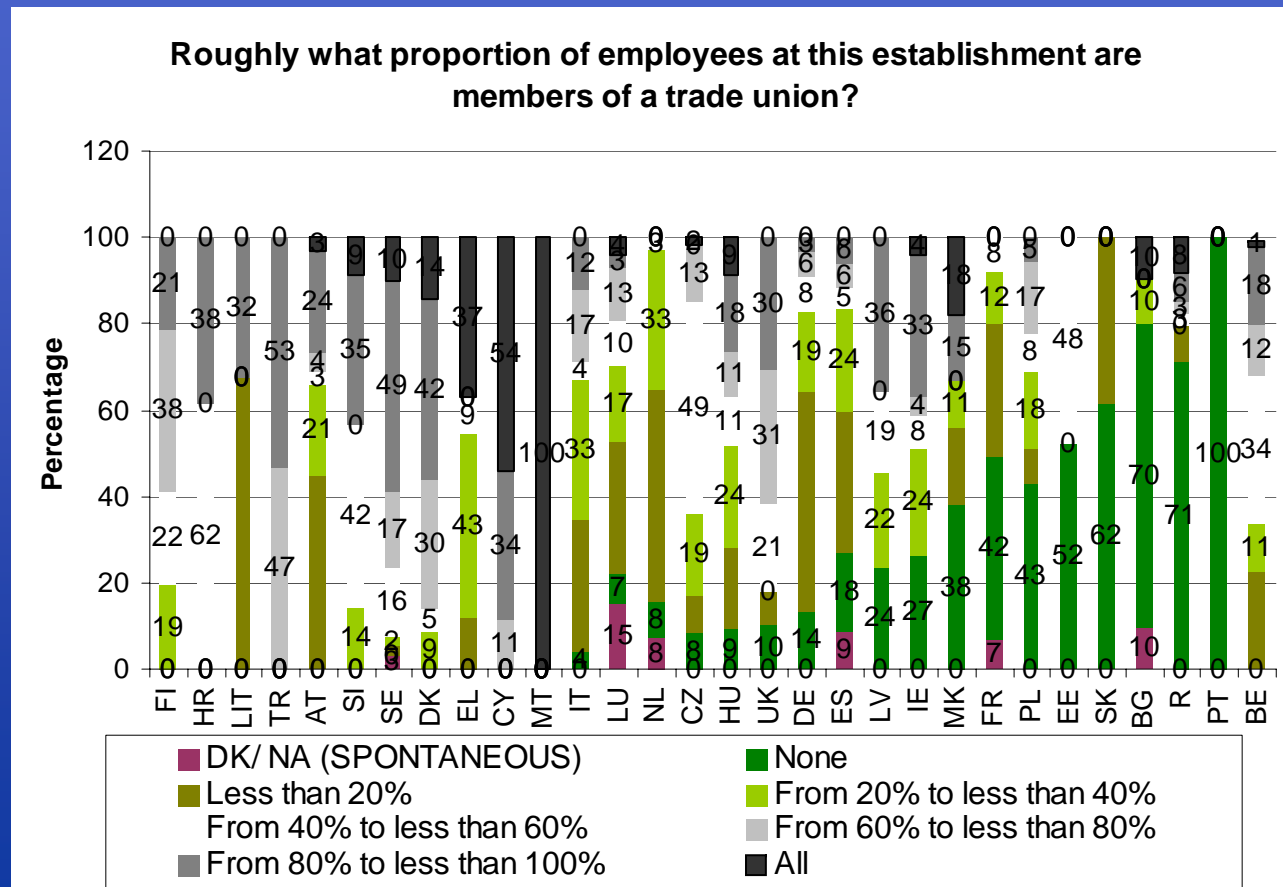
Incidence of overtime







Trade union membership in establishments where an ER interview was conducted.



Figures weighted by number of employees.



Climate of industrial relations, assessed by employee representatives

