

Three decades of working conditions

*Findings of Finnish Quality of
Work Life Surveys 1977–2008*

Anna-Maija Lehto – Hanna Sutela

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Foreword

This is the first report of the findings of the sixth Quality of Work Life Survey that was conducted by Statistics Finland in 2008. The results are analysed through the prism of developments in working life in Finland during the period of over thirty years that is covered by this series of Quality of Work Life Surveys.

The series began in 1977 in connection with concurrent work on social indicators. Over three decades, the Quality of Work Life Survey has found its place as a multi-faceted and reliable descriptor of Finnish work conditions. The goal of the research is to provide information about the state of work life for political decision-making involving labour policies and improvement of work communities. The Quality of Work Life Surveys aim to bring information about how workers feel about their working conditions and how these conditions have changed over time into public discussion. Further, the surveys provide material for various parties engaged in research, training, and communication involving work conditions.

Experts from research institutions, ministries and universities have contributed to the design of individual surveys in the series. The data collection for the 2008 survey was co-financed by the Ministry of Employment and the Economy, the Ministry of Social Affairs and Health, the Finnish Work Environment Fund, the State Treasury (State's work environment fund), the Finnish Institute of Occupational Health, the Finnish Centre for Pensions, the Local Government Pensions Institution, the Centre for Occupational Safety, the Social Insurance Institution, and the Finnish Rehabilitation Foundation. The Quality of Work Life Survey has been carried out in close co-operation with the former Ministry of Labour, current Ministry of Employment and the Economy's annual Working Life Barometer survey that has been carried out since 1990, as well as with numerous other researchers into working life. Since 2000, connections to European Working Conditions Surveys (conducted in the European Union since the beginning of the 1990s) have also been strengthened. Statistics Finland has attempted to respond to society's various information needs through networking with external parties.

The persons responsible for the 2008 Quality of Work Life Survey at Statistics Finland were Senior Adviser Dr. Anna-Maija Lehto and Senior Researcher Hanna Sutela, who also compiled this report. The fieldwork was done by Statistics Finland's interview organisation and interviewers throughout Finland. Researcher Noora Järnefelt has also contributed to the implementation of the survey, and Researcher Anna Pärnänen has assisted in the editorial work. The layout of the publication was produced by Hilikka Lehtonen. We would like to extend our warmest gratitude to all these people and all the external co-operation partners who have made the 2008 Finnish Quality of Work Life Survey possible.

Helsinki, May 2009

Riitta Harala
Director, Social Statistics

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Introduction

This report describes the findings of the Quality of Work Life Surveys over the 30-year period between 1977 and 2008. Therefore, the results actually describe work conditions over four different decades.

The Quality of Work Life Surveys are extensive studies that involve between 3,000 and 6,000 people and cover the entire wage and salary earning population in Finland. Statistics Finland has now carried out six of these studies: in 1977, 1984, 1990, 1997, 2003, and 2008. The surveys have been implemented as personal, face-to-face interviews lasting, on average, a little over an hour. They have included questions about the physical, mental, and social work environment and the employee's experiences of these, about work experiences, labour market position, conditions of employment, occurrence of psychological and somatic symptoms, work motivation, job satisfaction, work orientation, perceptions concerning gender equality and fair treatment, absences from work and reconciliation between work and family life.

Similar questions have been used to inquire about these issues so that data spanning 31 years are now available on the main topics. That said, the survey questionnaire has also been updated somewhat each time to ensure that the survey documents the changes in work life and phenomena as well as possible. Questions on hired labour, mobile work, employees with foreign backgrounds, and various aspects of job satisfaction, among other things, were added to the 2008 survey.

The complete survey series comprises the following:

- Working Conditions Survey 1977: Personal, face-to-face interviews, sample size 7,500 employed persons, 5,778 wage and salary earners in the data. Response rate 91 per cent.
- Working Conditions survey 1984: Personal, face-to-face interviews, sample size 5,000 wage and salary earners, 4,502 persons in data. Response rate 89 per cent.
- Quality of Work Life Survey 1990: Personal, face-to-face interviews, sample size 5,000 employed persons, 3,502 wage and salary earners in the data. Response rate 85 per cent.
- Quality of Work Life Survey 1997: Personal, face-to-face interviews, sample size 3,800 wage and salary earners, 2,979 persons in data. Response rate 79 per cent.
- Quality of Work Life Survey 2003: Personal, face-to-face interviews, sample size 5,300 wage and salary earners, 4,104 persons in data. Response rate 78 per cent.
- Quality of Work Life Survey 2008. Personal, face-to-face interviews, sample size 6,500 wage and salary earners, 4,392 persons in data. Response rate 68 per cent.

The data for the Quality of Work Life Surveys have traditionally been collected during the autumn, but unlike the previous surveys, the data collection for the 2008 Quality of Work Life Survey took place during the spring of 2008. It is difficult to estimate the possible effects that season might have on the results, but no summer employees have been included in any of the surveys conducted in either season. In the case of the latest survey, the fact that the data were collected during spring and the results published late in the year has, however, produced a somewhat contradictory situation that could not have been predicted: dramatic changes took place in the world economy between these times. The results of the 2008 Quality of Work Life Survey still reflect the situation in the spring of 2008, when employment was still growing strongly for the fourth year running and wage earners had faith in the future. But now, at the time of publishing this report, Finland is getting ready to face an economic recession.

This publication also contains some international comparisons. The comparisons have been mainly based on the 2005 European Working Conditions Survey using the material spanning 31 countries that the researchers had at their disposal. The data for the European Working Conditions Survey are collected by the European Foundation for the Improvement of Living and Working Conditions, which is based in Dublin. The Finnish correspondent for this foundation is Statistics Finland. The European Working Conditions Survey has been conducted four times: in 1991, 1995, 2000, and 2005. The website of the Statistical Office of the European Communities (Eurostat) has also been used in the international comparison. Users can filter employment-related data into charts based on their own requirements (epp.eurostat.ec.europa.eu).

The report's graphs and charts depict all wage and salary earners, unless otherwise noted. In many graphs, gender has been used as the background variable. Tables may also employ other kinds of background variables. Appendix 1 contains a more accurate description of the material from the previous Quality of Work Life Survey, non-responses and the survey methods. Appendix 2 contains the Quality of Work Life Survey 2008 interview questionnaire. This questionnaire contains everything included in the survey.

Structural changes in the wage and salary earning population

Changes in working conditions and the way in which people feel about these changes are easier to understand when the changes that have taken place in the structure of the labour force are known. On the other hand, it is necessary to understand how the wage and salary earning population is divided statistically in Finland or what kind of a statistical change has taken place in the structure in order to adapt theories regarding work life changes into the Finnish context. Understanding structural changes also helps when using data that have been gathered internationally and when interpreting the responses of Finns to these surveys.

The number of the people making up the studied population, i.e. wage and salary earners, has varied quite considerably in the surveys since 1977. These variances have typically coincided with economic downturns. The following table 1 describes the populations in various rounds of the survey according to gender. The figures are from Statistics Finland's Labour Force Statistics and they depict the yearly averages (in thousands of people).

When examined by gender, the majority of Finland's wage and salary earners are currently women. In the spring of 2008, when the Quality of Work Life Survey was last conducted, there were 1,100,000 female and 1,093,000 male wage and salary earners. Thus, there were 17,000 more female than male wage and salary earners (Labour Force Statistics, 1st and 2nd quarter averages, 2008.) The table 1 shows that women overtook men as early as 1990. However, in 1997, during the upturn following the recession of the 1990s, men overtook women again and became the largest group of wage and salary earners for a brief time. However, ever since then, there have been more women wage and salary earners than men.

There have been quite significant **changes in the occupational structure** in Finland. When we talk about contemporary working life and its employees, the group referred to is quite different from the one of just a few decades ago.

**Table 1. Wage and salary earners by gender 1977–2008.
According to Labour Force Survey.**

	1,000 persons		
	Total	Women	Men
1977	1 823	872	950
1984	2 035	998	1 037
1990	2 116	1 061	1 056
1997	1 846	922	925
2003	2 061	1 037	1 024
2007	2 178	1 103	1 075

The most evident change in the occupational structure of wage and salary earners during the past 30 years is a reduction in manufacturing work (Figures 1, 2, 3). The share of manufacturing work has decreased from 29 to 14 per cent. Correspondingly, the fields of health care work (from 6 to 11 per cent), social care work (from 2 to 6 per cent), technical and scientific work (from 8 to 12 per cent) and commercial work (from 7 to 11 per cent) have been growing.

Figure 1. Wage and salary earners by occupation
Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008

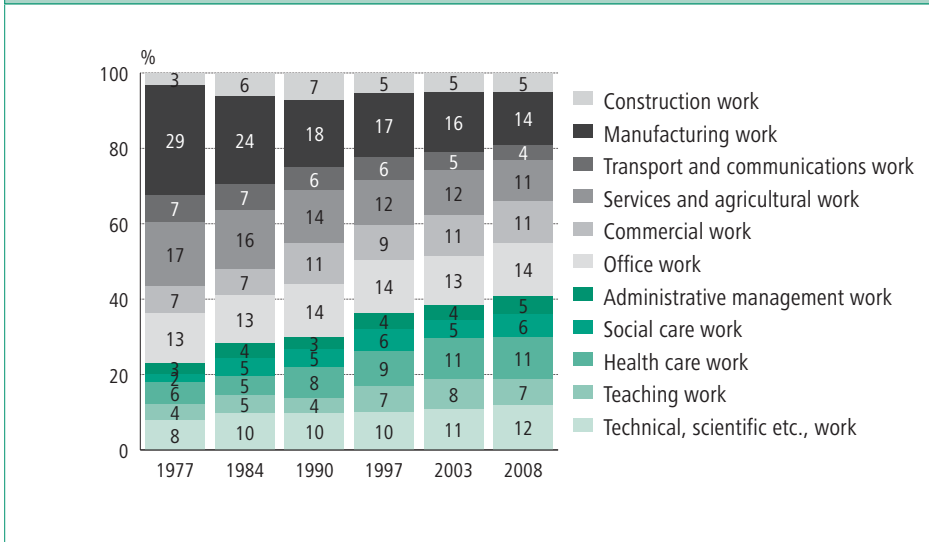


Figure 2. Female wage and salary earners by occupation
Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008

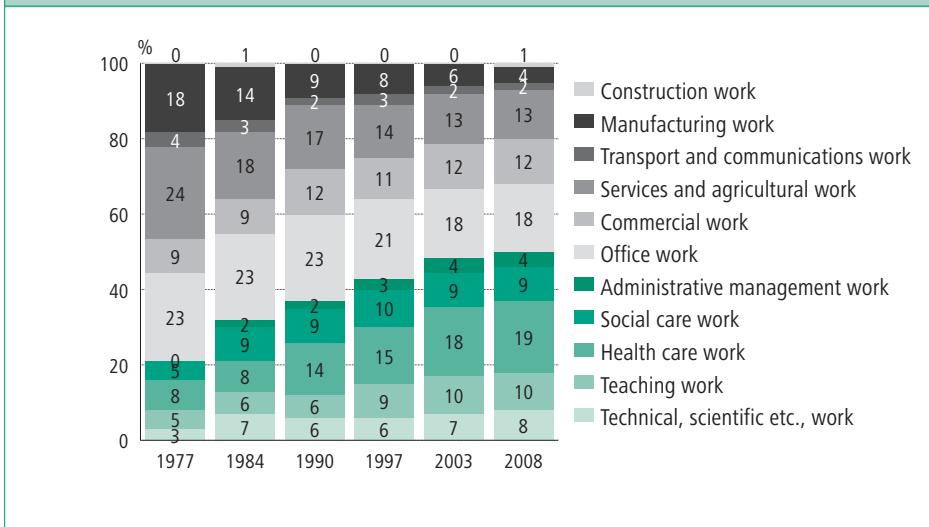
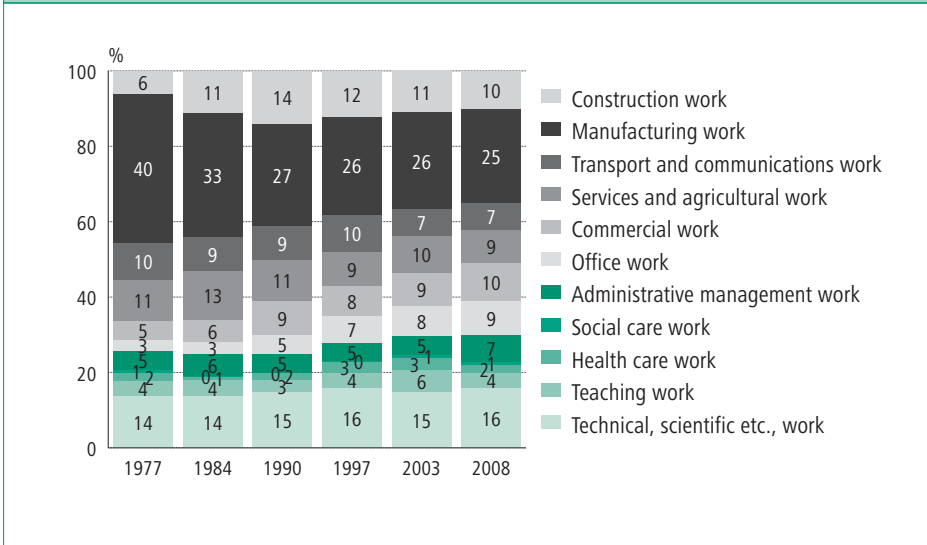


Figure 3. Male wage and salary earners by occupation
Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008



In Finland, women are hardly ever associated with industrial work anymore. Over this period, their share in it has fallen from 18 to 4 per cent. Even the share of office work has fallen. Similarly, in the services sector, work has clearly decreased in the cleaning field. In the past thirty years the growth fields for women have been health care work, social care work, and teaching work.

Manufacturing work has also seen a decrease among men (from 40 to 25 per cent). However, the shares of other professions have grown steadily. Commercial work, office work (including, for example, IT work), and technical and scientific work have all increased somewhat since the 1970s. There has been strong fluctuation in construction work, which reached its peak in the early 1990s.

When examining the **employer sectors**, the public sector has been an extremely significant employer of women, especially in the Nordic countries. In Finland, the public sector provides a wide range of services from education and health care to children's daycare and social services, which are all almost exclusively provided by the central and local governments. In the Nordic countries, the public sector has been an especially important employer of women as it has offered both job opportunities and the services required by wage and salary earning women. While approximately one-third of all wage and salary earners in Finland work for the public sector, the proportion among women is nearly one-half (Figures 4, 5, 6).

As shown in Figure 4, more than one-third (35%) of all wage and salary earners, and nearly one-half (47%) of women work in the public sector. The significance of a group this large should not be overlooked when discussing Finnish work life. For this reason, the division of sectors plays a central part in this report when analysing the various aspects of work conditions based on background variables.

Figure 4. Wage and salary earners by employer sector
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

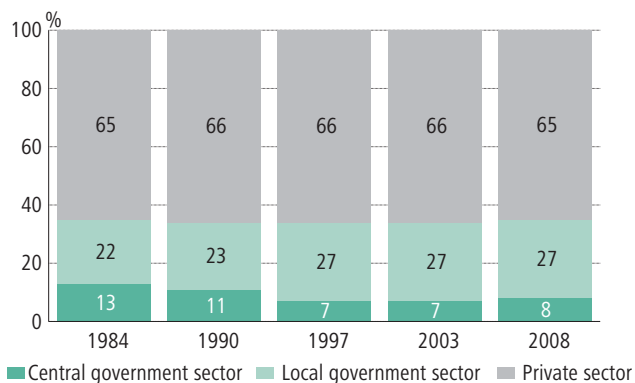


Figure 5. Female wage and salary earners by employer sector
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

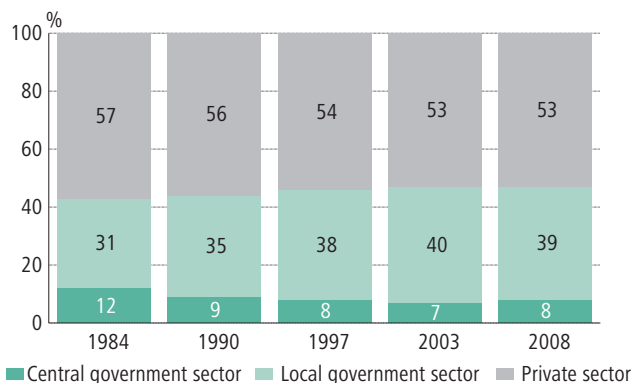


Figure 6. Male wage and salary earners by employer sector
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

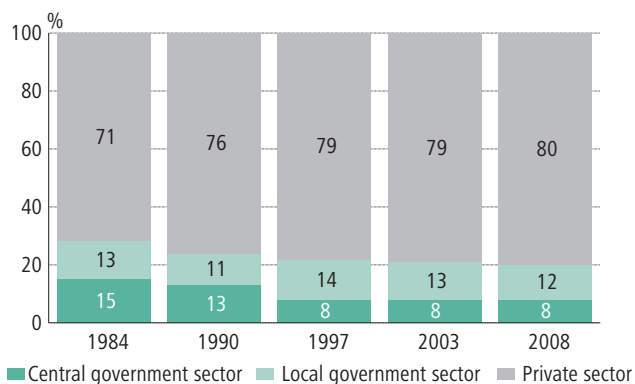


Figure 7. Wage and salary earners by socio-economic group
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

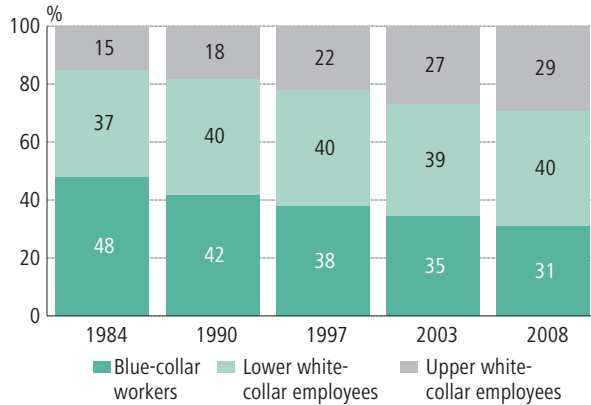


Figure 8. Female wage and salary earners by socio-economic group
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

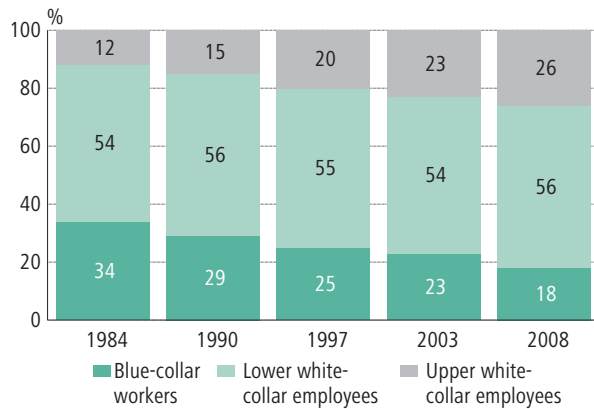
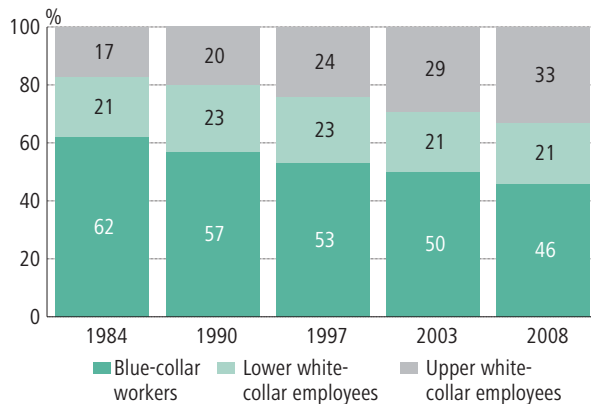


Figure 9. Male wage and salary earners by socio-economic group
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



The change in the occupational structure has also signified a change in the **socio-economic groups** and an increase in white-collar wage and salary earners. In Finland, the proportion of blue-collar workers has fallen from nearly one-half (48%) to less than one-third (31%) in 25 years (Figures 7, 8, 9). For female wage and salary earners, the drop has been from about one-third to less than one-fifth. Nearly one-half of men are still part of this group. The male and female groups of blue-collar workers are very different. Typical female occupations in this group are various service sector jobs, such as cleaning. For men, typical blue-collar jobs include industrial and transport work, guarding jobs and warehouse work. The proportion of upper white-collar workers has grown significantly among both women and men, but slightly more among women. At the moment, 45 per cent of upper white-collar workers are women. However, women only comprise 29 per cent of those in management positions (Labour Force Survey, 2007).

The change in the **educational structure** of Finnish wage and salary earners has been phenomenal. In 1977, 55 per cent of all wage and salary earners had no training beyond basic education. This proportion stands at only 14 per cent today (Figures 10, 11, 12). The rise in the educational level is also typically one of the issues that is overlooked when discussing changes in work life. The issue is often neglected in not only national reviews and forecasts dealing with work life but also in the operations at the workplace.

In 1977, 43 per cent of female wage and salary earners had some form of educational qualification beyond the basic level of education. In thirty years, this proportion has risen to 87 per cent. There has also been a significant rise in education level among men, but this rise has been faster for women. The proportion of men who have an educational qualification beyond basic education has risen from 47 to 84 per cent. The more rapid rise of women's educational level is also visible in the figure for tertiary qualifications. According to the new classification, the proportion of male wage and salary earners is 35 per cent whereas for female wage and salary earners the figure is 46 per cent.

The educational level of people in Finland – especially women – is very high by European comparison. Figure 13 shows the educational levels of various age groups of working-age people in Finland and the EU27 countries who can be considered to have completed their education. According to the 2007 labour force statistics, the proportion of women aged 25 to 64 with tertiary level educational qualifications was 30 per cent in the EU27 countries and 47 per cent in Finland. The proportion is also much higher for Finnish men than the EU27 average among men (35% vs. 26%) (Eurostat statistics).

As outlined above, the most obvious change in the structure of wage and salary earners has been the movement towards white-collar jobs and a higher level of education. The changing age structure, or ageing, of wage and salary earners is also often discussed. This ageing has been very obvious in the Quality of Work Life Surveys. Table 2 shows the change in the average age of respondents. In the 1980s, the average age was still only rising slowly. After all, this figure is influ-

Figure 10. Wage and salary earners by level of education
Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008

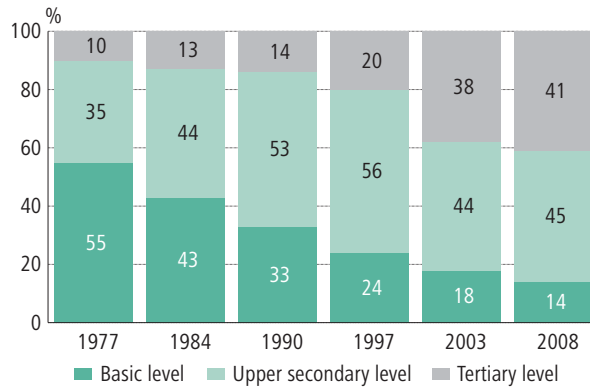


Figure 11. Female wage and salary earners by level of education
Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008

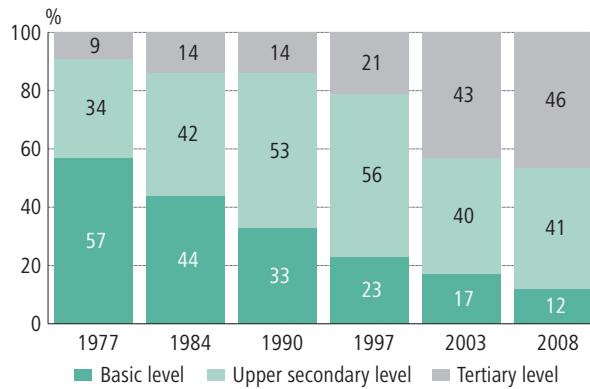
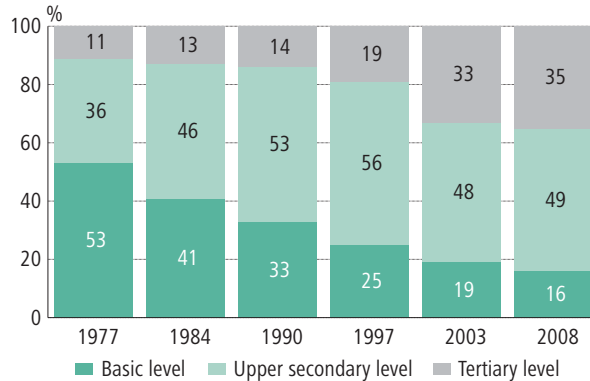
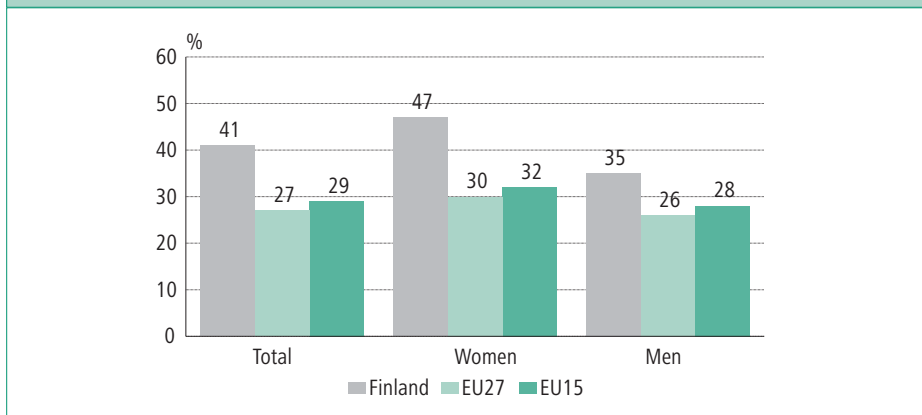


Figure 12. Male wage and salary earners by level of education
Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008



Figures 10–12: From 2003 according to revised classification of education

Figure 13. The proportion of tertiary level educational qualifications
25–64 year old employed persons. The European Labour Force Survey 2007



enced by people entering and leaving the labour force. During the 1990s, the speed of ageing accelerated, and over a period of a little more than 10 years, the average age rose by four years and, in the case of women, by five years. During the 2000s, the average age of wage and salary earners has continued to rise steadily.

Table 2 also shows the change in the employment rate of ageing people (55 to 64 year olds). The employment rates provide a partial explanation as to why the average age rose slowly at the beginning of the survey series: the participation of ageing people in work life decreased significantly in the early 1990s. On the other hand, the recession of the early 1990s also increased the proportion of young people who were full-time students. For this reason, the average age did not go down quite as much as one might have expected considering that older age groups were exiting the labour force. Following the recession, we have witnessed an enormous increase in the employment rate of people aged over 55. During a period of 10 years, it has gone up by over 20 percentage points, and the figure is even higher for women.

Table 2. Average age of wage and salary earners and employment rates of ageing people by gender

	According to Quality of Work Life Surveys			According to Labour Force Surveys		
	Average age			Employment rate of 55–64 year olds		
	All	Women	Men	All	Women	Men
1977	36.2	36.6	36.0	46.1	39.1	54.9
1984	36.8	37.1	36.5	46.2	43.1	49.6
1990	37.3	37.4	37.2	42.5	39.4	46.1
1997	39.7	40.1	39.1	35.8	33.8	38.0
2003	41.6	42.1	41.1	49.6	48.3	51.0
2008	42.2	42.7	41.6	56.4	55.8	57.0

Change in the importance of work

It was widely forecast in Finland, particularly in the 1980s, that the importance of paid work would diminish. Up until then, strong commitment to work had been a characteristic of the Finnish wage and salary earning population. This subject has been studied in the Quality of Work Life Surveys by asking respondents to rate the importance of different aspects of life. These aspects are gainful employment, home and family life, and leisure time hobbies. The graphics related to this (Figures 14 and 15) illustrate the change in the **importance of different aspects of life** since 1984.

The decline in the importance of gainful employment was as predicted throughout the 1980s. However, this trend did not continue in the 1990s and the importance of work for people clearly grew. The 1997 survey showed a new upswing in the importance of work, after which the importance declined somewhat during the 2000s. In 2008, the decline in the importance of gainful employment is clear. According to the latest Quality of Work Life Survey, only 54 per cent of wage and salary earners rate their work as a very important aspect of their life. So far, this is the lowest percentage since 1984. The most recent increase in the importance in the 1990s was most likely related to the economic recession and the fact that it was more difficult to find work, which affected people's perceptions of the importance of work.

The difference between the way in which women and men rate gainful employment as a very important area of life was greatest during the first Quality of Life Survey, when it was 14 percentage points. In the latest survey that was carried out in 2008, this difference shrank to a mere three percentage points. For men, the overall trend is that the importance is decreasing. For women, the im-

Figure 14. Gainful employment very important life content
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

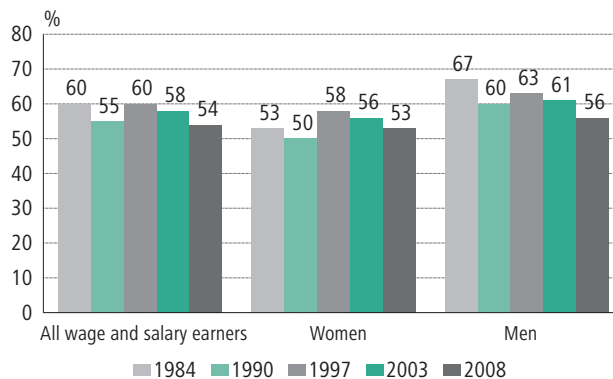
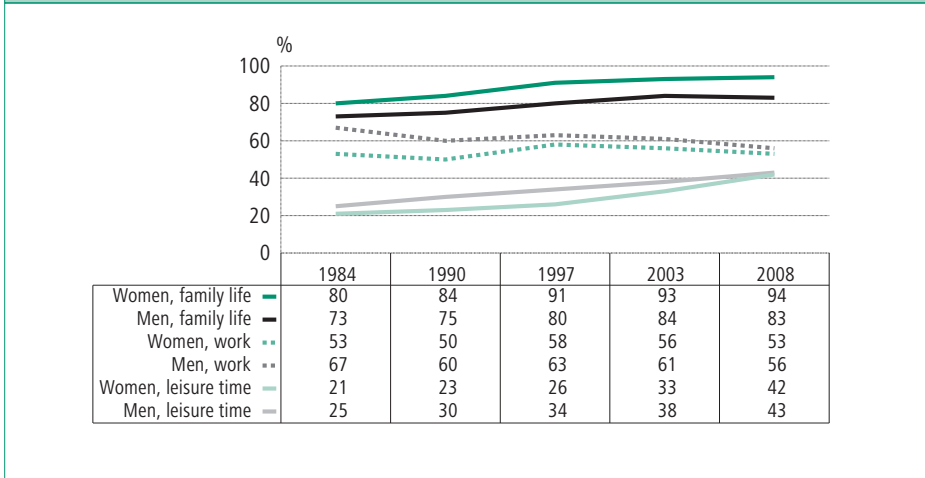


Figure 15. Importance of different areas of life. Regards as very important.
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



portance of work in their life has varied with the importance in 2008 matching that reported in 1984.

The decline in the importance of work has happened at the same time as the importance of home and family life in people's lives has risen by over 10 percentage points over the time period since 1984. Home and family life was considered a very important aspect of life by 86 per cent of respondents in the previous survey of 2003, whereas the figure stands at 89 per cent now. For women, the percentage has gone up (91% vs. 94%) whereas for men it has slightly decreased from 84 to 83 per cent. Naturally, the importance of home and family life is greatest when there are children in the family (Sutela 2007b). When looking at the various age groups, in 2008, nearly all 35- to 44-year-old women (96%) considered home and family life to be a very important area in their life with 86 per cent of men feeling the same.

Of the aspects of life mentioned in the survey, leisure time seems to have become significantly more important for both genders. The opinion of women has become more similar to that of men in this regard, with the percentages being around 20 per cent higher now than 25 years ago (women 21% vs. 42%, men 25% vs. 43%).

A surprising result of assessing the importance of gainful employment is that it is not the highly educated upper white-collar workers, who are known to work the longest hours in Finland today, who value their work the most. According to the results, work is valued most by those wage and salary earners who have only a basic educational qualification and who do blue-collar work in industrial, manufacturing, or service fields. Their relative number is the lowest among the highly educated. This division has not changed from the results of the previous surveys in 1997 and 2003.

A similar development to the one seen in the importance of gainful employment is also evident in the answers to the question on **how important or significant the respondents regard their current work** (Figure 16). These data also shows a slight decline at the turn of the 1980s and 1990s, after which the appreciation of work clearly rose, first due to the recession, after which the rise just continued, but has now fallen slightly again. Out of all wage and salary earners, 40 per cent consider their work to be very important. The change in the way the current job has increased in importance has been more marked for women than men. The latest decline also mainly involves men.

The appreciation of current work by the various wage and salary earner groups is very different from the appreciation of gainful employment as an important aspect of life. Placing high value on one's own work is concentrated among highly educated employees, and among occupations involving human interaction, such as teaching, health care and social care services, whereas wage and salary earners in manufacturing do not regard their own work as important or significant. According to the latest survey, 66 per cent of people working in the education field, 61 per cent of people working in the health care field, and 71 per cent of people working in the social care field considered their work to be very important and significant. Out of these fields, the decrease in the appreciation of own work when compared with 2003 has been rather clear in the health care field (69% vs. 61%), which most likely is an indication of more difficult work conditions and employees growing more cynical about their situation. The fall is equally large for men and women. The importance of manufacturing work, which has been regarded the least important, has further decreased (28% vs. 23%).

Figure 17 depicts the change in the importance of work based upon responses to the question about **what is most important in your work, pay or content?** The results show that in all of the surveys the content of work has been more important for women than for men. Correspondingly, men value pay more. For both

Figure 16. Regards own work as very important and significant
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

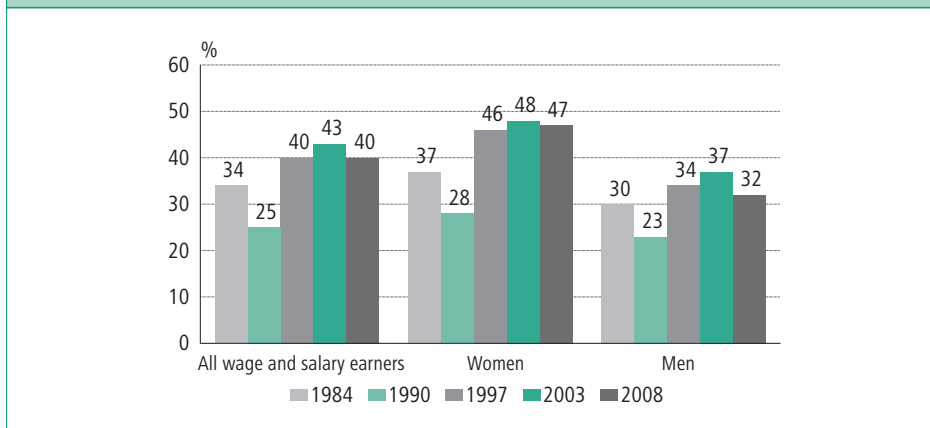
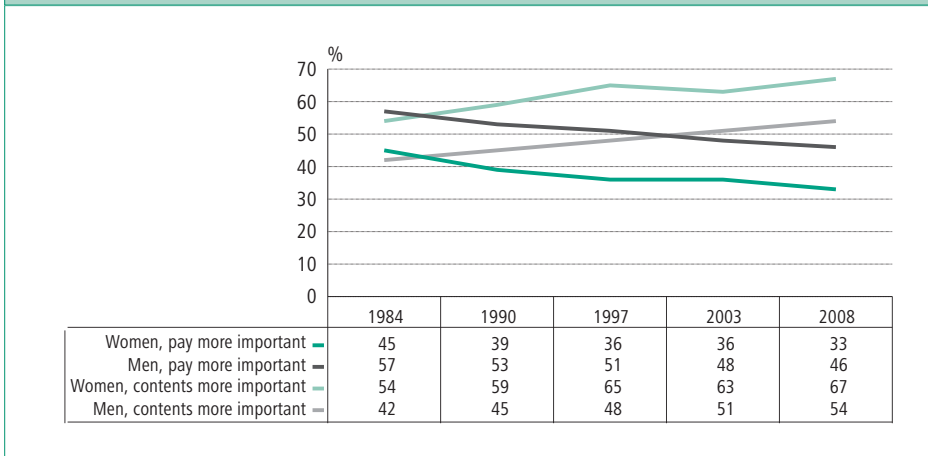


Figure 17. Pay or contents more important in work?
*Definitely or slightly more important. Quality of Work Life Surveys
 1984–2008*



genders, the changing trend shows that the content of work has become more important and the importance of pay has diminished.

Being pay-oriented is clearly tied to the quality of work, as 32 per cent of those working in manufacturing jobs consider pay to be definitely more important than content of work, whereas the average for all wage and salary earners is 13 per cent. There are also clear differences between educational levels: only five per cent of those with a tertiary education degree consider pay to be definitely the most important thing, whereas for the people with a basic level of education the share is 22 per cent. In other words, those who get paid more value their pay less than others, or then at least they claim that the content of work is more important to them. The trend depicts the change in the educational structure of the respondents, the general rise in educational level. Furthermore, it is also possible to see a development in attitudes where the work itself has turned into the main source of motivation instead of the pay (see, for example, Siltala 2004). The development of the content of work has played a major role in this.

Labour market position

The changes in labour market position are examined based on years of work experience, career changes, mobility between occupations and jobs, and membership in trade unions. **Wage and salary earners' work experience measured in years** has gone up steadily since 1984 (Figure 18). This is linked to the ageing of the wage and salary earning population. One should, however, note that women's work experience has increased more than men's, which is linked to the increasing commitment of women to working life. Among all wage and salary earners, the average amount of work experience in years is 20.9 years.

By international comparison, it is quite rare that there is hardly any difference between women and men in the average work experience: women have, on average, 20.5 years and men 21.2 years of work experience. Comparisons with other countries can be made, for example, by using the data from the previous European Working Conditions Survey (EWCS 2005). Situations similar to the one in Finland are more common in the new EU Member States where women have taken part in work life for nearly as long as the men. On the average, exclusive of time spent on training, women had 18.9 years and men 20.3 years of work experience in the EU27 countries in 2005. In the old Member States, there are still clear differences between men and women in the length of work experience. On the other hand, one should keep in mind that in Finland and also in the new Member States, women usually work full-time. In the old Member States, such as Sweden (both figures around 20 years), where there does not appear to be a difference in the work experience between genders, a lot of women work part-time.

The results regarding the **number of occupations during life** depart somewhat from the hypothesis (Figure 19). The proportion of the wage and salary earning population that has always worked in roughly the same sort of an occupation has unexpectedly increased slightly. The trend seems to point to the fact

Figure 18. Years of work experience by gender
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

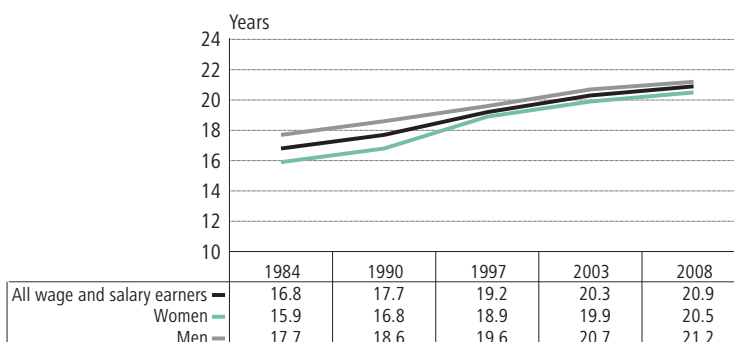
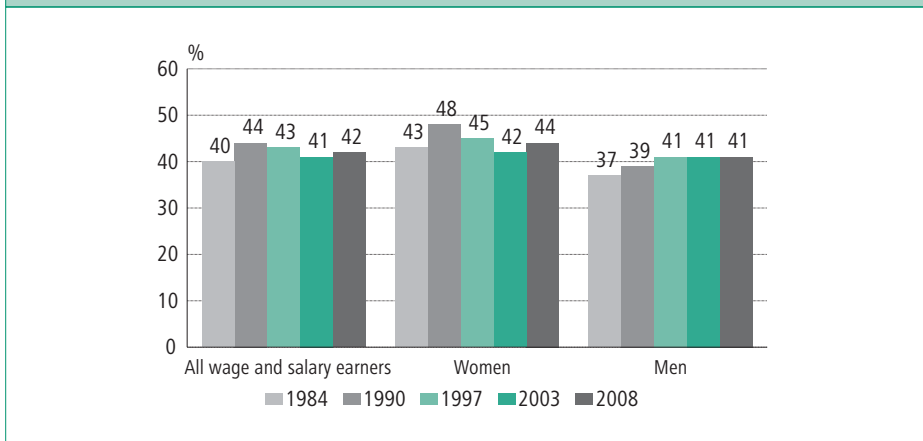


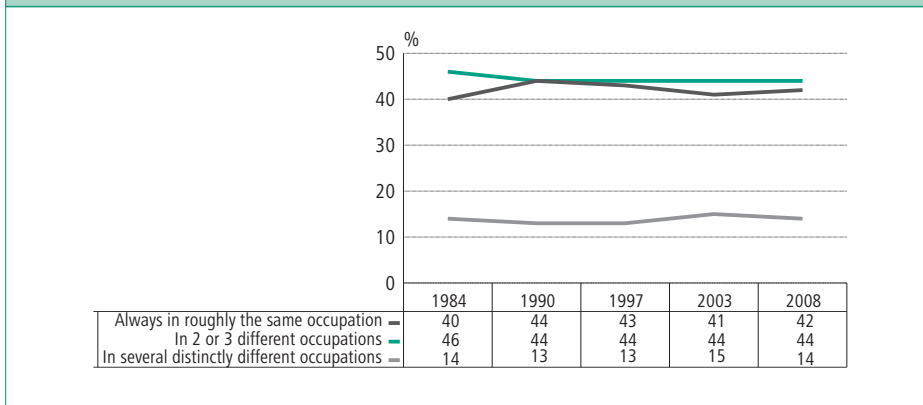
Figure 19. Always in roughly the same occupation
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



that the number of occupations is increasing for women as well. Another figure on the same subject shows that the proportion of those who have worked in several clearly different occupations has remained quite unchanged during the survey series, varying between 13 and 15 per cent (Figure 20). The proportion of those who have worked in two or three different occupations has also remained quite constant.

Claims that people have to change occupations several times during their lives do not seem to be supported by these findings. However, the concept of changing occupation is quite vague: a person might retain the same professional title but their work might involve different tasks. Other findings of this survey tell of considerable changes in tasks and work tools, which is especially evident in the adoption of information technology. Because of the vagueness of the concept

Figure 20. Number of occupations during life
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



of change in occupation, the Quality of Work Life Surveys have used a this very rough classification of occupational experience.

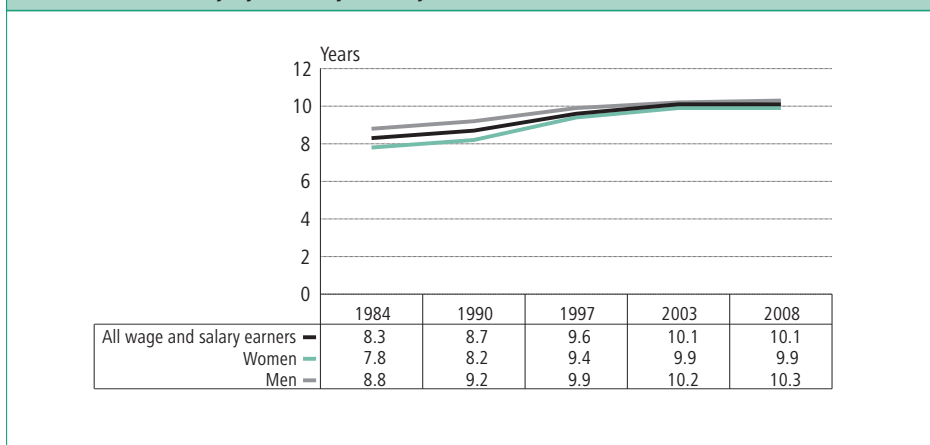
Although uncertainty in work life increased in the 1990s, employment relationships have become more permanent. In other words, there are fewer people changing jobs and there is less mobility than there was in the period before the recession. The average **length of employment** is already more than ten years (10.1), while the average from the 1984 Quality of Work Life Survey was 8.3 years (Figure 21).

While the length of employment relationships has grown, the differences between women and men have also decreased. The current job has lasted on average 9.9 years for women and 10.3 years for men. This fact actually contradicts the popular notion in discussions on labour market position on an increase of all sorts of labour mobility (Beck 1992, Suikkanen et al. 2002, Vähämäki 2007). This same kind of permanence is also evident from the previous figure regarding occupational changes. The proportion of wage and salary earners who have always worked in roughly the same occupation has remained the same.

The length of time spent at one job increases the older people get, in the same way that the years of work experience do. Therefore it is only natural that as the wage and salary earners get older, the length of their employment relationships will also increase. The increase of fixed-term employment relationships in the past few decades is, however, having the opposite effect. For this reason, it is quite surprising that the lengths of time spent working for a single employer are this long. Job loyalty is apparently still strong among those who retain their jobs. It also depicts a way of working that is completely different, for example, than the one in the USA where constant mobility, including voluntary job changes, is much more common on the labour market. (Sennett 2006, Florida 2002, Rifkin 2004).

Based on the European Working Conditions Survey, the length of employment relationships in Finland is quite similar to the European average. According

Figure 21. Length of time in same job
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



to this survey conducted in 2005, the average length was 10.8 years in Finland and 10.2 years in the EU27 countries. Out of the old Member States, Great Britain (7.5 years), Ireland (8.1 years) and Denmark (8.1 years) have lengths of employment that are clearly different from the average. This is logical in that the labour market model in these particular countries (weaker protection of employment relationships) does seem to lead to greater mobility among the workforce.

According to the respondents' views, **the likelihood of finding a new job** has clearly improved from the previous survey, as the number in spring of 2008 was greater than it had ever been since 1984, when the question was asked for the first time (Figure 22). Now (in the spring of 2008) 41 per cent believe that they have good chances, while the percentages have only been 23 and 30 in previous surveys. According to the Ministry of Labour's Working Life Barometer survey, the belief in getting a new job that corresponds to the respondent's expertise hit rock bottom in the recession year of 1993 (Ylöstalo 2003).

The likelihood of getting a new job is a factor depicting labour market position that age has a significant effect on. As one gets older, the belief in one's ability to change jobs will weaken radically. The estimate of the chances of getting a job have improved steadily in all age groups compared with the last survey, but in the group of young men (15 to 24 year olds) the growth would seem to be especially strong (from 46 to 67 per cent) (Table 3).

Following the dramatic weakening of the employment situation after 1990, it is logical that **trade union membership** has increased, as membership has a significant impact on the size of the daily unemployment allowance (Figure 23). Currently it is more common for women (77%) to be a member of a trade union than it is for men (69%). Membership of trade unions increased in the 1990s, especially among women, but has since fallen steadily as has the membership rate of men. In 2008, 74 per cent of all wage and salary earners belonged to a trade union. This is still a very high number by international comparison.

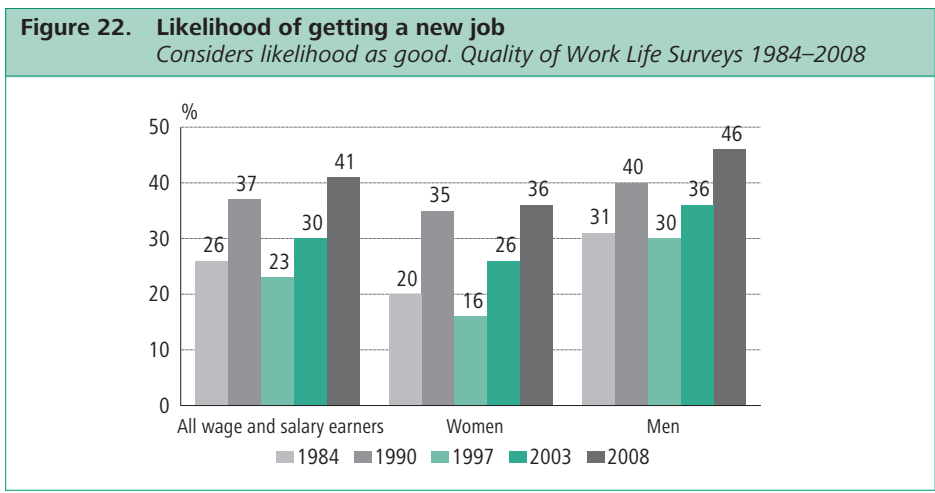
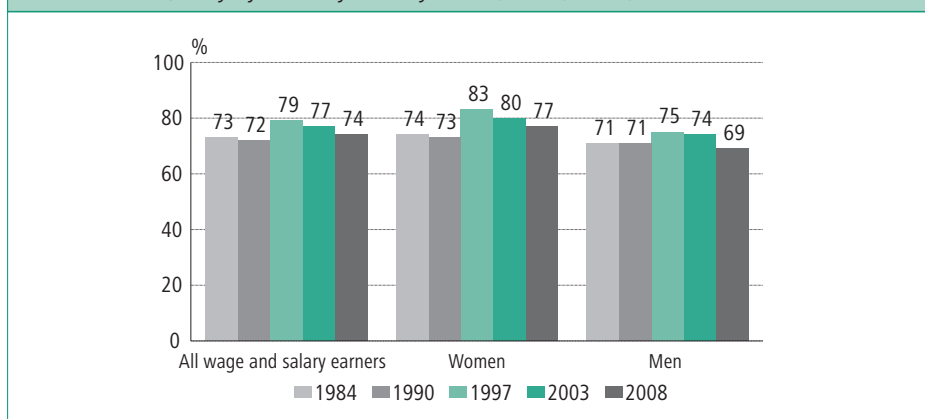


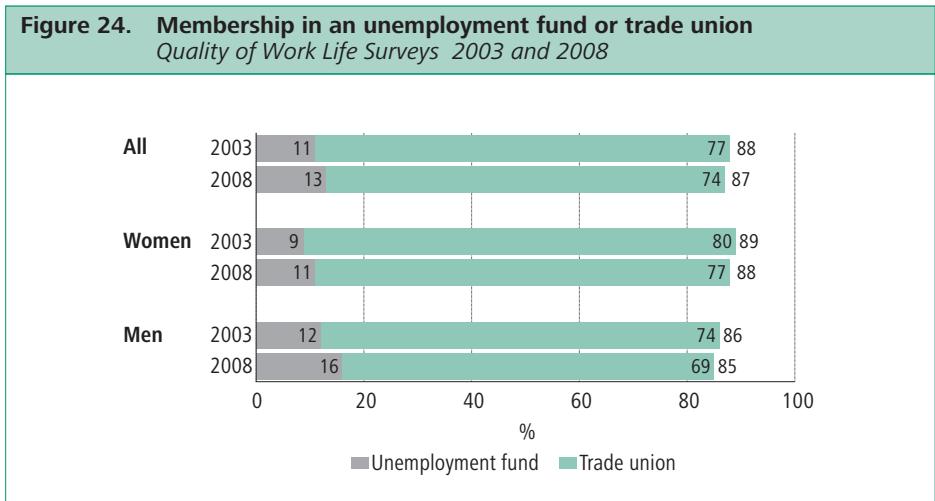
Table 3. Good likelihood of getting a new job 1990, 1997, 2003 and 2008

Age group	Total				Women				Men			
	1990	1997	2003	2008	1990	1997	2003	2008	1990	1997	2003	2008
Total	37	23	31	41	35	16	26	36	40	30	36	46
15–24	53	36	47	61	52	31	48	56	54	41	46	67
25–34	50	41	48	60	48	32	46	58	52	50	50	63
35–44	37	22	37	50	32	14	30	44	41	30	45	56
45–54	19	10	19	28	18	7	15	25	20	14	23	31
55–64	8	4	11	17	9	3	7	14	7	5	15	20

Figure 23. Member of trade union*Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008*

As can be expected, trade union membership increases with age. It is slightly more common among those with higher education than others, and in the public sector (87% and 86%) than it is in the private sector (67%). Regarding differences between occupational groups, membership of trade unions is most common in the health care field (86%) and least common in commerce (60%). The type of employment relationship makes a difference in the case of men in fixed-term employment, where only 57 per cent are members of a trade union, and men with permanent employment, where 75 per cent are trade union members. Among women the differences are not that clear. Out of fixed term employees, the proportion is 74 per cent and out of permanent employees, it is 78 per cent.

In recent years, **membership in an unemployment fund** has increased as an alternative to trade union membership. Unemployment fund membership rates have been studied in the surveys since 2003. The figure (Figure 24) shows that while trade union membership rates have gone down somewhat in the past years, membership of just the unemployment fund has gone up. Currently 13 per cent of all wage and salary earners are members of an unemployment fund,



these being 16 per cent of men and 11 per cent of women. When these figures are combined, 87 per cent of wage and salary earners are members of a trade union or unemployment fund. This is merely one percentage point less than the figure in 2003 (88%).

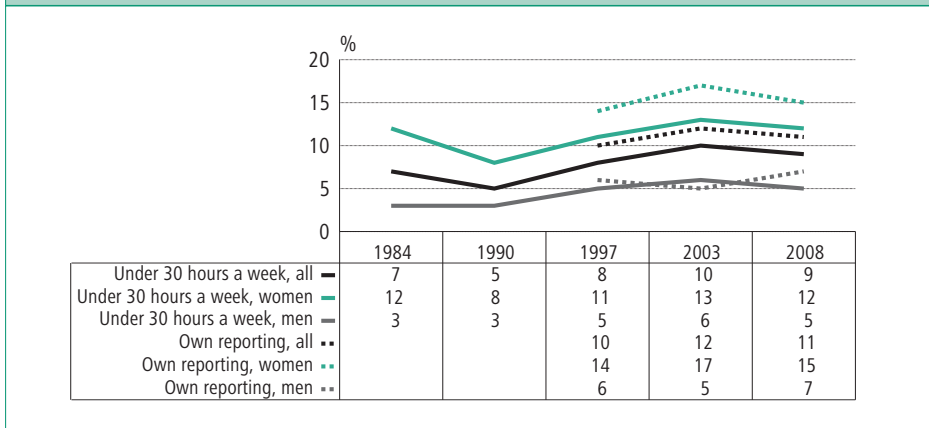
Different types of employment relationship

Part-time work

The information in the Quality of Work Life Survey that deals with part-time work and reasons for carrying out part-time work is gathered from Labour Force Statistics. In the 1984 and 1990 surveys, part-time work was defined according to the 'normal weekly hours' concept, meaning that wage and salary earners working under 30 hours per week were classified as part-time employees. From 1997 onwards, there have also been data on employees' own perceptions about whether they work part-time or not. Figure 25 shows the proportion of people who work less than 30 hours per week since the 1984 survey, and the proportion of people who are of the opinion that they work part-time, starting from 1997. Please note that the number of people, who, by their own admission, work part-time, is somewhat larger than the number of people who work less than 30 hours per week. When you compare the time line in Figure 25, the popularity of part-time work seems to have gone down in the late 1980s but then regained popularity following the survey of 1990. By both definitions, the growth seems to have levelled off following the survey of 2003.

The Labour Force Survey inquires about the reasons for working part-time, and this information is also available for the Quality of Work Life Survey. The interview technique changed somewhat in 2008, so the latest results are not directly comparable with the previous years. They do, however, give us an indication of

Figure 25. Proportion of wage and salary earners working part-time
Less than 30 hours per week and own opinion of working part-time.
Quality of Work Life Surveys 1984–2008



the trends. In the spring of 2008, as a result of the good employment situation, fewer part-time workers stated the lack of full-time employment as a reason for their part-time work (Table 4). The figures also display the fact that partial care leave was extended in 2004, which has led to an increase in the popularity of childcare leave: taking care of children or relatives is currently more often the reason for working part-time. Parents can cut their working hours in order to take care of children up until the child has finished the second grade of comprehensive school. Parents who reduce their working hours in order to take care of a child who is under three years old or attending school receive partial care allowance.

The proportion of people on part-time pension has, on the other hand, clearly decreased from 2003. According to the statistics of the Finnish Centre for Pensions, the number of people retiring on part-time pension in 2002 and 2003 set a new record and has since then, mainly due to changes in the system, fallen considerably (www.etk.fi). Studying has retained its position as a reason for working part-time, although the proportion of women studying has gone up whereas the proportion among men has gone down.

Despite the fact that part-time work has become more common, it is still relatively rare in Finland compared with most of the other EU countries. In the older EU Member States it is still quite common for women with children, in particular, to work part-time, if at all. In these EU15 countries, 37 per cent of women work part-time. Even in Finland's neighbour, Sweden, 40 per cent of female wage and salary earners worked part-time in 2007. According to Eurostat, this proportion was 19.3 per cent in Finland. The proportion of women working

Table 4. Reason for working part-time
Wage and salary earners working part-time in their own opinion

	Total	Studying	Could not find full-time work	Caring for children or relatives	Retirement / Part-time retirement	Health reasons	Other reason/ Does not want full-time job
	%	%	%	%	%	%	%
Total							
1997	100	23	44	8	9	5	16
2003	100	23	33	7	23	2	14
2008*	100	24	27	13	15	6	15
Women							
1997	100	18	46	11	8	5	16
2003	100	20	37	9	19	2	15
2008*	100	23	28	16	12	6	15
Men							
1997	100	33	41	—	12	5	15
2003	100	30	23	1	36	3	10
2008*	100	28	23	6	24	5	16

* Changed interview technique

part-time in the EU27 countries is over 40 per cent in Germany, Great Britain, Austria, and Belgium. It is especially widespread in the Netherlands where 75 per cent of women and 47 per cent of men work part-time. On the other hand, women in the new Member States, such as Estonia, the Czech Republic, Bulgaria, Romania, Lithuania, Latvia and Slovakia typically work full-time. In these countries, the proportion of women working part-time is even lower than it is in Finland, at a little less or more than 10 per cent.

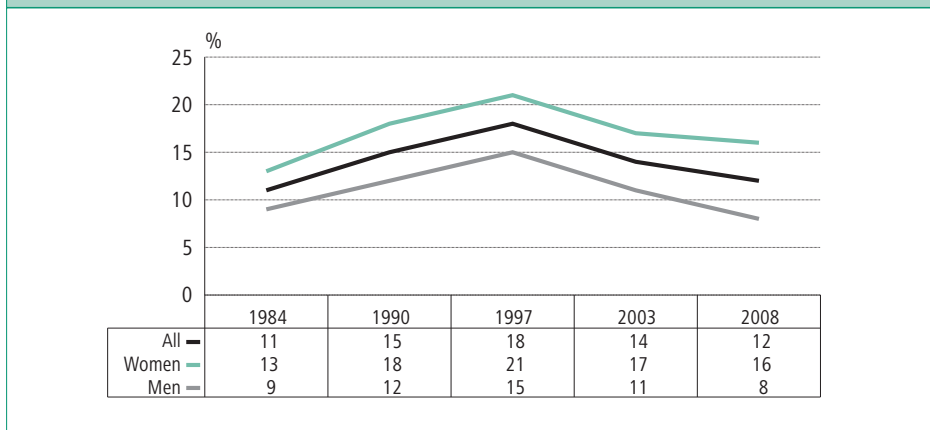
One of the explanations given for so few women in Finland working part-time is the prevailing culture of full-time employment here. The daycare system and hot school meals are also other factors that make it possible for mothers to work full-time. According to Raija Julkunen et al. (2004, 231) there is also a norm that prevails in Finland that accepts that women and men are equal and that women are equally good workers and equally competent as men, leading to the omission of special treatment such as short working hours.

Fixed-term employment relationships

The proportion of fixed-term wage and salary earners increased from the 1980s and reached its peak in 1997. Since then, the proportion has gone down somewhat. In the mid-2000s, the situation appeared to have been stabilised. However, the Labour Force Survey's figures from the first quarter of 2008 show a definite fall in the prevalence of fixed-term employment relationships compared with the situation a year earlier.

Based on the data collected by the Quality of Work Life Survey in the spring of 2008 the share of fixed-term workers has also gone down: it was 16 per cent for women and 8 per cent for men, and 12 per cent altogether (Figure 26). The figures in the Quality of Work Life Survey do not include the summer jobs of

Figure 26. Proportion of fixed-term employees of all wage and salary earners
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



students and school students, though they are counted in the yearly averages of the Labour Force Survey.

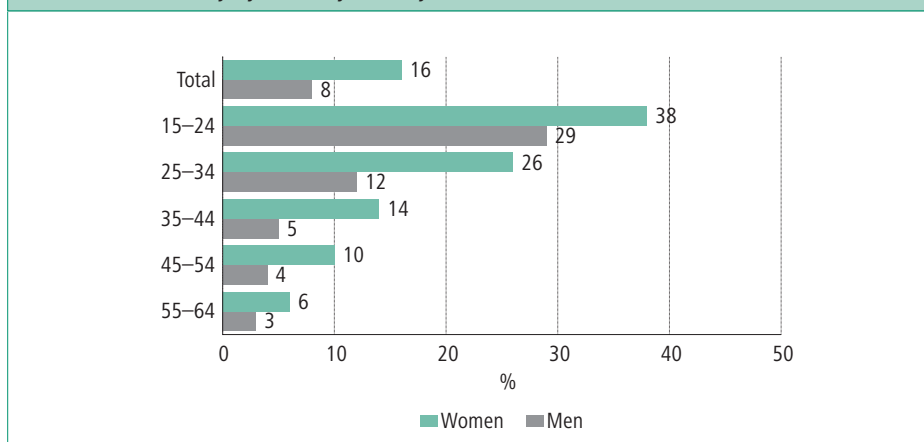
Despite the recent declines, fixed-term employment is still much more prevalent in Finland than in other EU countries on average. What makes Finland's situation special is that Finnish fixed-term wage and salary earners are quite highly educated compared with their European peers. Another very Finnish aspect of this is that the gender gap in the prevalence of fixed-term employment relationships is especially large in Finland. In the first quarter of 2008, the percentages of fixed-term wage and salary earners in the EU27 countries were about the same for men (13.2%) and women (14.8%) whereas Finland's figures for the same period were 9.1 per cent for men and 16.6 per cent for women (Eurostat).

Even though the proportion of fixed-term employment has gone down since 2003 in all age groups except the youngest group of women surveyed, the gap between the genders has remained large. Among wage and salary earners who are at least 25 years old, fixed-term employment is at least twice as common for women as it is for men (Figure 27).

Fixed-term employment is most common in the public sector where roughly one in five (central government 22%, local government 20%) wage and salary earners were in a fixed-term employment relationship in spring of 2008. In the private sector, the share was 8 per cent. According to the Quality of Work Life Survey, fixed-term employment is most common in the fields of education (26%) and social work (25%). In the field of health care, nearly one in five (19%) wage and salary earners are also in a fixed-term employment relationship.

Substitution is only one reason behind fixed-term employment relationships, albeit the most common reason for women (38%). For women, the second most common reason for fixed-term employment is a position or work task that has only been created for a fixed-term (13%) with the third most common reason being project work or intermittent funding (11%). For men, the most common

Figure 27. Proportion of fixed-term employees by age group
Quality of Work Life Survey 2008



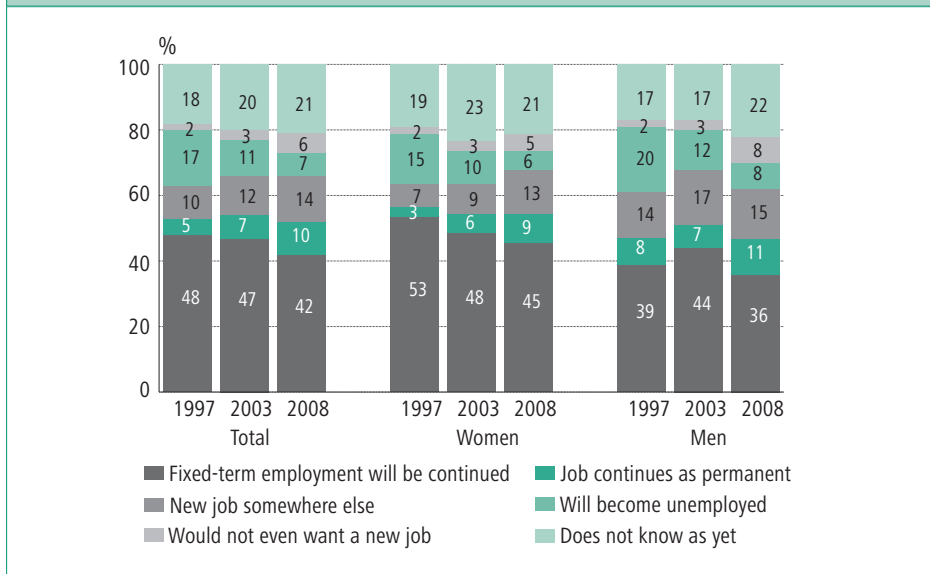
reason for being hired for a fixed-term employment relationship is project work or intermittent funding (17%) and only after this are substitutions the next most common reason (11%).

When discussing fixed-term wage and salary earners and employment relationships, one should keep in mind that we are talking about a very heterogeneous group. The reasons and backgrounds behind fixed-term employment relationships vary greatly: for some, it is about earning additional income alongside studies in a job that they would not even want to do for life; for others it is a chain of employment relationships, a situation that has been going on for many years, and continuous uncertainty that makes it more difficult to plan for the future.

Since 1997, fixed-term employees have been asked **what they think will happen after their fixed-term employment contract expires**. The improved situation can be seen in the fact that more fixed-term employees currently believe their fixed-term employment contract will be renewed than they did in 2003. Likewise, more respondents were confident that their employment relationship would be made permanent (Figure 28).

Consecutive or nearly consecutive fixed-term employment relationships for the same employer are especially common for women. In the survey, 39 per cent of female fixed-term employees and 48 per cent of male fixed-term employees were in their first employment relationship in their current work place, while 28 per cent of women and 16 per cent of men, were in at least their fifth nearly consecutive employment relationship with the same employer. Women have had

Figure 28. What happens after fixed-term employment?
Fixed-term employees by sex. Quality of Work Life Surveys 1997, 2003 and 2008

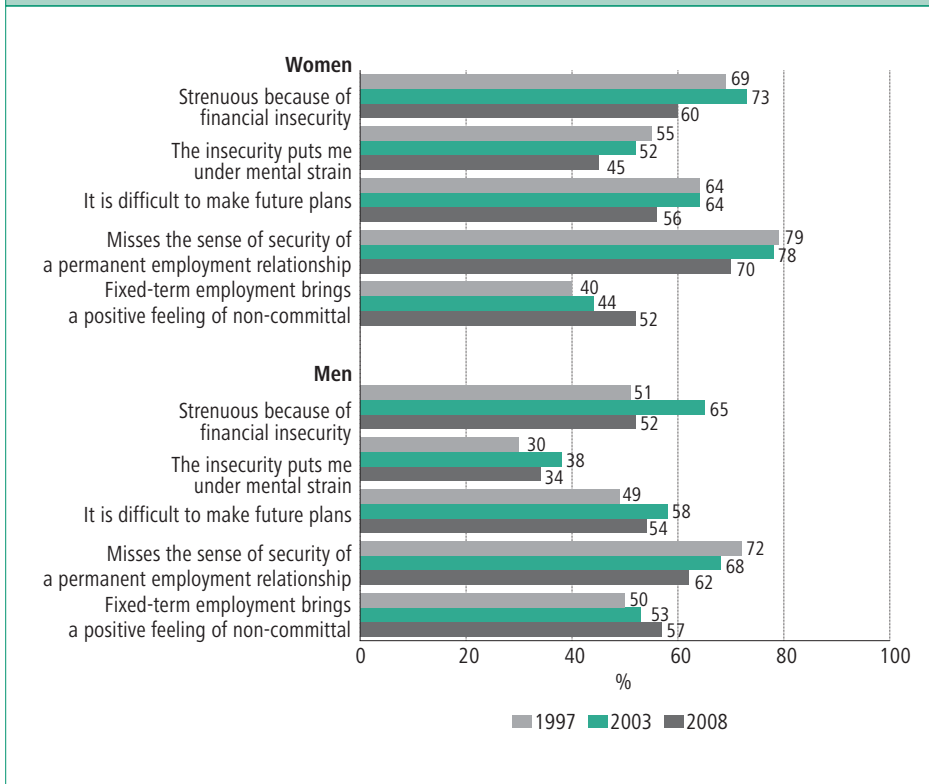


more – and most likely shorter – fixed-term employment relationships than men who work in fixed-term employment.

In the 1997 Quality of Work Life Survey, qualitative methods were used to find the reasons behind fixed-term employment. Before conducting the survey itself, qualitative interviews were conducted so that statements regarding fixed-term employment could be added to the survey form. By analysing these claims, we can examine **how fixed-term employees feel about their labour market position** and their experiences regarding their position in the work community.

For men in fixed-term employment relationships, the fixed-term nature of the employment is not as often a problem as it is for women. In 2008, the fixed-term wage and salary earners did not seem to view the temporary nature of their employment as negatively as respondents in previous surveys. (Figure 29). The good employment situation in the spring of 2008 is likely to be one reason for this, we can only speculate on the other reasons. There have also been some changes in the structure of fixed-term employees based on the type of fixed-term employment relationships, especially for men.

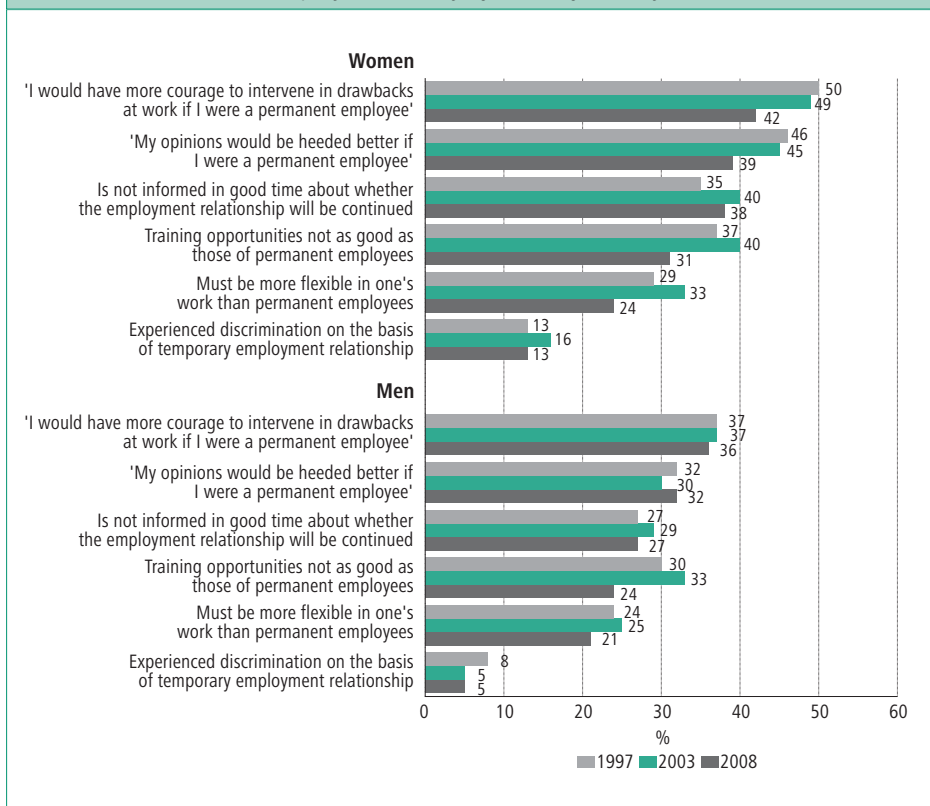
Figure 29. Fixed-term employment and labour market position
Fixed-term employees. Quality of Work Life Surveys 1997, 2003 and 2008



When examined in this manner, fixed-term employment is connected to negative aspects such as longing for the security associated with permanent employment relationships in particular and the financial insecurity of the current economic situation. More than one half of fixed-term employees feel that it is difficult to plan for their future due to the temporary nature of their employment relationship. On the other hand, more than half say that they associate a positive feeling of freedom with fixed-term work.

There has also been a clear improvement in **how fixed-term employees see their own position in the work community**. Fewer respondents now think that they have to be more flexible than permanent staff in, for example, work shifts, and fewer believe that it is easier for people in permanent employment relationships to tackle problems at work. However, the discrepancy between women and men still remains: it is more common for men than women to feel that, despite their fixed-term employment relationship, their opinions are considered to be equally important as the opinions of permanent staff, and fewer men than women believe that they have been discriminated against in the work organisation because of the nature of their employment relationship (Figure 30).

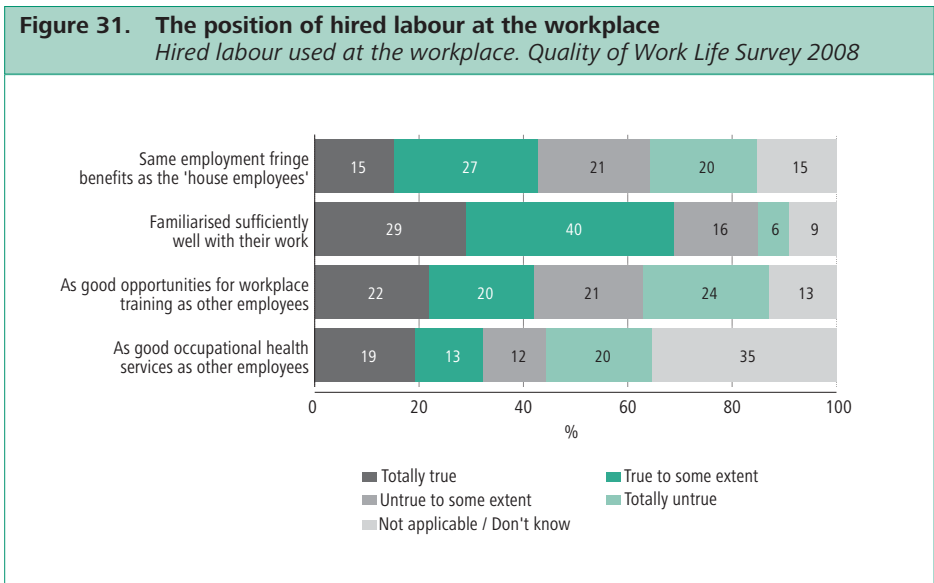
Figure 30. Own position in the work community
Fixed-term employees. Quality of Work Life Surveys 1997, 2003 and 2008



Hired labour

In 2008, wage and salary earners were also asked whether hired labour is used at their workplace. More than one in four (26%) respondents answered yes to this question.

The wage and salary earners whose workplaces used hired labour were asked to evaluate the position of hired labour at their workplace by assessing various claims. We should point out that a large number of the respondents were unable to comment on the claims (Figure 31).



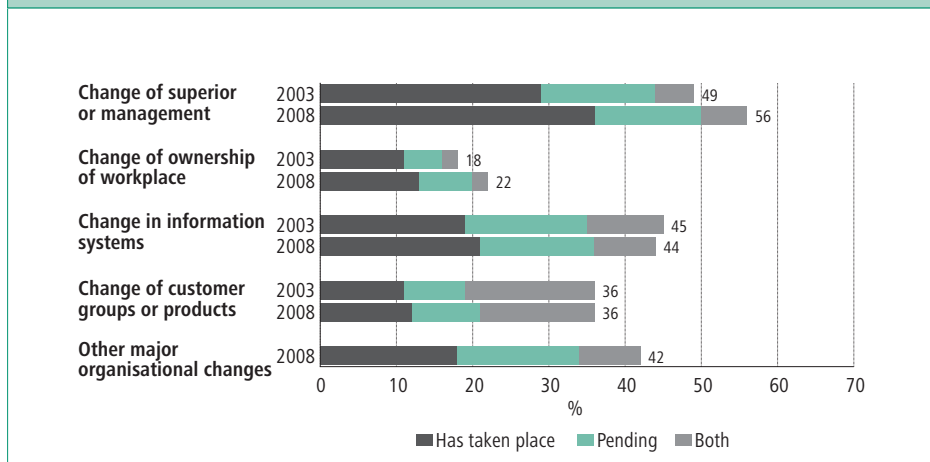
Changes in the work organisation

Changes that take place at the workplace have a significant effect on the employees' working conditions and their perceptions of them. Changes can relate to the organisational structure, work arrangements, number of personnel, or the financial situation of the workplace. Many studies of the psychological and social factors affecting work have observed that these changes are strongly associated with, for example, work-related stress and exhaustion, and even psychological violence at a workplace (for example, Sutela & Lehto 1998, Parvikko 2006).

Figure 32 shows **what types of major changes have taken place or are taking place at the workplace**. The numbers clearly show that changes are constantly taking place at the workplace. Roughly one half of wage and salary earners report changes in superiors and management (56%) and information systems (44%). More than a third (36%) of wage and salary earners report that changes have taken place or will affect customer groups or products. The previous survey had the option "other major organisational changes" added to it. These changes were reported by 42 per cent of respondents. There are no real differences between the genders regarding changes at the workplace; both genders share the same experiences.

Change of superiors or management is especially common in technical and scientific work, commercial work, and office work. On the other hand, managers change more than average in highly educated fields and among upper white-collar workers. When examined by sector, it is interesting to note that changes of superiors or management are expected to happen more often in the public sector than in the private sector (central and local government 22%, private sector 10%). A possible reason could of course be that the public sector is more aware of changes about to happen.

Figure 32. Major changes at workplace in recent years
Quality of Work Life Surveys 2003 ja 2008

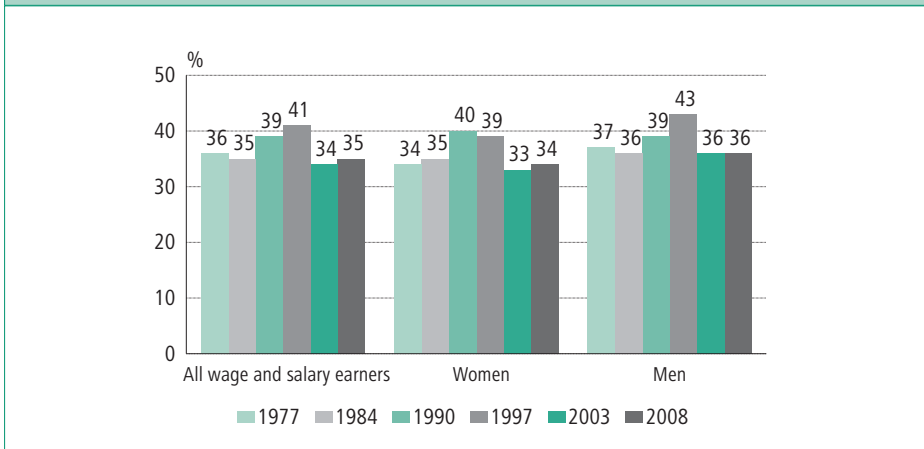


Changes to the information systems have also happened or are expected to happen more often in the central government sector (53%) than in the local government (46%) and private sector (41%). Changes in information systems and of superiors and management are, on the other hand, concentrated in the private sector in workplaces that are not purely Finnish-owned. In Finnish-owned enterprises, 35 per cent have undergone or are expecting changes in computer systems. In foreign-owned enterprises, the proportion is 55 per cent. Regarding changes in management, the rates are 46 and 66 per cent. In Foreign-owned enterprises, information about changes mostly concerns changes that have already taken place. This implies that there is not as much information available before changes as there is in Finnish-owned enterprises.

In the 2008 Quality of Work Life Survey, responses to questions about **the employer's domicile or whether they are in foreign ownership** were distributed in the following manner: "enterprise in foreign ownership", 21 per cent of private sector respondents (13% of all wage and salary earners), "enterprise in domestic ownership", 73 per cent (45% of all), and "difficult to say, but headquarters or large share of ownership is in Finland", 6 per cent (4% of all). Roughly one in five private sector workers are already working in enterprises that are managed from abroad. This matter also clearly affects working conditions as shown by the results presented above.

One of the most startling results of the previous Quality of Work Life Survey interviews in 2003 concerned respondents **receiving information about changes relating to work** and the reduction in the proportion of people who had been notified in advance about changes. In the new study, receiving advance information did not appear to have decreased any more, but it has remained at the same low level where it was five years ago. Figure 33 shows part of the question regarding receiving information about work-related changes.. The response alternatives and results for 2008

Figure 33. Being informed about changes relating to work
Receives information at the planning stage.
Quality of Work Life Surveys 1977–2008.



were: "At the planning stage" (35%), "Shortly before the change" (41%), and "At the implementation stage or after it" (24%). In other words, nearly one employee in four has to face changes without any prior information about these changes. A surprisingly clear change has taken place here compared with the 1997 situation. At that time, 41 per cent of wage and salary earners said they were informed about changes already in the planning stage, but now the percentage is down to 35.

Changes in organisation of work

The Quality of Work Life Surveys have aimed to find out what respondents think about their work conditions, but they have also tried to discover the factor of work organisation that most likely contribute to working conditions. These primarily include various organisational development actions and typically leadership strategies. In the three previous Quality of Work Life Surveys, in particular, the goal has been to examine various actions related to management by results and how these have become more prevalent at Finnish workplaces and how they are linked to working conditions. The problem with interview surveys aimed at employees is, however, that it is difficult to get reliable information about organisation-level issues such as management methods, ways of organising work and management by quality or results.

When evaluating changes in work organisation, **the increase in assessment of work by its productivity and profitability** continues to be a very central development affecting the workplaces of 64 per cent of wage and salary earners. **Outsourcing of work** to subcontractors was a less widespread issue. Out of wage and salary earners, 29 per cent had noticed an increase in outsourcing (Figures 34 and 35). This scope survey question has now been narrowed down from it was in

Figure 34. Assessment of work by productivity has increased in recent years
Quality of Work Life Surveys 1990, 1997, 2003 ja 2008

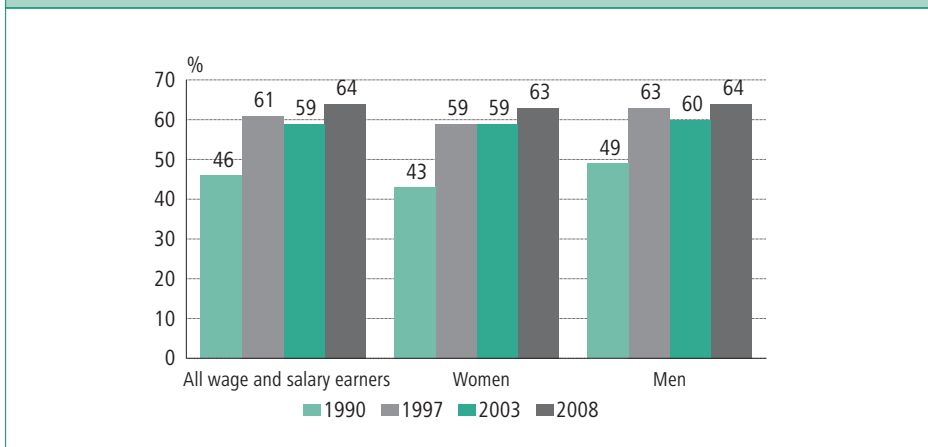
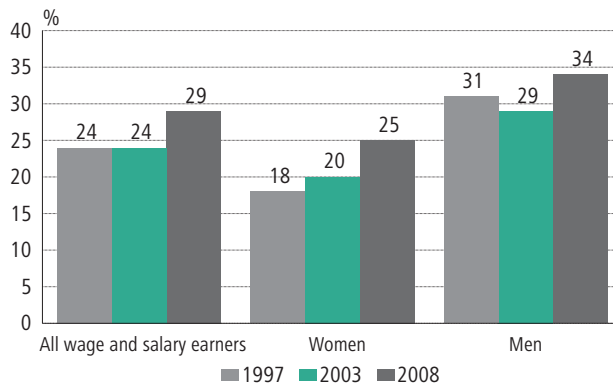


Figure 35. Outsourcing of work has increased
Quality of Work Life Surveys 1997, 2003 ja 2008



the 2003 survey which used the wording, "during the past years". Now the question asks more specifically about the "past three years". This change in wording is hardly likely to affect the results in any way, but as a more specific question, it is easier for the respondents to answer.

In the latest survey, increased monitoring of productivity has concerned the central government sector in particular, as 81 per cent of central government wage and salary earners reported an increase. The proportion at the local government and private sectors were both 62 per cent. In all sectors, there have been clear increases from the last survey, but in the central government sector the increase was the largest: from 72 to 81 per cent.

Opportunities for self-development in work

From the very first survey in 1977, the Quality of Work Life Surveys have included questions about the way in which various opportunities for advancement, development, and training are experienced at workplaces. **Opportunities for advancement** (Figure 36) gets the lowest scores out of these. Particularly women have considered their opportunities to be poor and worse than men at all times. In the latest survey, carried out in 2008, the difference between men and women has decreased as women's views on their own opportunities for advancement have improved. The share of female wage and salary earners who consider their opportunities for advancement to be good has risen from 8 to 12 per cent.

Generally speaking, the percentages and their differences are small. On the other hand, it is unclear what opportunities for advancement actually even means. For many people, it is more important to develop themselves in own work than it is to move up in the hierarchy. The trend today is to avoid hierarchical systems and to reduce levels of management. This was studied more closely in the Quality of Work Life Survey of 2003, which was the first survey to specifically ask the respondents how important they considered the opportunity to advance to a better position at the workplace. They were also asked how important opportunities for development were for them personally.

During both study periods, it is clear that **career advancement** is notably less important than job development (9% vs. 45%) (Figure 37). In the previous survey in 2003, the percentages were 9 and 48 per cent. As in the last survey, career advancement is seen as important by the 15- to 24-year-olds (24%) who are only

Figure 36. Opportunities for advancement at work
Good opportunities. Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008

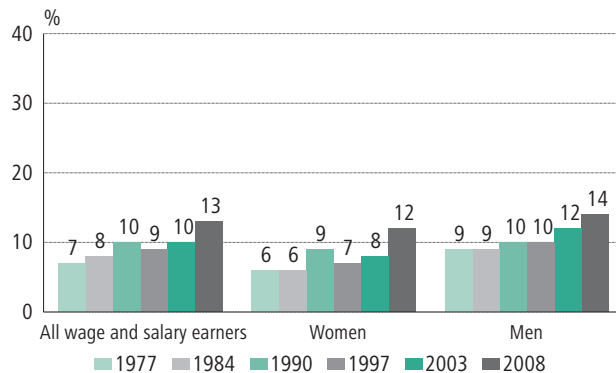
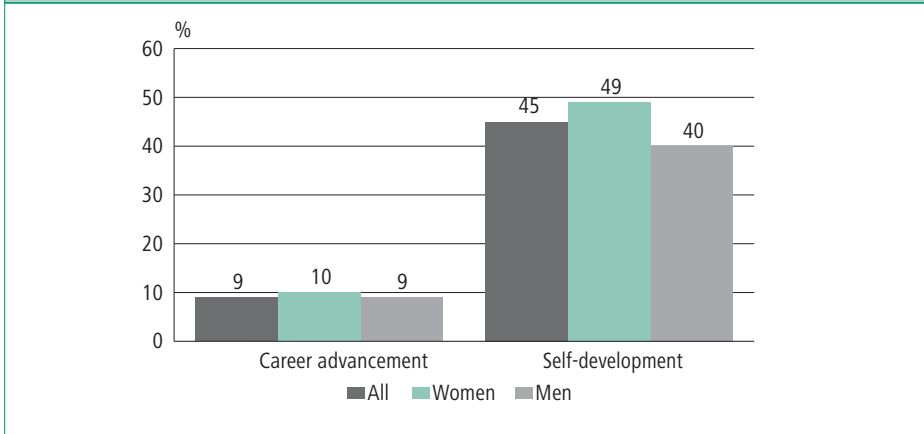


Figure 37. Importance of career advancement and self-development
Very important. Quality of Work Life Survey 2008



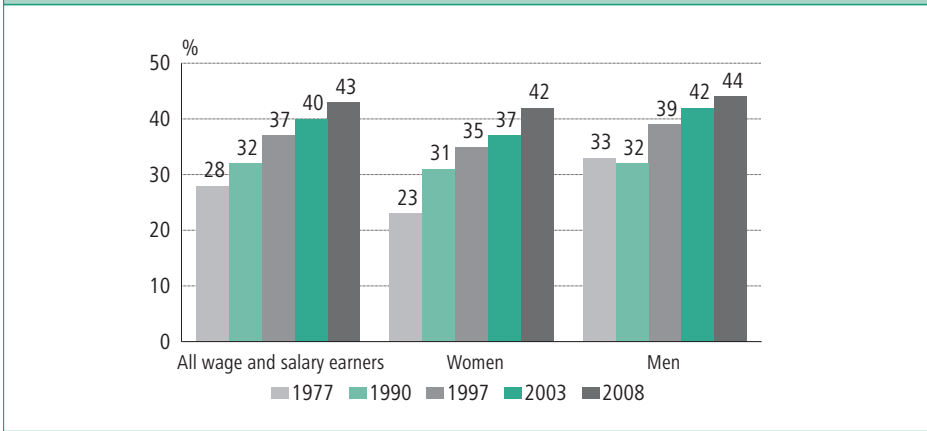
getting started in their careers, women working in technical and scientific fields (15%), and men doing commercial work (15%). On average, commercial work (13%) is the field that leads when it comes to career expectations.

Perceptions about **opportunities for development at work** are highly positive (Figure 38). The topic has been studied in five Quality of Work Life Surveys and the prevailing trend would appear to be one of improvement. From 1977 to 2008, women have experienced an even more significant increase in these opportunities than men: the proportion of women who consider their development opportunities good has increased from 23 to 42 per cent. For men, the respective figures have risen from 33 to 44 per cent. The fields of education (56%) and administrative management (59%), in particular, offer opportunities for development. These fields offer the most development opportunities for both men and women. On the one hand, only 19 per cent of women in industrial work considered opportunities to be good. For men, opportunities for development in industrial work were considered to be good by many more people (31% of men).

According to figure 37, **self-development** in one's work is clearly more important for Finnish wage and salary owners than moving up in the hierarchy. The need for personal development appears to be even stronger among those who have a high educational level to begin with. Out of them 56 per cent consider development at work very important while the figure for the entire share of wage and salary earners is 45 per cent. Nevertheless, one in three (31%) of those with only the basic level of education consider self-development at work very important.

The differences between educational levels are also reflected in differences according to occupation, as self-development is valued the most by people in the education, health care and administrative work fields. Even so, approximately one in four workers in the fields of industry (24%) and transport (28%) consider self-development as important. Age does not affect this issue as much as one

Figure 38. Opportunities for development at work
Good opportunities. Quality of Work Life Surveys 1977, 1990, 1997, 2003 and 2008



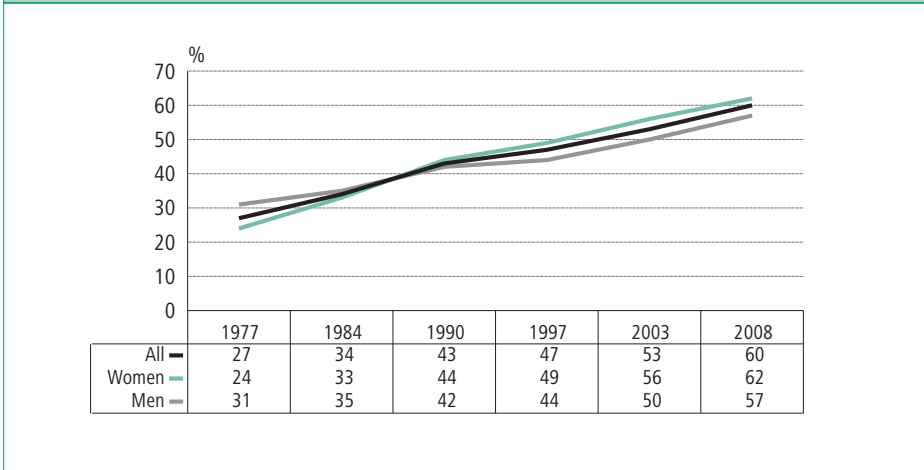
might assume, since 32 per cent of even the oldest group, i.e. those aged over 55 years old, still consider self-development to be important. For women, the 25- to 34-year-olds stand out as the group who considers self-development (60%) to be very important. Women are more interested in self-development than men. This is especially evident among women in upper white-collar positions, of whom 65 per cent view self-development as very important.

The European Working Conditions Survey, last conducted in 2005, also looked at possibilities for developing in one's work, learning and advancement in one's career. Finland fares pretty well in these comparisons: 31 per cent of Finnish wage and salary earners fully agree with the statement "I have opportunities for learning and developing in my work". On average, only 15 per cent of respondents report opportunities for development in the EU27 countries.

When asked about career advancement, however, the Finnish results do not differ in any way from the other European results. The question contained the statement: "My job offers good prospects for career advancement". In the EU27 countries, on average 8 per cent fully agreed with the statement. In Finland, the percentage was 9, only a bit above the EU average. Countries such as Cyprus, Great Britain, Denmark, and Austria had the highest percentages, i.e. 12 to 13 per cent. These results are in line with the Finnish Quality of Work Life Survey, according to which developing in one's work and advancing in one's career are seen differently in both desires and opportunities, with the emphasis being on developing in one's work.

According to the Quality of Work Life Survey, **participation in training paid for by the employer** has clearly increased in Finnish working life over the past 30 years (Figure 39). The proportion of those who, within the past year, have taken part in training has risen from 53 to 60 per cent between 2003 and 2008. The question was amended since the last survey to include the phrase "also means di-

Figure 39. Participation in training paid for by employer
In the last 12 months. Quality of Work Life Surveys 1977–2008



verse seminars" to help the interviewer. This might have slightly increased the proportion of those who say they have taken part in training, as various kinds of seminars are now more common in work life than they used to be.

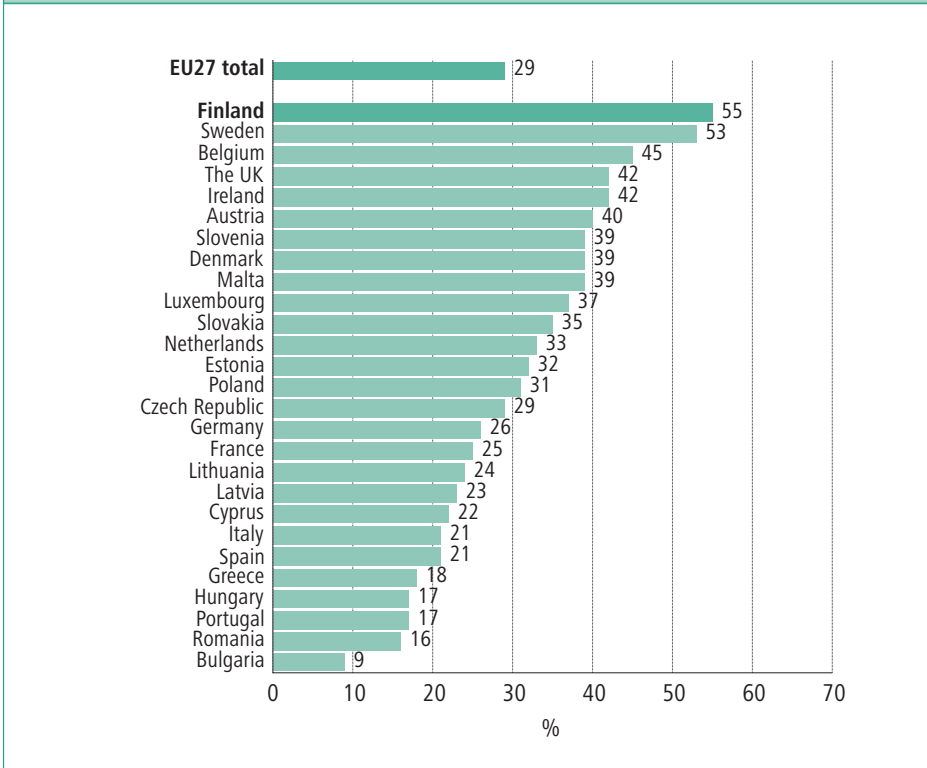
In Statistics Finland's Adult Education Survey that asks about "participation in employer-supported training (staff training)," the proportion of wage and salary earners has in the past two surveys (2000 and 2006) remained at nearly the same level, i.e. 56 and 57 per cent, respectively (Pohjanpää et al. 2008). Apparently the questioning method affects the differences between these two surveys.

Participation in work training is very clearly tied to position and previous training. While 75 per cent of upper white-collar workers had participated in such training, the share of blue-collar workers was only 39 per cent. The public sector is most active in training, as 75 per cent of central government employees and 71 per cent of local government employees had participated in training, compared to 54 per cent of private sector workers. When examined by age group, it is clear that the least training is given to young employees: only 40 per cent of 15- to 24-year-olds. It is also notable that in the oldest age group, (55- to 64-year-olds), quite a lot of people participate in training, i.e. 54 per cent. The low rate of participation by young people is most likely linked to the temporary nature of employment relationships, young people's occupations and, in general, the position of young people at the workplace.

Participation in training paid for by the employer has also been examined in **the European Working Conditions Survey**. Figure 40 clearly shows that Finland leads in this issue, as has been the case in previous European Working Conditions Surveys (in 1995 and 2000). Finland is a country with a deep-rooted belief in the benefits of training. This is evident from the information about willingness to participate and participation in training presented here. The numbers can of

Figure 40. Participation in training paid for by employer in the last 12 months. EU27.

Employees. European Working Conditions Survey 2005



course also be turned around to show that according to the Finnish Quality of Work Life Survey approximately 40 per cent, and according to the European Working Conditions Survey approximately 45 per cent of Finnish wage and salary earners have not received any training paid for by the employer this year, and therefore there is still room for improvement in this regard. However, compared with other European countries, Finland does lead when it comes to training paid for by the employer.

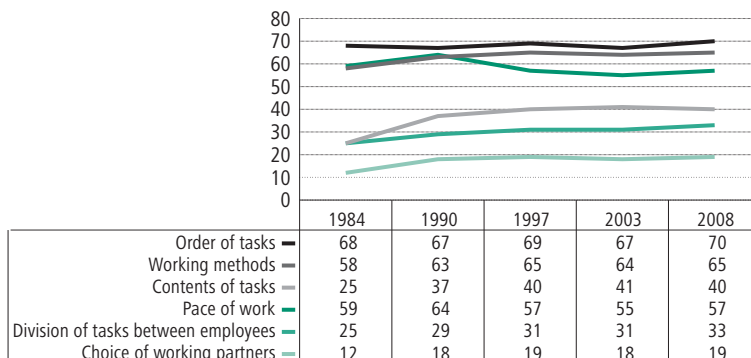
Opportunities to influence work

Independence in one's own work and being able to influence the work are issues that have been highlighted in studies of work life. These aspects of work have been considered to help employees cope with even demanding circumstances. According to the Karasek job strain model, the demands and control of work form a four-field diagram in which jobs can be divided into active, high-strain, low-strain, and passive (Karasek 1979, Karasek-Theorell 1990). The popularity of this model has further increased the research concerning job control and opportunities to influence it. In the last few years, however, there have been some doubts as to the model's effectiveness. This is because major problems connected with well-being at work have also been detected in employee groups, such as upper white-collar women, with more than average opportunities to influence their own work (for example, Aitta 2006). Thus, the opportunity to influence one's own work does not always protect against the increased demands of work life.

It is difficult to find out information on independence in one's own work and opportunities to influence work using a survey form. For this reason, the Quality of Work Life Surveys have tried to detect autonomy in work by asking a question that is as detailed as possible. It is not a good idea to ask about independence and chances of influencing work with questions that are too general, as the responses will generally give an overly positive evaluation of the situation, in the same way as general work satisfaction surveys do. Since 1984, the Quality of Work Life Survey has included a question where the respondent is asked to evaluate opportunities for influencing one's work based on multiple aspects of work.

Figure 41 shows the change in the way in which the entire wage and salary earning population can influence these aspects of work. The opportunity to influence

Figure 41. Opportunities for influencing own work
Can influence a lot or quite a lot. Quality of Work Life Surveys 1984–2008



work has been rising in all other areas except influencing the order of tasks and pace of work. The ability to influence the pace of work has started to decrease since 1990. However, this decrease seems to have stopped now. The ability to influence the order of tasks is on roughly the same level as it was in the 1984 survey.

What is interesting about the change in opportunities to influence one's work is that the results describing Finnish work life paint a more positive picture of the development than, for example, the results of British surveys. The differences between Finland and Great Britain were discussed by the well-known British researcher Francis Green in his study "Demanding work" (2006, 103–106). In Great Britain, there are results concerning influencing the pace of work, work content, work methods and quality standards for 1992, 1997, and 2001. In all areas, opportunities to influence work have clearly weakened in Great Britain. In Finland, opportunities to influence these types of factors have increased.

Well-educated employees and those in higher positions have somewhat more influence on **the content of their job tasks**. Also small workplaces of 1–4 people have the greatest number of people who say they have a lot of influence on the content of their work. The "cannot influence at all" group is mainly comprised of blue-collar women and those working in the transport, service or industrial sectors. Out of these, those doing industrial work had more opportunities to influence their work's content than they did in the last survey. The opportunities of those working for the service sector to influence their work has, on the other hand, gone down.

The ability to influence **the order of work tasks** has been spread quite evenly across various groups. However, we can see that central government sector workers, upper white-collar workers, highly educated workers and administrative management workers have the most opportunities to influence the order of work tasks. Likewise, the ability to **influence pace of work** in current work life is spread rather evenly according to respondents' position and training. In welfare services, especially among women working for the local government, the fewest say they can influence the pace of their work. On the other hand, these are jobs requiring high education and thus balance out the earlier clear differences between employee groups concerning independence of work, in which a good educational or occupational position means improved opportunities to influence work.

The ability to influence **working methods** is linked to the employee's position more than pace of work, as 75 per cent of upper white-collar employees say they can influence their work methods a lot or quite a lot. This figure for blue-collar workers is only 59 per cent. Age has very little effect on this, and neither does employer type or company size. By occupational group, the education sector has the biggest opportunity to influence, as 89 per cent are now able to influence their work methods a lot or quite a lot. In, for example, the transport sector, this proportion is 44 per cent, and in industrial work, it is 58 per cent.

Having a say regarding the **division of tasks and choice of working partner** is closely linked to the employee's position at the workplace. Upper white-collar

workers, who often also handle management tasks, have more independence than others in this regard. While 32 per cent of blue-collar workers say that they have no influence on the division of tasks, only 14 per cent of upper white-collar workers say the same. Female wage and salary earners, in particular, have very little say on **choice of working partner**. The proportion of women having influence here is 16 per cent, whereas the figure for men is 23 per cent. "Not at all" was the answer given most often by those working in the health care and transport sectors, in particular women. On the other hand, as shown by Table 5, over the past twenty years there has also been an improvement in this regard for both men and women.

In the 2003 Quality of Work Life Survey, new questions were added about influencing "**schedules of projects, goods deliveries and services**" and "**working hours**". Both of these areas are clearly tied to positions of upper white-collar employees, with those in administrative management having more independence than others. However, women with tertiary educational qualifications seem to be in a worse position than men with similar training. This is at least partly due to occupation and sector as the female-dominated local government sector generally has fewer people who say they have a lot or quite a lot influence on schedules (13%) or their own working hours (26%). Among all wage and salary earners, the proportions are 17 and 37 per cent.

The **European Working Conditions Survey** also contains some questions on opportunities to influence one's own work. The main report of the survey (Parent-Thirion et al. 2007) used a five-component sum variable for describing the opportunities for influence. Three of these components describe influencing the work process (order of tasks, work methods, pace of work) and the two others are aspects of the work (selecting colleagues, the possibility to take breaks as desired). These questions are quite difficult to translate into different languages, which was highlighted by post-survey testing (Sutela 2007a). Translation mistakes and inaccuracies cause problems in making comparisons between countries, but the five-component sum variable used in the report gives at least a rough estimate of the differences between countries.

Table 5. Can influence following aspects of work a lot or quite a lot

	Women					Men				
	1984	1990	1997	2003	2008	1984	1990	1997	2003	2008
Contents of tasks	23	37	38	38	38	28	38	43	45	43
Order in which tasks are done	63	67	70	67	68	62	66	69	67	71
Pace of work	56	61	54	50	51	62	67	61	61	63
Working methods	54	60	63	62	62	62	65	68	67	68
Division of tasks between employees	22	27	29	28	30	27	30	33	35	36
Choice of working partners	9	16	16	15	16	16	19	21	23	23
Schedules for projects or services				14	12				23	22
Working hours				29	34				37	40

The Nordic countries and the Netherlands score highest marks in the comparison. Out of these, Sweden and Denmark reach the highest score (3.6) with Southern and Eastern European countries generally having the lowest scores, with Bulgaria's score being only 2.1. In this comparison, Finland is not at the top (with a score of 3.4), but among the leading nations for influencing opportunities as the other Nordic countries.

At best, having influence on one's working conditions and tasks happens continuously every day. In previous years, methods of yearly planning and discussion have also been developed. These may play an important part in letting employees influence their own working conditions. Personal appraisal discussions are generally conducted about once a year at workplaces between superiors and subordinates. Questions regarding these have been asked twice now, in 2003 and 2008.

Figure 42 shows **the prevalence of personal appraisal discussions** in these two surveys. Out of all wage and salary earners, 59 per cent of those surveyed in 2008 say they had a discussion like this with a superior. In the previous survey five years ago, the proportion was already quite high, 54 per cent. There are not really a lot of differences between the genders regarding this issue. On the other hand, position at the workplace and education level have an obvious effect on the probability of personal appraisal discussions. The more training an individual has, the more likely it is that he or she will have taken part in personal appraisal discussions. Additionally, clearly more upper white-collar workers (71%) have had personal appraisal discussions with their superiors than those working in blue-collar jobs (43%).

The Quality of Work Life Survey also asked people who had taken part in personal appraisal discussions about **how satisfied they were with their personal appraisal discussions**. In both surveys the same percentage of respondents, 28 per cent, were very satisfied with their personal appraisal discussions. In both surveys, nearly the same number of people was quite or very satisfied (75% and

Figure 42. Involved in a personal appraisal discussion with one's superior
In the last 12 months. Quality of Work Life Surveys 2003 and 2008



76%, respectively). Women were also somewhat more satisfied with their personal appraisal discussions than men. In both surveys, 30% of women and 26% of men were very satisfied. (Figure 43).

The concept of personal appraisal discussions has entered the Finnish work life rather successfully. This statement can be made using the information from the European Working Conditions Survey. It has a similar question about open discussions with supervisors. In this too, Finland leads in Europe. Out of Finnish wage and salary earners, 79 per cent say that they have had an open discussion with their supervisor regarding their work performance during the past year. The average in the EU27 countries is only 48 per cent. It is interesting to note that the "typical players" comprising the Nordic countries, Britain and the Netherlands do not lead in this issue related to the development of work life. The leading countries are actually, in addition to Finland, a group of new member states including Lithuania, Hungary, Bulgaria, Latvia, and Estonia. The work culture in these countries apparently has some similarities with Finland, especially in this respect.

Figure 43. Satisfaction with the personal appraisal discussion
Very satisfied. Quality of Work Life Surveys 2003 and 2008



Demands of work

The **monotony** of work has been of much concern for as long as efforts have been made to improve work and working conditions. Developments have been a response to a Tayloristic organisation of work in which monotony of work was at its highest due to extreme specialisation of work tasks. Up until to 30 years ago, it was still very common in Finland for women's work to be extremely monotonous. Almost one third of women considered their work to be monotonous, while only under one fifth of men were of this opinion (Figure 44). There have been rapid changes in this area, however. Currently, the difference between the genders has become the exact opposite of what it was: women's work is more varied than men's. One of the explanations for the change is the increased prevalence of service-oriented jobs and the almost total disappearance of women's manufacturing work, which adheres to the traditional Tayloristic patterns of work organisation.

Now only 16 per cent of wage and salary earners think that their jobs are monotonous when in 1977 the proportion was at 24 per cent. The perception of monotonous work is clearly linked to position as upper white-collar workers think their jobs are less monotonous (7%) than blue-collar workers (29%). The differences are similar for both men and women.

Out of the aspects of work described here, the least amount of change has been noticed in **how physically demanding work is** (Figure 45). This is surprising, as one would think that mechanisation would have alleviated this aspect in particular. The explanation to this may lie in the way in which the structure of occupations has shifted to being more service-oriented. Care-work, at least, continues to be physically highly demanding. Agricultural work (69%) and service work (64%) are the most physically demanding occupations. Since the last sur-

Figure 44. Monotony of work
Work very, or quite, monotonous. Quality of Work Life Surveys 1977–2008

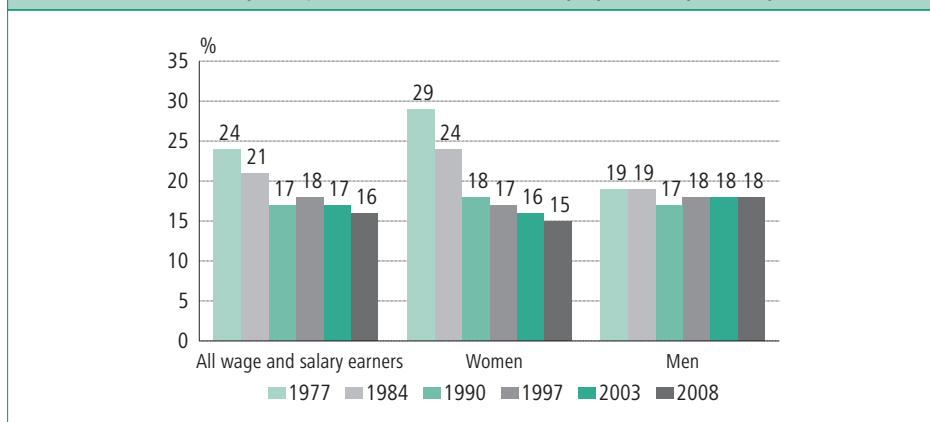
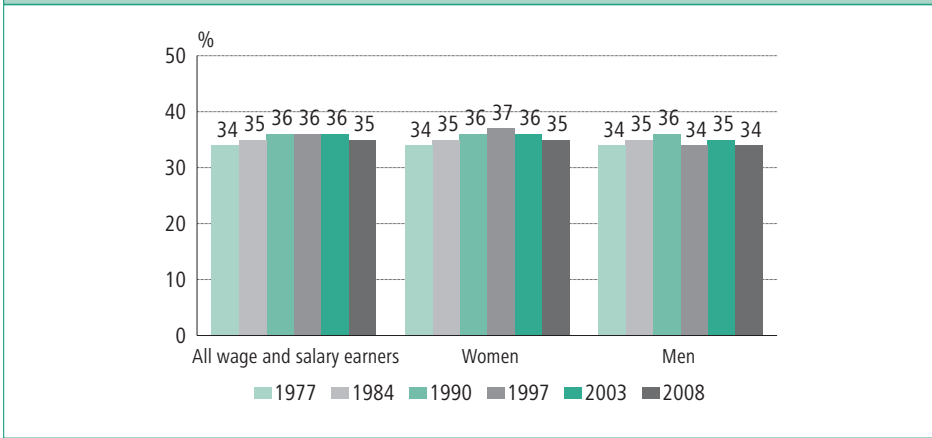


Figure 45. Physical demands of work

Work very, or quite, demanding physically. Quality of Work Life Surveys 1977–2008

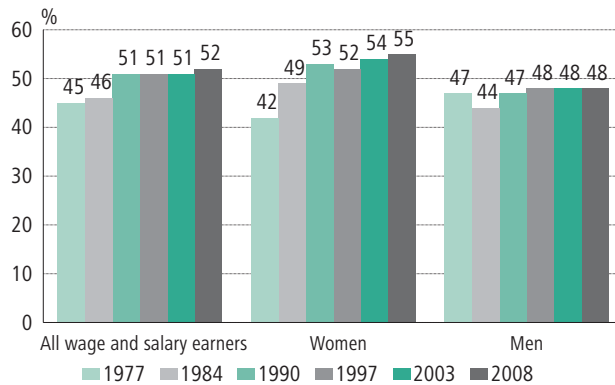


vey, service work and construction work have overtaken manufacturing work and have become more physically demanding than this type of work. Out of all wage and salary earners, 35 per cent consider their work to be very or somewhat physically demanding. For men, construction work (64%) stands out, and for women, service work (73%). For women, health care work (51%) and transport work (56%), alongside manufacturing work (61%), are also noted as being physically demanding. Manufacturing work is also physically demanding for most men (59%). The largest differences between work position and gender are between men with upper white-collar jobs (8%) and women with blue-collar jobs (73%).

The increasing pace of work and greater **mental demands of work** go hand-in-hand. There are, of course, other factors affecting mental demands besides pressure of time. For example, the increasing emotional demands of work and various conflicts at the workplace are also likely to be behind this increase. Over the survey period, women's work has become more mentally taxing than men's. (Figure 46). Whereas 52 per cent of all wage and salary earners considered their work to be very or quite mentally demanding, the proportion was 55 per cent for women and 48 per cent for men.

The mental demands of work have increased most in local government jobs. Women in this field especially complain about the mental demands of work as 68 per cent of them feel their job is mentally very or quite demanding at the moment. For men as well, the local government sector is the most mentally demanding with 59 per cent of men in this field identifying their work as mentally demanding. Mentally demanding work seems to correlate strongly with upper white-collar jobs that require a lot of training. While 65 per cent of people with tertiary educational qualifications regard their work to be mentally demanding, the same proportion among those with a basic level of education is 36 per cent. Work that involves human relations is typically considered to be mentally demanding.

Figure 46. Mental demands of work
Work very, or quite, demanding mentally. Quality of Work Life Surveys 1977–2008



Conflicts at the workplace also add to the mental demands of work, especially for women. If there are a lot of conflicts between superiors and subordinates at the workplace, 70 per cent of women feel their work is mentally demanding. This contrasts with the overall female average of 55 per cent. Seventy-six per cent of women feel their job is mentally demanding when there are conflicts between employees. For men, these conflicts have less of an effect with the proportion of men who felt their job was mentally demanding rising only to 60 and 66 per cent. The average for men is 48 per cent.

Mental demands of work are clearly connected to the adverse effects of time pressure. Of those who say they are bothered a lot or somewhat by time pressure, 72 per cent feel their jobs are mentally demanding, when the proportion of all wage and salary earners is 52 per cent. For women experiencing a lot of time pressure, the proportion is 75 per cent, and for men, 68 per cent.

Adverse effects of time pressure

The adverse effects of time pressure have been studied since the very first Quality of Work Life Survey using similar questions. The respondent is asked to mention various problems, such as time pressure and a tight schedule, and to state whether these variables exist at the workplace and how much strain they cause. When studied in this way, time pressure is the adverse effect that has increased most clearly at the workplace. While 18 per cent of wage and salary earners considered time pressure to cause a lot of adverse effects and strain in the 1977 survey, the proportion had already risen to 31 per cent in 2008. In the previous survey in 2003, there was a slight decrease in how much time pressure affected work, but other than that, the trend has been clearly increasing (Figure 47).

Other countries are also struggling with the same trend. This is clear from the **European Working Conditions Survey**. Two similar questions have been included since the 1990 survey: what proportion of your work hours do you have to work at a "very fast pace" or "to tight schedules". Table 6 shows the answers from various surveys as an average for all Member States for the study period. Both time pressure indicators show clear growth over the past 15 years.

One of the main reasons for problems with pace of work is that **workplaces do not have enough staff for the work tasks**. This was a result of a previous Quality of Work Life Survey (Lehto, 2006). The connection between the lack of human resources with the work pace indicator, derived from several variables, was very clear. According to Figure 48, over one-half (54 %) of wage or salary earners either fully or completely agree with a statement about this issue. Women are more familiar with this issue (59%) than men (48%). This is most likely due to the types of occupations where shortage of human resources is most

Figure 47. Adverse effects of time pressure
'Very much' or 'quite a lot' adverse effects. Quality of Work Life Surveys 1977–2008

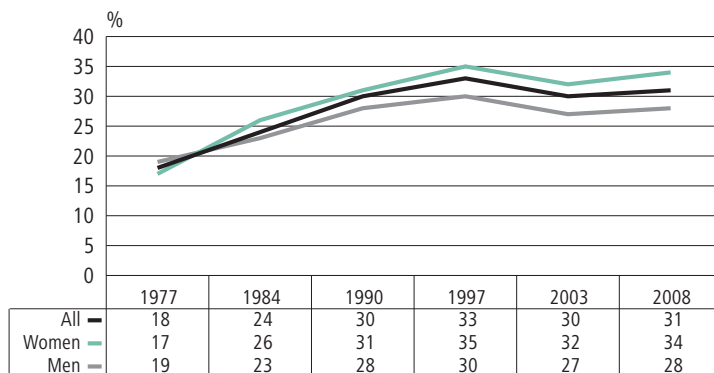


Table 6. Time pressure at work. European Working Conditions Survey 1990–2005*At least 1/4 of the time. Employed*

	1990	1995	2000	2005
	EU10	EU15	EU15	EU25
Working at very high speed	47	54	56	60
Working to tight deadlines	49	56	60	62

Figure 48. "There are too few employees compared to the workload at the workplace"*Proportion of those in agreement. Quality of Work Life Surveys 1990–2008*

common, as the proportion of people agreeing with the statement is as high as 70 per cent in the health care sector. In the social services sector, it is 62 per cent.

Lack of human resources has also often shown up as a problem in previous Quality of Work Life Surveys. Since 1990, it has mostly been an issue in the public sector, especially the local government sector. In the 2008 survey, the proportion of people who believe that there are insufficient personnel for the work tasks has gone up, especially in the central government sector. The proportion has increased from 53 per cent in 2003 to 61 per cent in 2008. The increase for women employed by the central government is very clear: from 54 to 64 per cent. For men, the proportion has also risen, from 53 to 55 per cent. The pressure to reduce personnel in the central government sector is clearly visible from the results.

The prevalence of work pressure and its effects have been studied in the Quality of Work Life Surveys since 1997 using a large collection of statements. These statements are based on separate studies using qualitative methods regarding time pressure. These are detailed especially in the report *Työhulluja vai hulluja töitä?* (Work crazy or crazy work?) (Järnefelt & Lehto, 2002). Figures 49

and 50 show the results, by gender, of the replies to these statements from the most recent survey in 2008.

Figure 49. Appearance of time pressure
Totally or true to some extent. Quality of Work Life Survey 2008

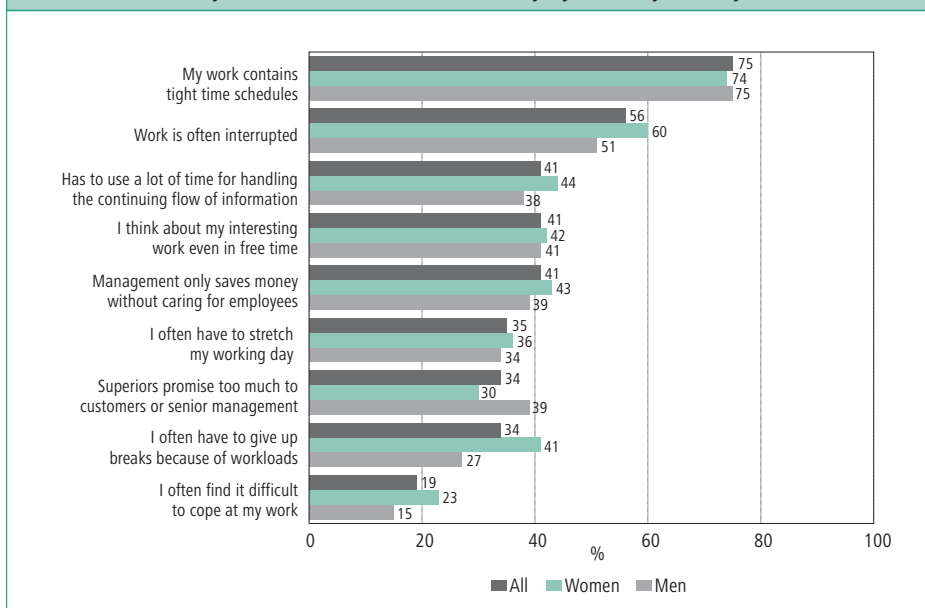
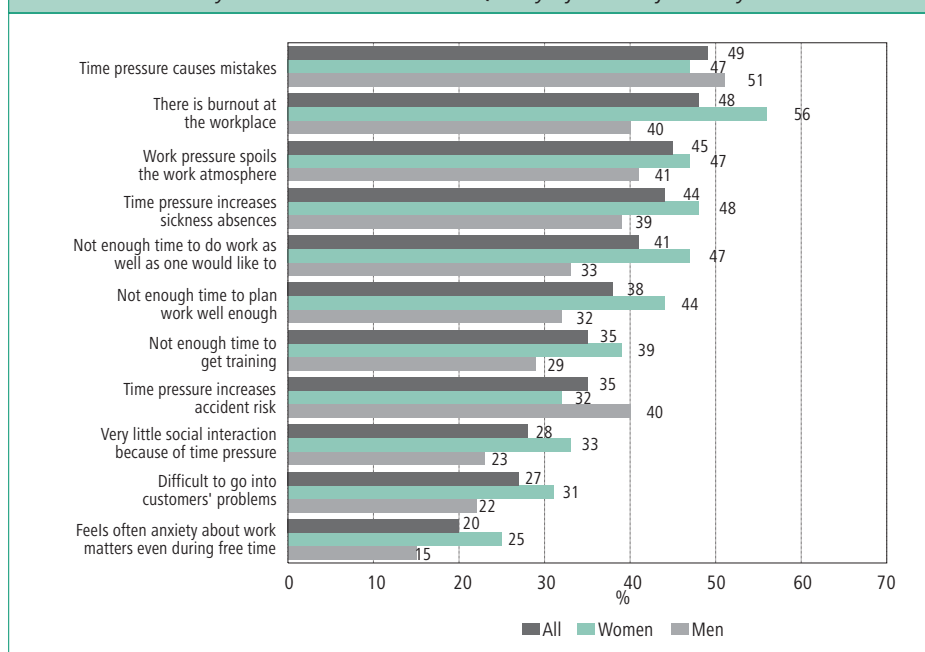


Figure 50. Consequences of time pressure
Totally or true to some extent. Quality of Work Life Survey 2008



Social relationships

Almost all Finnish wage and salary earners have co-workers with only about one per cent working completely alone. The social relationships at workplaces have a significant effect on the quality of work life. Out of female wage and salary earners, 71 per cent say that relationships with colleagues have a positive effect on how much they enjoy their work; in fact this is the aspect that increases enjoyment of work that is most often mentioned by women, and 64 per cent of men agree with this. Well-functioning social relationships can have an effect on enjoyment of work and also on the productivity of work: when social relationships are in order, information gets passed along, and it is easy to ask for help from colleagues or superiors or to offer help and support when needed. Problems in the workplace's social relationships, at worst bullying, can have various effects on the enjoyment work life and on productivity (also see Pärnänen, 2006).

Social relationships at the workplace can be examined from many points of view based on the Quality of Work Life Survey. Teamwork, psychological violence and bullying are discussed in separate chapters in the publication. This chapter will look at factors associated with workplace atmosphere and encouragement, customer work, conflicts, gender of co-workers and employees with ethnic backgrounds.

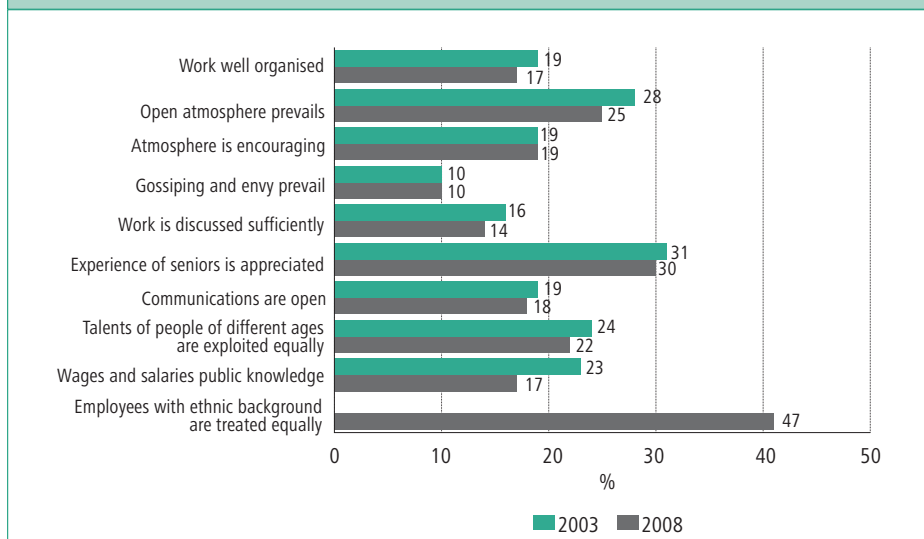
Work organisation and work atmosphere

There have been some changes in the results concerning **work organisation and workplace atmosphere** in the 2000s. (Figure 51). Fewer wage and salary earners than before feel that **work is well organised** at their workplace. The proportion of people agreeing with this statement has gone down, especially for men (fully agree 20% vs. 16%). For women, the change is similar but a little less obvious (18% vs. 17%). Wage and salary earners in the local government and private sector, as well as lower white-collar workers and blue-collar workers, are clearly more satisfied with the organisation of their work than the wage and salary earners in the central government sector or upper white-collar workers.

Fewer men than before (31% vs. 26%) feel that **an open atmosphere and team spirit** prevails at their workplace; for women the change is again similar, but smaller (25% vs. 24%). This decrease can be seen in all employer sectors and all socio-economic groups, but it is the strongest in the central government sector and among upper white-collar workers.

The proportion of men who feel **the atmosphere is encouraging** has likewise decreased (20% vs. 17%), but for women, it has increased (19% vs. 21%). Clearly more wage and salary earners in the local government (19%) and private sector (20%) than in the central government sector (15%) feel that the atmosphere at their workplace is encouraging.

Figure 51. Atmosphere at workplace
 "Totally agree". Quality of Work Life Surveys 2003 and 2008



The total proportion of wage and salary earners who perceive **gossiping and envy at the workplace** has remained the same in 2003 and 2008: while it has risen by one per cent among men to 9 per cent, it has decreased by 1 per cent for women, to 11 per cent. The central government sector fares the best here.

In 2008, fewer wage and salary earners thought there was sufficient **discussion about work arrangements or problems** at the workplace. The proportion has gone down from 16 to 14 per cent for both genders, and this decrease can be seen across all employer sectors. However, the situation is still better in the local government (17%) and private sector (16%) than in the central government sector (10%). Likewise it is better for lower white-collar workers and blue-collar workers (15%) than for upper white-collar workers (12%).

Fewer men than before (34% vs. 32%) feel that **the work experience of senior employees is appreciated at the workplace**, but there has been no change in this respect for women (29%). The proportion has decreased in all sectors, most of all in the central government sector.

Similar development is noted concerning the statement that **communications are open at the workplace**: fewer men than before fully agree with this statement (20% vs. 18%), even though there is no difference for women (19%). The change for the worse is mainly concentrated in the central government sector, which earlier had the worst results for this issue. Now only 11 per cent of central government wage and salary earners fully agree that communications are open at the workplace, whereas the proportion is nearly double this at the local government sector (20%) and private sector (19%).

The ability of employees of different ages at work is used equitably has decreased in the public sector when it comes to the proportion of "fully agree" answers. The central government sector (19%) scores the worst results here as well, although the difference between it and the local government (22%) and private sectors (23%) is not very large.

The most significant change has, however, been in the degree to which **amounts of wages, salaries and personal bonuses are public knowledge** at the workplace. Various payment systems and the increase of local agreements have lead to clearly fewer wage and salary earners stating that wages and personal bonuses are public knowledge at the workplace. The decrease in the openness about wages concerns the central government sector in particular, from 28 to 12 per cent, and can also be seen in the local government sector, from 30 to 20 per cent. In the private sector, the change has been significantly less noticeable, from 19 to 16 per cent.

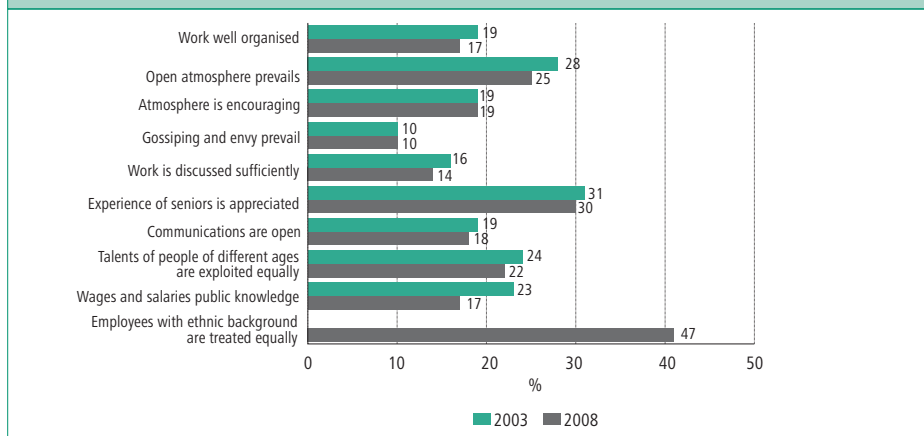
All in all, it seems clear that the turn for the worst in workplace atmosphere has concerned men's workplaces in particular. For women, the situation is largely similar to what it was in 2003, but the proportion of women who report an inspiring atmosphere at their workplace has actually increased. The central government sector, in general, does not do well in these comparisons, and in many cases, the growth in negativity has been the strongest in the central government sector and for upper white-collar workers.

Encouragement from the work community

There has also been negative change in encouragement from the work community. Less than one-fifth of wage and salary earners, however, more women (20%) than men (16%), feel that they receive **support and encouragement from their superiors whenever their work seems difficult**. (Figure 52.) Lower white-collar workers most commonly report receiving support from their superiors (21%). For upper white-collar workers (17%) and blue-collar workers (15%), it is not as common. There has been a real collapse in the support provided by superiors according to the results of the central government sector (21% vs. 15%). For local government wage and salary earners, the proportion has remained at 19 per cent, and for the private sector, it has decreased 1 percentage point to 18 per cent in the time between this and the previous survey.

Support and encouragement from co-workers when work seems difficult has remained at the same level for all wage and salary earners since 2003. In the central government sector, it has, however, decreased. Women appear to more commonly (33%) "always" receive support from their co-workers than men (21%), with lower white-collar workers (33%) more likely to get support than upper white-collar (25%) or blue-collar workers (24%).

Figure 52. Encouragement from work community
'Always'. Quality of Work Life Surveys 2003 and 2008



Feeling like a **valued member of the work community** has decreased for both genders. There is very little difference between the genders (women 27% vs. men 26%). The proportions have gone down since 2003 in all employer sectors and across all socio-economic groups, mainly among the upper white-collar workers. On the other hand, upper white-collar workers more often feel that they are valued by the work community.

Women and men equally as often feel that they can always **be involved in planning their own work**, although this is not quite as common as what it was five years earlier. In the central government sector, the proportion has gone down the most. 42 per cent of upper white-collar workers, 28 per cent of lower white-collar workers, and only 15 per cent of blue-collar workers are "always" involved in planning their work.

Men can "always" **apply their own ideas** in their work somewhat more often (24%) than women (22%), but the proportions have gone down for both genders since 2003. The proportions are also lower than in the early 1990s. Those working in the local government sector (28%) have the best opportunities to apply their own ideas; in the private sector, the proportion has gone down to 21 per cent. For upper white-collar workers, the opportunities to apply one's own ideas are nearly twice as common (33%) as they are among blue-collar workers (17%). For lower white-collar workers, the proportion is 20 per cent.

Conflicts and competitive spirit

Workplaces that manage to avoid competitive spirit and conflicts altogether have become increasingly rare during the study period. This development continued during the survey period of 2003 to 2008. Of course, one can ask how realistic it

is to expect that conflicts at the workplaces can be avoided completely. But the real problem can be considered to be when conflicts are so regular and frequent that they have an effect on the quality of work life and productivity. There are two figures on competitive spirit at work. The first one (Figure 53) shows the prevalence of competitive spirit and conflicts in the work unit in general, and the other (Figure 54) shows the proportion of respondents who say that these phenomena are common or quite common in their work units.

Competitive spirit seems to have increased clearly over the long term, also after 2003, according to both graphs. The phenomenon has become more common in all sectors but most of all in the central government sector where it has risen from 13 to 19 per cent. Therefore the central government sector has, in

Figure 53. Conflicts in work unit

Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

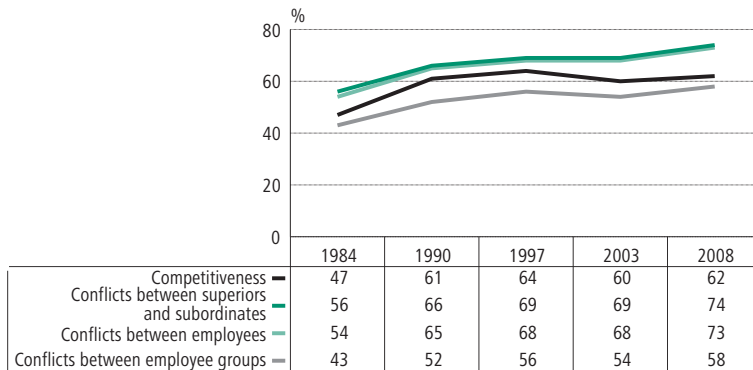
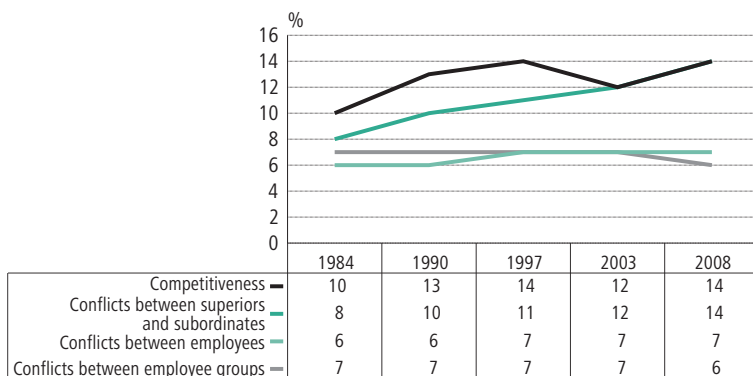


Figure 54. A lot of conflicts in work unit

Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



2008, overtaken the private sector, which has seen an increase to "only" 15 per cent from the same starting point of 13 per cent.

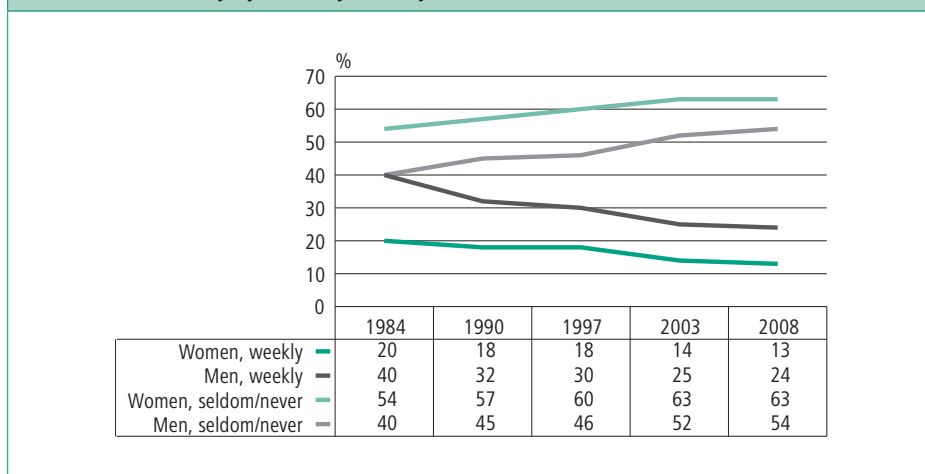
Conflicts between superiors and subordinates have steadily become more common during the last few decades. A lot or quite a lot of conflict between superiors and subordinates take place more often in women's (16%) work units than in men's (11%).

Conflicts between co-workers have become about as common as conflicts between superiors and subordinates when reported in at least the "some" category. There has been an increase from 54 per cent in 1984 to 73 per cent in 2008. On the other hand, when you only look at the group that reports a lot or quite a lot of conflicts between co-workers, the level has remained roughly the same, increasing on from six to seven per cent. A lot or quite a lot of conflicts between employees are more common in women's work units (9%) than in men's work units (5%).

When looking at the **conflicts between employee groups**, statistics on a lot of conflict or quite a lot (women 7%, men 5%), do not show a lot of changes during the survey period. It is only in the newest survey that the proportion decreases by one percentage point. However, when looking at the proportion of work units that have at least some conflicts, the proportion has increased considerably from 1984 (43%) and even in the last two surveys, from 2003 (54%) to 2008 (58%).

Meeting co-workers in your free time has significantly declined since the early 1980s when this issue was asked about for the first time. At that time, one in five women (20%) and as many as two out of five men (40%) met their co-workers as often as at least once per week. About a quarter of a century later, in 2008, the respective percentages are 13 for women and 24 per cent for men. Nearly two out of three women (63%) and over one-half of men (54%) meet co-workers in their free time either very rarely or never (Figure 55).

Figure 55. Meeting co-workers during free-time
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



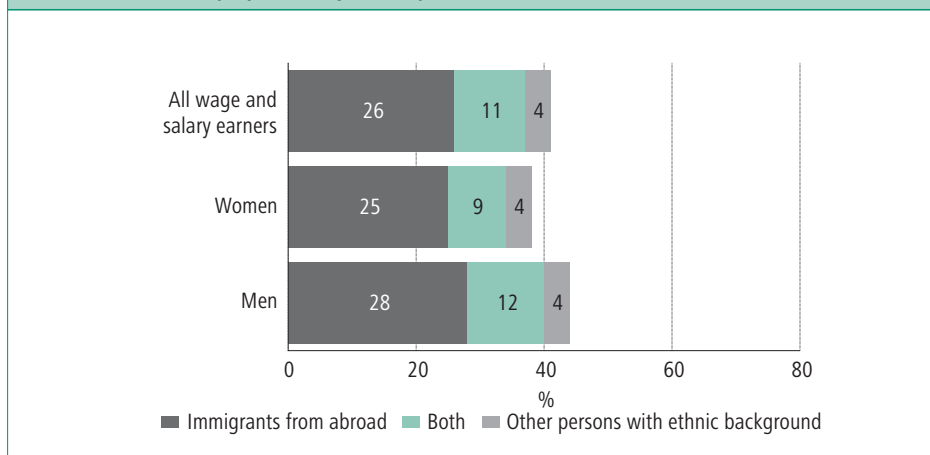
Co-workers with ethnic backgrounds

The Quality of Work Life Survey of 2008 was the first survey to ask **whether the respondent's workplace included employees with ethnic backgrounds**. The interviewing instructions specified that this could also include wage and salary earners working in the same premises for another employer or hired work company, such as employees of a cleaning company cleaning the office or people working at a construction site for another employer. The question mainly intended to find out the proportion of Finnish workplaces that have employees with an ethnic background. In the response options, there was the opportunity to specify whether individuals had moved to Finland permanently from abroad or temporarily or whether these individuals otherwise had an ethnic background, such as second-generation immigrants.

Two out of five (41%) wage and salary earners, and slightly more men than women, said there were employees with an ethnic backgrounds at their workplace. The proportion is largest in private sector jobs (44%) and smallest in the local government sector (35%). People who mentioned co-workers with ethnic backgrounds were mostly those working in the scientific and technical (52%), administrative management (44%) and manufacturing, transport, and education (43%) fields. Somewhat surprisingly, social work had the lowest number of employees with an ethnic background (22%).

Respondents whose workplaces had employees with an ethnic background were also asked to comment on the statement "**employees with an ethnic background are treated equally at our workplace**". Out of the respondents who felt they were qualified to comment on the statement (i.e. not including the "not applicable" responses), the majority agreed: roughly 40 per cent fully agreed with (women 43%, men 39%) and 37 per cent of both sexes somewhat agreed with it.

Figure 56. Employees with ethnic backgrounds at workplace
Quality of Work Life Survey 2008



9 per cent disagreed with the statement with the rest selecting the "neither agree nor disagree" option.

The Finnish situation compared with the rest of Europe

Compared with most other European countries, Finland does not really have high hierarchies in work life. **The European Working Conditions Survey of 2005** shows significant differences between countries regarding how easy it is for subordinates to approach their superiors. According to the study, Finland was top in Europe with 82 per cent responding "Yes" to this question: "have you discussed work-related problems with your superior during the past 12 months?" Estonia's score, 81 per cent, was nearly the same. The average of all EU27 countries was as low as 57 per cent.

Finland also came top in Europe regarding help from co-workers and superiors. Out of the Finnish respondents, 55 per cent said that they "nearly always" receive help from their superiors when they ask for it, while the EU27 average was 37 per cent. Countries that ranked higher than Finland in this regard were Denmark (63%), Ireland (64%), Slovenia (58%) and Latvia (57%). Similarly, 65 per cent of Finnish wage and salary earners nearly always received help from their co-workers, whereas the EU27 average was 47 per cent. Co-workers more helpful than the Finns were found only in Denmark (78%), Ireland (72%), Sweden (69%) and the Netherlands (68%).

Teamwork

Teamwork was included as a new form of organisation in the Quality of Work Life Survey's subject areas in the 1990s. The Quality of Work Life Surveys inquire about teamwork in the workplace, the respondent's own experiences of working in a team, and the proportion of working time that is made up by a team-based way of working. Additionally, the survey aims to outline the characteristics of a team-based way of working and how satisfied the respondent is with teamwork by asking opinions on various statements.

Since 1997, the Quality of Work Life Survey has asked whether "**teamworking is applied at least to some extent at your workplace**". Over a period of roughly ten years, the proportion of women salary and wage earners who answer yes to this question has grown by over 10 percentage points, and the figure for men has also grown nearly as much (Figure 57). There are almost no differences between sectors, company size, or ownership type regarding the way in which teamwork is carried out.

When comparing the results of 2003 and 2008, the proportion of **people doing teamwork** rose from 61 to 67 per cent. According to the definition, team or group work has become more common for both women (63% vs. 67%) and men (58% vs. 66%). This increase appears to have been the greatest when it comes to working in the same team or group. This is more common these days than working in several groups (Figure 58).

Regarding differences between occupational groups, team and group work is most common in social work (80%) and education (78%) occupations, where it has also become clearly more common, as shown by a 10 percentage point increase since 2003. It has grown in popularity and become nearly as popular for

Figure 57. Teamwork applied at workplace
Quality of Work Life Surveys 1997, 2003 and 2008

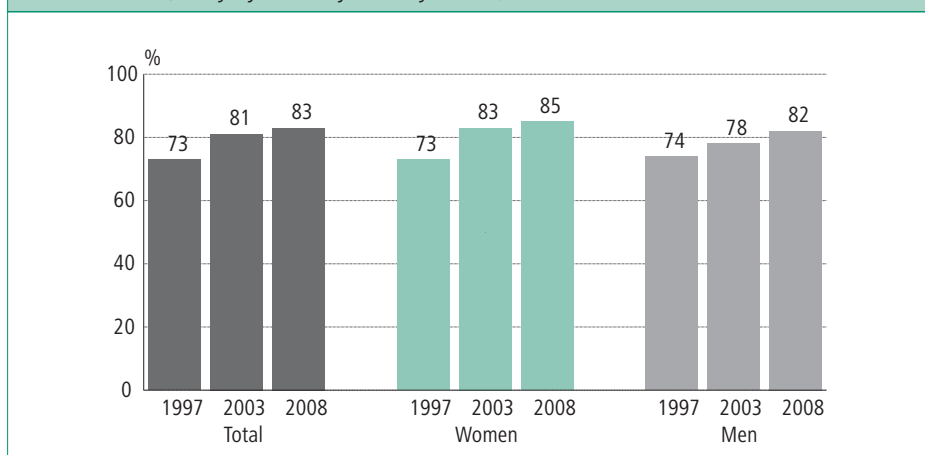
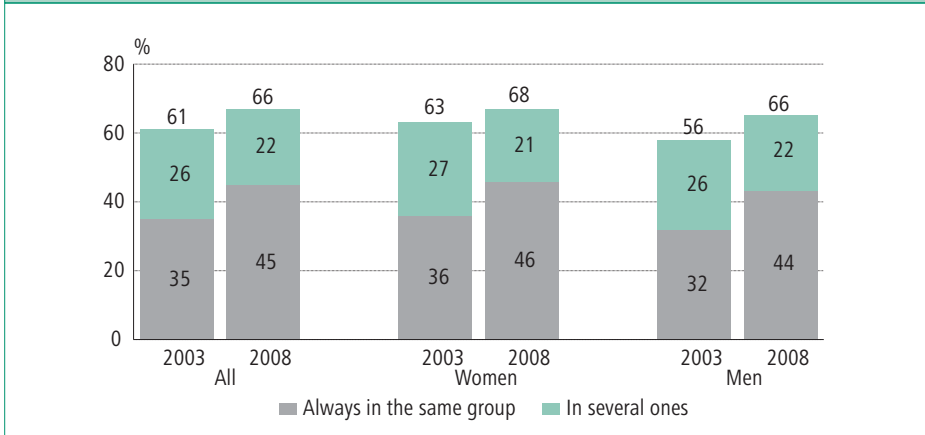


Figure 58. Working in a permanent work group or team
Quality of Work Life Surveys 2003 and 2008



those who do scientific and technical work (74%). In health care (73%) and administrative management (74%) occupations, teamwork is also very common. But it was already at this level for these occupations in the 2003 survey.

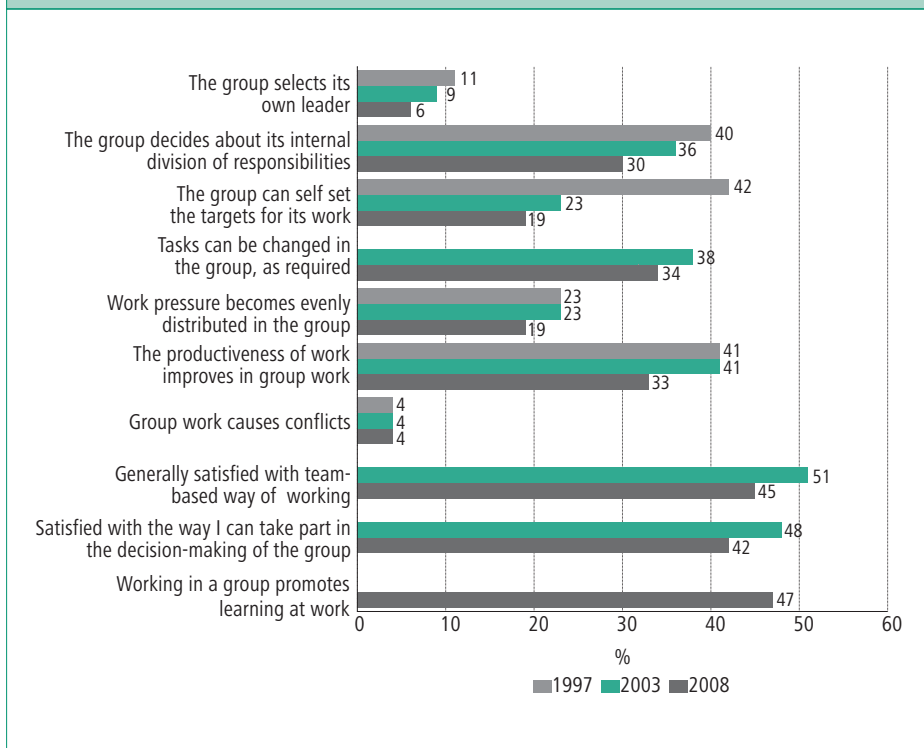
According to the 2005 **European Working Conditions Survey**, teamwork is a particularly common form of work organisation in Finland compared with the EU27 average. In the survey as many as 76 per cent of Finnish women said that "all or part of their work is carried out in a team" when the figure for all European female wage and salary earners was only 56 per cent. Men in Finland also do more teamwork (73%) than they do in the EU27 countries on average (63%). Altogether 74 per cent of Finnish wage and salary earners said they worked in a team. Only in Estonia (75%) were there a higher proportion of people who gave this answer.

Aspects of teamwork

Even though teamwork has become more common in the 2000s, the time line of the various aspects of teamwork does not paint a very rosy picture of the development of its content. The prerequisites for good teamwork seem to clearly have shrunk during the past ten years. The potential for teams to select their own superiors, set their own goals and make decisions regarding internal division of work have become progressively worse. It is apparent that during the past five years, there are fewer people who work in teams who believe that teamwork increases the productivity of work, promotes equal distribution of work tasks or are, in general, even satisfied with the team-based method of working or the way in which they can participate in the groups' decision-making (Figure 59).

These quite startling changes involve practically all the socio-economic groups and employer sectors. The only issue that seems unchanged is teamwork as a cause of conflicts: this is not considered a large problem in teamwork.

Figure 59. Aspects of team work
"Totally true". Quality of Work Life Surveys 1997, 2003 and 2008



According to the results, measures to promote teamwork in the 2000s have not always succeeded in the best possible manner when it comes to content. We can also find references to the decrease in the effectiveness of teamwork elsewhere, for example, in the Work and Health Survey carried out by the Finnish Institute of Occupational Health. Team discussions regarding work tasks, objectives and meeting these objectives are one of the most important factors contributing to the success of teamwork. According to the Work and Health survey, teamwork has clearly become more common in the 2000s, but at the same time the proportion of wage and salary earners who say there is enough discussion about work tasks, objectives and meeting these objectives, has halved in the 2000s (Kandolin 2008).

These results regarding experiences of teamwork should make us think. At its best, teamwork promotes information sharing, coming up with ideas, learning, quality of work life and spreading out work pressures evenly. It is interesting to consider the degree to which the current trend towards individualisation in work (Julkunen 2008) is connected to the perceptions of the decline in usefulness of teamwork. For example, how well does the increase in the monitoring of individual work and payment systems that reward individual work contributions reconcile with teamworking principles?

Supervisory work

The way in which supervisory work is organised and functions is very important for organisational efficiency. Several studies have shown that the work of supervisors has a very significant effect on work motivation of ageing employees (Ilmarinen 1999) or coping with work-related stress (Järnefelt & Lehto 2002). Figure 60 shows wage and salary earners whose **work includes supervisory tasks**. The question asked was: "Do your tasks involve supervision of the work of others or delegation of tasks to other employees?" The question has been asked in this exact same form since the 1984 survey.

The trend is growing steadily for both men and women. However, in the latest survey (2008) we can almost see a leap in the amount of supervisory tasks. Out of all wage and salary earners, 41 per cent now say that their work includes supervising the work of others or delegation of tasks to others. Five years ago the proportion was 35 per cent. The growth has been clearer for women than for men, as the proportion of women supervisors has grown from 29 to 36 per cent. For men, the proportion has risen from 41 to 46 per cent (Figure 60).

Therefore, over the long term, supervisory work has only become more common in Finland despite the talk about a reduction in hierarchy. A partial explanation is that clear structural changes have taken place in supervisory work. These have already been studied in more detail in the article written on the results of the 2003 material (Konttinen 2006). Figure 61 shows these changes and demonstrates that while the proportion of supervisors has grown among wage and salary earners, currently more and more supervisors do not have any direct subordinates. Already in the 2003 survey this group comprised 13 per cent of all wage and salary earners, and now the proportion of people with only work su-

Figure 60. Tasks involve supervision of the work of others
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008

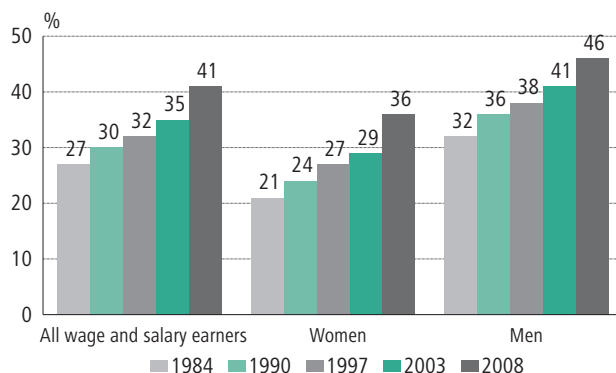
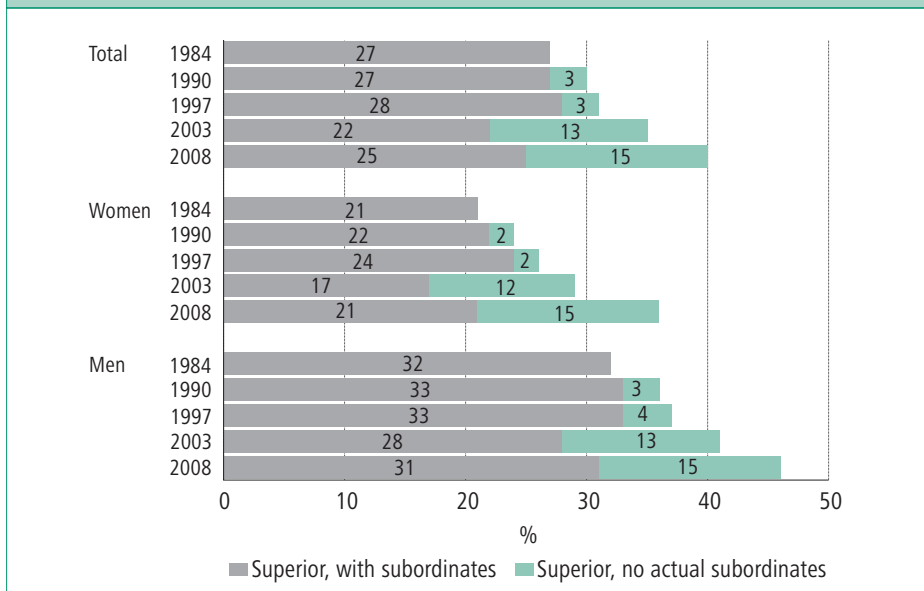


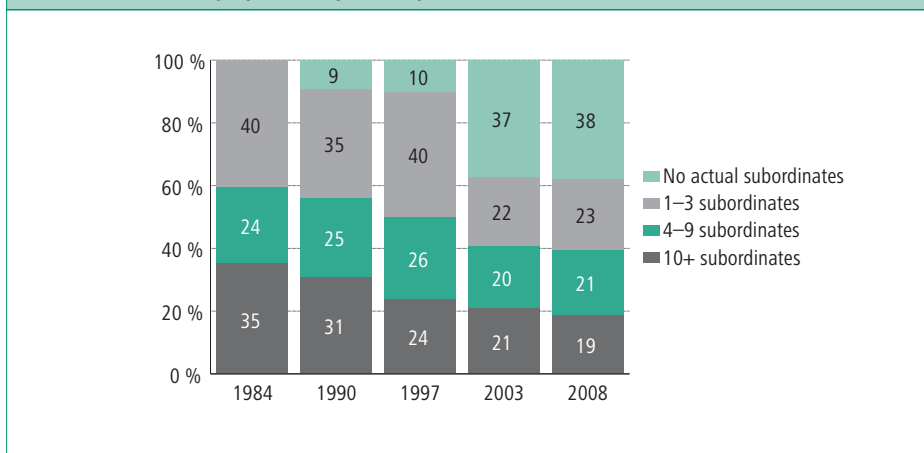
Figure 61. Superiors with administrative and with work supervisory tasks.
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



pervisory tasks is 15 per cent. In the above-mentioned article, supervisors are divided into those with administrative and those with work supervisory tasks.

Figure 62 shows how those in supervisory positions are divided according to the number of subordinates. Among wage and salary earners, the proportion of administrative supervisors has clearly decreased from the 1990s to the 2000s while the share of functional (no subordinates) supervisors has increased. Based on the figure we can also estimate that the size of work supervisory units, based on num-

Figure 62. Supervisors according to the number of subordinates
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



ber of subordinates, is diminishing. This too points toward the trend of cutting hierarchy levels and oversized units. The proportion of supervisors with at least 10 subordinates has decreased from 35 to 19 per cent between 1984 and 2008.

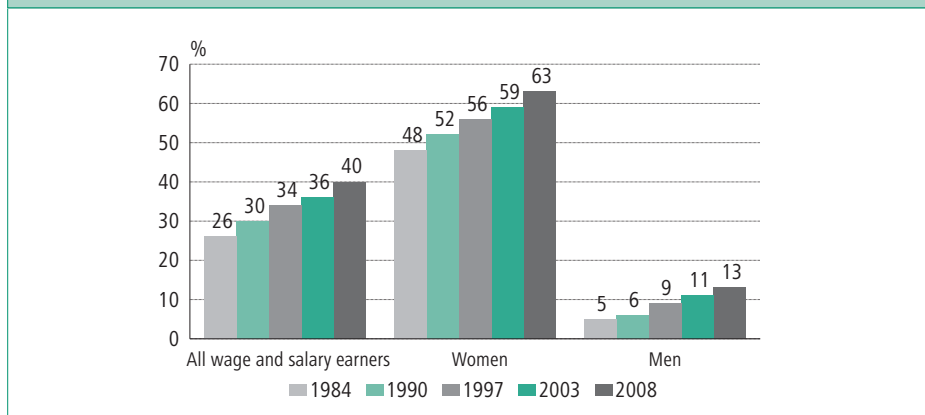
The training and occupation divisions of people in supervisory positions seems to suggest that organising teamwork in the manufacturing and services sectors still calls for a work leader, even though the number of hierarchy levels might otherwise have been reduced. Whereas the proportion of all supervisors without subordinates is 38 per cent, the proportion in industrial work and the health care sector is 47 per cent.

The European Working Conditions Survey 2005 also asked about supervisory activity. The question asked in this survey, however, directly asked about the number of subordinates, so the group corresponding to the one in Finland, i.e. supervisors with only work supervisory tasks, is not available from the results of this survey. The results are otherwise on an altogether lower level than in the Finnish Quality of Work Life Survey.

Finland ranks very low in the proportion of supervisors in the European study, as the issue is inspected through the number of subordinates. Whereas 16 per cent of all wage and salary owners in the EU27 countries work as administrative supervisors, in Finland this proportion is 12 per cent. Only Slovakia and Bulgaria have a lower proportion of supervisors than Finland. In the EU countries, the most supervisors in proportion to wage and salary earners are in Ireland, Germany, Britain, Holland, and Malta.

Figure 63 shows how many wage and salary earners have a woman as supervisor. The number of women working as immediate superiors has been increasing since 1984 so that currently already 40 per cent of wage and salary earners have a woman as a supervisor, and 63 per cent of women have a woman as a supervisor. The proportion of women working in supervisory positions has grown steadily since the 1984 survey when only about one in four wage and salary earners had a female supervisor.

Figure 63. Superior is a woman
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



Examined by educational level, those with upper secondary education have always been more likely than others to have a woman supervisor. Among men, a high level of education increases the likelihood of working under a female superior. The probability has also been growing, so that today as many as 19 per cent of men with tertiary education work under female supervisors.

Even according to international comparisons, it is very common for women in Finland to work in superior positions. Figure 64 shows the proportion of wage and salary earners in the EU27 countries who have a female supervisor. It shows that Finland clearly leads in this statistic. This is not in any way a new development, but something that was also visible in earlier European Working Conditions surveys in 1995 and 2000 (Paoli 1997, Paoli & Merlié 2001).

Women are slightly different from men as superiors or work supervisors (Figure 65). When the respondents of the Quality of Work Life Survey were asked about the **characteristics of their immediate superior**, women turned out to be distinctly better than men in matters like providing support and encouragement, giving praise for good work performance, being inspiring, taking employees' feelings into account, and, above all, in encouraging them to study and develop further in their work. However, the superior's gender does not seem to make clear difference when it comes to, for example, settling conflicts, division of responsibilities, sharing of information, knowledge of work tasks or considering ageing

Figure 64. Immediate boss is a woman. EU27.
Employees. European Working Conditions Survey 2005.

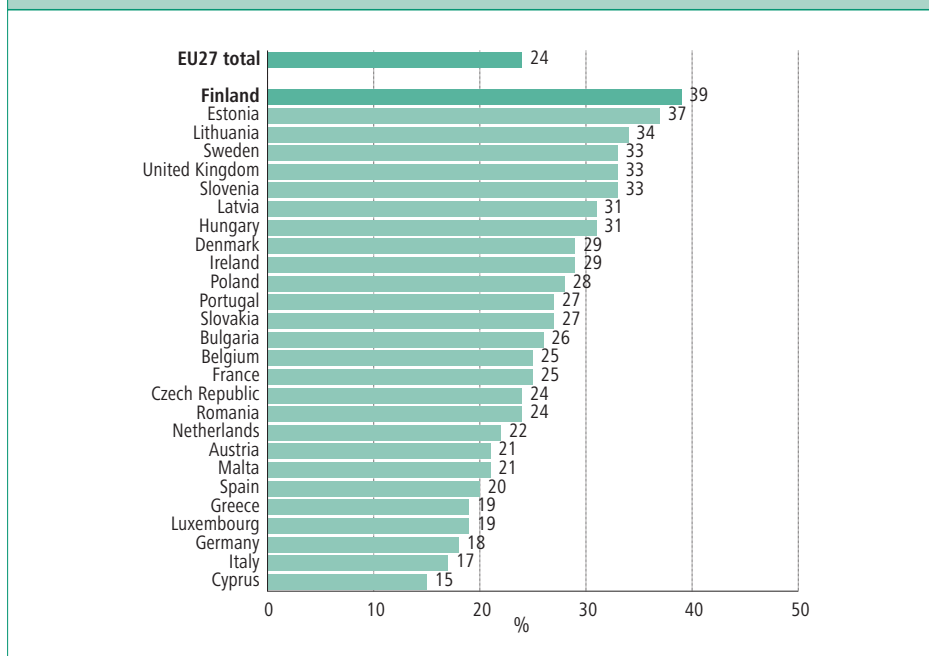
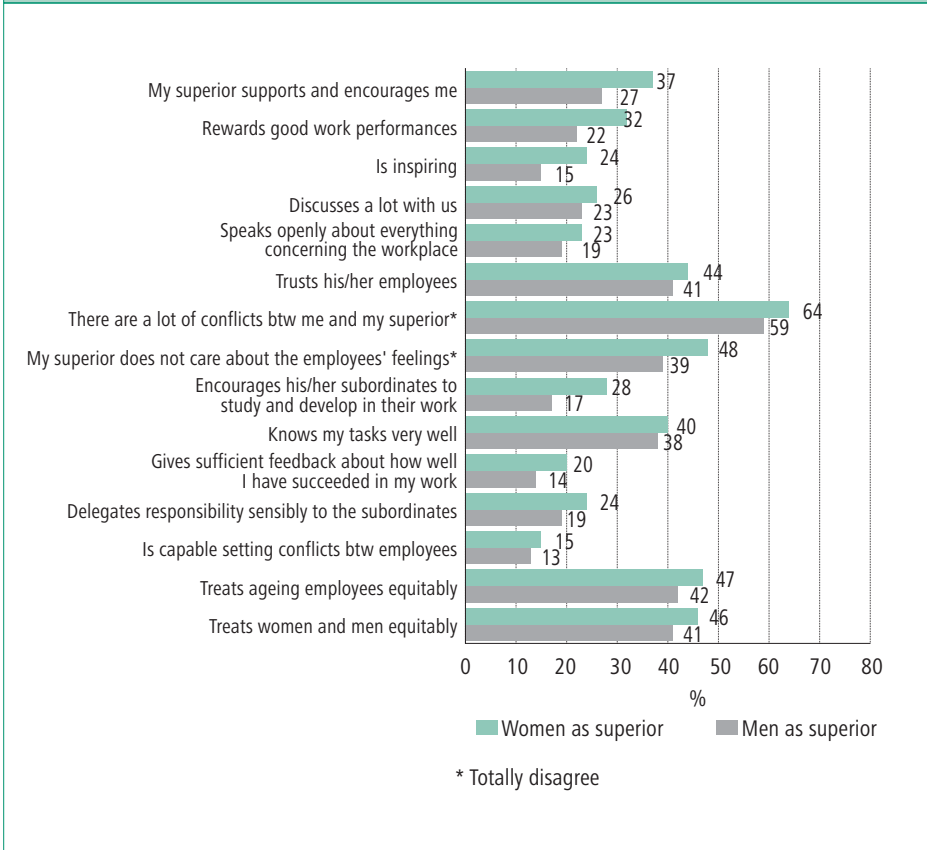


Figure 65. Statements concerning the work of superior
Totally agree. Quality of Work Life Survey 2008



employees. Female superiors therefore seem to do well particularly in the areas of development, support of subordinates and taking feelings into account.

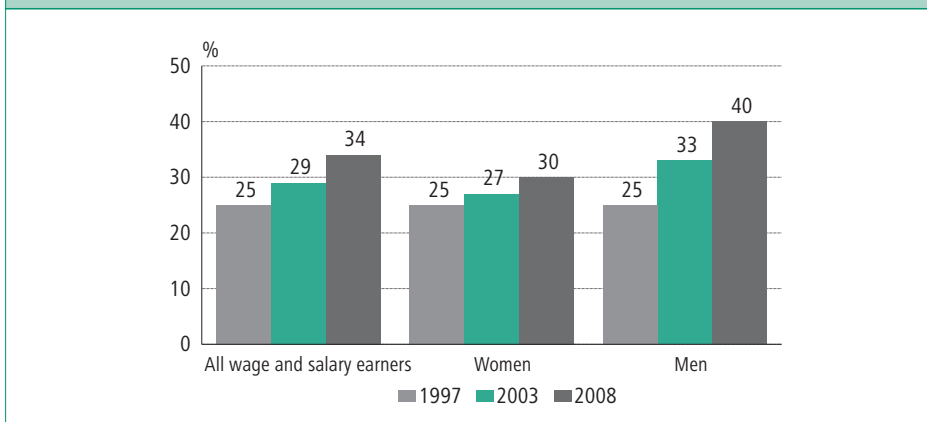
All in, people are more satisfied with female than male superiors. This is evident from the general question on **how satisfied the respondent is with their superior's leadership**. If these responses are examined based on gender, the opinions differ somewhat. When the superior is female, 26 per cent of respondents are very satisfied with their superior's leadership. For men, the proportion is 22 per cent. The respondent's own gender also affects this issue: 31 per cent of men and 25 per cent of women are very satisfied working under female superiors. Looking at it the other way around, 19 per cent of women are very satisfied with male superiors, compared with 23 per cent of men. Therefore it would generally seem that employees are more satisfied with female superiors, and men seem to be especially satisfied when working under a female superior.

Gender equality

The Quality of Work Life Surveys have tried to systematically assess gender equality in work life ever since the 1984 survey. This has been done by comparing the experiences of women and men regarding various working condition characteristics and by adding questions regarding important working conditions as evenly as possible for both genders. At that stage of the survey series, many questions about work typically carried out by women were added. These issues had been previously neglected, as work environment problems that were most common among men, such as the ones associated with physical working environments, were focused on. Additionally, since the 1997 survey, the Quality of Work Life Survey has specifically asked about experiences regarding how gender equality is accomplished at the workplace and experiences regarding gender discrimination. Gender equality and its connection to working conditions has been analysed with the help of the Quality of Work Life Survey in numerous research reports and articles (such as Lehto 1988, Lehto 1992, Lehto & Sutela 1999, Sutela & Lehto 2007).

Figure 66 shows the responses from three different surveys regarding **opinions on the way in which gender equality is accomplished at the employee's place of work**. When looking the proportions of people who believe equality has been accomplished fairly well, we can see a clear improvement. Ten years ago, in 1997, one in four (25%) wage and salary earners were of this opinion, whereas now the proportion is higher than one in three (34%). The positive development has been mainly evident in the views of men, as the growth has been from 25 to 40 per cent. At all times, there has been a lot of "not applicable or cannot say" replies. In 1997, 21 per cent of all respondents picked this answer (24% of men, 18% of women). After this, by changing the question's location and by

Figure 66. Accomplishment of gender equality at workplace
Accomplished very well. Quality of Work Life Surveys 1997, 2003 and 2008



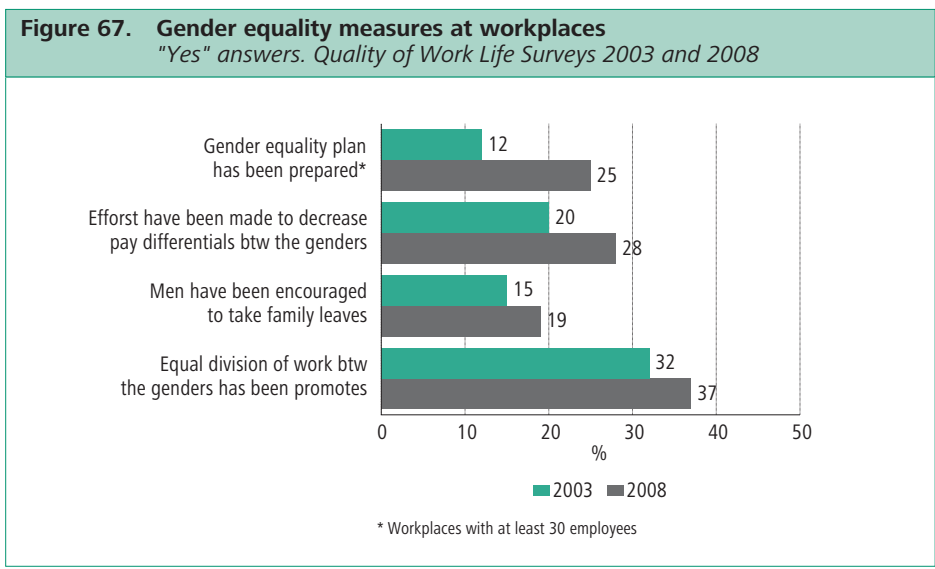
emphasising this issue in the interviewer training, the proportion of these responses were reduced to 18 per cent in 2003 (men 21%, women 16%) and only 16 per cent in 2008 (men 17 %, women 14%).

In the two previous Quality of Work Life Surveys, **the measures to advance gender equality** have also been examined. It is a well-known fact that there is a difference in the salaries of men and women, in favour of men, that division of tasks at the workplace is not equal according to gender, and that men do not take advantage of the statutory family leaves to the same degree as women. On the other hand, according to the Finnish Equality Act, every workplace with at least 30 employees should prepare a gender equality plan.

Even though **the existence of gender equality plans** is examined in figure 67 only for the people working in workplaces employing at least 30 people, the proportion is surprisingly low. On average, 25 per cent of respondents gave a positive reply. On the other hand, it is notable that this figure is over double what it was in the survey conducted five years ago. At that time, only 12 per cent were aware of an equality plan.

Out of people working at workplaces employing over 30 people, 13 per cent did not know whether the workplace had a gender equality plan and 5 per cent thought that the question was not applicable for them. The gender breakdown of a workplace can be assumed to have an impact on how necessary an equality plan is considered to be. Yet only one third (33%) of people working at workplaces employing over 30 people with roughly the same number of people from each gender had noticed plans to promote gender equality.

The central government sector clearly leads in this regard. Whereas nearly half (47%) of employees in the central government sector say that plans exist, the proportion in the local government sector is only 25 per cent. In both the



central government sector and private sector, the drawing up of equality plans has become clearly more common since the last survey, as the change in the central government sector is from 24 per cent to 47 per cent and in the private sector, from 11 to 25 per cent. There are still only a few equality plans in the local government sector, as the growth has only been from 11 to 16 per cent. The fact that those working in the local government sector have noticed clearly fewer equality plans than have been announced by the organisations themselves has been observed in earlier surveys (Melkas & Lehto 2005).

Division by occupation shows that there may be plans at more workplaces than demonstrated by the 25 per cent average. This is because both men and women in administrative management jobs had noted the existence of such plans more often (47%) than others. Ordinary line workers had just not received word of them.

It is interesting to note that in the questions concerning **decreasing pay differentials between the sexes** that men (33%) have noticed such activity much more often than women (24%). In small workplaces, both women and men largely agree that not much is done to reduce such gaps. However, in larger workplaces of over 50 people, the views diverge so that men notice such actions more often than women.

Encouraging men to take family leaves is the equality measure that has seen the smallest increase in commonness. The proportion of people noticing such actions has risen from 15 to 19 per cent. The difference between women and men has disappeared from these views, and the proportions of individuals noticing related activity have now become even. The central government sector is the forerunner in this area too, as roughly 29 per cent of both men and women working for the central government, nearly the same proportion of each gender, believe that men are encouraged to take family leaves. Compared with other sectors, this figure is high, as the proportion in the private sector is 19 per cent and 16 per cent in the local government sector. If nearly all employees at the workplace are men, encouragement for men to have family leaves is at its lowest level, 16 per cent. In mixed workplaces, the proportion is at least 28 per cent.

Out of the equality measures inquired about, **equal division of work between the sexes** was observed most often. Men (41%) noticed this more often than women (34%) or perhaps women had a more critical view of the situation. Men noticed these measures taking place most often in the central government sector (51%), therefore nearly one in two male wage and salary earners. Women noticed these measures taking place much less often in this sector (41%). The size of the workplace has an impact on this: in workplaces employing over 250 people, men had noticed efforts towards equal division of work between the genders much more than women. In workplaces of over 500 people, the proportion of men making these observations was as high as 58 per cent, while the proportion of women at these workplaces making the observations was 37 per cent.

Violence, harassment, bullying and discrimination

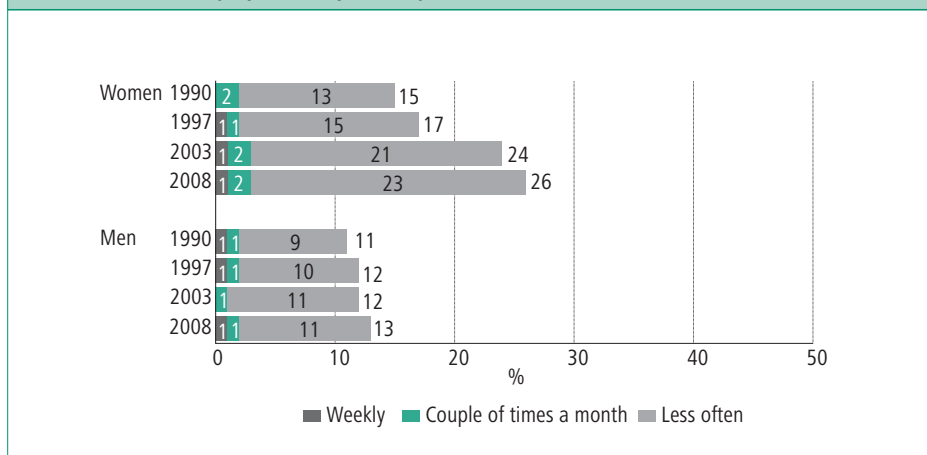
Physical violence or the threat of it has seen a worrying increase among female wage and salary earners during the last few decades. The most significant turn for the worst seems to have taken place at the turn of the millennium. Among men, violence or threat of it has not really increased since 1990. Similar results can be seen in another part of the Quality of Work Life Survey, i.e. the section dealing with work-related threats and dangers (see the chapter "Hazards and risks associated with work").

Among female wage and salary earners, experiences of violence or the threat of it are concentrated mostly in health care sector occupations, where violence has become more and more common lately. Over one-half of workers in these professions experienced violence or the threat of it in their work in 2008: more than one in ten (11%) at least a few times per month and 43 per cent less than this. In 1990, the corresponding proportions were three and 34 per cent. The proportions are up, and in less than two decades have clearly risen, also in social work, education, transport and service jobs. (Figure 68.)

Throughout the survey period violence or the threat of it in men's jobs has always been heavily associated with certain risky occupations in guarding and security jobs (security guards, policemen, or firemen, for example). In these occupations, the risk of violence does not seem to have increased, but it was already at a high level in 1990.

Based on the occupation groups listed above, we can already see that violence or the threat of it is most common within the public sector, especially local gov-

Figure 68. Has been subjected to, or threatened by, violence at workplace
Quality of Work Life Surveys 1990, 1997, 2003 and 2008



ernment workers: in the local government sector: 5 per cent of women experience violence or the threat of it at least a few times per month, and more than one in three (33%) less than this. The corresponding proportions for men are three and 28 per cent. The figures are the lowest in the private sector (2% and 17% for women; 1% and 8% for men).

Violence or the threat of it is commonly associated with jobs in which the employee has to deal with customers. Out of the people who deal with customers for at least fifty per cent of their working hours, nearly one in three (31%: women 35%, men 23%) experience violence in their work or the threat of it at least occasionally, when the proportion for other occupations is only 8 per cent.

When the Finnish Occupational Safety and Health Act was amended in 2003, it was also extended to cover psychological work safety. The Act requires the employer to intervene if an employee is subjected in his or her work to harassment or other inappropriate treatment that is harmful to the employee's health or puts them in danger. (The Occupational Safety and Health Act 738/2002 28 §).

In the Quality of Work Life Survey, several sections ask about **being subjected to harassment or any other inappropriate treatment** from, for example, clients or co-workers, and later in the form there are questions about the occurrence of workplace bullying and being subjected to it. It would appear that women have suffered from harassment and inappropriate treatment more often in their work than men. For women, these experiences have increased somewhat from 2003 (Figure 69).



Workplace bullying

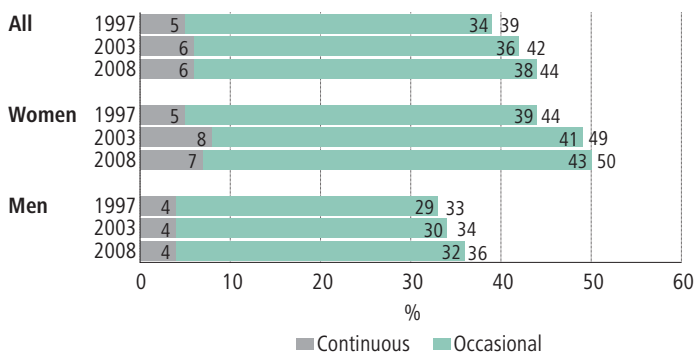
The Quality of Work Life Surveys have included questions about workplace bullying since the 1997 survey. Psychological violence or workplace bullying is defined in the questions as "isolation of a member of the work community, voiding/nullifying the results of their work, using threatening behaviour, talking about them behind his/her back or exerting other types of pressure". Respondents were first asked whether this type of behaviour exists at their workplace and, secondly, whether they are, or have been, subject to this kind of behaviour.

The proportion of people who have noticed **bullying at the workplace** has increased in each survey. The largest leap is in the observations of women at the turn of the millennium. The degree to which this increase resulted from the fact that during this period workplace bullying became a topic of public discussion in a completely different way than in 1997 was discussed in connection with the 2003 Quality of Work Life Survey. Workplace bullying was an especially current topic following the introduction of the new Finnish Occupational Safety and Health Act in 2003.

However, the proportion of people who have detected workplace bullying has continued to increase between 2003 and 2008. In 2008, more than two out of five (44%) Finnish wage and salary earners said that workplace bullying took place at their workplace at least occasionally. Six per cent of wage and salary earners reported constant bullying (Figure 70). Clearly more women had noticed bullying than men. Every other (50%) female wage and salary earner had noticed workplace bullying at least occasionally, while a little over a third of men (36%) reported the same.

On the other hand, it would be wrong to make a generalisation about the fact that the frequency of bullying in female-dominated sectors is connected with the

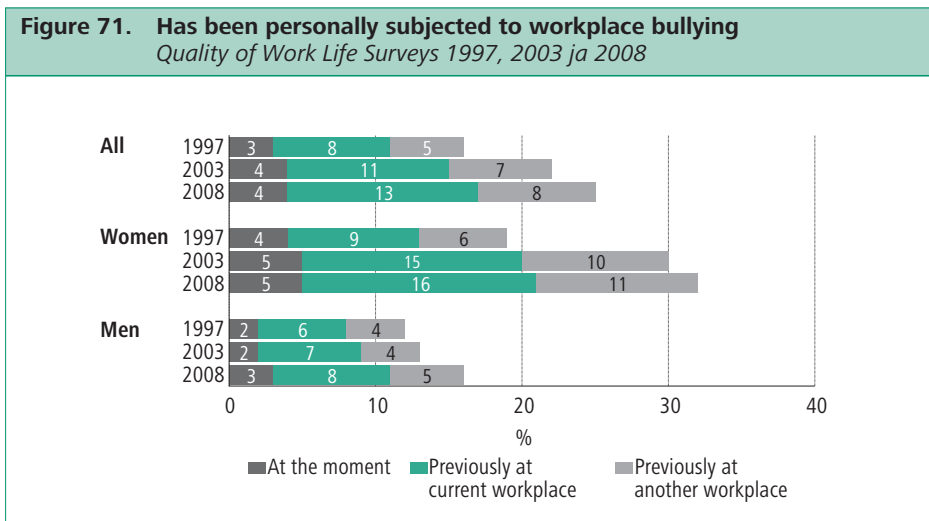
Figure 70. Prevalence of workplace bullying at workplace
Quality of Work Life Surveys 1997, 2003 and 2008



prevalence of women. Bullying is connected to many problems in the work environment, regardless of occupation. Constant bullying is clearly more common in workplaces where time pressure causes a significant degree of strain (14%) than in those where there is no time pressure or where time pressure causing, at most, "some extent" of problems (4%). Constant bullying is more rare at workplaces where the work is organised well (4%) and/or there is sufficient discussion on the work and its problems (3%) compared with workplaces where the situation is reversed (14% and 13%). In workplaces where the supervisor talks openly about developments and issues at the workplace, there is less constant bullying (4%) than at workplaces without this sort of openness (11%) (see also Parvikko, 2006.)

One in four Finnish wage and salary earners has at some point been the **subject of workplace bullying**. The proportion is as high as 32 per cent, nearly one in three, for women. Half as many men, i.e. 16 per cent, say that they have been the subject of workplace bullying at some point. However, these figures include situations that have taken place earlier in the work career, including those from earlier workplaces. At the time of the survey, this was an acute problem for five per cent of women and three per cent of men. (Figure 71.)

The proportions of employees who have been subjected to bullying are highest in education, health care, social work, and service occupations. In these groups, bullying has been experienced by roughly one in three (30–35%) wage and salary earners. In these groups, but also especially in transport occupations, bullying is being currently experienced by 6–7 per cent of wage and salary earners. In this respect, there does not seem to be a difference between the experiences of men and women working in social work, transport and service occupations. However, men currently consider themselves to suffer from bullying somewhat more often in education sector jobs. In health care, technical and scientific, and office jobs, women say they suffer from bullying more often than men.



The bullies are most often co-workers. (Figure 72.) Only about one per cent of wage and salary earners have been bullied by their subordinates. One in three of those who are currently being subjected to bullying say their supervisor is the bully. Out of the wage and salary earners who work under a male superior and who are currently being subjected to bullying, 41 per cent say that the (male) superior is the bully, whereas out of those working under a female superior, 25 per cent say that the (female) superior is the bully. The respondent's own gender has no effect on this.

Those who are currently suffering from workplace bullying experience psychological and somatic symptoms clearly more frequently than their co-workers who have not been subject to bullying. Constant bullying at the workplace also increases the psychological and somatic symptoms of the employees who are not themselves (currently) being subjected to bullying but are merely bystanders. The least symptoms are experienced by those whose workplaces exhibit no psychological violence at all. The threat of burnout is also significantly connected to bullying at the workplace (Parvikko 2006).

In 2008, new questions were asked about whether the respondents had noticed any special measures taken at the workplace to eliminate or prevent workplace bullying. The most commonly observed measure was that good treatment and elimination of workplace bullying had been taken into consideration in supervisory activity. This was reported by nearly half (45%) of all wage and salary earners. Roughly two out of five (39%) had noticed that workplace bullying is taken into account in occupational health and safety. One in three (33%) explained that a set of rules for the good treatment of others had been drawn up for the workplace (Figure 73).

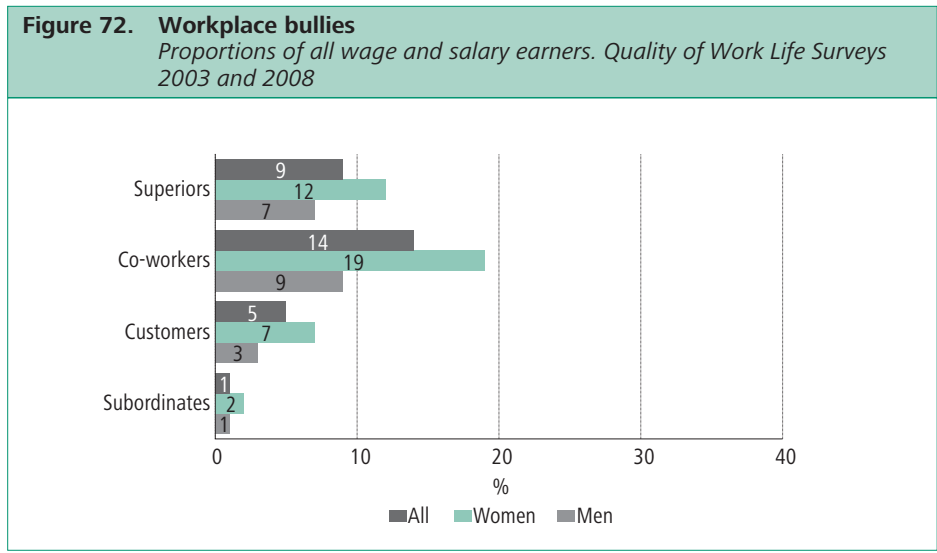
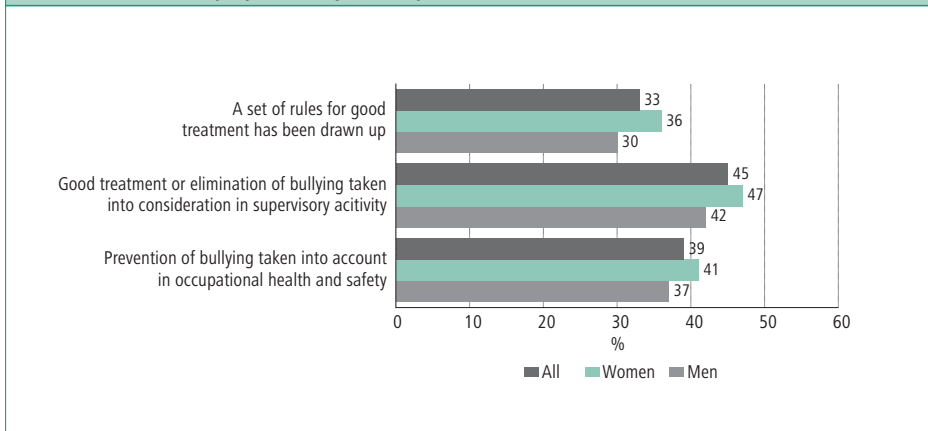


Figure 73. Measures taken to eliminate or prevent workplace bullying at workplace
Quality of Work Life Survey 2008



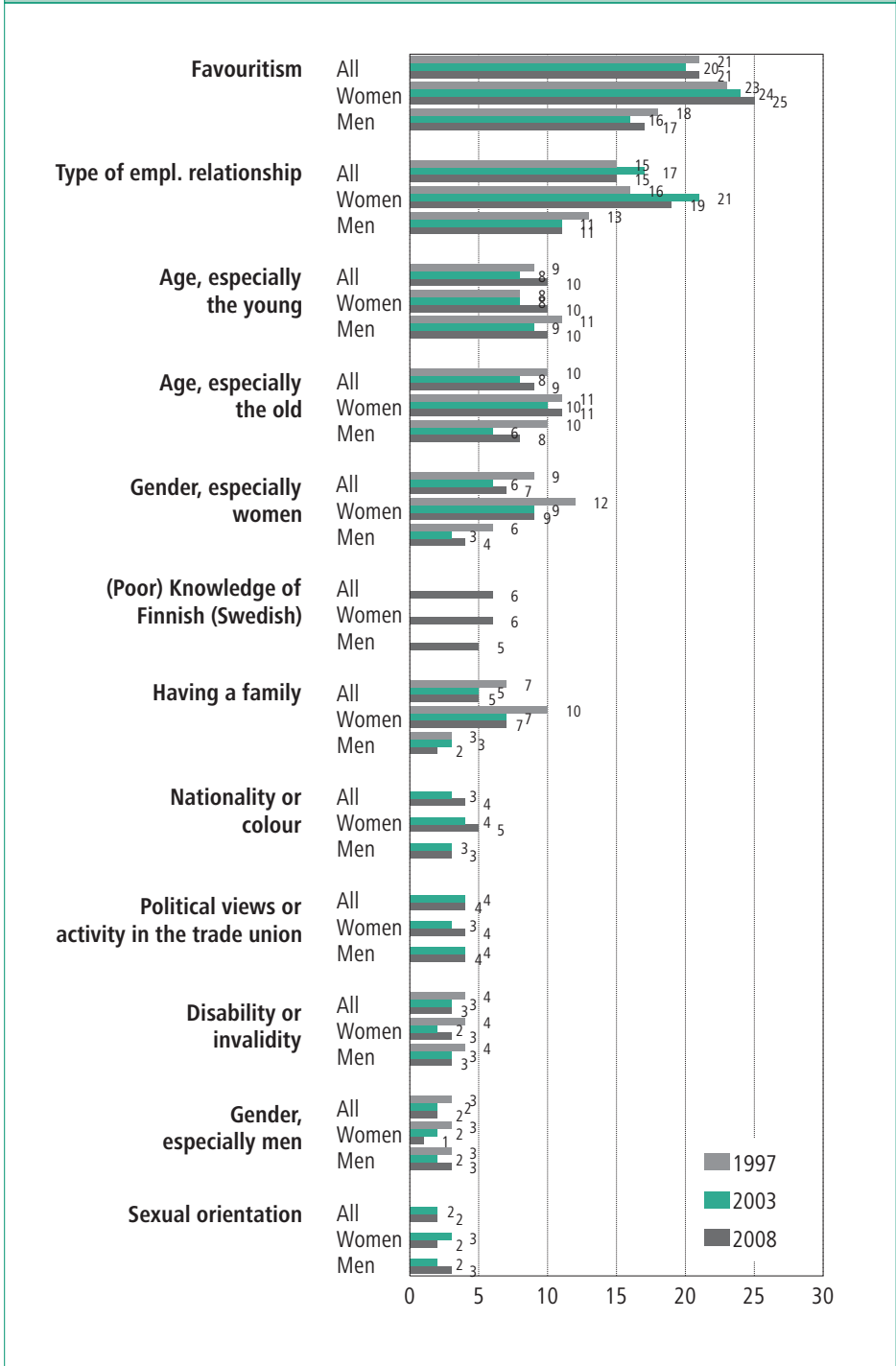
Discrimination

The Quality of Work Life Surveys use multi-faceted methods to examine wage and salary earners' experiences of discrimination. There is clear evidence that general questions of the type "is there discrimination at your workplace" do not highlight the existence of specific problems as well as more detailed questions (see, for example, Lehto 1996). Because of this, separate questions regarding potential reasons for discrimination have been posed in the Quality of Work Life Survey in order to find out whether these issues are present in the respondent's work organisation. If respondents have observed discrimination on the basis of the reasons mentioned, they were, for most of the issues, also asked to state whether they have been subject to this type of discrimination. A separate batch of questions was also used to find out which types of discrimination the respondents might have been subjected to. (Figures 74 and 75.)

Discrimination due to favouritism has been the most common type of discrimination throughout the survey period. With small variations, about one fifth of wage and salary earners have reported this type of discrimination, with women reporting it more often than men. Only less than 2 per cent of wage and salary earners say that this question is not applicable to their situation.

Discrimination due to the temporary or part-time nature of employment is the next common type of discrimination. After peaking in 2003, this figure has returned to its 1997 level of 15 per cent. Less than four per cent of wage and salary earners say this question is not applicable to their situation. Out of fixed-term workers, nearly one in ten (11%), with more women (13%) than men

Figure 74. Discrimination observed at workplace
Quality of Work Life Surveys 1997, 2003 and 2008



(5%), has experienced discrimination of this type. Among part-time workers, the proportion is 7 per cent (women 8%, men 4%).

In the questions, age discrimination has been divided into **discrimination based on being young** and **discrimination based on being old**. It is interesting to note that whereas discrimination based on being old appears to have decreased steadily at workplaces since the late 1990s, discrimination against young workers has become more common and these days is even a more common than discrimination against older workers. This is especially evident when looking at people who have been subjected to discrimination by age group. One in ten (9%) of the youngest wage and salary earners, those in the 15- to 24 year-old age group said they had experienced age-based discrimination due to being young. Women had even experienced this slightly more (10%) than men (8%). Also among 25- to 34-year-olds, 5 per cent (women 6%, men 3%) reported experiencing discrimination based on being young. Age discrimination against older employees is not quite as common: Out of 55- to 64-year-old wage and salary earners, 5 per cent (7% of women, 4% of men) said they had experienced discrimination based on their (old) age, and in the 45- to 54-year-old group, the proportion was merely 2 per cent.

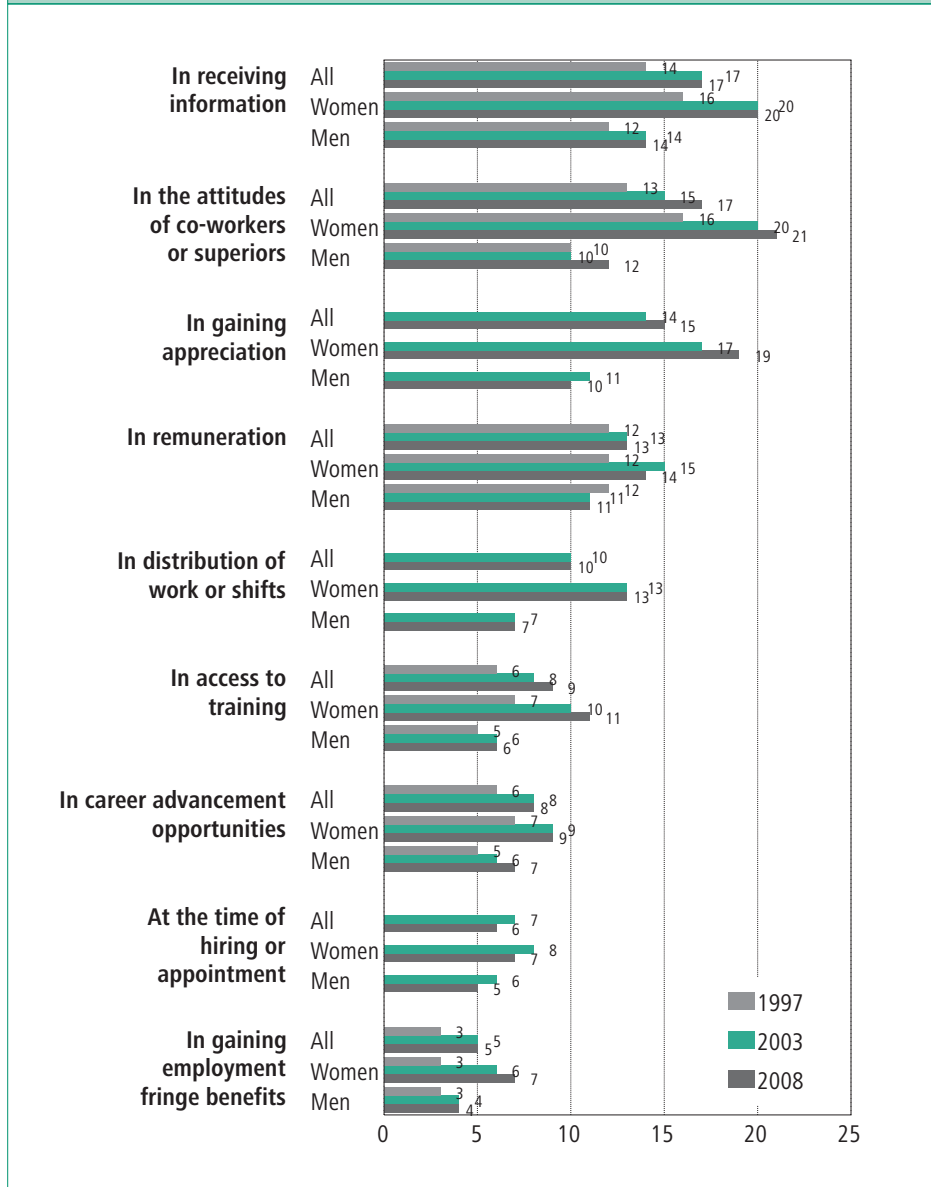
The number of women subjected to **discrimination based on gender** appears to have decreased steadily throughout the period of a little over 10 years. Both men and women were of this opinion. This is also supported the result reported elsewhere in this publication regarding the fact that wage and salary earners are more satisfied than before on the way in which gender equality is accomplished at their workplace (see the chapter on "Gender equality"). Seven per cent of wage and salary earners noted discrimination against women in their workplace in 2008, while 4 per cent of women had been subjected to it themselves.

In 2008, a new survey question inquired about **discrimination based on knowledge (or, rather, lack of it) of Finnish or Swedish**. This type of discrimination turned out to be a more common (6%) form of discrimination than **discrimination based on nationality or skin colour** (3%). Discrimination based on language skills was most commonly noted by wage and salary earners whose native language was something other (13%) than Finnish (5%) or Swedish (8%). Also, discrimination based on nationality or skin colour is more common when one or both of the respondent's parents was born abroad (7%) than when both parents were Finnish-born (3%).

A positive development is that **discrimination based on having a family or being pregnant** has gone down in the 1990s. However, women have noticed it more (7%) in their work organisations than men (2%), with those below the age of 45 noting it more often than workers older than this. Discrimination based on having a family is reported more often in the public (6%) than the private sector. A few per cent of women have experienced discrimination based on having a family, and for men, this was even less common.

Experience of discrimination was usually connected to receiving information, attitudes of co-workers and superiors, and payment. Wage and salary earners in the 2000s feel that they have experienced discrimination in different situations more often than the respondents of the 1997 Quality of Work Life Survey. On the other hand, it appears that discrimination became more common between 1997 and 2003, rather than after that. Discrimination based on attitudes has

Figure 75. Experienced discrimination at current workplace in the last five years.



continued to increase along with discrimination against being accepted for training that is experienced by women. Only discrimination connected to hiring employees and appointments has decreased between 2003 and 2008.

Women have experienced discrimination in all the situations inquired about clearly more commonly than men. Wage and salary earners in the public sector have experienced discrimination regarding all these situations at their workplaces more commonly than wage and salary earners in the private sector, aside from discrimination regarding receiving information, which would seem to be equally common in both the public and private sectors.

Adverse physical factors

In 2008, wage and salary earners observed more **adverse physical factors** in their work environment than they did more than 30 years ago. The only adverse physical factor that has been significantly reduced is draught. Vibration, irritant and corrosive substances, and heavy lifting – the last of these have only been asked about since 1984 – have all remained at roughly the same level since the beginning of the survey series.

A positive development, however, is the fact that growth has only continued until the 1990s for many of these adverse factors. Many factors decreased in frequency already between 1997 and 2003, and the falling trend has, in many cases, continued even beyond 2003. On the other hand, the increase has only been a percentage point or two for the adverse factors that have continued to increase from 2003 to 2008 (Figure 76 and Table 7).

Figure 76. Prevalence of adverse physical factors in work environment
Quality of Work Life Surveys 1977, 1984, 1990, 1997, 2003 and 2008

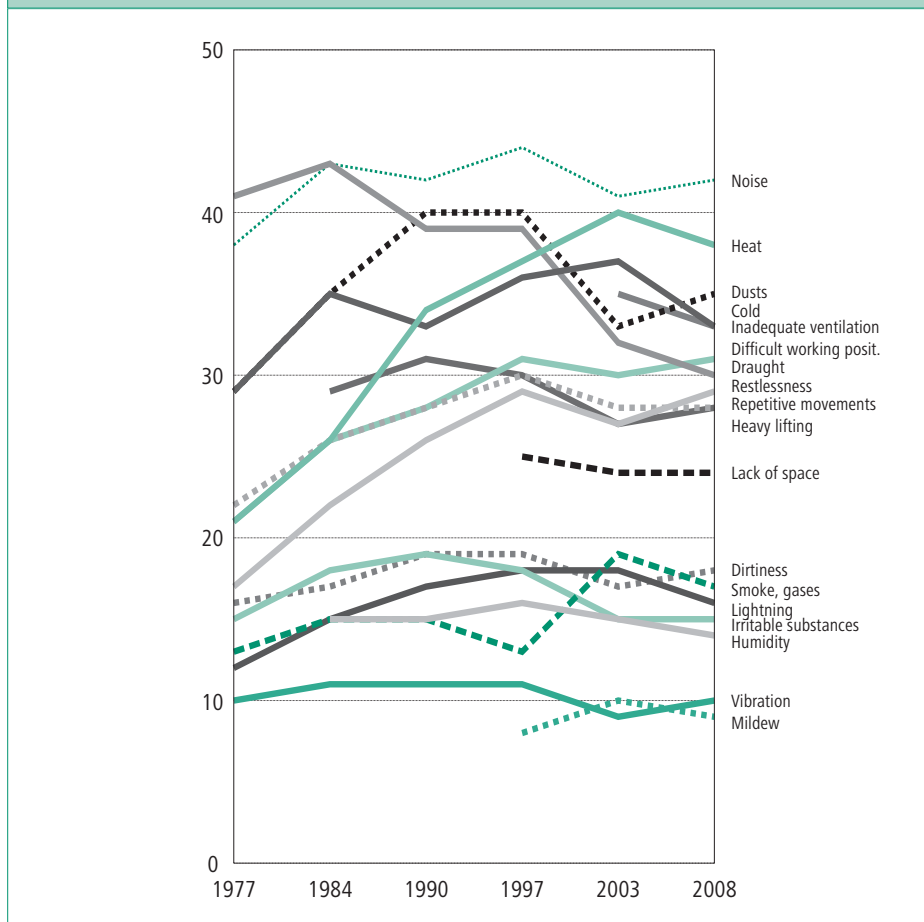


Table 7. Prevalence of adverse physical factors in work environment

	1977	1984	1990	1997	2003	2008
	%	%	%	%	%	%
Noise	38	43	42	44	41	42
Heat	21	26	34	37	40	38
Dusts	29	35	40	40	33	35
Cold	29	35	33	36	37	33
Inadequate ventilation					35	33
Difficult working positions	21	26	28	31	30	31
Draught	41	43	39	39	32	30
Restlessness of work environment	17	22	26	29	27	29
Repetitive, monotonous movements	22	26	28	30	28	28
Heavy lifting		29	31	30	27	28
Lack of space				25	24	24
Dirtiness of work environment	16	17	19	19	17	18
Smoke, gases, fumes	13	15	15	13	19	17
Poor/glaring lightning	12	15	17	18	18	16
Irritant substances	15	18	19	18	15	15
Humidity		15	15	16	15	14
Vibration	10	11	11	11	9	10
Mildew in buildings				8	10	9

It is surprising to find out that adverse physical factors are more common in the work environment in the 2000s than 30 years ago. There has, after all, been plenty of work done to promote work safety during this time. One factor making it more difficult to compare results of questions such as this is the fact that due to better promotion of work safety and higher standards, wage and salary earners' awareness of various adverse effects has also grown. This has an effect on each individual's own evaluations and experiences.

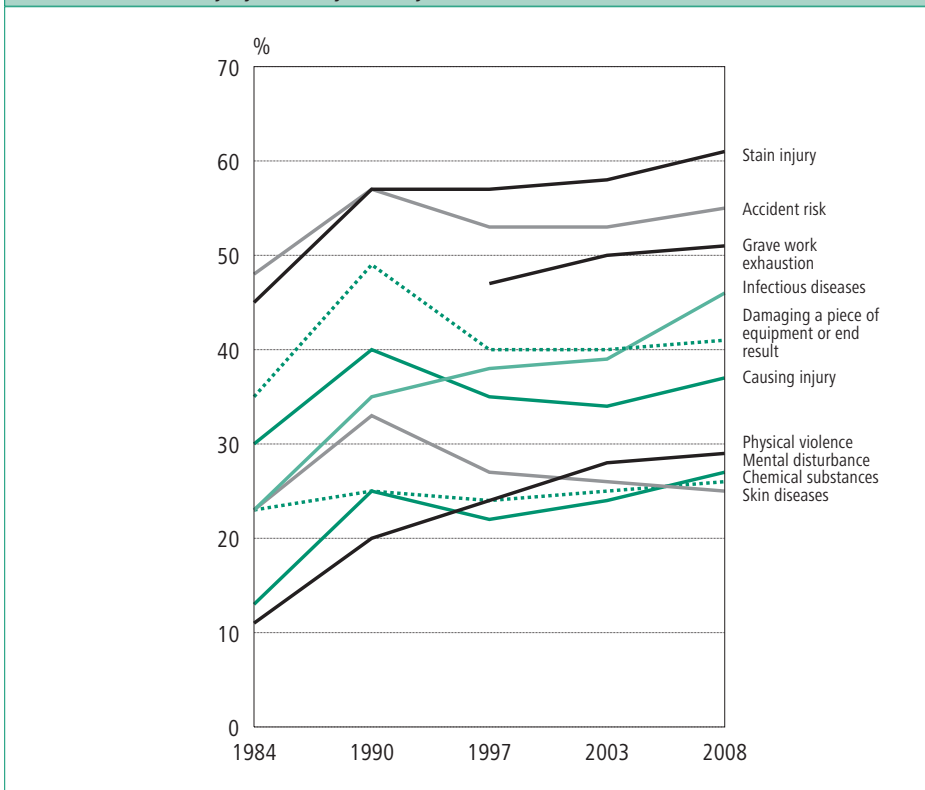
Hazards and risks associated with work

The threats and dangers wage and salary earners experience in their work environment have traditionally asked about in the Quality of Work Life Surveys. Respondents were asked whether they considered various hazards to constitute distinct hazards, occasional hazards, or no hazard at all in their work.

There was a clear growth between 1984 and 1990 for all listed hazards at first. After this, many of the hazards seemed to decrease and even out (Figure 77). A good example of this development is the fear of damaging a valuable piece of equipment, which peaked in 1990: the use of information technology rapidly increased throughout the 1980s and quite a few of the new users of technology seemed to fear these new, strange machines and worry about damaging them in the these early years of use. Since then, people have grown accustomed to these gadgets and are less worried about breaking them.

The fear of contracting diseases and being subjected to violence, however, has continued to increase through the 1990s and even beyond. At the turn of the

Figure 77. Experiencing of hazards in own work
Experiences as clear hazard or thinks about occasionally.
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



millennium, the fear of experiencing grave work exhaustion, mental disturbance, and strain injuries was also increasing. By 2008, the other risk factors, with the exception of contracting skin diseases, had started to increase again.

A consequence of various risk factors being concentrated in certain occupations is that women and men are typically exposed to quite different types of risks in their work. Men typically face the risk of injuring themselves or causing injury to others, causing damage to valuable equipment, and risks caused by chemical substances more often than women. On the other hand, women are at risk of violence, infectious diseases, strain injuries, grave work exhaustion, and mental disturbance more often than men. The risk of contracting a skin disease would seem to be the only risk factor inquired about that appears to be equally common among men and women.

Table 8. Experiencing of hazards in own work

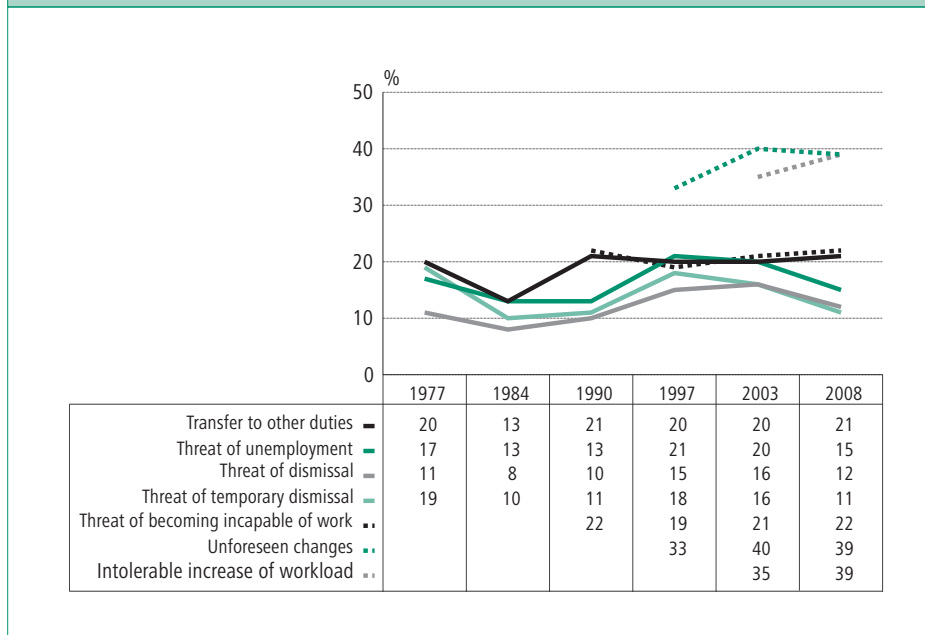
	1984	1990	1997	2003	2008
	%	%	%	%	%
Stain injury	45	57	57	58	61
Accident risk	48	57	53	53	55
Grave work exhaustion			47	50	51
Infectious diseases	23	35	38	39	46
Damaqing a piece of equipment or end product	35	49	40	40	41
Causing injury	30	40	35	34	37
Subjection to physical violence	11	20	24	28	29
Mental disturbance	13	25	22	24	27
Chemical substances	23	25	24	25	26
Skin diseases	23	33	27	26	25

Insecurity factors

In addition to the health hazards associated with the work environment, the Quality of Work Life Surveys have also traditionally inquired about the insecurity factors connected with work that wage and salary earners believe influence their labour market position. Experience of these insecurity factors clearly reflects the economic outlook at the time of the survey. Had the 2008 Quality of Work Life Survey been conducted in the autumn instead of the spring, the results concerning insecurity factors connected to labour market position might have looked very different (Figure 78).

Women feared the risk of unforeseen changes (41% vs. 37%) and intolerable increase of workload (45% vs. 32%) clearly more than men. The threat of temporary dismissal was a more common for men (14%) than women (9%). The threat of being transferred to other duties, dismissal, and work incapacity are

Figure 78. Insecurity factors connected with work
Quality of Work Life Surveys 1977–2008



feared equally as often by men and women, but women seem to fear unemployment (16%) slightly more than men (14%).

The most interesting aspect of the latest results is the comparison by employer sector. The various changes in the central government sector in recent years, productivity plans and relocation policies, are clearly visible from the results: in the central government sector, the threat of being transferred to other tasks has risen in five years from 20 to 27 per cent. There has not been any change from the previous survey in the local government (23%) and private sector (19%). Similarly, the threat of unforeseen changes has risen significantly, from 33 to 44 per cent, for central government wage and salary earners. In this way, the central government employer has risen to the top of the comparison by sector, even though it was previously considered to be very low profile in this respect. In the private sector, the fear of unforeseen changes has actually eased up a bit (41% in 2003 vs. 39% in 2008), although it was previously the private sector that stood out clearly above the others. In the local government sector, the situation has remained steady at 38 per cent.

The fear of receiving intolerable increases of workload has increased in all sectors, but it is still much more common in the public sector among local government employees (47%) and central government employees (41%) than in the private sector (35%). The fear of this threat has grown most of all in health care work occupation group from an already high 48 per cent figure to 58 per cent.

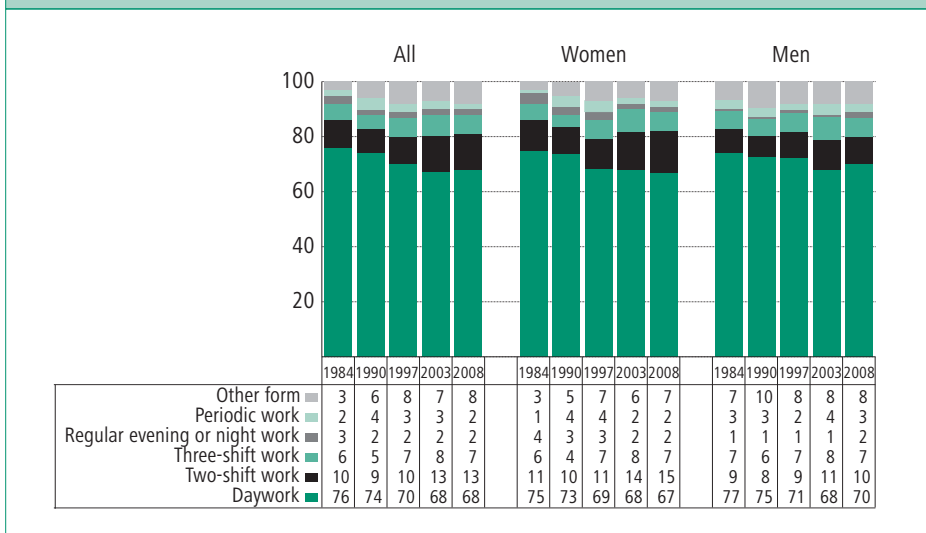
People working in the construction sector, which is especially susceptible to changes in the economic climate, are most afraid of temporary dismissals (25%), dismissals (20%) and unemployment (24%). Those working in administrative management occupations most often fear unforeseen changes (47%). Altogether blue-collar employees fear unemployment, temporary dismissals and dismissals more than other socio-economic groups, whereas upper white-collar workers are more afraid of unforeseen changes (42% vs. 40% for lower white-collar workers and 35% for blue-collar workers).

Working hours and locations

The increase in variation of working hours, the movement towards a 24/7 society and the fact that the distinction between working hours and private time is becoming less clear has been a topic of discussion for quite some time. Even though the proportion of wage and salary earners work between the hours of 06.00 and 18.00 has been steadily declining over the long term, day work has still maintained its position as the most common **form of working hours** among wage and salary earners in Finland. In the results of the latest study, it is interesting to note that the proportion of women doing day work has continued to decrease whereas for men, day work has even become slightly more common compared with the last survey (Figure 79). The decrease in the proportion of day work is, on the other hand, especially evident from the increase in frequency of two-shift work and "other form of working hours" answers.

The working hours of wage and salary earners have a clear connection to occupation group, socio-economic status and age. Upper white-collar workers still mainly (90%) do day work, but only about one half (57%) of blue-collar workers do day work, while one in three (30%) work shifts. Shift work is, on the other hand, most common among young wage and salary earners. Since shift work, evening work, and night work start to feel more demanding as employees gets older, older wage and salary earners often sought more traditional working hours for themselves.

Figure 79. Forms of working hours
Quality of Work Life Surveys 1984–2008



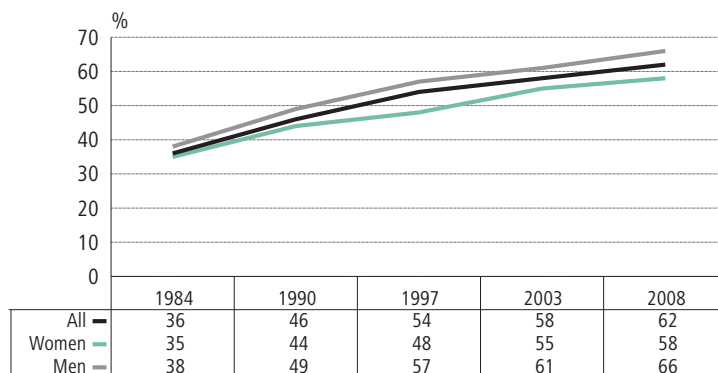
Possibilities of influencing working hours

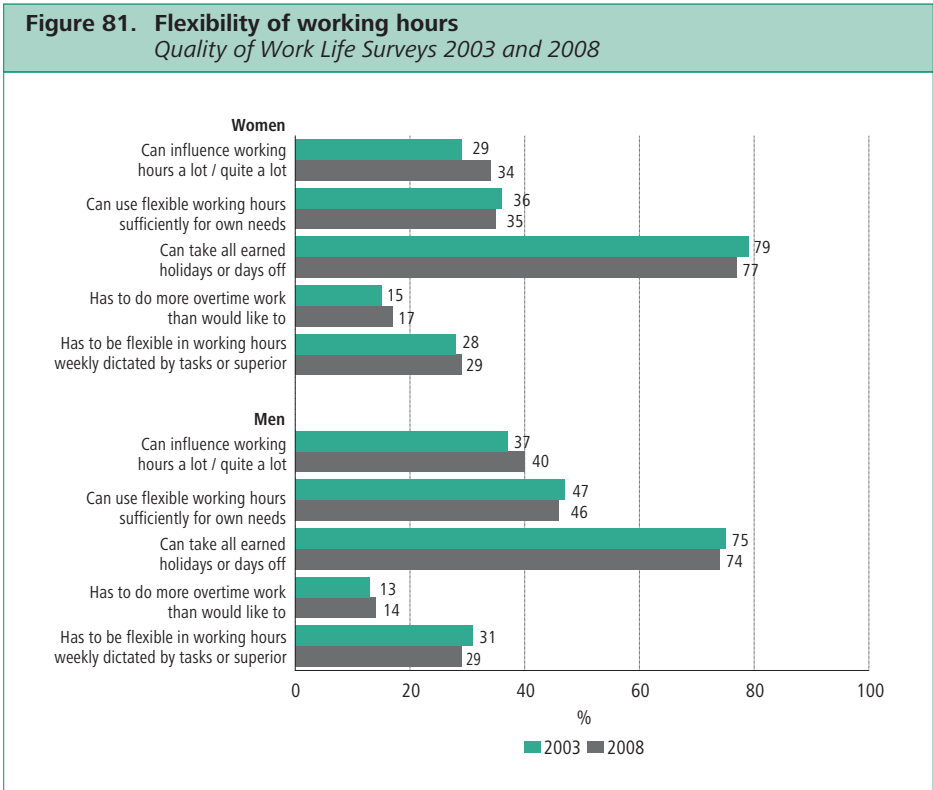
Wage and salary earners' possibilities for influencing their own working hours have increased significantly during the past few decades. Whereas in 1984 only a little over one third of wage and salary earners had possibilities for **influencing starting and/or finishing times of work by at least 30 minutes**, in 2008, the situation was completely the opposite: two out of three wage and salary earners were able to influence their own starting and finishing times, while only one third were not able to (Figure 80). Men have been able to influence their hours more often than women throughout the survey period, and the gap between the genders has just increased in this regard.

The proportion of wage and salary earners who feel they can **influence their working hours** a lot or quite a lot has also risen for both women and men. On the other hand, there have also been negative changes in opportunities for being flexible between the last two surveys. The proportion of wage and salary earners who say they **can use flexible working hours sufficiently for their own needs** has gone down a bit, as has the proportion of those who say they can **take all the holidays and days off they have earned**. At the same time, the proportion of wage and salary earners who **have to do more overtime work than they would like to** has grown slightly. These changes affect both men and women. Slightly fewer men but more women than before **have to be flexible in their working hours at least once a week because of their superior or tasks** (Figure 81).

There is the least amount of flexibility in the working hours of blue-collar workers, in both positive and negative ways. Upper white-collar workers have the most opportunities for using flexible hours for their own needs, mainly opportunities for influencing their working hours, and the best opportunities for taking all days off they have earned. On the other hand, these workers have to be

Figure 80. Can influence starting and finishing times of own work
At least by 30 minutes. Quality of Work Life Surveys 1984–2008



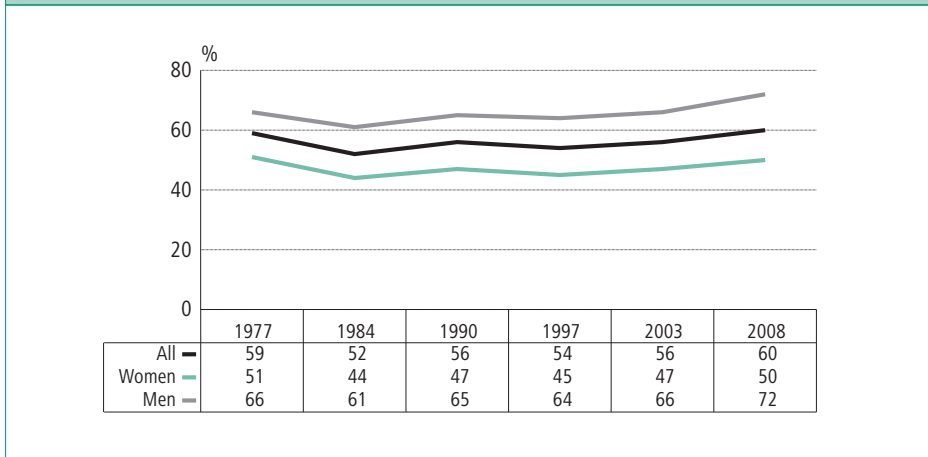


the most flexible in their working hours, and they are the ones who, more often than other workers, have to work more overtime than they would like to. It is a paradox then that this particular group of wage and salary earners which has the most negotiating power over their own hours is also the group that often, due to unreasonably long working hours, in practise has less chance of actually being able to benefit from this flexibility.

It is significantly easier for men to leave **the workplace to run personal errands** than it is for women. This has been the case throughout the entire survey period (Figure 82). Nearly one in four (26%) women and one in ten (10%) men were not able to do this at any point in 2008. The occupational groups where it is most difficult to leave the workplace to run personal errands are health care (never possible: 44%), social work (33%), service work (31%) and education jobs (29%).

To sum up, it would seem that for men, there is more positive flexibility in working hours than for women. Productive or "negative" (see Kandolin & Huuhtanen 2006; Pärnänen et al. 2006) flexibility, such as flexibility in working hours due to work tasks or superiors, and having to work too much overtime, are just about as common for both men and women. The greater "positive" flexibility in male working hours compared with women's working hours is also a well-established phenomenon elsewhere in the EU (Hardarson 2007). This is not

Figure 82. Possibility for brief absences from workplace to run personal errands
Whenever required. Quality of Work Life Surveys 1977–2008



only due to the fact that the flexibility of working hours varies to a large degree between different occupations and working hour forms and the fact that women and men are divided differently into these groups, but rather, the difference in favour of the men has been noted to exist even when age, occupational group, socio-economic status, superior position, and working time form are standardised (Sutela 2004).

The Finnish situation compared with the rest of Europe

Compared with the rest of Europe, Finnish working times are exceptionally flexible. In general, the most flexible working hours in the EU are in the Nordic countries and the Netherlands. According to the 2005 **European Working Conditions Survey**, two out of three (67%) wage and salary earners in the EU27 countries has fixed starting and finishing times in their work. Such fixed working times were most uncommon among Finnish wage and salary earners (51%). It is also less common for the working day of Finnish wage and salary earners to be the same length every day, measured in hours, than it is for wage and salary earners in other EU countries (Finland 51% vs. EU27 63%), and the working week is also less likely to be the same length all the time, measured in days (Finland 73% vs. EU27 countries 77%). Only in the Netherlands and Sweden do the number of working hours in a day vary more than they do in Finland day to day, and it is only in Denmark, Sweden, Latvia, and Lithuania that the number of working days in a week varies more week by week than it does in Finland.

When measured using the indicators in question, the flexibility in working hours is not an entirely straight-forward issue. A working day that varies in

length can, for example, mean that the employee has flexibility in his or her working times to suit personal needs or situations ("individual" or "positive" flexibility) or then that the working hours have to stretch to accommodate the demands of the superior or work tasks ("productive" or "negative" flexibility). Compared with the latter situation, fixed, predictable and inflexible working hours may even be a welcome option for reconciling work and other life (Pärnänen et al. 2006).

Overtime work

Doing overtime work that is compensated in money or time off has been getting more common throughout the entire survey period. Men do compensated overtime work slightly more often than women, but the differences between the genders has clearly reduced during a little over twenty years (Figure 83). It is typical for men's overtime to be compensated (when it is compensated) in money, while women's overtime is compensated with time off.

Overtime work without compensation became much more common in the 1980s and 1990s, but it has been getting less common in the 2000s (Figure 84). For women, working without compensation (to be specific, this sort of work should not be called "overtime work") is somewhat more common than for men.

Working overtime and the type of overtime is strongly connected to an individual's socio-economic group. Wage and salary earners working in blue-collar positions do compensated overtime work more often (78%) than others, and they are usually compensated in money. Upper white-collar workers do less (61%) compensated overtime than others, and even when they do get compensation, it is usually in the form of time off. 73 per cent of lower white collar work-

Figure 83. Paid overtime working

Compensation in money or time off. Quality of Work Life Surveys 1984–2008

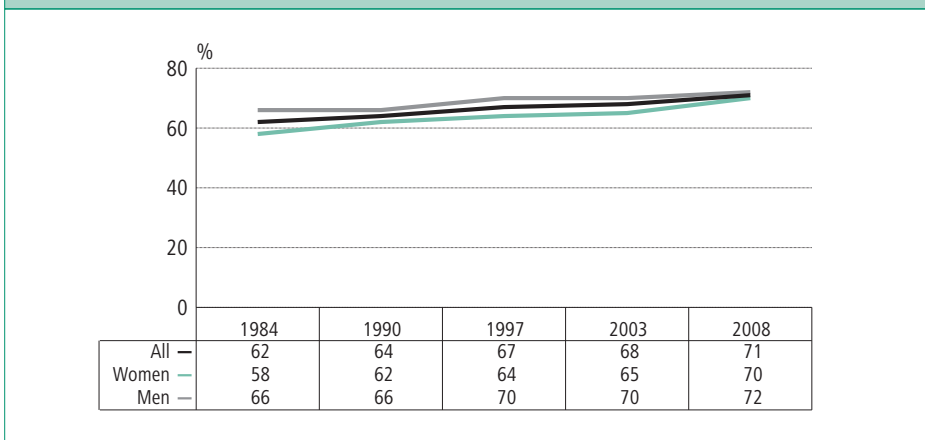
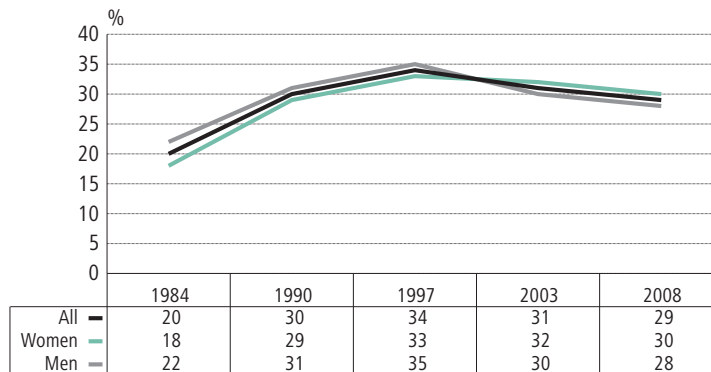


Figure 84. Unpaid overtime working
Works overtime, for which no compensation is made. Quality of Work Life Surveys 1984–2008



ers do compensated overtime. They are compensated slightly more often in the form of free time, not money. Working overtime without compensation is most familiar to upper white-collar workers (50%). 27 per cent of lower white-collar workers and a little over one in ten (11%) blue-collar workers sometimes work overtime without compensation.

Altogether 15 per cent of wage and salary earners – women (17%) more often than men (14%) – state that they do more overtime than they would like to. Overtime work seems excessive especially when there is no compensation for working outside of normal working hours. Out of those who do overtime work without compensation each week, 47 per cent feel that they are working more overtime than they would like to, while 38 per cent of those who are compensated for their weekly overtime feel this way.

Arrangements independent of time and space

Working hours can also be flexible in that people take their work home with them. Sometimes this is a question of extending the working day by working from home, and sometimes this has been agreed between the employer and employee at the request of the employee. Somewhat more than one in three (34%) wage and salary earners do work **connected with their main job at home occasionally or partly**, with men (35%) doing this slightly more often than women (33%). The proportion has risen from the 30 per cent of the previous survey. There are clear differences in the socio-economic groups in this regard: 70 per cent of upper white-collar workers, 27 per cent of lower white-collar workers and only just under one tenth (9%) of blue-collar workers sometimes take their work home.

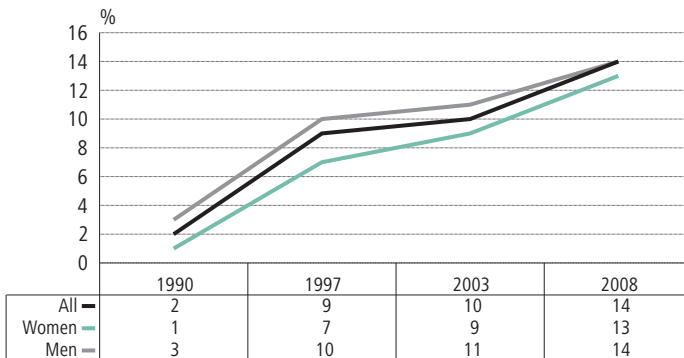
Work done partly at home is primarily overtime work or work without compensation (54%). One-third (34%) of those working at home say they have agreed with their employer on working at home, with a little over one in ten (12%) saying that this includes both an agreement and working without compensation (overtime). In this regard, there is not a large difference between men and women.

When the wage and salary earner has **agreed with the employer to work at home some of the time and is using information technology for working at home**, we can start using the term teleworking. This definition does not include, for example, the type of non-compensated overtime work that is often referred to as "bringing work home with you", meaning overtime work that has not been separately agreed upon with the employer. Defined like this, teleworking by Finnish wage and salary earners has, in less than two decades, grown sevenfold: from 2 to 14 per cent between 1990 and 2008. The growth was rapid in the 1990s; it eased a little at the turn of the millennium, but then started clearly increasing again in the 2000s (Figure 85). Looking at the situation based on these criteria, men still telework more often (14%) than women (13%), but the gap between genders has started to close.

Since 1997, wage and salary earners have also been directly asked if they think they carry out **telework**. In the question, teleworking is defined as "paid work done away from the actual workplace that has been agreed with the employer". There are slightly fewer individuals who, according to their own definition, carry out telework than those who are defined as doing telework using the variables described earlier. According to their own opinion, the group of men who telework has grown from six per cent in 1997 and seven per cent in 2003 to 10 per cent in 2008. For women, the growth has been from 3 per cent in 1997

Figure 85. Teleworking

Agreed with employer to work at least some hours from home utilising information technology. Quality of Work Life Surveys 1990, 1997, 2003 and 2008



and 4 per cent in 2003 to 7 per cent in 2008. In 2008, a total of 8 per cent of wage and salary earners said they carried out telework when the corresponding proportion in 1997 was 4 per cent. Also when inquired about in this way, teleworking has rapidly grown more common during the past five years.

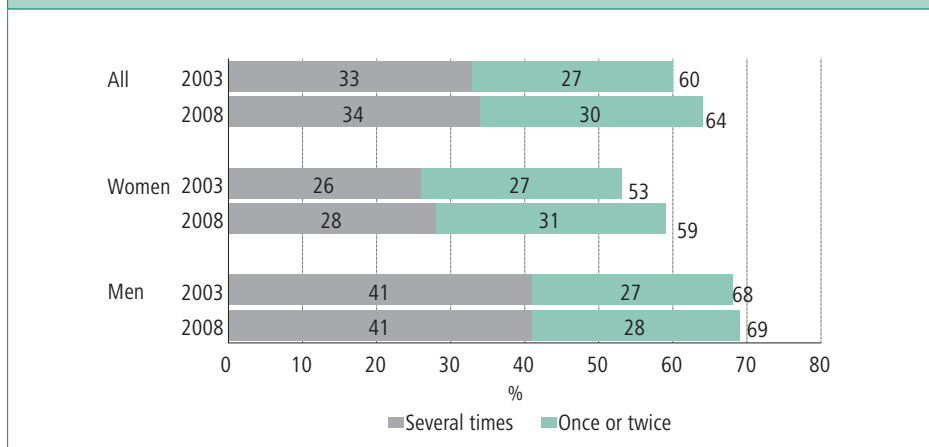
Teleworking – both according to the wage and salary earner's own definition and according to the definition of working at home with information technology – is mainly concentrated to upper white-collar workers. One in five (21%: women 17%, men 24%) of upper white-collar workers say they carry out telework, but only one per cent of blue-collar workers. However, roughly one third of the wage and salary earners who do not do teleworking themselves would, in principle, be interested in doing it. The interest in teleworking has remained the same over a period of roughly ten years.

According to the European Working Conditions Survey, 18 per cent of wage and salary earners in the EU27 countries say they at least sometimes telework from home using a computer. Leading countries in this regard are the Netherlands (35%), Sweden (29%), Denmark (26%) and Finland (25%).

Being accessible

In the 2003 and 2008 Quality of Work Life Surveys, the respondents were asked whether **they have been contacted in matters concerning their main job outside of actual working hours during the last two months**. The majority of wage and salary earners answered "yes" to this question. The proportion has even increased a bit from 2003, mainly because the number of women who have been contacted has increased (Figure 86). Men are, in any case, contacted more often than women, and it is mainly those in upper white-collar jobs who are contacted.

Figure 86. Contacted in matters concerning work outside working hours
During the last two months. Quality of Work Life Surveys 2003 and 2008



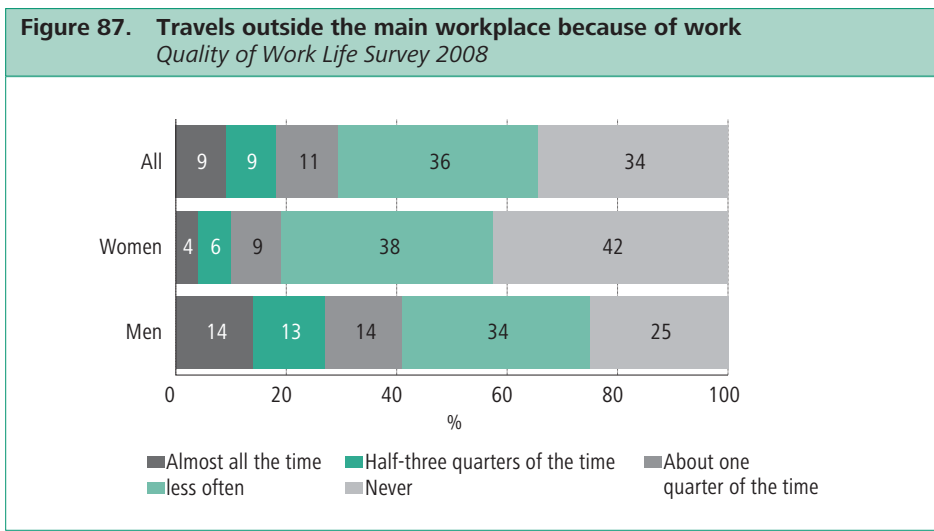
A majority (70%) of the wage and salary earners who had been contacted several times say **they want to be contacted on work matters also in their free time**. Men say this (74%) more often than women (65%). The situation has not changed from 2003.

The **European Working Conditions Survey of 2005** also contained a question about being available in your free time. In fact, the question was included in the survey because of the Finnish Quality of Work Life Survey. However, the European survey asked about contacts during the last 12 (instead of two) months and the options also differed from the original. According to the survey contacts during free time are especially common in Finland and Sweden: in these countries only about 30 per cent of wage and salary earners were completely spared from these sorts of contacts, while the EU27 average was twice as high (61%). A total of 27 per cent of Finnish and 25 per cent Swedish wage and salary earners were contacted at least once a week while the EU27 average was only half of this (13%).

Mobile work

The 2008 Quality of Work Life Survey contained, for the first time, some questions about "mobile work". Most Finnish wage and salary earners **travel outside of their main workplace because of work** at least sometimes. Only roughly one-third never travel outside of it. Travel outside of the workplace is much more common for men than for women (Figure 87).

Being constantly on the move is also more common in blue-collar occupations (almost all the time: 20% vs. upper white-collar workers 2%). This sort of travelling that takes up "almost all" of the working hours is most common in the transport, construction, agricultural, and service sectors. On the other hand,



nearly half (45%) of blue-collar workers never travel outside of their workplace because of their work. This proportion is 15 per cent for upper white-collar workers. The lowest number of people who never travel outside of their work can be found in the administrative management and technical and scientific fields. Apparently, in these fields it is impossible to completely avoid taking part in meetings and seminars outside the workplace.

Finland differs from much of Europe also in the amount of work that is done outside of the workplace. **The European Working Conditions Survey of 2005** asked respondents how much of their working time they spend somewhere other than at home or in their company's/organisation's premises, for example, in customers' premises or on business trips. Finland leads the comparison: 58 per cent of wage and salary earners do at least some of their work outside the home or the workplace. Sweden has the next highest proportion with 55 per cent, and the Netherlands come next with 51 per cent. The EU27 average is clearly lower than this, at 40 per cent.

Work and family

Reconciling Work and family life has become a central theme in the 2000s on both the national level and in EU politics. The Quality of Work Life Surveys have looked at this issue from the start: the Working Conditions Inquiry in 1977 already contained questions about the respondent's family situation. Since then, the theme of reconciling work and family lives has been expanded during every survey round.

Absences from work life to care for children

Nearly all (95%) of the women who took part in the 2008 Quality of Work Life Survey who had children living at home had been on a family leave. Also the majority of the older female wage and salary earners who did not have children living at home (any more) at the time of the survey had previously been absent from work life to care for children.

Out of the women who had been absent from work life, one in five (20%) were home for a year at the most, one in four (25%) between one and two years, and 37 per cent for over three years. However, absences of several years were usually due to the respondent having more children who have been the reason for these absences. The average length of an absence was one and a half years per child.

It is apparent from the Quality of Work Life Survey's results that men are taking family leaves more often than before. The proportion of men who take family leave and who have children under 18 living at home has consistently increased in every survey from 33 per cent in 1990 to 70 per cent in 2008 (Table 9).

However, fathers' family leaves are still short. One-half (50%) of fathers staying home because of one child have taken family leave lasting less than one month. Less than a third (30%) say they stayed home for one month. Less than one in ten (8%) male wage and salary earners who took family leaves because of one child had stayed at home for over six months.

Temporary child-care leave makes it possible for parents with a child under the age of 10 to stay home for up to four days if their child becomes suddenly ill. The leave makes it possible for parents to arrange care for the child. In 2006, the entitlement to temporary child-care leave was extended to also cover parents who do not live with their children.

In the 2008 Quality of Work Life Survey, 72 per cent of mothers with children under 10 years and 56 per cent of their fathers had been absent from work to care for their child during the past 12 months. Interestingly, the numbers have increased from 2003 (mothers 65%, fathers 52%). The difference between fathers and mothers decreases when you only look at couples in which both parents work full time. Out of these families, 80 percent of mothers and 68 percent of fathers had been away from work because of a sick child.

Table 9. Absences from work life to care for children
Male wage and salary earners with children under 18

Farther's age Age group	Had been on family leave			
	1990*	1997	2003	2008
	%	%	%	%
Total	33	43	65	70
20 – 34	42	56	74	76
35 – 44	30	42	71	76
45 – 54	12	31	52	63
55 – 64	**	**	34	38

* only fathers with children under 12 (have had the right for family leave)

** not enough observations

Reconciling work and family life

Roughly one-half of wage and salary earners (51% of women, 47% of men) say they **think about their work at home or during leisure time**. The proportions have gone down slightly since 2003 (Figure 88). Thinking about work during free time is something that concerns mainly the upper white-collar occupations. Only a few wage and salary earners (women 6%, men 4%) have **difficulty concentrating on their work because of home matters**, and there has not been a change in this regard.

About one in four workers feel that they **neglect home matters because of their job**. This proportion has remained surprisingly constant since 1990. The economic upturn in 1997 – when overtime working was at its peak – is the only period that stands out somewhat in the series (Figure 89). Upper white-collar workers most

Figure 88. Often thinks about one's work at home or leisure time
Quality of Work Life Surveys 2003 and 2008

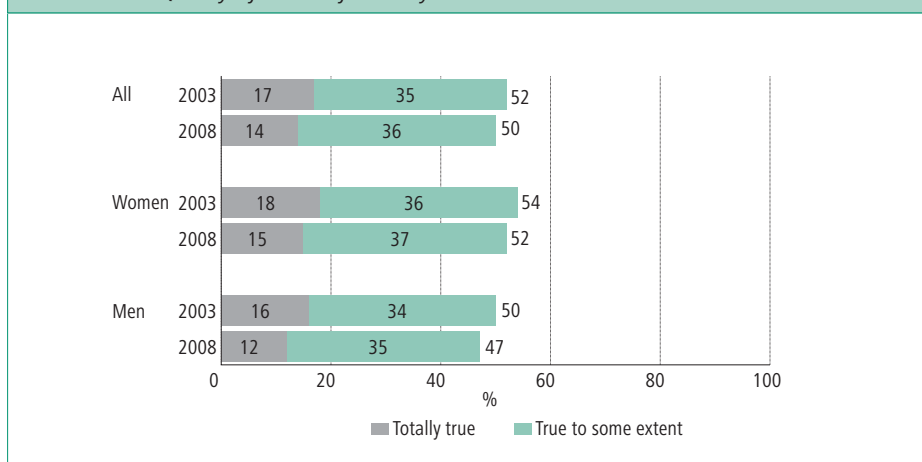
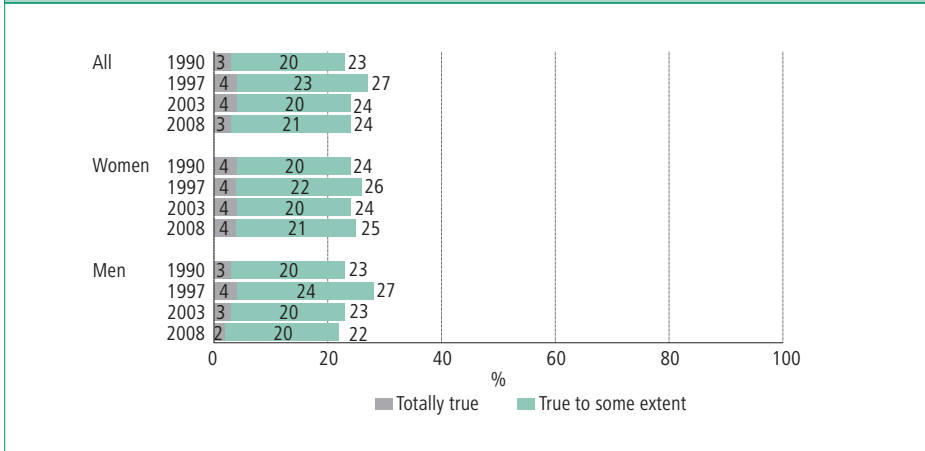


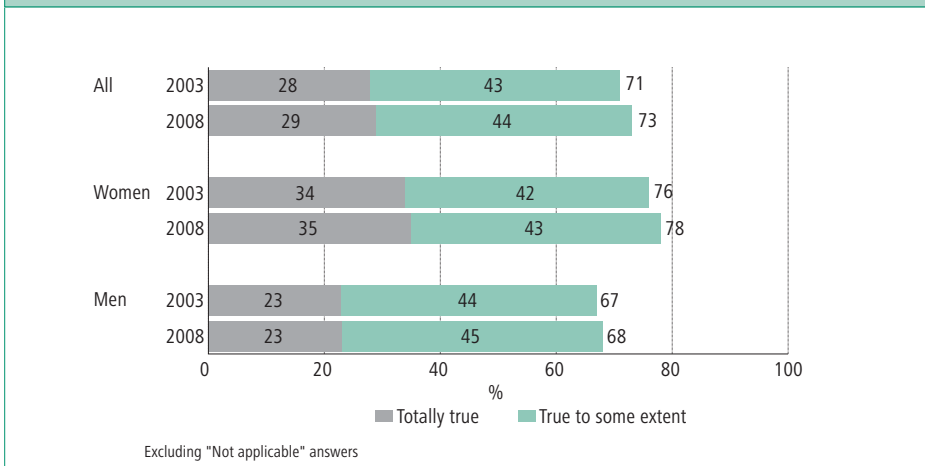
Figure 89. Feels neglecting home matters because of one's job
Quality of Work Life Surveys 1990, 1997, 2003 and 2008



often feel like they neglect home matters, with 29 per cent (31% of women, 27% of men) of them experiencing these feelings, while in other socio-economic groups the proportion is merely 21 per cent. For parents of families with children, the proportion is clearly larger (32%) than with those who do not have children at home (18%). The worst feelings of guilt are experienced by upper white-collar mothers whose youngest child is aged from 3 to 11 years old (47%).

The majority of wage and salary earning parents (73%), however, feel that they cope better with their children when they also go to work (Figure 90). Mothers of children who are younger than school-age (80%) and mothers working in white-collar occupations (79%) feel this way in particular. This analysis excludes the "not applicable" replies. In both surveys, this option was selected by

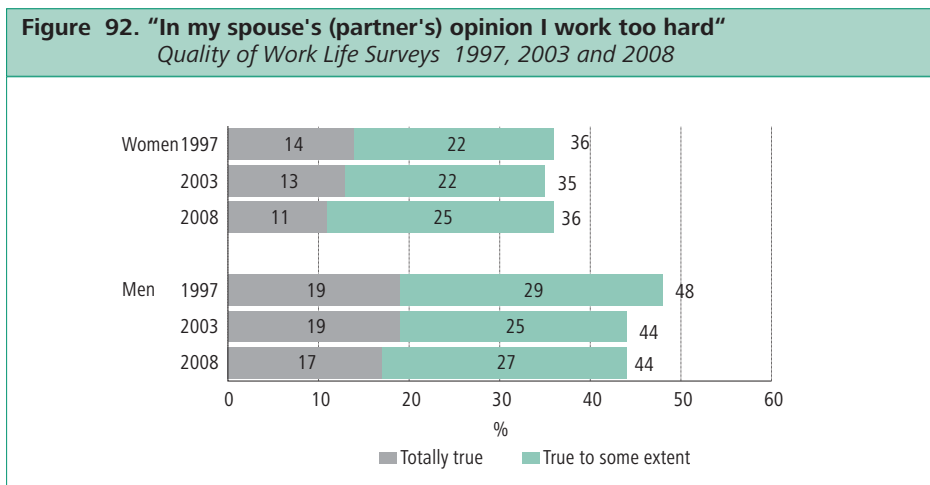
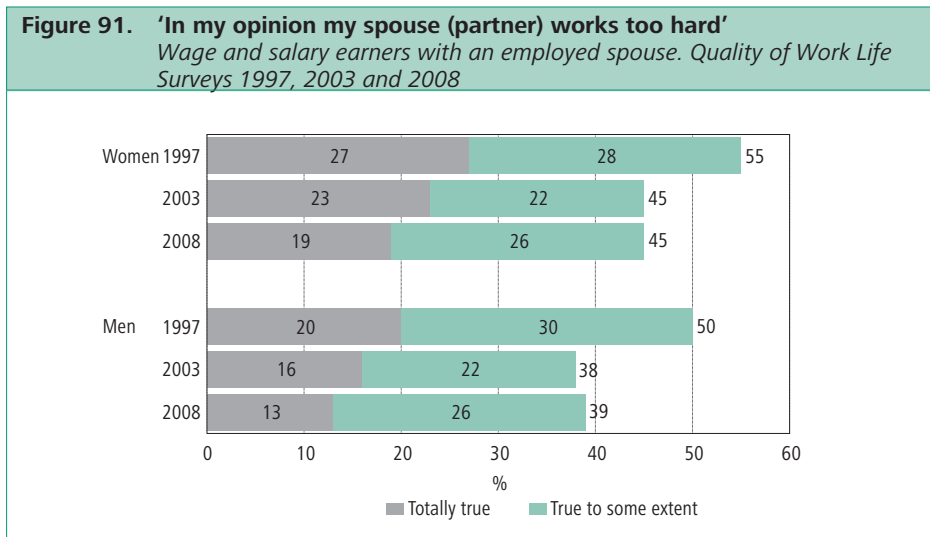
Figure 90. Copes better with children when also goes to work
Quality of Work Life Surveys 2003 and 2008



six per cent of parents with children under the age of 18, and these being mainly the parents of older teenagers or those on maternity or parental leaves.

Since 1997, the Quality of Work Life Survey has asked respondents for their **opinion on the amount of work their spouse (partner) does**, and also, what they think their spouse thinks about the amount of work they do. It would appear that the wage and salary earners of the 2000s have, at least according to their spouses; slightly eased up on the amount of work they do since the economic boom of the late 1990s (Figure 91 and 92).

The change in the replies to the statement **"in my spouse's (partner's) opinion, I work too hard"** has been smaller, but similar. Upper white-collar workers often think this is the case (women 45%, men 51%) more than other wage and salary earners.



Domestic work

Since 1990, the Quality of Work Life Surveys have also inquired about the **division of domestic work**. Even though this does not directly concern circumstances related to paid work, the division of labour at home can be understood to have at least an indirect effect on women's opportunities in work life. If domestic work is mainly the responsibility of the woman, it is clear that in consequence the woman will have less time and less energy to accept demanding work tasks that may also require more flexibility in work life.

In Finnish wage and salary earning families, women still do more domestic work than men, even though men have little-by-little increased their contribution. Throughout the survey period, the share of wage and salary earning couples where the wife is of the opinion that she takes care of more of the domestic work than the husband has decreased and, similarly, the share of couples where domestic work is divided more or less equally, or where the husband even takes care of the majority of it, has increased. Even though women and men have always slightly different opinions on how domestic work is actually divided, responses from men and women do show a steady trend toward a more equal division of household tasks (Table 10).

Out of individual household chores, **childcare and playing with children and especially taking and fetching children to and from daycare, school or hobbies** are issues where tasks are very successfully divided between spouses. The division of roles has remained more traditional when it comes to doing laundry, cooking, and, on the other hand, home repairs. In the first two categories, however, we can see some movement towards more equal sharing of duties (Figure 93).

Conflicts regarding time use are more common in families with children than those that do not (yet or any more) have children under the age of 18. For childless couples, the age of the couple has an effect on the frequency of conflicts.

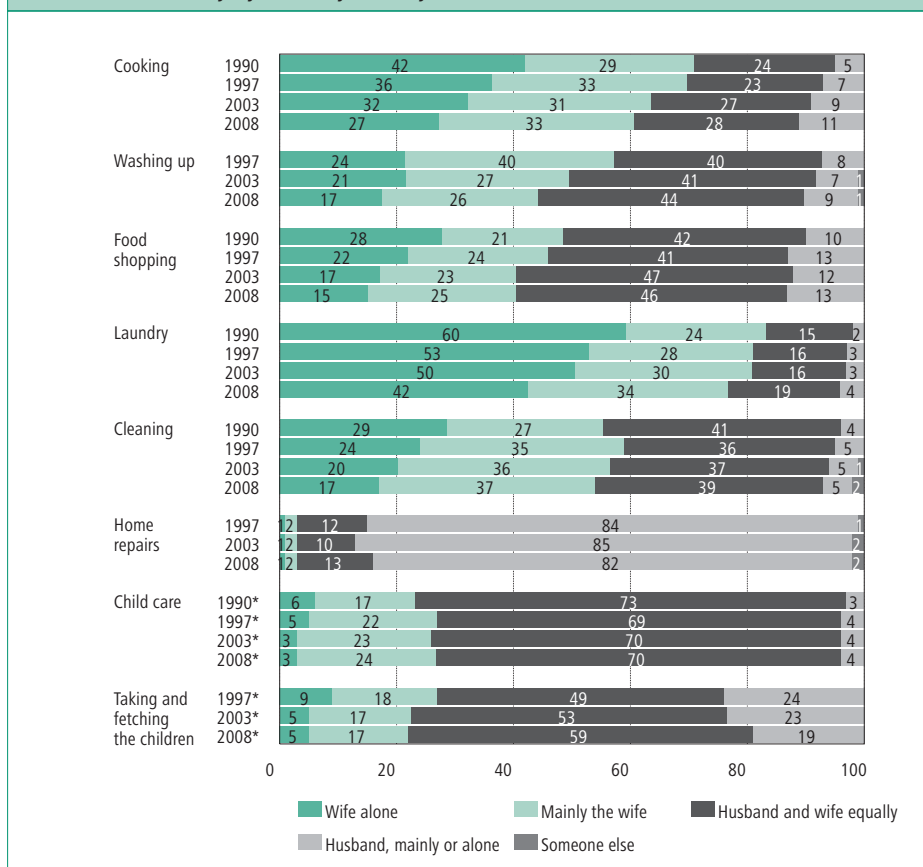
Table 10. Which partner does more household chores

Wage and salary earners by gender.

Quality of Work Life Surveys 1990–2008

	All				Women				Men			
	1990	1997	2003	2008	1990	1997	2003	2008	1990	1997	2003	2008
	%	%	%	%	%	%	%	%	%	%	%	%
Women does much more	41	37	34	30	43	37	38	35	39	37	30	23
Women does slightly more	29	28	27	29	26	27	25	24	32	30	30	34
Both do equally	26	27	31	33	28	30	31	34	24	24	30	32
Man does slightly more	2	4	4	5	2	4	4	5	2	5	5	5
Man does much more	2	3	3	3	1	2	2	2	3	5	4	5

Figure 93. Taking care of domestic work
 Quality of Work Life Surveys 1990, 1997, 2003 and 2008



Over 40 per cent of childless couples under 35-year-olds say they can arrange time use with their spouse without conflicts, a little over half argue every once in a while, and nearly six percent argue a lot about it. A few per cent of respondents

Table 11. Conflicts about working hours, household work and personal time
 Married or cohabiting employees by age of youngest child, 2008

	Total	Times are adjusted peacefully	Conflicts arise from time to time/often	Conflicts before but not anymore
	%	%	%	%
Total	100 (n=3210)	45	52	3
No children	100 (n=1654)	53	44	3
Under 3 years	100 (n=368)	34	65	1
3–6 years	100 (n=387)	37	60	2
7–11 years	100 (n=376)	34	61	5
12–17 years	100 (n=429)	41	57	2

say that they used to have arguments but do not anymore. Over 60 per cent respondents who are at least 55 years old and have no children say arranging their time use is achieved without conflict, about one in three argue occasionally and a few percent a lot, and five per cent say that they used to have conflicts, but do not anymore.

Care responsibilities

In addition to the fact that most wage and salary earners have families, very many also **have care responsibilities for adults or children living outside the household**. A little over one third (35%) of wage and salary earners have care responsibilities for adults and 15 per cent have care responsibilities for children outside their household. Care responsibilities overlap somewhat: one in ten wage and salary earners have care responsibilities regarding both children and adults outside their household. Altogether roughly 60 per cent of wage and salary earners are free from any care responsibilities outside their household (Tables 12 and 13).

Young wage and salary earners have care responsibilities for adults much less often than older wage and salary earners. This is most likely a sign that caring for adults generally means responsibility for your own or your spouse's elderly parents. Caring for adults is most common for middle-aged wage and salary earners. For wage and salary owners aged over 55 years, the situation seems to be improving somewhat; although the time spent providing care – when this is done – is still significant (Table 12). Taking care of children living outside of the household would primarily seem to involve taking care of grandchildren, as these responsibilities increase markedly for people over 45 (Table 13).

However, more wage and salary earners who are parents of small children say they receive **help from family or friends in reconciling work and family life**. The young parents of small children receive help more commonly than older parents, or the parents of teenagers. Many of the latter group feel that the question is now irrelevant (Table 14).

Some wage and salary earners have care responsibilities for children and adults at the same time. People in these situations are most typically female wage and salary earners over the age of 50 who have recently managed to get through their own "busy years" and whose own children have already moved out. And now these individuals are already facing the challenges of additional busy years in the form of caring for both their own elderly relatives and their small grandchildren. More than one in two (54%) women aged over 55 have care responsibilities for children or grown-ups or even both: 18 per cent take care of adults only, another 18 per cent children only, and yet another group of the same size, 18 per cent, take care of both.

On the other hand, we should not jump to the conclusion and assume that care responsibilities outside the household are always, or even more often than

Table 12. Care responsibilities for adults outside the household
Wage and salary earners by age. Quality of Work Life Survey 2008

Age group	Total	No care responsibilities	1–9 hours a month	10+ hours a month
		%	%	%
All	100	65	21	14
15–24	100	77	14	9
25–34	100	75	17	8
35–44	100	65	23	11
45–54	100	55	24	21
55–64	100	64	20	17

Table 13. Care responsibilities for children outside the household
Wage and salary earners by age. Quality of Work Life Survey 2008

	Total	No care responsibilities	1–9 hours a month	10+ hours a month
		%	%	%
All	100	85	6	9
15–24	100	93	4	3
25–34	100	92	4	4
35–44	100	93	3	4
45–54	100	83	6	11
55–64	100	68	12	20

Table 14. 'Reconciliation of work and family is made easier for me with the help I get from family or friends'
Quality of work life surveys 2003 ja 2008

Age of children	Totally true		True to some extent		Untrue to some extent / Totally untrue		Not applicable	
	2003	2008	2003	2008	2003	2008	2003	2008
	%	%	%	%	%	%	%	%
Total	17	20	22	25	52	47	9	8
Under 3 years	22	30	28	34	45	31	5	5
3–6 years	24	26	29	28	46	44	1	2
7–11 years	18	19	22	27	54	51	5	3
12–17 years	4	7	12	15	59	58	25	20

not, considered only a burden. When those with reported care responsibilities were asked to comment on the statement "care responsibilities outside the household make it harder for me to reconcile work and family life", only one in ten (10%) respondents felt the statement was completely or somewhat accurate.

As a matter of fact, two out of three (64%) felt that the statement did not apply to them at all.

The Finnish situation compared with the rest of Europe

The ageing population and decrease in birth rate are common worries among nearly all EU countries these days. It is most interesting that the European countries with relatively high overall fertility are also the countries with high female employment rate. On the other hand, women's part-time work is also rather common in these countries. In this sense, Finland is an exception: in Finland, relatively high overall fertility (1.83 in 2007) and high women's employment rate (68.5%) are associated with relatively low share of part-time work (13.4%).

In a European comparison, the opportunities of Finnish parents for reconciling work and family are undeniably very good: public daycare with its subjective right to daycare, free school dinners, a varied and generous system of family leaves, and quite flexible working hours, at least compared with elsewhere in Europe, make the equation easier to balance. The better-than-average situation of Finnish parents was also shown by the 2005 **European Working Conditions Survey** in which respondents were asked how well their working hours were reconciled with their commitments to family or personal life outside of work (Sutela 2007b, 53–54, Pärnänen et al. 2006).

Remuneration systems

Since the 1984 survey, the Quality of Work Life Surveys have included quite a number of questions about pay, as it has been considered an important contributor to well-being at work. In fact, the Quality of Work Life Survey has been nearly the only tool available for examining pay differences between women and men throughout the working population, as it has made it possible to simultaneously examine important factors that influence pay, such as amount of work experience, level of education, employer sector, and other aspects of working conditions. These results have been reported in many publications, both in Finland and in the EU (Lehto 1988, 1992, 1999, 2007).

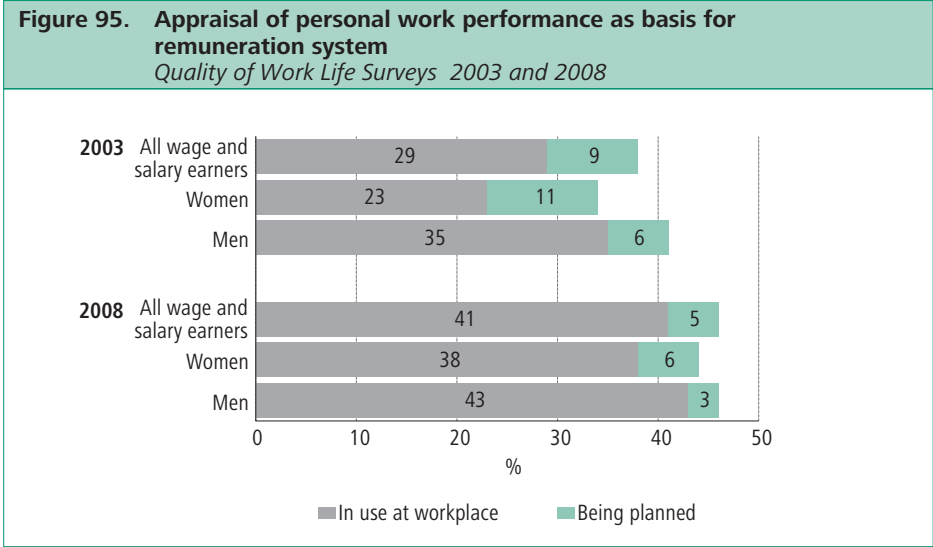
Figures 94 and 95 show responses to the questions about whether the respondent's own remuneration system is based on **appraisal of the skills requirement level of work or appraisal of personal work performance**. In both questions those respondents whose remuneration systems were not based on either one of these were asked whether such a system was being planned. The interviewers' instructions contained more specific descriptions of what is roughly meant by these types of systems. Workplaces use a broad array of various payment systems, but these two elements can, nevertheless, probably be identified in those systems.

Remuneration systems based on appraisal of the skills requirement level of work are used at quite a number of workplaces, for 46 per cent of wage and salary earners. Slightly more men (49%) than women (44%) were covered by such a system. On the other hand, 7 per cent of wage and salary earners say such a system is being planned, and this concerns more women than men. So far, systems based on appraisal of skills requirement level would seem to be concentrated in

Figure 94. Appraisal of competence requirement level at work as a basis for remuneration system

Quality of Work Life Surveys 2003 and 2008





tasks requiring a high level of education (56%). The difference with those having only a basic level of education is clear (33%).

Out of employers, the central government has increased the appraisal of skills requirements the most, from 46 per cent to 86 per cent. The local government sector has also seen growth: from 28 to 47 per cent. On the other hand, the private sector remains on the previous level (41%). In the private sector, foreign-owned companies again stand out (55%) compared with Finnish owned companies (34%).

Appraisal of personal work performance was not applied much at the time of the 2003 survey: 29 per cent of wage and salary earners reported this. This method of appraising personal work performances has, on the other hand, become much more common during the past five years, as it is applied to 41 per cent of wage and salary earners now. There are fewer plans for using such systems now, however, as the proportion has shrunk from 9 to 5 per cent. (Figure 95.)

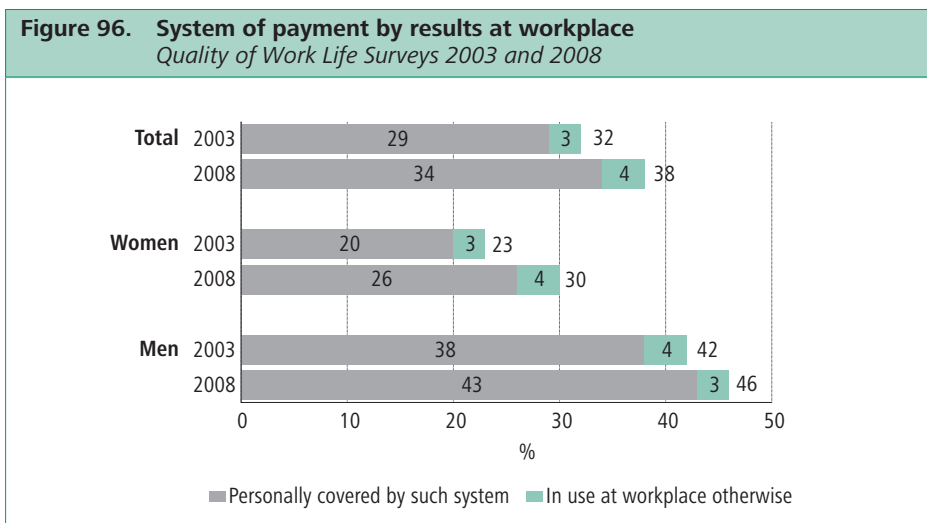
Appraising personal work performance is largely done in the same fields and task levels as appraisal of skills requirements. This is understandable, as these two are often different parts of the same system. This, as well, is more common in men's jobs (43%) than in women's (38%). This is likely to be due to the difficulty of appraising the type of human-relations work that is typical for women: quantitative performances do not, in fact, even really exist.

By employer sector, the largest difference is between the central government (83%) and other sectors (local government 38%, private sector 36%). The central government sector's high percentage of appraising personal work performances can be explained by the systematic pay system reviews implemented there. The proportion for the central government has doubled since the last survey (41% vs. 83%). In the local government sector, the growth has been, rela-

tively, even faster (14% vs. 38%). In the private sector, on the other hand, the proportion has not really increased (33% vs. 36%). Appraisal of personal achievement is clearly applied more often to those with a high level of education (52%) than to those with a basic level of education (28%).

A third element of remuneration examined in the Quality of Work Life Survey was **performance-based bonuses**. The survey contains a number of questions about this issue that examine whether such systems are used at workplaces, if respondents are covered, which groups receive such bonuses, if the respondent has received such a bonus in the previous year, and how much the respondent's work affects the receiving of such bonuses. Out of all wage and salary earners, 38 per cent say that the system is applied at their workplace, and 34 per cent say that they are included in it themselves (Figure 96). There is a very distinct difference here between women and men, as a system like this is applied at 46 per cent of men's workplaces (with 43 per cent of respondents included in it), whereas for women, the respective proportions are only 30 and 26 per cent. This would seem to be a key contributor to pay differentials between men and women.

Employees with different levels of education are covered fairly evenly by payment by results systems, but men with a high level of education (54%) do stand out compared with those with a basic level of education (38%). The occupational groups in which performance-based bonuses are most common are commercial work, technical and scientific work, and administrative and manufacturing work. The basic observation that men are more often covered by such systems than women applies in all occupational sectors: for example, in commercial work 65 per cent of men and 49 per cent of women, in manufacturing work 51 per cent of men and 40 per cent of women. However, for women these are sectors where they are most likely to be included in payment by results systems.

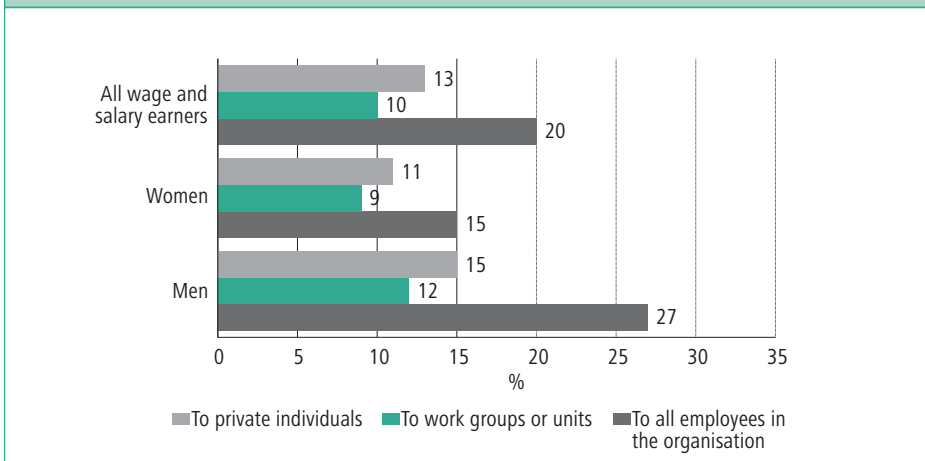


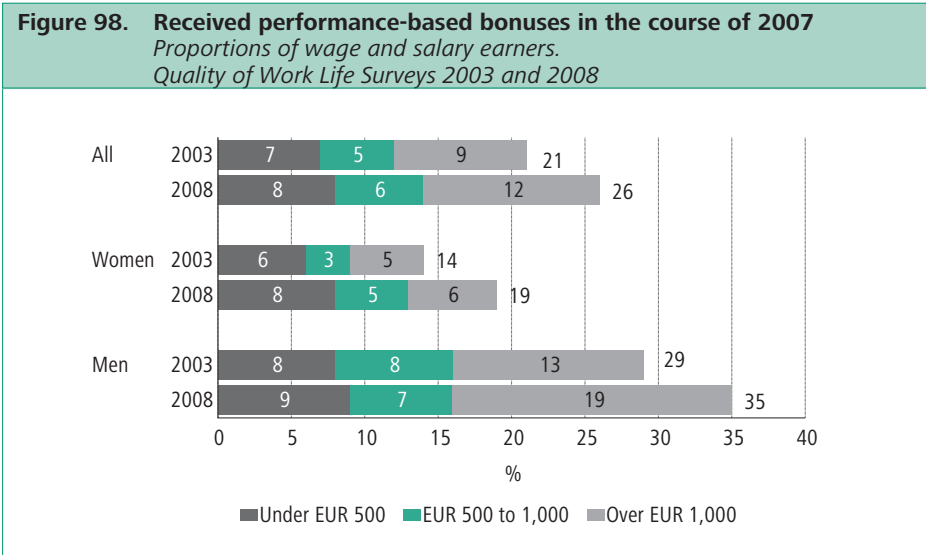
The way in which performance-based bonuses are paid varies considerably. Thirteen per cent of all wage and salary earners say they are paid to individual employees, 10 per cent say they are paid to groups and 20 per cent say they are paid to all employees in the organisation. Out of these, performance-based bonuses paid to all employees have become more common than others, as their share was only 10 per cent five years ago. The question has been posed in a manner in which the respondent has had the option of selecting many bonus payment methods at the same time. (Figure 97.)

Figure 98 shows **amounts of performance-based bonuses** based on gender. The amounts highlight the differences between women and men even more, as not only are men paid these bonuses more often, the amounts paid are also larger. 19 per cent of male wage and salary earners had received at least EUR 1,000 in performance-based bonuses during the past year, while the corresponding proportion of women was only six per cent. The same difference can also be seen in medium-sized bonuses of EUR 500 to 1,000. The amounts have grown somewhat since the last survey but usually so that, for women, the small bonuses of under EUR 500 have become more common, while for men, bonuses of over EUR 1,000 have become more common.

If there are large differences between sectors when it comes to paying performance-based bonuses, the amounts are even more pronounced. In the private sector 17 per cent of wage and salary earners earn at least EUR 1,000, but the percentage of wage and salary earners who earn this amount in the central government sector is only 2 per cent and one per cent in the local government sector. Examined by occupation, large bonuses of over EUR 1,000 were received most often by employees in administrative management (36 per cent of men and 19 per cent of women). Large bonuses, especially for men, are typically associated with a high level of education, upper white-collar employees, the private

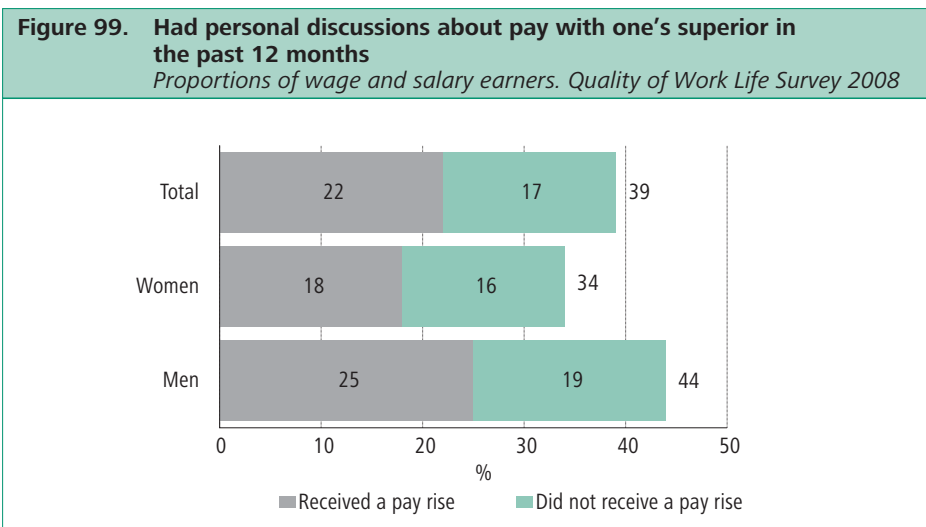
Figure 97. The way in which performance-based bonuses are paid
Proportions of wage and salary earners. Quality of Work Life Survey 2008





sector and foreign-owned enterprises. For example, 39 per cent of men working for foreign-owned enterprises received bonuses of at least EUR 1,000, while at the other extreme the corresponding figure for women working in Finnish-owned companies was only 7 per cent.

Not only do men receive more pay and different types of supplements, they also engage in **personal discussions about pay with their superiors** that have **lead to receiving a pay raise** more frequently. Figure 99 shows that 44 per cent of men have had these discussions in the past year, but only 34 per cent of women. Altogether, 25 per cent of male wage and salary earners have received a raise after having these discussions. For women, the proportion is 18 per cent. The fig-



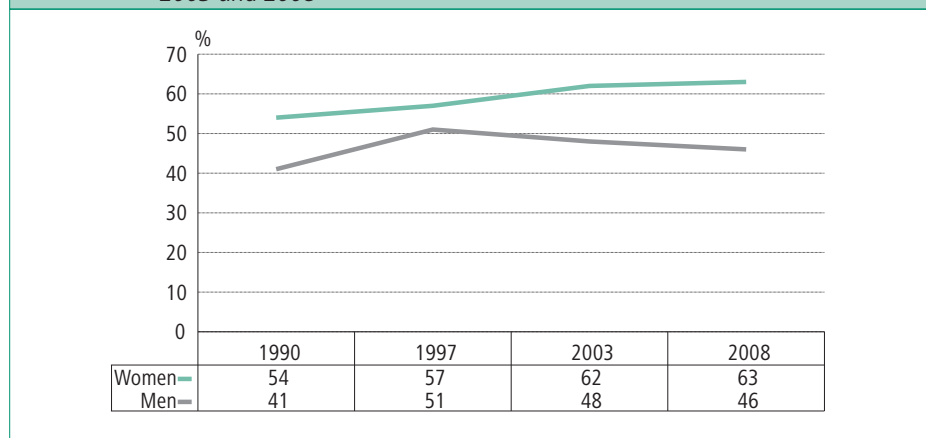
ure also shows that being proactive has been beneficial, for men as 57 per cent of those who engaged in discussions have received bonuses, while the number is somewhat smaller, 53 per cent, for women.

It is interesting to compare pay increase proposals with personal opinions on how **fair employees' think their pay is** compared with the remuneration paid in other occupations. Figure 100 shows research data on this issue from four surveys. It reveals that negotiating pay does not coincide with how fair pay is regarded. Women regard their pay as being too low more often than men do, but have also had fewer pay increase discussions with their superiors. Opinions concerning insufficient pay increased up until 1997 among both men and women, but after that, men have been more satisfied and women more dissatisfied with their pay. In 2008, there was a clear difference between women and men: 24 per cent of women but only 12 per cent of men considered their pay to be clearly lower than it should be. Female lower white-collar employees are especially dissatisfied with their pay: 27 per cent regarded their pay to be clearly lower than it should be.

The local government sector stands out the most in this, as 34 per cent of all local government workers thought their pay was clearly too low, while the percentages for local government were 14 per cent and 13 per cent for the private sector. These figures were largest for women: 37% in local government, 17% in central government, and 16% in the private sector. In local government, respondents believed that women's social sector work was especially underpaid, as 41 per cent of workers in this field thought their pay was clearly too low. For women in the health care sector, the figure was 37 per cent.

The Quality of Work Life Survey also includes information regarding **monthly pay** from the 1984 survey onwards. This data is based on information provided during the interviews about gross monthly pay not including overtime bonuses, but including various pay supplements. The question about salary in-

Figure 100. Regards own pay too low in comparison with remuneration paid in other occupations
Somewhat or clearly too low. Quality of Work Life Surveys 1990, 1997, 2003 and 2008



cludes pay categories which make it easier to answer. In order to calculate averages, all respondents are assumed to make the average of the pay category they select. The reliability of this pay information is shown by the fact that the number of "can't say" or "unwilling to answer" replies is very small in all surveys: the sum of these answers has varied between one and two per cent. In the 2008 survey, 0.9 per cent of respondents were unwilling to answer.

The picture painted by the Quality of Work Life Survey regarding developments in pay differentials is optimistic about pay equality as the movement toward increased differences that was visible at the turn of the 1980s and 1990s has remained temporary and women's pays are again closing in on men's pay levels. Even so, it is surprising to see that there is a roughly 20 per cent difference in pay, even though the education level of the female wage and salary earning population is clearly higher than it is among men. On the other hand, Table 15 shows that the differences have again grown somewhat since the last survey. It is likely that other changes in work life, regardless of the rise of women's education level, have contributed to this negative trend.

Education is considered to be a central factor contributing to a person's pay. The differences in education levels between women and men have also been used to try and explain the differences in pay between men and women. This explanation is clearly not suitable for Finland, as there is hard evidence of women being more highly educated than men when we compare education levels. Women's education level has risen faster than men's, and women have had the advantage in higher education already for approximately 15 years (See the chapter on "Structural changes in the wage and salary earning population").

According to the Quality of Work Life Survey, the low amount of women's average earnings compared men men's is noticeable in all education levels (Figure 101). The difference in pay between women and men with high-level education has been systematically largest in all surveys, and in favour of men.

Processes aimed at achieving more individuality affect the formation of pay. For women, the problem of dispersed negotiation and local agreements is that women do not possess enough negotiating power. Payment by results systems

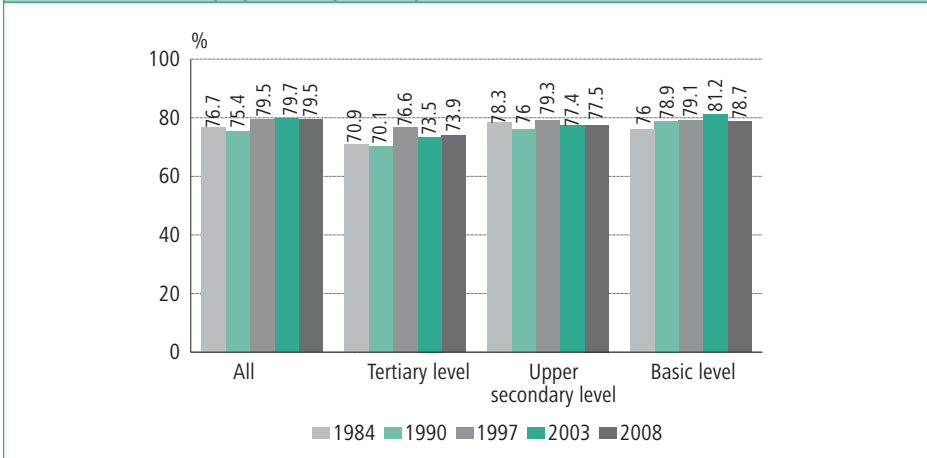
Table 15. Women's and men's average monthly earnings.

Quality of Work Life Surveys 1984–2008.

Full-time employees, gross pay, including shift, et. supplements, but excluding overtime pay

	1984	1990	1997	2003	2008
	FIM	FIM	FIM	EUR	EUR
Total	5,027	8,495	10,263	2,165	2,667
Women	4,328	7,311	9,120	1,920	2,369
Men	5,642	9,686	11,458	2,410	2,981
Women's pay as proportion of men's pay, %	76.7	75.4	79.5	79.7	79.5

Figure 101. Women's pay as proportion of men's pay
Education and monthly earnings, excluding part-time employees.
Quality of Work Life Surveys 1984–2008



also, at least for now, work mostly in favour of men, as female-dominated occupations are not profitable in the same manner as male-dominated occupations. Further, evaluating personal work performances can be more difficult in women's occupations than it is in men's, as it is more difficult to measure and assess performance in the work involving human relations that is more common among women.

Use of information technology

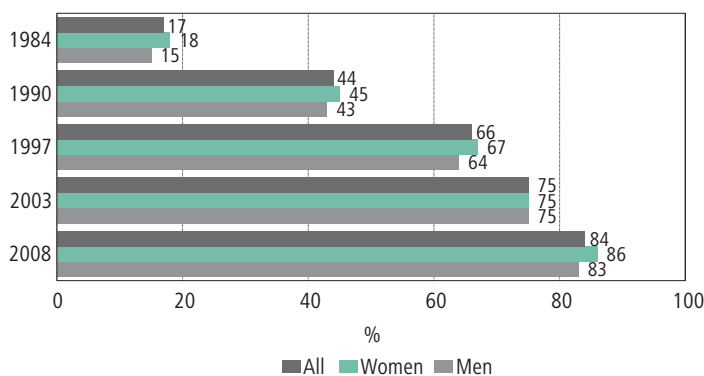
Information technology's invasion into work life has happened very rapidly in Finland. When the question about the **use of information technology** in one's work was first included in the survey in 1984, 17 per cent of employees (Figure 102) were using it. At that time, more women than men were using information technology.

In the early 1980s, information technology was applied to more demanding tasks in men's work than in women's work. For women, information technology was first used for simple tasks such as data entry and copy typing. These kinds of tasks have diminished with time as upper white-collar employees have started using computers more themselves.

These days there is hardly any difference in the educational structure of the women and men using information technology. In this sense, the situation is different from the early days of computer use when the majority of female users only had basic education, while the majority of men had a high level of education. This later harmonisation of the education level of information technology users indicates that the requirement level of work tasks could be at around the same level now in women's and men's work.

Women use information technology somewhat more intensively than men: clearly more than half (61%) of the women using information technology in their work stated **using information technology in their work for least half of their working hours**, and somewhat fewer men said this (57%). Early on, in 1984, this difference was much greater. At that time, 49 per cent of women and 31 per cent of men were using information technology for at least half of their working hours.

Figure 102. Proportion of employees using information technology
Quality of Work Life Surveys 1984, 1990, 1997, 2003 and 2008



In addition to the use of computers, the advance of information technology in workplaces also comprises the use of various electronic **data transmission equipment** and the increase in the use of these devices. The Quality of Work Life Surveys have inquired about the use of these communication tools as one element showing changes in working life. The equipment concerned includes telephones, mobile telephones, faxes, email and the Internet, some of which may, in fact, overlap with computer use.

The increase has been most considerable when it comes to the use of mobile telephones, email and the Internet in the 1990s and 2000s. Figure 103 depicts the development trends in these. The use of email as a work tool has also grown seven-fold between 1990 and 2008. The use of mobile phones has also multiplied many times over, as proportions of users have risen from 34 per cent to 80 for men and from 5 to 66 per cent for women. Use of the Internet has also quickly become commonplace. Already roughly three out of four (72%) wage and salary earners stated using the Internet in 2008, women slightly more (76%) than men (68%).

The use of computers has also been traditionally examined in **the European Working Conditions Survey**. In the earlier surveys (for example, in 1995) it was especially clear that in Finland, the movement towards an information society has been very rapid. Finland was the top country in Europe when it came to

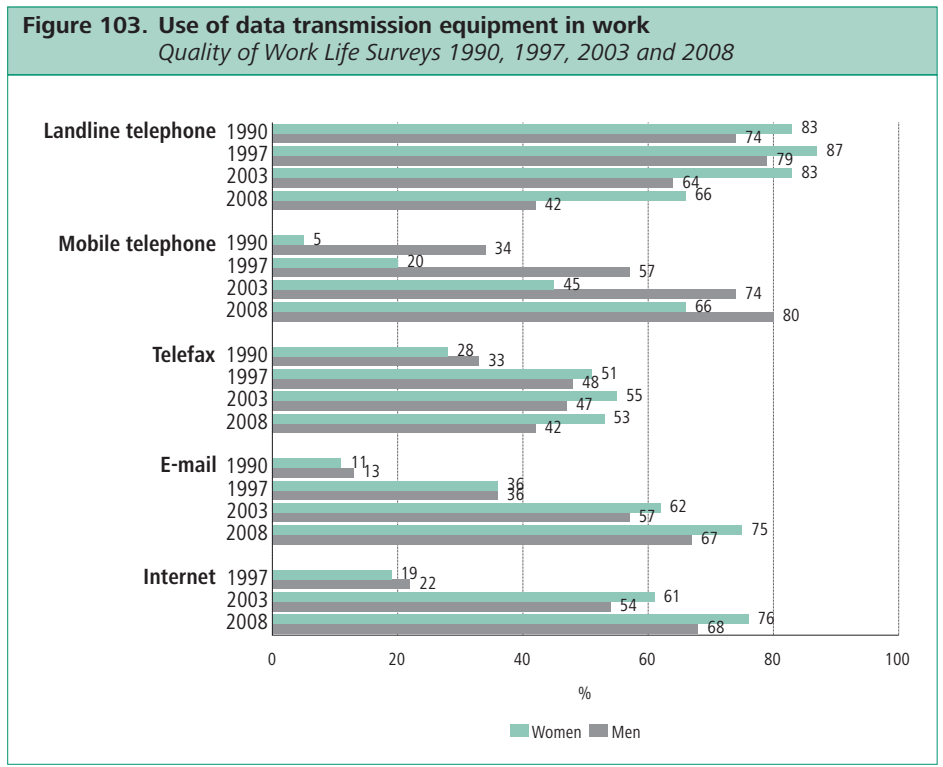
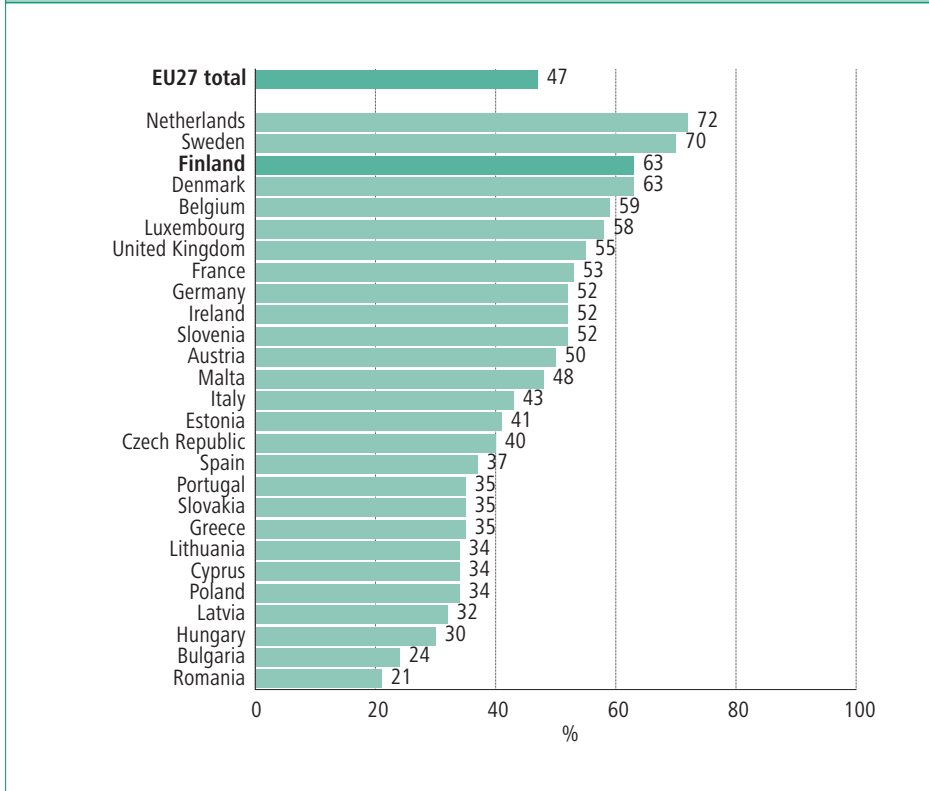


Figure 104. Working with computers at least ¼ of time. EU27.
Wage and salary earners. European Working Conditions Survey 2005



women in particular adopting new information technology for work tasks. Figure 104 depicts the situation for all wage and salary earners based on the latest Working Conditions Survey from 2005. Finnish employees are certainly still near the top in the survey, but the Netherlands and Sweden have pulled into a slight lead over Finland.

Symptoms and illnesses

The Quality of Work Life Survey contains a rather broad array of questions about respondents' health and work ability, long-term illnesses, sick leaves, occupational accidents, musculoskeletal problems, and psychological and somatic symptoms. Since 2003, the respondent's perceived need for and participation in rehabilitation has also been inquired.

Wage and salary earners' recurrent aches and pains in the musculoskeletal system have been followed since the 1970s. Various musculoskeletal problems have increased in the long term, which is probably partly due to the ageing of the employee population.

The most common problems are **aches and pains in the neck and shoulder area**; in 2008, two in five (41%) of wage and salary earners reported recurrently suffering from these problems. The trend for problems in the neck and shoulder region has been steadily increasing since the 1970s. These problems increased very significantly at the turn of the century. Since 2003, the situation would seem to have settled down for the time being, and for women, these problems have actually started slightly decreasing in prevalence. However, women still suffer from these problems significantly more often than men (Figure 105).

Recurrent pain in the hands and arms has also remained at pretty much the same level as in 2003. For men, these problems have become a bit more common. They are experienced by roughly one in four wage and salary earners (26%), and women somewhat more often than men (Figure 106).

This also applies to **recurrent ache or pain in the lumbar region**: between the surveys of 1997 and 2003 these problems became more common, but after that, they have stayed at the level of the 2003 survey. Pain in the lumbar region is fa-

Figure 105. Recurrent ache and pain in neck and shoulders
Quality of Work Life Surveys 1977–2008

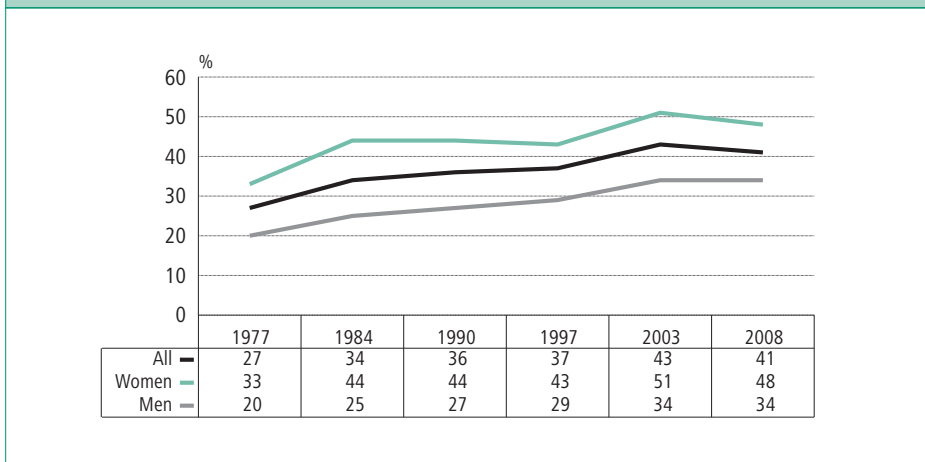
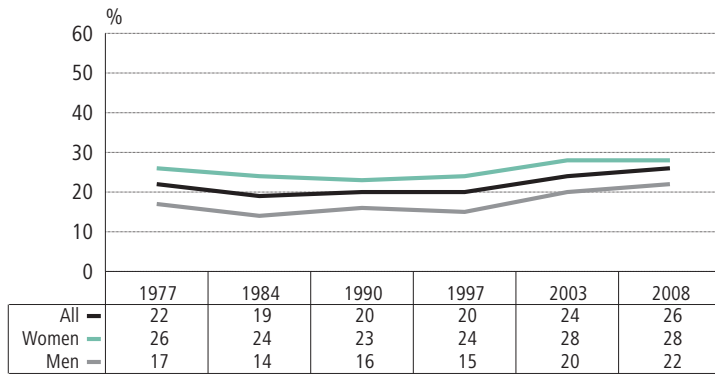


Figure 106. Recurrent ache and pain in hands or arms
Quality of Work Life Surveys 1977 - 2008



miliar to less than one third (30%) of wage and salary earners and is just about equally as common among men and women (Figure 107).

The only clear change compared with the 2003 survey has been in the prevalence of **recurring pain in the legs and hips**: these have become clearly more common for women. All-in-all, a little over one in four (27%) wage and salary earners experience these types of pains. (Figure 108.)

Various pains and aches are more common to blue-collar workers who do not have a high level of education and who work in the local government or private

Figure 107. Recurrent ache and pain in lumbar region
Quality of Work Life Surveys 1977–2008

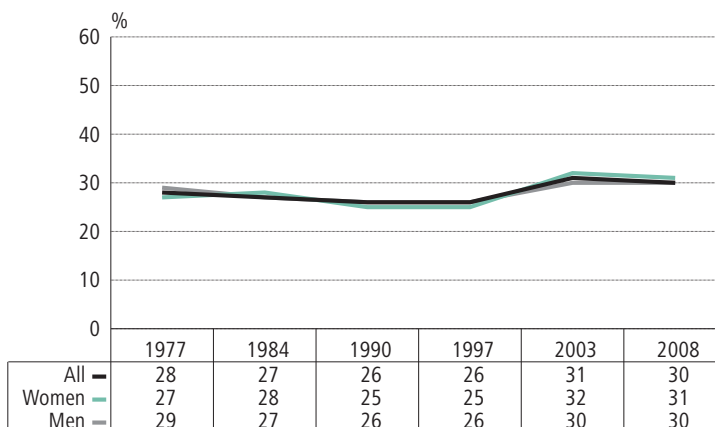
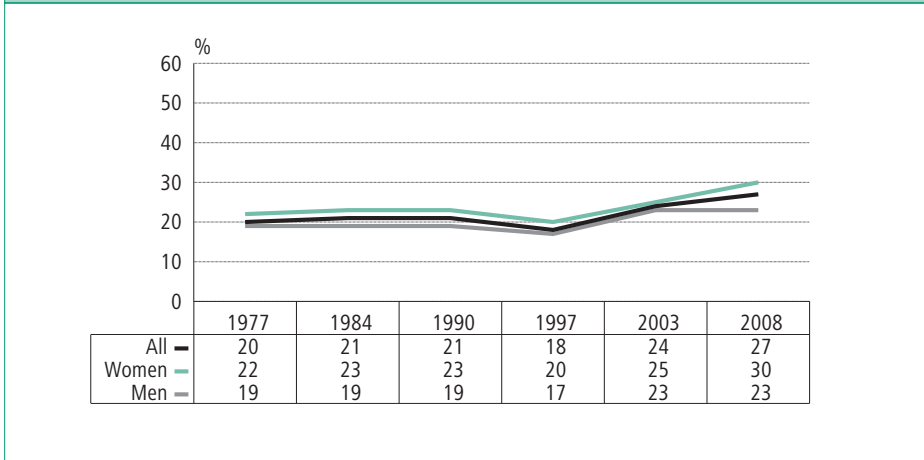


Figure 108. Recurrent ache and pain in legs, including hips
Quality of Work Life Surveys 1977–2008



sector. The most common employee group suffering from these types of problems is women in the local government sector. Various aches and pains are less common for employees under the age of 35 than they are for people who are older than this. Aches and pains in the lumbar region and in the legs and hips is especially common for the wage and salary earners in the oldest age groups, i.e. those who are at least 55 years old, but recurring pains in the neck and/or shoulder region and hands and/or arms is most common with somewhat younger employees, i.e. 45- to 54-year-olds.

Psychological and somatic symptoms

All Quality of Work Life Surveys since the 1977 survey have included questions about diverse psychological and somatic symptoms. The thing that sticks out the most in the results on the prevalence of psychological symptoms is the notable increase in **sleeping difficulties** especially for women during the past 30 years. In the 2008 survey, however, it would seem that the increase in prevalence of this problem has finally stopped. In this study, one in three wage and salary earners suffered from difficulties in falling asleep or waking at night every week or more often. Women were clearly more affected by this (37%) than men (28%) (Figures 109, 110, and 111).

Fatigue, apathy or lack of energy were the most common psychological symptoms until 2003, but by 2008, the sleeping difficulties described above had become equally common. The feelings of fatigue and apathy have also seen increases compared with the situation 30 years ago, although since 2003, the pro-

Figure 109. Psychological symptoms
Suffers from at least once a week. Quality of Work Life Surveys 1977–2008

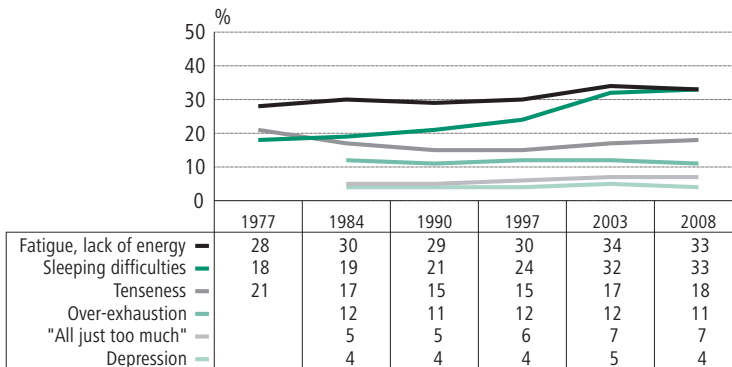


Figure 110. Women's psychological symptoms
Suffers from at least once a week. Quality of Work Life Surveys 1977–2008

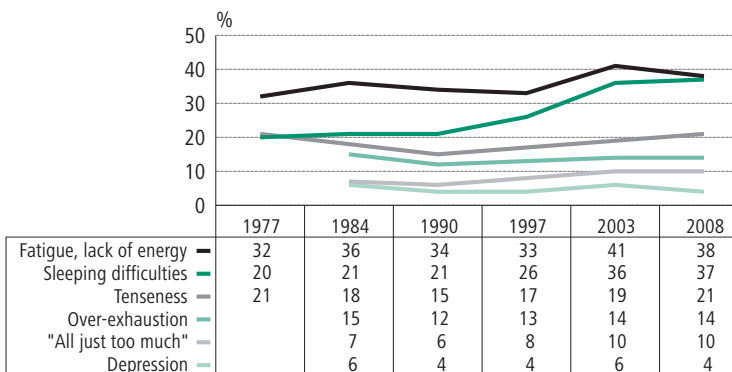
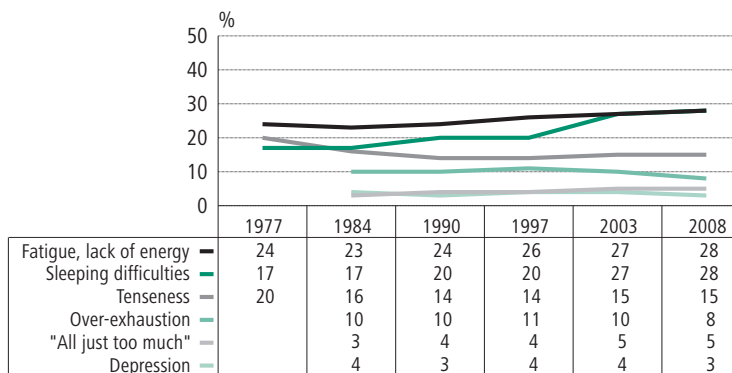


Figure 111. Men's psychological symptoms
Suffers from at least once a week. Quality of Work Life Surveys 1977–2008



portion of people experiencing fatigue or apathy has decreased by one percentage point. Women suffer from this more commonly (38%) than men (28%).

Tenseness, nervousness and irritability is the next most common psychological symptom. Nearly one in five wage and salary earners (18%) suffer from these problems weekly. In this regard, the situation appeared to have improved in the 1990s compared with the early years of the surveys, but in the past surveys, the problem seems to have been on the increase again. The increase is mainly due to feelings of tenseness and irritability becoming more common in women in the 2000s. The difference between women (21%) and men (15%) is clear concerning this symptom as well.

A little more than one in ten wage and salary earners have suffered from weekly **over-exhaustion** throughout the survey period. While the symptoms have become slightly less common for men in the 2000s, they have conversely become more common for women. **The feeling that "it's all just too much"** is something one in ten women feel weekly, but only five per cent of men. Throughout the survey period, depression has been affecting a few per cent of wage and salary earners weekly.

The Quality of Work Life Survey studied the somatic symptoms of **headaches, various stomach problems, irregular heartbeat and dizziness**. For men, all these somatic symptoms decreased at the start of the 1990s, after which the situation has remained somewhat unchanged. For women as well, the symptoms decreased at first in the 1990s, but after the turn of the century, all of the symptoms mentioned suddenly became more common. On the other hand, between 2003 and 2008, there has again been some decrease, albeit small (Figures 112, 113 and 114). The socio-economic position of the respondents or their employment sector had very little connection to the prevalence of somatic or psychological symptoms.

Figure 112. Somatic symptoms

Suffers from at least once a week. Quality of Work Life Surveys 1977–2008

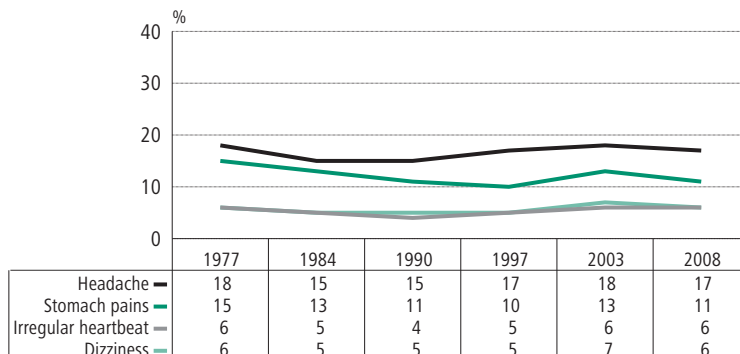
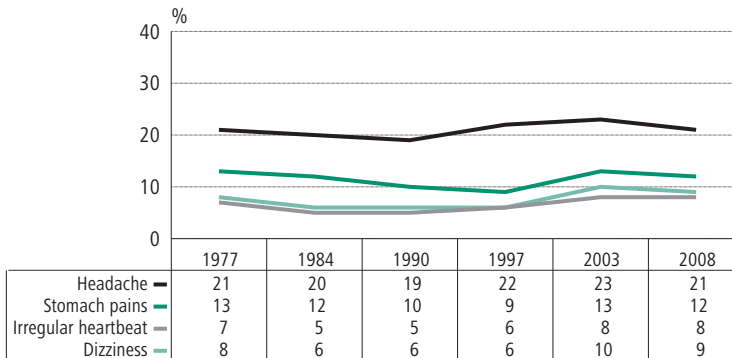
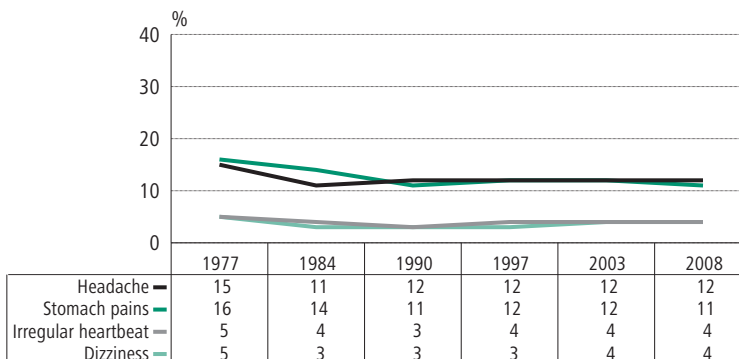


Figure 113. Women's somatic symptoms*Suffers from at least once a week. Quality of Work Life Surveys 1977–2008***Figure 114 . Men's somatic symptoms***Suffers from at least once a week. Quality of Work Life Surveys 1977–2008*

Grouped by age, there are more differences. Especially for women, weekly headaches are more common for young respondents: over one third (36%) of women aged under 25 and one fourth (24%) aged from 25 to 34 years suffer from weekly headaches. Among women the over 55s, the proportion is merely 14 per cent. The feelings of fatigue, apathy, and lack of energy are more common among the younger age groups and decrease as the respondents get older. One in three men under 35 have feelings of apathy every week, but only one in five of those aged over 55 years feel this way. Of women under 25, nearly half (47%) have these feelings, but "only" 30 per cent of the oldest age group.

Difficulties in sleeping, however, are most common for women older than 45. Nevertheless, it would be too simple to explain the increase in sleeping difficulties with the fact that as the population ages, more respondents of the Quality of Work Life Survey are at least 45 years old. When examined by age group, sleeping problems have become more common in all age groups compared with the situation of the early 1990s. The strongest increase has occurred among those under 45. Whereas 17 per cent of female wage and salary earners between the ages of 25 to 34 suffered from weekly sleeping problems in 1990, the proportion in this age group had risen to 31 per cent in 2008. The corresponding proportion in the group of women aged 55 to 65 also increased, but relatively less: from 35 to 43 per cent.

Irregular heartbeat and the feeling of over-exhaustion are above all most familiar to women and men over the age of 45. Older men, aged at least 45, are troubled more than others by stomach pains. On the other hand, for women, stomach pains are common also among the younger age groups.

The connection between the symptoms and work or working conditions

Respondents who suffer at least once a week from one of the psychological or somatic symptoms mentioned were further asked whether they believe that their **work or working conditions contributed to these symptoms**. Twenty-eight per cent of the respondents were of the opinion that their work or working conditions contributed significantly to their symptoms and, and a total of 82 per cent saw at least some connection. This question on the connection between symptoms and working conditions was previously asked in 1997. At that time, 33 per cent felt that working conditions contributed considerably to the existence of their symptoms, and at least 78 per cent saw at least some connection. Therefore, it would appear that the proportion of people considerably affected by working conditions has gone down, but more people are "somewhat affected".

Women felt their working conditions had an effect on their symptoms slightly more often than men (30% vs. 26%) in 2008. If the "somewhat" replies are included then there is hardly any difference between the genders. Various psychological and somatic symptoms would seem to have an undeniable connection to such work environment variables as feelings of time pressure, psychological violence and conflicts at the workplace, and feeling unsatisfied with superiors. These issues are not only connected to the occurrence of symptoms, but also to how often these symptoms are felt to be caused specifically by working conditions.

For example, in practise, nearly all of the wage and salary earners who suffer from various symptoms and who report ongoing bullying at their workplace feel that their working conditions affect their symptoms: 54 per cent feel the effect of working conditions to be considerable, and 91 per cent see at least some type

of a connection between the two. In cases where bullying takes place only sometimes, the proportions are 29 and 84 per cent, respectively. When there is no bullying, the proportions fall to 23 and 78 per cent. On the other hand, out of those who are affected greatly by time pressure, 53 per cent of wage and salary earners suffering from various symptoms think that the working conditions contribute considerably to their symptoms, and 90 per cent think there is at least some connection. For people only slightly affected by time pressure, the proportions are 13 and 78 per cent.

Sickness absences and accidents at work

For sickness absences, the material of the Quality of Work Life Survey does not offer good opportunities for making long-term comparisons, as the questioning technique for this section was changed in 2003. Previously, sickness absences were inquired about based on the preceding six months, but in 2003 and 2008 the question was altered to cover the preceding 12 months.

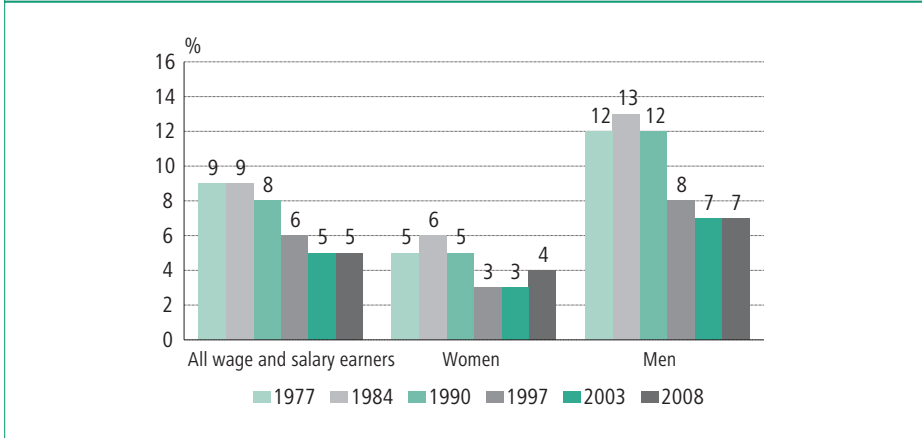
Sickness absences would appear to have become more common in the 2000s. In 2003, 62 per cent of women had been absent from work due to illness at least once during the past 12 months, but in 2008 this proportion had risen to 67 per cent. Among men, the rise was from 56 to 62 per cent. Fifteen per cent of wage and salary earners reported having had long absences of at least 10 days. Examined by occupational group, employees in the sectors of social work (71%), service work and office work (68%), and health care work (67%) have most commonly been away from work due to illness at least once during the past 12 months.

The average **number of sick days** per wage and salary earner has according to the Quality of Work Life Survey risen by just under two days from 2003: from 9.3 days to 10.9 days for women, and from 7.4 to 8.8 days for men, per year. The average number of sick days increases by age, as longer absences are more common among older employees than they are among younger employees. For upper white-collar workers, the average number of sick days (7.3) is clearly below the figure for lower white-collar workers (10.3) and blue-collar workers (12.0).

Accidents at work resulting in the employee missing work have decreased noticeably from the early days of the survey in the 1970s, especially among men (Figure 115). The proportion of wage and salary earners who have had an accident at work has remained at roughly 5 per cent in 2003 and 2008. More men (7%) than women (4%) have had such accidents. The likelihood of work accidents is mainly associated with an employee's occupation group. In construction jobs, 14 per cent of workers and in manufacturing jobs 12 per cent of workers have experienced a work-related accident during the past 12 months. The corresponding figure for the service sector is nearly one in ten (9%).

The type of **absences due to an accident** that were most common lasted at most three days (40%), but absences of between two weeks and a month (14%)

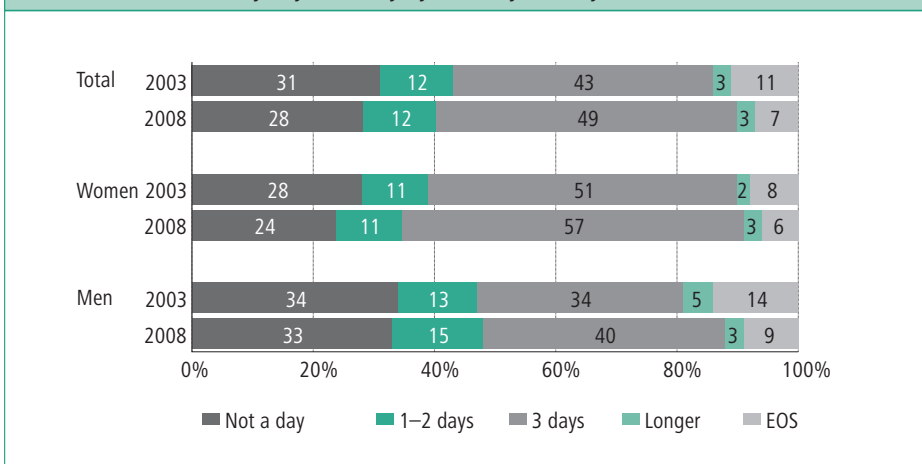
Figure 115. Had an accident at work which has resulted in absence from work
In the last 12 months. Quality of Work Life Surveys 1977–2008



or even more than one month (17%) are also quite common. There is hardly any difference between the genders in the duration of absences due to accidents.

It is most common that wage and salary earners can be **absent from work without certificate from a doctor or occupational health nurse** for three days at most. This practise applies to 57 per cent of female and 40 per cent of male employees. One in three men (33%) and one in four (24%) women need a certificate for even a day's absence from work. On the other hand, less than one in ten (6% of women, 9% of men) wage and salary earners do not know how long they can be absent from work without a certificate (Figure 116). In the private sector, absences are clearly monitored more carefully than in the public sector. In the private sector, 38 per cent of wage and salary earners need a certificate for even

Figure 116. Possibility to be absent from work without a certificate from a doctor
Number of days. Quality of Work Life Surveys 2003 and 2008



one day's absence, when the proportion is considerably smaller in the central government sector (8%) and local government sector (10%). One-half of blue-collar workers, but only one in ten upper white-collar workers and one out of five lower white-collar workers, already have to provide a doctor's certificate for their first sick day.

Job satisfaction

When discussing working conditions, employees are often asked how satisfied they are with their jobs. Job satisfaction is believed to be an indicator of individual well-being and also of an individual's willingness to change jobs. The problem with broad interview data is that general questions about job satisfaction often provide heavily biased results. Nearly everybody seems to be either very or quite satisfied with the current job. The Quality of Work Life Surveys have produced such results every time a general question has been asked about job satisfaction.

The concept of job satisfaction has, over the years, been examined from very many perspectives and there have been various interpretations of issues affecting the concept. One of the better-known theories is Herzberg's (1959) 'two factor' theory. In it, job satisfaction is considered from a theoretic need perspective. According to the theory, job satisfaction and job dissatisfaction are caused by separate factors. In his theory, Herzberg divides factors affecting the job into external ("hygiene") and internal ("motivation") factors. According to the theory, job satisfaction is produced mainly by the internal, motivation factors. These are factors that are connected to an individual's need to fulfil themselves in their work. Regression models based on the Quality of Work Life Survey have helped to prove to the central ideas of Herzberg's theory: believing that your own work is meaningful and important, having opportunities for development in your current job, and feeling like a valued member of the work community are factors that best explain why individuals are most satisfied with their jobs (Miettinen 2006).

In addition to the general satisfaction question, the latest Quality of Work Life Survey has also asked about **satisfaction concerning opportunities for development, appreciation of the respondent's professional skills, possibilities for influencing activities in the work community, social relationships at the workplace, and content of the job tasks**. Figure 117 also shows the answers to the question about satisfaction with superior's leadership method. This question was asked with the other questions about the respondent's superior. As this question had the same answer options as the job satisfaction question, the responses can easily be examined together.

Exactly one in four (25%) wage and salary earners are very satisfied with their current job, women slightly more often than men (24%). The proportion of very satisfied respondents rises a bit when asked about social relationships (28%). Also, satisfaction with the content of work tasks (26%) is higher than general satisfaction. On the other hand, satisfaction with factors such as opportunities for development (15%) or possibilities for influencing activities in the work community (18%) lag behind other factors when it comes to the proportions of very satisfied employees. Women are typically more satisfied with these various factors than men, with the exception of possibilities for influencing activities of the work community and the superior's actions, in which men are more satisfied than women.

Figure 117. Satisfaction concerning different aspects of work
Very satisfied. Quality of Work Life Surveys 2008

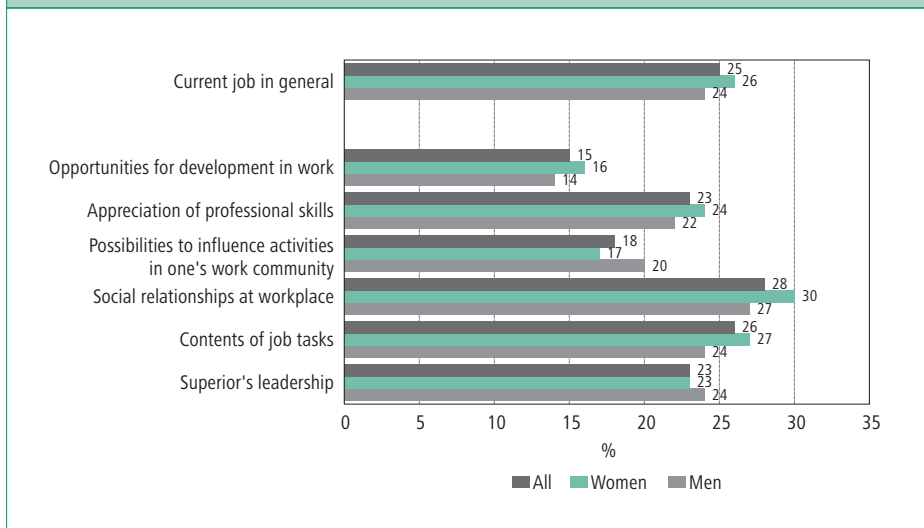


Table 16 depicts how satisfaction with various job factors varies according to different background variables. General satisfaction with the current job is more typical with older wage and salary earners (55- to 64-year-olds), among those working in the education sector, in administrative management, and among wage and salary earners working in agriculture. The largest proportions of people satisfied with their opportunities for development are among the 25- to 34-year-old age group, those with high-level education, upper white-collar workers, people in the scientific or technical fields, people in the education sector, and those in administrative management occupations.

The satisfaction ratings regarding appreciation of professional skills are highest among 55- to 64-year-olds, highly educated workers, upper white-collar workers and particularly those working in administrative management occupations. These same groups are also most satisfied with their **possibilities for influencing the work community's activities**: the oldest age group, highly educated workers, upper white-collar workers, management workers, and private sector employees. **Social relationships at the workplace** increase satisfaction for groups such as the young (15- to 24-year-olds and 25- to 34-year-olds), people with only a basic level of education, and those working in the education, commercial or agricultural sectors.

The oldest wage and salary earners, upper white-collar workers and those working in the education sector and administrative management, in particular, are most satisfied with the content of their work tasks. Social work should also be mentioned as a field where appreciation of the content of the work is higher than average. In this issue, the central and local government sector also clearly stand out compared with the private sector. Young workers (15 to 24-year-olds)

Table 16. Satisfaction with current job and with various aspects of work, %
Very satisfied. Quality of Work Life Survey 2008.

	Current job in general	Opportunities for development in work	Appreciation of professional skills	Possibilities to influence activities in work community	Social relationships at workplace	Contents of job tasks	Superior's leadership
Total	25	15	23	18	28	26	23
Age							
15–24	26	12	18	16	41	22	33
25–34	23	18	21	18	32	21	24
35–44	24	15	23	19	26	24	21
45–54	24	13	23	17	24	28	21
55–64	30	16	31	20	26	31	24
Education							
Tertiary level	26	18	27	21	29	28	22
Upper secondary level	24	13	21	17	27	23	23
Basic level	28	12	22	17	31	28	27
Socio-economic group							
Upper white-collar employees	28	23	30	25	30	32	25
Lower white-collar employees	26	14	23	17	30	26	23
Blue-collar workers	22	9	18	15	24	19	22
Occupation							
Technical, scientific etc., work	26	20	25	21	30	29	21
Teaching work	31	19	25	22	32	36	29
Health care work	26	16	27	15	29	28	24
Social care work	26	14	22	18	29	31	23
Administrative management work	32	27	38	34	27	37	24
Office work	25	16	26	17	29	24	22
Commercial work	23	15	22	20	34	23	24
Agricultural work	31	7	26	23	32	29	36
Transport and communications work	23	8	23	14	22	20	23
Manufacturing work	20	10	14	13	23	15	21
Construction work	19	10	20	16	21	25	19
Services	28	11	22	19	30	24	26
Employer sector							
Central government sector	27	17	24	15	26	30	20
Local government sector	26	14	23	16	27	30	23
Private sector	25	15	23	20	29	23	24

are especially satisfied with their superior's leadership. Only those with only basic education, agricultural workers and those working in education jobs deviate from this finding.

Figure 118 depicts the factors contributing to satisfaction that are most clearly tied to general job satisfaction. The figure depicts how many of those who

Figure 118. Proportions of very satisfied with their job in different satisfaction groups

*Calculated from "very satisfied" with different aspects.
Quality of Work Life Survey 2008*



are very satisfied with various factors are also, in general, very satisfied with their current job.

The results appear to clearly support at least the assumption that personal opportunities for development are an important factor for job satisfaction, just as Herzberg's theory also suggests. According to the Quality of Work Life Survey, 59 per cent of those who are very satisfied with their own development opportunities are also, in general, very satisfied with their current job, men slightly more often (62%) than women (57%). Examined like this, the weakest link is between general job satisfaction and satisfaction toward social relationships. "Only" 43 per cent of those very satisfied with social relationships at work were also generally very satisfied with their job. If one were to attempt to draw conclusions based on these results about the best way to promote job satisfaction, it is apparent that improving employees' opportunities for development in their work is of utmost importance.

Commitment to work

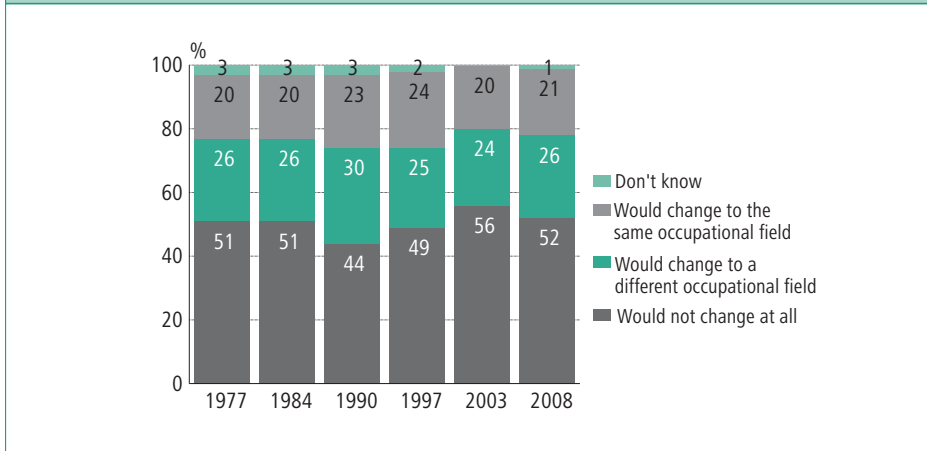
The importance of work to Finnish wage and salary earners was discussed at the beginning of this report. Based on the results, we can see that gainful employment continues to be highly valued and an important area of life for the vast majority of wage and salary earners. Although the significance of home and family life has clearly increased, as is the case for hobbies, work has retained its position, though it has become slightly less important since the previous survey.

On the other hand, the chapter on labour market position showed that people in Finland have continued to become increasingly committed to their job and profession, despite views that emphasise increased mobility. Commitment is considered very important in social policy debate and work organisation strategies. At the same time, there is a clear and stated desire for wage and salary earners to stay in working life and to continue their careers for as long as possible. Organisations are also considered to benefit from their employees' commitment in terms of productivity and innovation. Thus, the important issues are well-being at work and considering the issues that would promote commitment. Commitment is aimed for at the same time that international competition leads to growing flexibility and mobility and contracts and pay arrangements that are increasingly agreed upon individually. In the extreme forms of competitiveness, employees work almost as entrepreneurs, only committed to advancing their own careers (See, for example, Sennett 2001, Bauman 2001, Beck et al. 1995).

The Quality of Work Life Surveys have studied commitment to work through a number of questions, but it is most clearly measured by responses to the question about willingness to change jobs. Figure 119 shows responses to this question throughout the survey period. The data indicates that the proportion of people who are not at all willing to change their current job is quite high these days, at 52 per cent. This proportion is the second-highest of all the surveys. The changes in the figures reflect the same renewed enthusiasm in one's own work that was seen during the recession of the 1990s regarding the general importance of work that is presented at the beginning of this publication.

Different background variables do not show any significant differences in willingness to change jobs. For example, the only differences by level of education and occupational group can be detected among the employees with only a basic level of education and blue-collar workers, who have a greater desire to change occupational sector than other workers, whereas upper white-collar workers and those with high education wish to remain in the same occupational sector but change their place of work. This is most likely related to the acquired education that the individual is unwilling to abandon. By sector, the willingness to change jobs is at its highest level in the private sector, but even here, there are no great differences in degree of commitment: 50 per cent of those working in

Figure 119. Willingness to change to another job
At the same pay. Quality of Work Life Surveys 1977–2008



the private sector, 56 per cent of those working for the local government and 55 per cent of central government workers have no desire to change jobs.

Commitment does vary according to age. Young people are more eager to change jobs than others, and they are also more eager to switch to a different occupational sector. In this group, 32 per cent of 15- to 24-year-old men and 30 per cent of women would like to work in a different field, when the figure for all wage and salary earners is only 27 per cent. On the other hand, out of the oldest group, the 55- to 64-year-olds, only 19 per cent of men and 18 per cent of women were interesting in switching to another occupational sector. Based on this, we could assume that the ageing of the wage and salary earning population would explain the decrease of eagerness to change occupational sectors. However, this is not the case, as over the long term commitment to the current job has increased among young people most of all. During the past five years, the eagerness to change occupations among young people, those under 25 years old, has remained the same, whereas the numbers have slightly increased among the older age groups.

In some earlier studies, commitment to one's organisation has been linked at least to opportunities for influencing various factors and satisfaction about superiors (Böckerman et al. 2008, Jokivuori 2002). The Quality of Work Life Survey produces results that support this by showing that out of those who are very satisfied with their superior's actions, only 31 per cent would like to change jobs, compared with 85 per cent of those who are very unsatisfied. The proportions are about the same for both genders. On the other hand, the question about whether an employee receives support and encouragement also produces a similar result: out of those always receiving support, only 33 per cent would like to change jobs, whereas the figure for those who "never" receive it is 67 per cent. Lack of support from co-workers does not have as much of an effect on the will-

ingness to change jobs: 38 per cent of those who replied they "always" receive support, and 61 per cent of those who replied they "never" receive support, would like to change jobs.

Being able to influence various aspects of work also increases commitment according to the Quality of Work Life Survey. Level of commitment is lowered especially if there are no possibilities of affecting the pace of work, as 60 per cent would be ready to change their job in this situation. On the other hand, if there were many possibilities to influence the pace of work, only 41 would be willing to change. This applies equally to women and men.

There is a clear connection between various problems at work and willingness to change jobs. The willingness is increased by, for example, the degree to which time pressure hampers work, inadequate information about changes, and workplace bullying. If time pressure causes a lot of problems, 59 per cent of wage and salary earners are willing to change jobs. The average is 47 per cent. If information concerning changes is received only after the changes have taken place, the share is 57 per cent. If there is constant workplace bullying, the willingness to leave increases to 61 per cent. The proportion among those being currently bullied is 67 per cent.

Commitment to the current job can also be measured with the number of employees who have considered **starting a business or becoming self-employed**. Figure 120 shows that becoming self-employed now appeals to more people than it did at the time of the 1997 survey. However, this is still fewer people than at the beginning of the 1990s. The reduction in the numbers of employees wanting to become self-employed is likely to be connected to the increase in commitment to the current job – a connection on which clear proof exists from the post-recession time period according to various questions. Current work is considered important and jobs are changed less frequently.

Figure 120. Thought about starting own business or becoming self-employed
Thought about occasionally or frequently. Quality of Work Life Surveys 1990, 1997, 2003 and 2008



Plans to retire

The proportion of aged workers, those between the ages of 55 and 64, has increased rapidly in Finland in the 2000s. In 1998, 36 per cent of this age group was employed, but by 2007 the figure had clearly passed the Lisbon Strategy goal of 50 per cent and increased to 55 per cent. Out of the EU27 countries, only Cyprus (55.9%), Britain (57.4%), Latvia (57.7 %), Denmark (58.6 %), Estonia (60%) and Sweden (70%) have a higher employment rate for older workers (Eurostat).

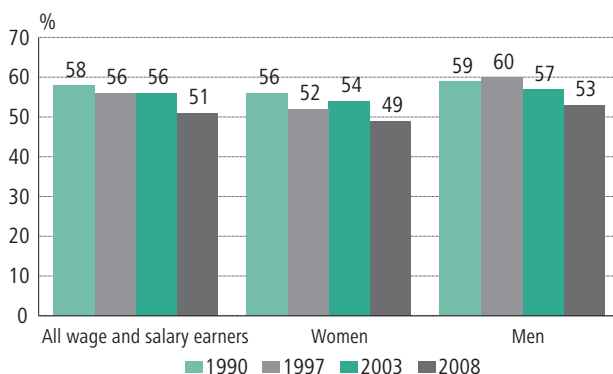
Many factors can be identified behind this development. The Finnish pension system underwent heavy reforms in 2005, at which time several avenues for early retirement were removed. These changes have meant that workers can flexibly take retirement between the ages of 63 and 68 years. The reform also contains an economic incentive for staying in the workforce longer, as workers earn a higher percentage of retirement from the age of 63 onwards. At the same time, multiple development projects have been in progress in Finnish work life with the aim of keeping older people working by improving the quality of work life and helping salary and wage earners cope at work. The employment rate of older workers has also been improved by the fact that the training level of older wage and salary earners has increased every year as the baby boomers have reached "old age". We have seen that a high level of training, good health and job satisfaction contribute the most to staying in work life longer (for example, Forma et. al 2006) (also see Ilmakunnas 2007).

The pension system reform took place between the two most recent Quality of Work Life Surveys. This is why it is especially interesting to look at the 2008 survey results to find out how the pension reform has affected wage and salary earners' attitudes – or whether it has affected them at all.

Wage and salary earners were first asked in the Quality of Work Life Survey whether they have **considered retiring before retirement age**. The proportion of wage and salary earners who have considered this option in 2008 had fallen considerably from 2003. Now it is at its lowest level throughout the entire survey period (Figure 121). The proportions have gone down in all employer sectors and among all training, occupation, and socio-economic groups. The largest change has, however, taken place among the group of older wage and salary earners, i.e. the group who are most affected by the issue of retirement. When in 2003 a little over one third (34%) of the 55- to 64-year-olds had often thought about retiring before the retirement age, now five years later, the proportion is only slightly over one in four (26%).

As was the case before the pension reform, those who had considered retiring early were mainly wage and salary earners in the manufacturing, agriculture, construction, and transport sectors (19–21% had thought about it often). Thoughts of early retirement are more common among wage and salary earners

Figure 121. Thought about retiring before retirement age
Thought about occasionally or frequently. Quality of Work Life Surveys 1990, 1997, 2003 and 2008



in the private sector, those working in blue-collar jobs and those with only basic education, than among others.

Employees who are at least 58 years old are able retire on a **part-time pension**. This means that they can cut their working hours by up to 70 per cent. A part-time pension will compensate for some of the loss of income from this arrangement. According to the 2008 Quality of Work Life Survey, 5 per cent of wage and salary earners over the age of 45 were on a part-time pension or had at least put in an application for it. In total, just over one third (37%) of 45-year-olds and older workers had at least **planned retiring on a part-time pension** with no noticeable differences between men and women. In this regard, the situation has hardly changed at all from what it was in 2003.

The age given by over 45-year-olds when asked **what age they reckon they will be when they retire** has gone up from 2003 by almost a year. For women, the average estimated age has gone up from 61.8 to 62.6 years and for men from 61.6 to 62.4 years (Table 17). Upper white-collar workers believe they will stay in working life slightly longer than lower white-collar workers or blue-collar workers, which is the group that estimates their retiring age to be the lowest.

Table 17. Estimated age for retirement
Quality of Work Life Surveys 2003 ja 2008

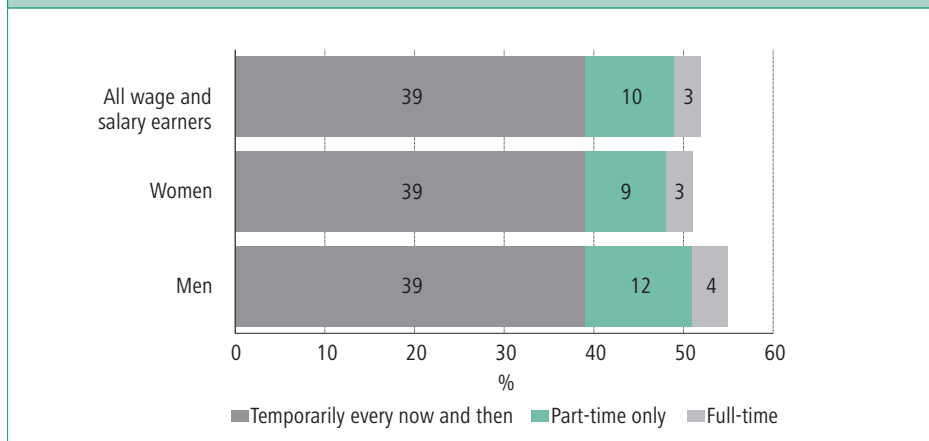
	All, years		Upper white-collar employees		Lower white-collar employees		Blue-collar workers	
	2003	2008	2003	2008	2003	2008	2003	2008
All	61.7	62.5	62	62.8	61.6	62.6	61.4	62
Women	61.8	62.6	62	62.7	61.6	62.6	61.8	62.4
Men	61.6	62.4	62	62.9	61.7	62.7	61.2	61.8

It is interesting to note that over one-half (53%) of over 45-year-old employees could **consider continuing to work at least to some extent while on old-age pension**: nearly 40 per cent do not disregard the possibility of working temporarily every now and then, for example, in fixed-term substitutions. One in ten would consider part-time work, and a few per cent would also consider continuing to work full-time. It would appear that men are slightly more willing than women to continue work, but the differences are not very notable (Figure 122).

The idea of continuing working at all, in any form, is most unlikely to those working in blue-collar positions (49%). Out of upper white-collar workers, up to 60 per cent could consider working in some form while retired. Wage and salary earners in manufacturing work, construction work and social work occupations are least willing to continue working.

It is also interesting to find that the wage and salary earners who are closest to retirement age are the ones who are most open to the likelihood that they will continue to work. Out of the 55- to 64-year-old age group, up to 59 per cent could see themselves continuing to work while on old-age pension, whereas this idea is shared by only 51 per cent of 45- to 54-year-olds. It is the people in the oldest age group who consider it most likely that they will keep working on a temporary basis every once in a while in particular.

Figure 122. Could consider continuing to work while on old-age pension
Respondents aged over 45. Quality of Work Life Survey 2008



The effect of the pension reform and voluntary pension insurance

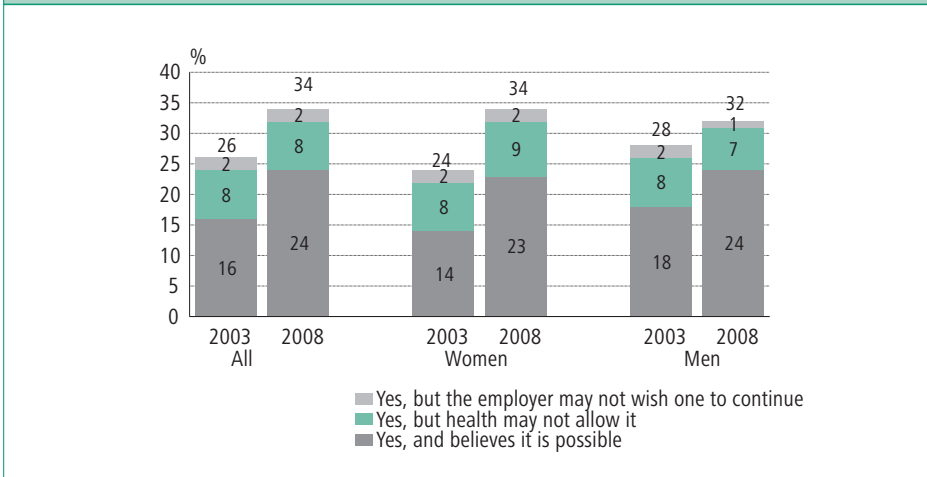
The 2003 Quality of Work Life Survey asked about the forthcoming pension reform. In this survey, those who were at least 45 years old were asked **whether the**

coming pension reform will increase your willingness to carry on working when over 63 years of age. At the same time, the respondents were informed that those aged over 63 would earn their pension at a higher percentage rate than younger workers. The question was asked again in the 2008 survey when the pension reform had entered into force.

In the latest survey, the proportion of wage and salary earners whose desire to continue working was positively influenced by the pension reform, and who also thought it was possible to stay in the workforce had grown significantly. This change is especially clear among women. In both surveys, a small share of wage and salary earners were willing to continue working beyond the age of 63 due to the pension reforms, but did not believe their health would allow this. Only very few who were interested in this thought that their employer would not allow it. The situation had hardly changed at all regarding these issues (Figure 123).

The share of wage and salary earners whose decision is not affected by the pension reform is about the same in various employer sectors and socio-economic groups. Upper white-collar workers believe more often than others that they might continue working (27%), whereas the largest proportion (11%) of those who would be willing to continue but do not think their health will allow it is among blue-collar workers.

Figure 123. Does the Pension Reform increase your willingness to carry on working when aged over 63
Respondents aged over 45. Quality of Work Life Surveys 2003 and 2008



Summary

This report discusses changes in Finnish work life based on six broad surveys of interview material. This survey series conducted by Statistics Finland covers a period of over 30 years from 1977 to 2008. Therefore the data spans four decades.

The structure of Finnish wage and salary earners has changed considerably during this time: in the 1970s, when the baby boom generation entered the labour force, the average age of wage and salary earners was relatively low, most had at most a basic level of education, and nearly one-half worked in blue-collar occupations. Now as we are nearing the end of the first decade of the 2000s, wage and salary earners are clearly older, but also considerably better educated than they were 30 years ago. Occupations have also become predominantly white-collared. Whereas in the early 1980s information technology was still only something few, mainly white-collar wage and salary earners were using in their jobs, it is commonplace in nearly everybody's work these days. More and more employees also now deal with other people besides their co-workers during their working days: interaction with customers introduces its own pressures to work, albeit with rewards. All these structural changes should be kept in mind when thinking about the long-term changes in work life.

The results of the Quality of Work Life Survey illustrate the success of several working life development programs accomplished during the last 30 years. Not only has the level of expertise of wage and salary earners increased, but also their opportunities for further development in their work and for receiving training in their jobs have increased significantly. Work tasks have also become more varied and independent, employees' opportunities for influencing various factors of their work have, for the most part, improved, and wage and salary earners consider their job to be important and significant now more than ever. At the same time, the content of work is now being emphasised as a factor of work that is even more important than salary for the majority of wage and salary earners.

Finnish wage and salary earners also value the opportunities for development presented by their jobs more than opportunities for advancement connected to the job. Good social relationships, safety and permanence are also important. In general, gainful employment is still quite central to Finnish life, and many would like to continue being employed in some form even after reaching the retirement age. In international comparisons, Finland stands out to its advantage, especially in terms of low hierarchies, discussions between superiors and subordinates, frequency of teamwork, opportunities for development and training, use of information technology and possibilities to influence one's work.

The development of work life or working conditions has not, however, been straightforward or even happened in the same direction at all times. The over 30-year time span of the Quality of Work Life Surveys includes many different stages of the history of Finnish working life. For working conditions, the most profound changes during the period happened during the recession of the 1990s.

Employees were forced to take ruthless measures to get through the recession. Jobs were lost and uncertainty increased. Expenditure was cut heavily in the public sector and personnel reductions were made. Those who did manage to keep their jobs had to work under ever-growing pressures at work: in the private sector the pace increased markedly when the economy started to rise up from the bottom, but work pressure was especially intense in the public sector where the work tasks were never reduced despite massive cuts in resources.

As a way of getting through the recession, various work organisation models to increase flexibility were taken into use also in Finland, as well as leadership methods emphasising local arrangements and competition. Measurement of individual work performance and individual payment became more common. Also, competition increased among pretty much everyone: between employees, work groups and departments. The reasons given for these reforms were not only the economic recession but also increased global competition.

At this point, it might be worth asking: has the implementation of competition principles been taken too far already? Since 1990, the Quality of Work Life Surveys have started to show increased adverse effects due to time pressure across all wage and salary earners, the threshold between working hours and private time becoming more unclear, and general insecurity - although when the latest survey's data was collection in the spring of 2008, this insecurity seemed to have temporarily eased somewhat. Emphasising individual work contributions and increased competition at the workplace can manifest itself as deteriorating social relationships and less satisfaction with the performance and productivity of team work, and even as workplace bullying. It is also clear that the new payment systems and bonus system have not managed to eliminate pay differentials between the genders.

Applying competitive principles is especially incompatible with the public sector, where we can see a clear increase in unhappiness ever since the recession of the 1990s. At first, this negative development involved mainly the local government sector, but the latest survey shows that since the 2000s, the central government sector has also been involved. The central government sector is now also affected by time pressure, lack of personnel, insecurity about the future, lack of access to information, and lack of openness; these factors have traditionally not been as big a problem here as they have in the other sectors.

The Quality of Work Life Surveys show us the full picture of the various, partly diverging, change trends of working life. The Quality of Work Surveys can also help us identify the wage and salary earner groups that are at the receiving end of the most problematic consequences of a certain change and during which periods. Looking at the issues like this, we can identify at least three large, problematic developments: problems in the working conditions of the public sector, upper white-collar workers' problems of coping with work, and problems of reconciling work and family life. These are the issues in Finnish work life that should be given the most attention. Cutting back on competition and individual monitoring would promote working together and forming better-functioning teams; cutting down

time pressure and performance measurement in the public sector would provide wage and salary earners with the chance to do their jobs well; and more encouragement is still needed for reconciling work and family life better.

Broad interview surveys can help outline the changes in working conditions and also provide clues as to which parts of working life need to be developed the most. This is possible especially with sufficiently extensive research material, such as that of the Quality of Work Life Surveys, where certain questions have been repeated in a similar form over a long time, and the content and type of questions has been constantly adjusted with the help of, for example, qualitative interviews for highlighting new, current themes at the time of each survey.

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Appendix 1

Quality of Work Life Survey 2008, response and non-response

The 2008 Quality of Work Life Survey was implemented as personal face-to-face interview in connection with the March and April round of Statistics Finland's monthly Labour Force Survey. At the end of the Labour Force Survey telephone interview, those respondents who worked at least 10 hours per week were invited to participate in the Quality of Work Life Survey and a separate face-to-face interview appointment was arranged.

A total of 4,392 interviews were carried out, and the average duration of a single interview was 66 minutes. The interviews were mainly held at the respondent's home, but sometimes also at his or her place of work or, for example, a library or cafeteria. The interviews were mainly done in March and May of 2008, but some interviews were conducted at the beginning of June 2008. In this way, the Quality of Work Life Survey 2008 is different from the previous surveys, as this was the first time the data were collected during spring and not autumn.

The target population was selected from persons aged 15 to 64 among the respondents in the second, fourth, and fifth rotation groups of the March Labour Force Survey and in the second, third, and fourth rotation groups of the April Labour Force Survey. It was only during the Labour Force Survey interview that it became clear which respondents of the Labour Force Survey would be included in the sample of the Quality of Work Life Survey. The wage and salary earners whose normal weekly working hours amounted to at least ten were selected to the sample of the Quality of Work Life Survey (the criterion in previous rounds was five hours). These people were invited to take part in the Quality of Work Life Survey. Although the data collection did commence until the beginning of summer, the survey does not include responses from workers with summer jobs, as the interviewees had been selected from wage and salary earners already in March and April.

The group that proved to be a problem when determining the sample of the survey were non-respondents (n= 932). The age and gender of the people who declined to participate or could not be contacted for the interview is known, but it is not known whether they should be included in the sample of the Quality of Work Life Survey based on their occupational status (wage and salary earner) and regular weekly working hours.

Estimates were used here. First, the number of people interviewed for the Labour Force Survey – including those who were invited to the Quality of Work Life Survey but declined to participate – who belonged to the Quality of Work Life Survey's sample based on their occupational status and regular working hours were counted. They were then divided into 5-year age cohorts by gender.

The information gathered in this way was applied in the Quality of Work Life Survey as the non-response group where only age and gender are known, with no data on occupation or working hours. The assumption was, in other words, that the proportions by age group of those wage and salary earners who work at least 10 hours were the same as with the people included in the Quality of Work Life Survey. Estimated like this, the sample size of the Quality of Work Life Survey 2008 was 6,499 persons and the response rate was 67.6.

Table 18 shows the number of obtained interviews and the response rates, estimated in the manner described above according to gender and 5-year age cohort. "Refusals" are the Labour Force Survey interviewees who refused to participate in the Quality of Work Life Survey. The "No appointment" group, however, contains those wage and salary earners who did not refuse to participate outright but with whom a suitable interview time could not be agreed, or if an appointment was made, did not turn up. "Not reached" refers to those target persons of the Labour Force Survey who were estimated to have met the criteria on inclusion in the sample, but from whom Labour Force Survey interviews were not obtained for some reason, and who therefore could not be invited to participate in the Quality of Work Life Survey. "Other reason" contains the wage and salary earners interviewed in the Labour Force Survey who were also included in the sample of the Quality of Work Life Survey but who could not be interviewed due to illness or other (temporary) reason.

The non-response in the Quality of Work Life Survey was distributed in much the same manner as is usual in interview surveys: the response rate is higher for women than it is for men. The response rate was lower for the youngest age groups than for those aged 30 and over, and the oldest wage and salary earner groups produced the highest response rates.

Table 18. Response and non-response by gender and age
Quality of Work Life Survey 2008

	Responded		Refused	No appointment	Not reached	Other reason	Total	
	%	N					%	%
Total	67.6	4,392	17.7	3.5	8.9	2.4	100	6,499
Gender								
Women	70.4	2,381	15.9	3.1	7.9	2.6	100	3,382
Men	64.5	2,011	19.6	4.0	9.7	2.1	100	3,117
Age Group								
15–24	58.9	358	20.4	6.3	11.3	2.8	100	608
25–34	67.7	933	20.2	4.6	11.1	2.8	100	1,378
35–44	67.4	1,108	16.9	3.2	10.5	1.9	100	1,643
45–54	70.9	1,178	16.5	2.9	7.2	2.5	100	1,661
55–64	73.0	815	17.5	2.4	4.9	2.1	100	1,117

The response rate of the 2008 Quality of Work Life Survey is about ten percentage points lower than what it was during the previous survey in 2003. Similar decreases in response rates and increases in non-responses have also been noted in Statistics Finland's other large interview surveys in the 2000s. Some of the increase in non-response in the Quality of Work Life Survey is directly connected with the increased number of non-respondents in the Labour Force Survey in the 2000s: when it has not been possible to reach people for the Labour Force Survey in the first place, it has not been possible to even suggest that these people should participate in the Quality of Work Life Survey. Of the people who took part in the Labour Force Survey and were actually asked to participate in the Quality of Work Life Survey, 75 per cent agreed to take part.

Appendix 2
Questionnaire

Respondent number -

Interviewer number

Duration of interview _____ - _____
Start time Finish time
 min.

Quality of Work Life Survey 2008

Sex: male 1
 female 2

Age

REMARKS:

A-QUESTIONS:

<p>A1.</p>	<p>To begin with, I shall list some core aspects of life which are of varying importance to different people. How important are these aspects of life to you personally:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 16.6%;">Very important</th> <th style="width: 16.6%;">Quite important</th> <th style="width: 6.2%;">Not very important</th> </tr> </thead> <tbody> <tr> <td>Is gainful employment very important, quite important or not very important to you?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> </tr> <tr> <td style="padding-left: 40px;">What about home and family life?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> </tr> <tr> <td style="padding-left: 40px;">And leisure time hobbies?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>		Very important	Quite important	Not very important	Is gainful employment very important, quite important or not very important to you?	1	2	3	What about home and family life?	1	2	3	And leisure time hobbies?	1	2	3
	Very important	Quite important	Not very important														
Is gainful employment very important, quite important or not very important to you?	1	2	3														
What about home and family life?	1	2	3														
And leisure time hobbies?	1	2	3														
<p>A2.</p>	<p>How many years altogether have you been gainfully employed during your life? (Work experience to be included since the age of 15)</p> <p>Number of years _ _ </p> <p>Under one year</p>																
<p>A3a.</p>	<p>During your life, have you been temporarily absent from working life for continuous periods on maternity, paternity or parental leave, or otherwise because of children (not partial child care leave):</p> <table style="width: 100%;"> <tr> <td style="width: 30%;">IF MORE THAN ONCE, PERIODS TO BE TOTALLED UP</td> <td style="width: 30%;">Yes</td> <td style="width: 40%; text-align: center;">1</td> </tr> <tr> <td></td> <td>No</td> <td style="text-align: center;">2</td> </tr> </table>	IF MORE THAN ONCE, PERIODS TO BE TOTALLED UP	Yes	1		No	2										
IF MORE THAN ONCE, PERIODS TO BE TOTALLED UP	Yes	1															
	No	2															
<p>A3b.</p>	<p>IF A3a=1:</p> <p>For how long? _ _ years</p> <p> _ _ mths</p> <p>WEEKS ARE ONLY ENTERED IF ABSENCE HAS LASTED LESS THAN ONE MONTH _ _ weeks</p>																
<p>A4.</p>	<p>IF YES:</p> <p>How many children do you have for whose care you have been absent from working life?</p> <p style="text-align: right;"> _ _ </p>																
<p>A5.</p>	<p>During your life, have you:</p> <table style="width: 100%;"> <tr> <td style="width: 70%;">Always worked in roughly the same occupation</td> <td style="width: 30%; text-align: center;">1</td> </tr> <tr> <td>Had 2 to 3 clearly different occupations</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Or worked in several distinctly different occupations?</td> <td style="text-align: center;">3</td> </tr> </table>	Always worked in roughly the same occupation	1	Had 2 to 3 clearly different occupations	2	Or worked in several distinctly different occupations?	3										
Always worked in roughly the same occupation	1																
Had 2 to 3 clearly different occupations	2																
Or worked in several distinctly different occupations?	3																
<p>A6a.</p>	<p>Have you changed your job in the last five years?</p> <table style="width: 100%;"> <tr> <td style="width: 60%;">Yes</td> <td style="width: 40%; text-align: center;">1</td> </tr> <tr> <td>No</td> <td style="text-align: center;">2 <input type="checkbox"/> A7a</td> </tr> </table>	Yes	1	No	2 <input type="checkbox"/> A7a												
Yes	1																
No	2 <input type="checkbox"/> A7a																

A6b.	IF YES: How many times?	<input type="text"/>																																				
A7a.	How many months (incl. paid holidays) did you work full-time in 2002, in other words, last year PAID SUMMER HOLIDAYS TO BE INCLUDED	<input type="text"/> months																																				
A7b.	How many months did you work part-time in 2002?	<input type="text"/> months																																				
A8.	Have you been unemployed or temporarily dismissed over the last 5 years: (Unemployed = out of work, looking for work and available to start work)	<table border="0"> <tr> <td data-bbox="597 638 667 667">Once</td> <td data-bbox="1243 638 1256 667">1</td> </tr> <tr> <td data-bbox="597 695 776 724">More than once</td> <td data-bbox="1243 695 1256 724">2</td> </tr> <tr> <td data-bbox="597 751 743 781">Or not at all?</td> <td data-bbox="1243 751 1341 781">3 <input type="checkbox"/> A10A</td> </tr> </table>	Once	1	More than once	2	Or not at all?	3 <input type="checkbox"/> A10A																														
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More than once	2																																					
Or not at all?	3 <input type="checkbox"/> A10A																																					
A9.	IF BEEN UNEMPLOYED OR TEMPORARILY DISMISSED: How many months altogether have you been unemployed in the last 5 years?	Number of months <input type="text"/>																																				
A10A.	ALL RESPONDENTS: CARD 1 How satisfied are you with your current job?	<table border="0"> <tr> <td data-bbox="605 1083 751 1113">Very satisfied</td> <td data-bbox="1243 1083 1256 1113">1</td> </tr> <tr> <td data-bbox="605 1140 760 1169">Quite satisfied</td> <td data-bbox="1243 1140 1256 1169">2</td> </tr> <tr> <td data-bbox="605 1197 756 1226">Difficult to say</td> <td data-bbox="1243 1197 1256 1226">3</td> </tr> <tr> <td data-bbox="605 1253 805 1283">Rather dissatisfied</td> <td data-bbox="1243 1253 1256 1283">4</td> </tr> <tr> <td data-bbox="605 1310 781 1339">Very dissatisfied</td> <td data-bbox="1243 1310 1256 1339">5</td> </tr> </table>	Very satisfied	1	Quite satisfied	2	Difficult to say	3	Rather dissatisfied	4	Very dissatisfied	5																										
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Quite satisfied	2																																					
Difficult to say	3																																					
Rather dissatisfied	4																																					
Very dissatisfied	5																																					
A10B.	CARD 1 If you think about various aspects of your work, how satisfied are you with the following:	<table border="1"> <thead> <tr> <th></th> <th>Very satisfied</th> <th>Quite satisfied</th> <th>Hard to say</th> <th>Rather dissatisfied</th> <th>Very dissatisfied</th> </tr> </thead> <tbody> <tr> <td>A. Opportunities for development in your work?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>B. Appreciation of your professional skills?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>C. Your possibilities to influence activities in your work community?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>D. Social relationships at your workplace?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>E. Contents of your job tasks?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </tbody> </table>		Very satisfied	Quite satisfied	Hard to say	Rather dissatisfied	Very dissatisfied	A. Opportunities for development in your work?	1	2	3	4	5	B. Appreciation of your professional skills?	1	2	3	4	5	C. Your possibilities to influence activities in your work community?	1	2	3	4	5	D. Social relationships at your workplace?	1	2	3	4	5	E. Contents of your job tasks?	1	2	3	4	5
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A11.	Is your current employer:																																					

	IF OBVIOUS, ENTER WITHOUT ASKING.		
		The State	1 <input type="checkbox"/> A15
		A municipality or a joint municipal board	2 <input type="checkbox"/> A15
		Or a private sector employer?	3
		Don't know	9 <input type="checkbox"/> A15
A12.	IF PRIVATE: Is the enterprise, or similar, in which you work mainly foreign or Finnish-owned?		
		Foreign-owned	1
		Finnish-owned	2
		Difficult to say, operates elsewhere in addition to Finland	3
A13a.	Does your employer have other establishments in addition to the one in which you work?		
		Yes	1
		No	2 <input type="checkbox"/> A15
A13b.	If A13A=YES: How many establishments does your employer have altogether?		
		Less than 5	1
		5 to 10	2
		More than 10	3
A14.	CARD 1 Approximately how many persons altogether work for this employer in all its establishments?		
	DETERMINE EXACT CATEGORY AS NECESSARY	1 to 4 persons	1
		5 to 9 persons	2
		10 to 19 persons	3
		20 to 29 persons	4
		30 to 49 persons	5
		50 to 99 persons	6
		100 to 199 persons	7
		200 to 249 persons	8

250 to 499 persons	9
500 to 999 persons	10
1,000 persons or more	11

A15.

**CARD 1
ALL RESPONDENTS:
How many persons work at the same establishment as you?**

DETERMINE EXACT CATEGORY AS NECESSARY	1 to 4 persons	1
	5 to 9 persons	2
	10 to 19 persons	3
	20 to 29 persons	4
	30 to 49 persons	5
	50 to 99 persons	6
	100 to 199 persons	7
	200 to 249 persons	8
	250 to 499 persons	9
	500 to 999 persons	10
	1,000 persons or more	11

A16.

In the last three years, has the number of employees at your establishment:

Increased clearly	1
Increased somewhat	2
Remained unchanged	3
Decreased somewhat	4
Decreased clearly?	5

A17.

In the past three years, have employees at your workplace been:

	Yes	No
A. Moved to the "unemployment pension tunnel or tube"?	1	2
B. Made otherwise redundant?	1	2
IF A16=4,5,9 C. Cut back by not hiring replacements for those who have left?	1	2

A18A.

Over the past three years, have any of the following changes taken place at your workplace:

Yes	No	Not applicable
-----	----	----------------

	A. Increased assessment or monitoring based on the productivity and results of work?	1	2	3		
	B. Is work previously done in-house increasingly being outsourced?	1	2	3		
A18B.	Is so-called teamworking applied at least to some extent at your workplace?					
	Yes	1				
	No	2				
	Not applicable	3				
A18C.	Is hired labour used at your workplace?					
	Yes	1				
	No	2	<input type="checkbox"/> A19			
A18D.	Are you a hired worker yourself?					
	Yes	1				
	No	2	<input type="checkbox"/> A18G			
A18E.	IF A18D=1 Why are you a hired worker?					
	Because other work was not available	1				
	or because you wanted it yourself?	2				
	Other reason, what? _____	3				
A18F.	IF A18D=1 CARD 3 To what extent do you personally agree with the following statements:					
		Totally true	True to some extent	Untrue to some extent	Totally untrue	Not applicable
	A. I am in a conflicting situation working for two employers?	1	2	3	4	5
	B. I am doing work that corresponds to my field of education?	1	2	3	4	5
	C. I receive enough support from superiors in my work?	1	2	3	4	5
	D. I feel somewhat of an outside at the place where I work?	1	2	3	4	5

E. I cannot be absent from work under the same conditions as the “house employees”, e.g. because of own or child’s illness? 1 2 3 4 5

A18G.

**JOS A18C=1
CARD 3**
Are the following statements true at your workplace:

	Totally true	True to some extent	Untrue to some extent	Totally untrue	Not applicable
A. Hired workers enjoy the same benefits relating to the employment relationship as the “house employees”?	1	2	3	4	5
B. Hired workers are familiarised sufficiently well with their work?	1	2	3	4	5
C. Hired workers can participate in workplace training in the same way as other employees?	1	2	3	4	5
D. Hired workers have as good occupational health services as other employees?	1	2	3	4	5

A19.

Is your current employment relationship valid until further notice or fixed-term?

Valid until further notice 1 A28
Fixed-term 2

A19B.

JOS A19=2
Are you in a fixed-term employment relationship:

Because other work was not available 1
or because you wanted it yourself? 2
Other reason 3

A20.

IF EMPLOYMENT RELATIONSHIP/POSITION FIXED-TERM:
Are you:

A substitute without a permanent post 1
On a trial period 2
Hired with employment subsidies 3
Doing seasonal work 4
Come to work only when summoned 5
In apprenticeship training 6
In an employment relationship otherwise agreed as fixed-term? 7

Don't know 99

A21.	<p>IF A20=08 OR 99: Fixed-term employment relationships can only be used if the employer has acceptable reasons for it. Has your employer given verbal or written reasons for using a fixed-term employment relationship for your current employment relationship?</p> <p>Yes, verbal 1</p> <p>Yes, written 2</p> <p>No 3</p>
A22.	<p>CARD 2 IF A20=08 OR 99: What is the primary reason for your fixed-term employment relationship?</p> <p>IF SEVERAL REASONS, CHOOSE THE MAJOR ONE</p> <p>Working in a vacant post 01</p> <p>Project-related job 02</p> <p>Contract-related job 03</p> <p>Discontinuous financing (budget-based, project financing, etc.) 04</p> <p>Employer does not want to establish a permanent post 05</p> <p>Related to education and training (work experience, specialisation, etc.) 06</p> <p>Unqualified 07</p> <p>Fixed-term position or work 08</p> <p>Part-time teacher 09</p> <p>Some other reason 10</p>
A23.	<p>ALL RESPONDENTS IN FIXED-TERM EMPLOYMENT RELATIONSHIPS: What is the length of your current fixed-term employment relationship in total?</p> <p style="text-align: right;"> _ _ years</p> <p style="text-align: right;"> _ _ months</p> <p style="text-align: right;"> _ _ weeks</p>
A24.	<p>Counting in your current employment relationship, how many <u>successive</u> fixed-term employment relationships have you had at this workplace:</p> <p>This is the first one 1</p> <p>Two 2</p> <p>Three 3</p> <p>Four 4</p>

	Five or more?	5																														
A25A.	And how many employment relationships have you had during the past 12 months in all (current employment relationship included)?																															
	One	1																														
	Two	2																														
	Three	3																														
	Four	4																														
	Five or more	5																														
A25B.	IF A19=2 And how many years in all have you worked in fixed-term employment relationships during your lifetime?	<input type="text"/> <input type="text"/> years																														
A26.	Once your current fixed-term employment relationship finishes, do you think that:																															
	Your fixed-term employment relationship will probably be continued at your current workplace	1																														
	You will probably enter into a permanent employment relationship at your current workplace	2																														
	You will probably start a new job somewhere else	3																														
	You will probably become unemployed	4																														
	You would not even want a new job because of e.g. family reasons or studies	5																														
	Or you do not know as yet what will happen?	6																														
A27.	To what extent do the following statements describe your situation? CARD 3																															
		<table border="1"> <thead> <tr> <th>Totally true</th> <th>True to some extent</th> <th>Untrue to some extent</th> <th>Totally untrue</th> <th>Not applicable</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </tbody> </table>	Totally true	True to some extent	Untrue to some extent	Totally untrue	Not applicable	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
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1	2	3	4	5																												
1	2	3	4	5																												
	A. I find fixed-term employment strenuous especially because of the associated financial insecurity																															
	B. The insecurity of my employment relationship puts me under mental strain																															
	C. The insecurity of my employment relationship makes it difficult to make future plans																															
	D. I am sure my opinions would be heeded better if I were a permanent employee																															
	E. If it were possible, I would like to change jobs or tasks every few years																															
	F. I would take a longer-term approach to my work if I																															

were a permanent employee	1	2	3	4	5
G. I feel that I have to do my work especially well in order to secure the continuity of my employment relationship	1	2	3	4	5
H. I miss the sense of security that comes with a permanent employment relationship	1	2	3	4	5
I. I would have more courage to intervene in drawbacks in my work environment if I was a permanent employee	1	2	3	4	5
J. My opportunities for taking part in the training and development projects offered by my employer are as good as those of permanent employees	1	2	3	4	5
K. I am informed in good time about whether my employment relationship will be continued	1	2	3	4	5
L. I must be more flexible in my work (in respect of shifts, for example) than permanent employees to ensure that my employment relationship will continue	1	2	3	4	5
M. I personally associate a fixed-term employment relationship with a positive feeling of non-committal	1	2	3	4	5

CARD 6

ALL RESPONDENTS:

A28.

Next, I will ask a few questions about your pay.

Which of the following forms of pay corresponds with your own?

READ ALOUD IF
REQUIRED

Fixed monthly pay	1
Fixed hourly pay	2
Fixed basic pay plus supplements, e.g. shift supplement, piece-work bonus, partial piece-work bonus, commission but NOT COMPENSATIONS FOR OVERTIME	3
Piece-work pay only	4
Or other form of pay?	5

A29.

Is the remuneration system applied to you based on appraisal of the skills requirement level of work, or is such system being planned?

Yes, it is	1
No	2
No, but is being planned	3

A30.	<p>And is the remuneration system based on appraisal of personal work performance made every year, for example, or is such system being planned?</p>	Yes	1	No	2	No, but is being planned	3
A31.	<p>ALL RESPONDENTS: Is there a payment by results system in use at your workplace, i.e. are bonuses or supplements based on profitability or productivity of work paid at your workplace?</p>	Yes	1	No	2	□ A36	
A32.	<p>IF A31=1: Are bonuses paid: (more than one answer allowed):</p>	To private individuals	1	To work groups or units	2	Or to all employees in the organisation?	3
A33A.	<p>IF A31=1: Are you personally covered by such as a system?</p>	Yes	1	No	2	□ A36A	
A33B.	<p>IF A33A=1 Are you able to influence these bonuses with your own work performance?</p>	Yes	1	No	2		
A34.	<p>IF A33=1: And have you received such bonuses in the course of last 12 months?</p>	Yes	1	No	2	□ A36A	
A35.	<p>IF A34=1: How much:</p>	Under EUR 500	1	EUR 500 to 1 000	2	Or over EUR 1,000?	3

A36A.	ALL: Have you had personal discussions about pay with your superior in the past 12 months?	Yes	1	□ A37
A36B.	IF A36A=1 Have you received a pay rise because of them?	Yes	1	
		No	2	
A37.	CARD 7 What is your monthly gross pay in your main job before tax?	Inclusive of shift, seniority and other corresponding bonuses, but exclusive of overtime pay.		
	900 e or less		11	
	901 – 1 100 e		12	
	1 101 – 1 300 e		13	
	1 301 - 1 500 e		14	
	1 501 – 1 700 e		15	
	1 701 – 1 900 e		16	
	1 901 – 2 100 e		17	
	2 101 – 2 300 e		18	
	2 301 - 2 500 e		19	
	2 501 – 2 700 e		20	
	2 701 – 2 900 e		21	
	2 901 – 3 100 e		22	
	3 101 – 3 300 e		23	
	3 301 – 3 500 e		24	
	3 501 – 3 700 e		25	
	3 701 – 4 000 e		26	
	4 001 – 4 500 e		27	
	4 501 – 5 000 e		28	
	5 001 – 5 500 e		29	
	over 5 500 e		30	

A38.

In your opinion, is your pay fair in comparison with the remuneration paid in other occupations.

Is your pay:

Clearly higher than it should be	1
Somewhat higher than it should be	2
About right	3
Somewhat lower than it should be	4
Or clearly lower than it should be?	5

B-QUESTIONS:

B1.

CARD 8

Different forms of working hours are listed on the card. What kind of hours do you work?

Regular daywork (between 6 am and 6 pm)	1
Regular evening work	2
Regular nightwork	3
Two-shift work without nightwork	4
Two-shift work with nightwork	5
Three-shift work	6
Or other form of working hours?	7

B2.

Do you do period work?

Yes	1
No	2

B3A.

IF B1=7 and B2=2,DK:

Do the following statements describe your working hours:

	Yes	No
A. The number of working hours is not specified or that specification is not followed?	1	2
B. You come to work on separate agreement only?	1	2
C. You select your working hours freely?	1	2
D. Working hours are divided into two or more periods during one day?	1	2
E. Other irregular or varying working hours?	1	2

IF B3A_e=1:

F. What kind? _____

B3B.	IF B1= 04,05,06 TAI B2=1: To what extent can you personally influence planning of shifts rotas: <table data-bbox="597 415 1299 611"><tr><td>A lot</td><td>1</td></tr><tr><td>Quite a lot</td><td>2</td></tr><tr><td>Very little</td><td>3</td></tr><tr><td>Not at all?</td><td>4</td></tr></table>	A lot	1	Quite a lot	2	Very little	3	Not at all?	4		
A lot	1										
Quite a lot	2										
Very little	3										
Not at all?	4										
B4.	Do you have strictly set starting and finishing times for your work, or can you personally influence them by at least 30 minutes either way? <table data-bbox="532 720 1299 804"><tr><td>Set starting and finishing times</td><td>1</td></tr><tr><td>Able to influence starting and finishing times (e.g. flexitime)</td><td>2</td></tr></table>	Set starting and finishing times	1	Able to influence starting and finishing times (e.g. flexitime)	2						
Set starting and finishing times	1										
Able to influence starting and finishing times (e.g. flexitime)	2										
B5.	Are your working hours monitored: <table data-bbox="597 884 1299 1052"><tr><td>By clocking card or access control</td><td>1</td></tr><tr><td>Or do you record your working hours for your own use</td><td>2</td></tr><tr><td>Or are your working hours not monitored by anyone?</td><td>3</td></tr></table>	By clocking card or access control	1	Or do you record your working hours for your own use	2	Or are your working hours not monitored by anyone?	3				
By clocking card or access control	1										
Or do you record your working hours for your own use	2										
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B6.	Do you sometimes work overtime for which you receive compensation: <table data-bbox="597 1159 1339 1354"><tr><td>In money</td><td>1</td></tr><tr><td>Or time off?</td><td>2</td></tr><tr><td>In both</td><td>3</td></tr><tr><td>In neither</td><td>4 <input type="checkbox"/> B8</td></tr></table>	In money	1	Or time off?	2	In both	3	In neither	4 <input type="checkbox"/> B8		
In money	1										
Or time off?	2										
In both	3										
In neither	4 <input type="checkbox"/> B8										
B7A.	IF B6=1,2,3: How often do you do such overtime: <table data-bbox="597 1465 1282 1713"><tr><td>Almost daily</td><td>1</td></tr><tr><td>Every week</td><td>2</td></tr><tr><td>Every second week</td><td>3</td></tr><tr><td>At least once a month</td><td>4</td></tr><tr><td>Or less frequently?</td><td>5</td></tr></table>	Almost daily	1	Every week	2	Every second week	3	At least once a month	4	Or less frequently?	5
Almost daily	1										
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Every second week	3										
At least once a month	4										
Or less frequently?	5										
B7B.	IF B7A= 1,2,3 or 4: On the average, how many hours per month do you do such overtime? <table data-bbox="1252 1793 1442 1850"><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td>hours</td></tr></table> — —	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	hours					
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	hours							

B8.	ALL RESPONDENTS: Do you sometimes do overtime for which you receive no compensation?	Yes	1																											
		No	2 <input type="checkbox"/> B10																											
B9A.	IF B8=1: How often do you do such overtime:	Almost daily	1																											
		Every week	2																											
		Every second week	3																											
		At least once a month	4																											
		Or less frequently?	5																											
B9B.	IF B8A= 1,2,3 or 4: On the average, how many hours per month do you do such overtime?	<table border="1"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> hours																												
B10.	ALL RESPONDENTS: How often do you have to be flexible in your working hours dictated by your tasks or your superior:	Daily	1																											
		Weekly	2																											
		Monthly	3																											
		Less often	4																											
		Or never?	5																											
B11.	CARD 9 When you think about combining your working hours and the rest of your life, how would you describe the following statements in the card:	<table border="1"> <thead> <tr> <th></th> <th>Totally true</th> <th>True to some extent</th> <th>Untrue to some extent</th> <th>Totally untrue</th> <th>Not applicable</th> </tr> </thead> <tbody> <tr> <td>A. I can use flexible working hours sufficiently for my own needs?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>B. I have to do more overtime work than I would like to?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>C. I can take all the holidays and days off I have earned?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </tbody> </table>						Totally true	True to some extent	Untrue to some extent	Totally untrue	Not applicable	A. I can use flexible working hours sufficiently for my own needs?	1	2	3	4	5	B. I have to do more overtime work than I would like to?	1	2	3	4	5	C. I can take all the holidays and days off I have earned?	1	2	3	4	5
	Totally true	True to some extent	Untrue to some extent	Totally untrue	Not applicable																									
A. I can use flexible working hours sufficiently for my own needs?	1	2	3	4	5																									
B. I have to do more overtime work than I would like to?	1	2	3	4	5																									
C. I can take all the holidays and days off I have earned?	1	2	3	4	5																									
B12.	In your work, can you generally take breaks or rest periods:	Sufficiently often	1																											
		Not quite often enough	2																											

B13.

CARD 10

This card contains a list of adverse factors in a work environment.

Which ones are present in your work environment?

ALTERNATIVES ARE NOT READ OUT LOUD.

DO NOT ASK THE SUPPLEMENTARY QUESTION UNTIL YOU HAVE MADE A NOTE OF ALL THE ADVERSE FACTORS MENTIONED BY THE RESPONDENT

**SUPPLEMENTARY QUESTION:
Is (THE ADVERSE FACTOR) a burden
which affects your work: CARD 11**

	Yes	Not present	Very much	Quite a lot	To some extent	Quite little	Or not at all
1. Heat	<input type="checkbox"/>	0	1	2	3	4	5
2. Cold	<input type="checkbox"/>	0	1	2	3	4	5
3. Vibration	<input type="checkbox"/>	0	1	2	3	4	5
4. Draught	<input type="checkbox"/>	0	1	2	3	4	5
5. Noise	<input type="checkbox"/>	0	1	2	3	4	5
6. Smoke, gases and fumes	<input type="checkbox"/>	0	1	2	3	4	5
7. Humidity	<input type="checkbox"/>	0	1	2	3	4	5
8. Inadequate ventilation	<input type="checkbox"/>	0	1	2	3	4	5
9. Dusts	<input type="checkbox"/>	0	1	2	3	4	5
10. Dirtiness of work environment	<input type="checkbox"/>	0	1	2	3	4	5
11. Poor or glaring lighting	<input type="checkbox"/>	0	1	2	3	4	5
12. Irritant or corrosive substances	<input type="checkbox"/>	0	1	2	3	4	5
13. Restlessness of work environment	<input type="checkbox"/>	0	1	2	3	4	5
14. Repetitive, monotonous movements	<input type="checkbox"/>	0	1	2	3	4	5
15. Difficult or uncomfortable working positions	<input type="checkbox"/>	0	1	2	3	4	5
16. Time pressure and tight time schedules	<input type="checkbox"/>	0	1	2	3	4	5
17. Heavy lifting	<input type="checkbox"/>	0	1	2	3	4	5
18. Lack of space	<input type="checkbox"/>	0	1	2	3	4	5
19. Mildew in buildings	<input type="checkbox"/>	0	1	2	3	4	5
20. None of the above	<input type="checkbox"/>		1	2	3	4	5

B14.	<p>CARD 11 In your working environment, how prevalent is:</p> <table border="1" data-bbox="828 304 1485 441"> <thead> <tr> <th>Almost all the time</th> <th>About three quarters of the time</th> <th>Half of the time</th> <th>About one quarter of the time</th> <th>Less often</th> <th>Never</th> </tr> </thead> </table> <p>A. So loud noise that normal speech cannot be heard? 1 2 3 4 5 6</p> <p>B. Cigarette smoke due to the smoking of others ("passive smoking")? 1 2 3 4 5 6</p>	Almost all the time	About three quarters of the time	Half of the time	About one quarter of the time	Less often	Never
Almost all the time	About three quarters of the time	Half of the time	About one quarter of the time	Less often	Never		
B15.	<p>In your work, do your experience as a distinct hazard, think about occasionally or experience as no hazard at all the following: CARD 12</p> <table border="1" data-bbox="925 714 1485 798"> <thead> <tr> <th>Experiences as a distinct hazard</th> <th>Thinks about occasionally</th> <th>Experiences as no hazard at all</th> </tr> </thead> </table> <p>A. Accident risk? 1 2 3</p> <p>B. Becoming subjected to physical violence? 1 2 3</p> <p>C. Hazards caused by chemical substances? 1 2 3</p> <p>D. Hazard of infectious diseases? 1 2 3</p> <p>E. Hazard of skin diseases? 1 2 3</p> <p>F. Risk of strain injuries? 1 2 3</p> <p>G. Risk of succumbing to mental disturbance? 1 2 3</p> <p>H. Risk of grave work exhaustion? 1 2 3</p> <p>I. What about the risk of causing serious injury to someone else? 1 2 3</p> <p>J. Or causing serious damage to a valuable piece of equipment or end product? 1 2 3</p>	Experiences as a distinct hazard	Thinks about occasionally	Experiences as no hazard at all			
Experiences as a distinct hazard	Thinks about occasionally	Experiences as no hazard at all					
B16.	<p>Does your work carry any of the following insecurity factors:</p> <table border="1" data-bbox="1055 1459 1339 1491"> <thead> <tr> <th>Yes</th> <th>No</th> </tr> </thead> </table> <p>A. Transfer to other duties? 1 2</p> <p>B. Threat of a temporary dismissal? 1 2</p> <p>C. Threat of dismissal? 1 2</p> <p>D. Threat of unemployment? 1 2</p> <p>E. Threat of becoming incapable of work? 1 2</p> <p>F. Unforeseen changes? 1 2</p> <p>G. Työmäärän lisääntyminen yli sietokyvyn? 1 2</p>	Yes	No				
Yes	No						

B17.	Which of the following data transmission equipment do you use in your work:		
		Yes	No
	A. Mobile telephone?	1	2
	B. Landline telephone?	1	2
	C. Telefax?	1	2
	D. The Internet?	1	2
	E. E-mail	1	2

B18.	In your work, do you use the following computer-based equipment:		
		Yes	No
	A. Computer-linked teller or teller terminal?	1	2
	B. PC or computer terminal?	1	2
	C. Some other monitoring, measuring or controlling equipment based on ADP technology?	1	2

IF NO ADP TECHNOLOGY B21

B19.	For what proportion of your working time do you use computer-based equipment:		
		1	
	Approximately all of the working time	1	
	Three quarters of the working time	2	
	Half of the working time	3	
	One quarter of the working time	4	
	Or less?	5	

B20.	Do you receive guidance in the use of information technology:		
		1	
	Quite enough	1	
	Almost enough	2	
	Slightly too little	3	
	Or far too little?	4	

B21.	ALL RESPONDENTS: Do you sometimes do work connected with your main job at home?		
		1	
	Works occasionally or partially at home	1	
	Works at home only	2	<input type="checkbox"/> B23
	Does not work at home at all	3	<input type="checkbox"/> B24

B22a.	Is this work mainly:		
--------------	-----------------------------	--	--

Europe	4
Other continents	5

B25.	Have you been contacted in matters concerning your main job outside your actual working hours, e.g. by means of telephone or e-mail, during the last two months:	
	Never	1 <input type="checkbox"/> B27
	Once or twice	2 <input type="checkbox"/> B27
	More often?	3

B26.	IF B25=3: Do you voluntarily want to be contacted on work matters outside working hours as well?	
	Yes	1
	No	2

B27.	CARD 17 ALL RESPONDENTS: Are you able to influence a lot, quite a lot, a little, or not at all:					
		A lot	Quite a lot	A little	Not at all	Not applicable
		1	2	3	4	5
	A. The contents of your tasks?.....	1	2	3	4	5
	B. The order in which you do your tasks?	1	2	3	4	5
	C The pace of your work?	1	2	3	4	5
	D. Your working methods?	1	2	3	4	5
	E. The division of tasks between employees?	1	2	3	4	5
	F. Choice of your working partners?	1	2	3	4	5
	G. Schedules of projects, goods deliveries and services?	1	2	3	4	5
	H. Your working hours?	1	2	3	4	5

B28.	Are you usually informed about changes relating to your work:	
	At the planning stage	1
	Shortly before the change	2
	Or at the implementation stage or after it?	3

B29.	Do have the possibility for brief absences from work in the middle of the working day to run personal errands, such as banking, dealing with authorities, etc.:	
	Always when necessary	1

Occasionally	2
Very seldom	3
Or never?	4

B30.

CARD 18

With the help of the card, could you estimate what proportion of your working hours:

Al-most all the time	About three quarters of the time	Half of the time	About one quarter of the time	Less often	Never	Don't know
----------------------	----------------------------------	------------------	-------------------------------	------------	-------	------------

A. You work under such pressure that you have no time to talk or think about anything else except your work?

1 2 3 4 5 6

B. In your work, do you deal with people other than your co-workers (e.g. customers, patients, passengers, pupils or children)?

1 2 3 4 5 6

B31.

CARD 19

How well do the following statements describe your own work:

Totally true	About true	Not very true	Totally untrue	Not applicable
--------------	------------	---------------	----------------	----------------

A. I often find it difficult to cope at my work?

1 2 3 4 5

B. I often have to give up breaks because of workloads?

1 2 3 4 5

C. I think about and do things related to work even in free time because my work is so interesting?

1 2 3 4 5

D. My work contains tight time schedules?

1 2 3 4 5

E. I often have to stretch my working day to get all the work done?

1 2 3 4 5

F. Superiors promise too much to customers or senior management?

1 2 3 4 5

G. Management only tries to save money or make money without caring about employees?

1 2 3 4 5

H. Work pressure spoils the work atmosphere?

1 2 3 4 5

I. Time pressure increases sickness absences (at workplace)?

1 2 3 4 5

J. Because of time pressure I find it difficult to go into customers' problems?

1 2 3 4 5

K. I often have to interrupt my work because of work-related inquiries, calls, etc.?

1 2 3 4 5

L. I cannot plan my work well enough because more

urgent work always come before others?	1	2	3	4	5
M. I do not have time to do my work as well and conscientiously as I would like to?	1	2	3	4	5
N. I have to use a lot of time for handling the continuing flow of information?	1	2	3	4	5
O. Because of time pressure I do not have enough time to learn new things and get sufficient training for my work?	1	2	3	4	5
P. I often feel anxiety about work matters even during my free time?	1	2	3	4	5
Q. Because of time pressure there is very little social interaction?	1	2	3	4	5
R. There is burnout at our workplace?	1	2	3	4	5
S. Time pressure causes mistakes at our workplace?	1	2	3	4	5
T. Time pressure increases accident risk at our workplace?	1	2	3	4	5
U. We often get a sense of achievement in our work?	1	2	3	4	5

B32.

CARD 20

Alwa ys	Often	Some- times	Never	Not applica ble
------------	-------	----------------	-------	-----------------------

A. When your work seems difficult, do you receive support and encouragement from your <u>superiors</u> always, often, sometimes or never?	1	2	3	4	5
B. When work seems difficult, do you receive support and encouragement from your <u>co-workers</u> ?	1	2	3	4	5
C. Do you feel that you are a valued member of the work community?	1	2	3	4	5
D. Do you yourself take part in the planning of your work (e.g. what should be done, how, and with whom)?	1	2	3	4	5
E. Are you able to apply your own ideas in your work?	1	2	3	4	5
F. Do you see your own work as productive and useful?	1	2	3	4	5

B33.

CARD 21

At least once a week	A couple of times a month	Less often	Never
-------------------------	---------------------------------	------------	-------

A. Do you receive praise for your work from other members of the work community or customers?A.	1	2	3	4
B. When at work, have you been subjects to, or threatened by, physical violence from e.g.	1	2	3	4

	customers or co-workers?				
	C. When at work have you been subjected to harassment or any other inappropriate treatment from e.g. customers or co-workers?	1	2	3	4
	D. In your work, have you been in situations that arouse negative feelings in you, such as hatred or anger?D.	1	2	3	4
B34.	In your current workplace, do you have good, fair or poor opportunities for receiving training to improve your professional skills?				
	Good			1	
	Fair			2	
	Poor			3	
B35.	The next question concerns training paid for by the employer. Over the last 12 months, have you attended courses while being paid by your employer?				
	ALSO MEANS			1	
	DIVERSE				
	SEMINARS			2	<input type="checkbox"/> B37
B36.	IF B35=1 What is the total number of days (in full days) you have attended such courses in the last 12 months?				
	(Convert to full days)	Number of days		<input type="text"/>	days
B37.	ALL RESPONDENTS: In your current workplace, are your advancement opportunities good, fair or poor?				
	Good			1	
	Fair			2	
	Poor			3	
B38.	How important is it for you to advance to a better position at your workplace?				
	Very important			1	
	Fairly important			2	
	Not that important?			3	
B39.	And how important is it for you to develop in your current job?				
	Very important			1	
	Fairly important			2	

Not that important?

3

B40.

In your current workplace, are your opportunities for self-development good, fair or poor?

Good	1
Fair	2
Poor	3
Heikot	3

B42.

CARD 20

Have any of the following major changes taken place at your workplace in recent years or any of them going to take place in the next few years:

	Has taken place	Coming	Both coming and taken place	No
A. Change of superior or management?	1	2	3	4
B. Change in ownership relationships of workplace?	1	2	3	4
C. Change in information systems?	1	2	3	4
D. Change in customer groups or products?	1	2	3	4
E. Other major organisational changes?	1	2	3	4

B43.

In your opinion, is the financial position of your workplace at the moment

Completely stable and secure	1
Fairly stable and secure	2
Slightly insecure	3
Very insecure?	4

B44.

During the past three years, has the financial situation at your workplace:

Improved	1
Remained unchanged	2
Or worsened?	3

C-QUESTIONS:

C1.

Do you work in a permanent work group or team that has common tasks and possibility to plan its work?

Yes, always in the same one	1
Yes, in several ones	2

		You do not work in a team/group at all?	3	<input type="checkbox"/> C5
C2.	IF YES: What proportion of your working hours do you work in groups?			
		Almost all the time	1	
		About three quarters of the time	2	
		Half of the time	3	
		About one quarter of the time	4	
		Less	5	
		None	6	

	IF C1=1,2 CARD 23 How well do the following statements describe your group work?					
C4.						
			Totally true	True to some extent	Only slightly true	Totally untrue
	a. The group selects its own leader	1	2	3	4	
	b. The group decides about its internal division of responsibilities	1	2	3	4	
	c. The group can self set the targets for its work	1	2	3	4	
	d. Tasks can be changed in the group, as required	1	2	3	4	
	e. Work pressure becomes evenly distributed in the group	1	2	3	4	
	f. The productiveness of work improves in group work	1	2	3	4	
	g. Group work causes conflicts	1	2	3	4	
	h. I am generally satisfied with team-based way of working	1	2	3	4	
	i. I am satisfied with the way I can take part in the decision-making of the group	1	2	3	4	
	j. Working in a group promotes learning at work	1	2	3	4	

C5A.	ALL RESPONDENTS: The next question concerns trade union membership. Are you a member of a trade union, employee organisation or similar professional association?			
		Yes	1	<input type="checkbox"/> C5C
		No	2	<input type="checkbox"/> C5B

C5B.	IF C5a=2:
------	------------------

Are you a member of an unemployment fund?

- Yes 1 C7
- No 2 C7

C5C.

**IF C5a=1:
Which of these central organisations do you belong to:**

- | | |
|---|---|
| Central Organisation of Finnish Trade Unions SAK | 1 |
| Finnish Confederation of Salaried Employees STTK | 2 |
| Confederation of Unions for Academic Professionals in Finland AKAVA | 3 |
| Other | 4 |

IF THE RESPONDENT DOES NOT KNOW THE CENTRAL ORGANISATION, NOTE HERE THE NAME OF THE TRADE UNION:

C6.

For what main reason do you belong to a trade union:

	Very important	Quite important	Not very important
a. Employees must appear united against the employer?.....	1	2	3
b. Union memberships gives better unemployment security?	1	2	3
c. A well-organised union is better equipped to fight for better pay and employment conditions?	1	2	3

C7.

At your workplace, do you currently act in

	Yes	No
A. Occupational safety duties?	1	2
B. Other positions of trust?	1	2

C8.

**CARD 23
In your opinion, to what extent do the following statements apply to your workplace?**

	Totally true	True to some extent	Only slightly true	Totally untrue
A. Occupational safety advances well-being and safety at work?	1	2	3	4
B. Superiors work actively at occupational safety?	1	2	3	4
C. I know the occupational safety regulations and guidelines well enough for my work?	1	2	3	4
D. The occupational safety organisation (leader, deputy, representative, committee) works efficiently?	1	2	3	4
E. Occupational health care functions well for me?	1	2	3	4

C9.	Has equality between the sexes been accomplished at your workplace:	Very well	1														
		Fairly well	2														
		Averagely	3														
		Rather poorly	4														
		Or very poorly?	5														
		Not applicable	6														
C10.	Have you noticed that any special measures have been taken at your workplace to advance gender equality.																
	Has your workplace:																
	IF RESPONDENT DOES NOT KNOW POINT OUT THAT NOTICING OF SUCH MEASURES IS CONCERNED																
	A. Prepared a gender equality plan?	<table border="1"> <thead> <tr> <th data-bbox="1252 716 1333 804">Yes</th> <th data-bbox="1333 716 1414 804">No</th> <th data-bbox="1414 716 1541 804">Not applicabl ei</th> </tr> </thead> <tbody> <tr> <td data-bbox="1252 804 1333 831">1</td> <td data-bbox="1333 804 1414 831">2</td> <td data-bbox="1414 804 1541 831">3</td> </tr> <tr> <td data-bbox="1252 858 1333 886">1</td> <td data-bbox="1333 858 1414 886">2</td> <td data-bbox="1414 858 1541 886">3</td> </tr> <tr> <td data-bbox="1252 913 1333 940">1</td> <td data-bbox="1333 913 1414 940">2</td> <td data-bbox="1414 913 1541 940">3</td> </tr> <tr> <td data-bbox="1252 968 1333 995">1</td> <td data-bbox="1333 968 1414 995">2</td> <td data-bbox="1414 968 1541 995">3</td> </tr> </tbody> </table>	Yes	No	Not applicabl ei	1	2	3	1	2	3	1	2	3	1	2	3
Yes	No	Not applicabl ei															
1	2	3															
1	2	3															
1	2	3															
1	2	3															
	B. Tried to decrease pay differentials between sexes?																
	C. Encouraged men to take family leaves?																
	D. Promoted equal division of work between sexes																
C11A.	Considering the tasks in your work, are your co-workers doing roughly similar tasks to yours:																
	All women	1															
	Mostly women	2															
	Both men and women	3															
	Mostly men	4															
	All men	5															
	Nobody else does work similar to yours?	6															
C11B	Do you have employees with ethnic background at your workplace:																
	No	1															
	Yes, immigrants from abroad	2															
	Yes, other persons with ethnic background, e.g. second generation immigrants	3															
	Both?	4															
C11C.	In which country was your mother born?																
	Finland	1															
	Elsewhere, where? _____	2															

A. My superior supports and encourages me?.....	1	2	3	4	5	6
B. My superior rewards good work performances?	1	2	3	4	5	6
C. My superior is inspiring?.....	1	2	3	4	5	6
D. My superior discusses a lot with us?	1	2	3	4	5	6
E. My superior speaks openly about everything concerning the workplace?	1	2	3	4	5	6
F. My superior trusts his/her employees?	1	2	3	4	5	6
G. There are a lot of conflicts between me and my superior?	1	2	3	4	5	6
H. My superior does not care about the employees' feelings?.....	1	2	3	4	5	6
I. My superior encourages his/her subordinates to study and develop in their work?.....	1	2	3	4	5	6
J. My superior knows my tasks very well?	1	2	3	4	5	6
K. My superior gives sufficient feedback about how well I have succeeded in my work?.....	1	2	3	4	5	6
L. My superior delegates responsibility sensibly to the subordinates	1	2	3	4	5	6
M. My superior is capable of settling conflicts between employees?	1	2	3	4	5	6
N. My superior treats ageing employees equitably	1	2	3	4	5	6
O. My superior treats women and men equally?	1	2	3	4	5	6

C16.

**IF C13=1,2:
In general, how satisfied are you with your superior's leadership:**

Very satisfied	1
Quite satisfied	2
Difficult to say	3
Rather dissatisfied	4
Very dissatisfied?	5

C17.

**IF C13=1,2:
So-called personal appraisal discussions are conducted about once a year at workplaces between superiors and subordinates. Have you been involved in such discussions with your superior in the last 12 months?**

Yes	1
No	2 <input type="checkbox"/> C 19

	Observed at workplace			Experienced by oneself	
	Yes	No	Not appl.	Yes	No
1. Age, especially the young?	1	2	3	1	2
2. Age, especially the old?	1	2	3	1	2
3. Sex, especially women?.....	1	2	3	1	2
4. Sex, especially men?	1	2	3	1	2
5. Political views or activity in the trade union movement?	1	2	3	1	2
6. Having a family or being pregnant?.....	1	2	3	1	2
7. Favouritism?	1	2	3	1	2
8. Temporary or part-time employment relationship?	1	2	3	1	2
9. Nationality or colour?	1	2	3		
10. Knowledge of Finnish (Swedish)					
11. Disability or invalidity?.....	1	2	3		
12. Sexual orientation, such as lesbianism or gayness?.....					

ASK THIS SUPPLEMENTARY QUESTION IN RESPECT OF ALL POSITIVE REPLIES:
Have you personally been discriminated against at your current workplace on the basis of REASON)?

C21.

Have you fallen subject to unequal treatment or discrimination at your workplace in the last five years in the following situations:

	Yes	No
A. At the time of hiring or appointment?	1	2
B. In remuneration?	1	2
C. In gaining appreciation?.....	1	2
D. In career advancement opportunities?	1	2
E. In distribution of work or shifts?.....	1	2
F. In access to training arranged by the employer?	1	2
G. In receiving information?	1	2
H. In gaining employment fringe benefits?.....	1	2
I. In the attitudes of co-workers or superiors?I.	1	2

C22.

Workplace bullying means the isolation of a member of the work community by voiding/nullifying the results of his/her work, using threatening behaviour, telling stories behind his/her back or exerting on him/her some other form of mental pressure. Do you reckon that there is this type of behaviour at your workplace (even by customers)?:

	Not at all	1
	Occasionally	2
	Continuously?	3
C23.	Have you personally been subjected to this kind of bullying:	
	Yes, at the moment	1
	Yes, previously at my current workplace, not anymore	2
	Yes, previously, at another workplace	3
	Or never?	4

C24.	IF C23=2,3,4: Have those bullies been: SEVERAL ALTERNATIVES ALLOWED	
	Superiors	1
	Co-workers	2
	Subordinates	3
	Customers (e.g. pupils)?	4

C25.	Have you noticed that any special measures have been taken at your workplace to eliminate or prevent workplace bullying. Has your workplace: IF RESPONDENT DOES NOT KNOW POINT OUT THAT NOTICING OF SUCH MEASURES IS CONCERNED.				
		<table border="1"> <tr> <td>Yes</td> <td>No</td> <td>Not applicable</td> </tr> </table>	Yes	No	Not applicable
Yes	No	Not applicable			
	A. Drawn up a set of rules for good treatment or similar?	1	2	3	
	B. Taken into consideration good treatment or elimination of workplace bullying in supervisory activity.	1	2	3	
	C. Taken prevention of workplace bullying into account in occupational health and safety?	1	2	3	

D QUESTIONS, RECONCILIATION OF FAMILY AND WORK:

D1.	ALL RESPONDENTS: Next, I will ask a couple of questions about your family situation.	
	Are you:	
	Married, cohabiting or in a registered partnership	1
	Separated	2
	Divorced	3
	Widowed	4
	Unmarried?	5

D2a.	<p>Do you have children under 18 living at home? ALSO MEANS CHILDREN OVER THE AGE OF 18 LIVING AT HOME.</p> <p style="text-align: right;">Yes 1 <input type="checkbox"/> D2b</p> <p style="text-align: right;">No 2 <input type="checkbox"/> IF D1=1 <input type="checkbox"/> D4</p> <p style="text-align: right;">IF D1=2,3,4,5 <input type="checkbox"/> D11</p>																									
D2b.	<p>IF D2a=1: How many?..... _____</p>																									
D3.	<p>IF D2a=1: What age are your children? (starting from the youngest)</p> <p>NOTE AGES, NOT YEARS OF BIRTH</p> <table style="width: 100%; text-align: center;"> <tr> <td>1.</td><td>2.</td><td>3.</td><td>4.</td><td>5.</td><td>6.</td><td>7.</td><td>8.</td> </tr> <tr> <td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td> </tr> </table>		1.	2.	3.	4.	5.	6.	7.	8.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>								
1.	2.	3.	4.	5.	6.	7.	8.																			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																			
D4.	<p>IF D1=1: Is your spouse (cohabiting partner) currently:</p> <table style="width: 100%;"> <tr> <td style="width: 30%; vertical-align: top;"> <p>READ ALTERNATIVES ONE BY ONE UNTIL A SUITABLE ONE IS FOUND</p> </td> <td style="width: 40%; vertical-align: top;"> <p>Working (for an employer, on a family farm or business, as self-employed)</p> </td> <td style="width: 30%; text-align: right; vertical-align: top;">1</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>Unemployed, temporarily dismissed or on unemployment pension</p> </td> <td style="text-align: right; vertical-align: top;">2 <input type="checkbox"/> D6</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>On paternity, maternity or parental leave or on child care leave</p> </td> <td style="text-align: right; vertical-align: top;">3 <input type="checkbox"/> D6</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>A student / at school</p> </td> <td style="text-align: right; vertical-align: top;">4 <input type="checkbox"/> D6</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>Disabled / on disability pension/ chronically ill</p> </td> <td style="text-align: right; vertical-align: top;">5 <input type="checkbox"/> D6</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>On some other pension</p> </td> <td style="text-align: right; vertical-align: top;">6 <input type="checkbox"/> D6</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>Looking after own household</p> </td> <td style="text-align: right; vertical-align: top;">7 <input type="checkbox"/> D6</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>Or doing something else?</p> </td> <td style="text-align: right; vertical-align: top;">8 <input type="checkbox"/> D6</td> </tr> </table>		<p>READ ALTERNATIVES ONE BY ONE UNTIL A SUITABLE ONE IS FOUND</p>	<p>Working (for an employer, on a family farm or business, as self-employed)</p>	1		<p>Unemployed, temporarily dismissed or on unemployment pension</p>	2 <input type="checkbox"/> D6		<p>On paternity, maternity or parental leave or on child care leave</p>	3 <input type="checkbox"/> D6		<p>A student / at school</p>	4 <input type="checkbox"/> D6		<p>Disabled / on disability pension/ chronically ill</p>	5 <input type="checkbox"/> D6		<p>On some other pension</p>	6 <input type="checkbox"/> D6		<p>Looking after own household</p>	7 <input type="checkbox"/> D6		<p>Or doing something else?</p>	8 <input type="checkbox"/> D6
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D5a.	<p>IF D4=1: Does your spouse (partner):</p> <table style="width: 100%;"> <tr> <td style="width: 30%;"></td> <td style="width: 40%; vertical-align: top;"> <p>Work full-time</p> </td> <td style="width: 30%; text-align: right; vertical-align: top;">1</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>Or part-time?</p> </td> <td style="text-align: right; vertical-align: top;">2</td> </tr> </table>			<p>Work full-time</p>	1		<p>Or part-time?</p>	2																		
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	<p>Or part-time?</p>	2																								
D5b.	<p>And is he/she:</p> <table style="width: 100%;"> <tr> <td style="width: 30%;"></td> <td style="width: 40%; vertical-align: top;"> <p>In a permanent employment relationship</p> </td> <td style="width: 30%; text-align: right; vertical-align: top;">1</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>In a fixed-term employment relationship</p> </td> <td style="text-align: right; vertical-align: top;">2</td> </tr> <tr> <td></td> <td style="vertical-align: top;"> <p>Or self-employed or an entrepreneur?</p> </td> <td style="text-align: right; vertical-align: top;">3</td> </tr> </table>			<p>In a permanent employment relationship</p>	1		<p>In a fixed-term employment relationship</p>	2		<p>Or self-employed or an entrepreneur?</p>	3															
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	<p>Or self-employed or an entrepreneur?</p>	3																								
D6.	<p>CARD 26</p>																									

Please indicate your spouse's level of education with the help of this card.

CHOOSE THE HIGHEST LEVEL COMPLETED

- Primary education or less 1
- Lower secondary or comprehensive school education 2
- Vocational school education 3
- Upper secondary school education 4
- Vocational college education 5
- Polytechnic education 6
- Tertiary level or university education? 7

**D7. How well do the following statements apply to you personally:
CARD 27**

	Totally true	True to some extent	Untrue to some extent	Totally untrue	Not applicable
A. In my opinion my spouse (partner) works too hard?	1	2	3	4	5
B. In my spouse's (partner's) opinion I work too hard?	1	2	3	4	5

**D8. CARD 28
Has there been conflicts in your family about working hours, household work and personal time:**

- No, the times are adjusted peaceably 1
- Conflicts arise from time to time 2
- There are a lot of conflicts and battles about time 3
- There were conflicts before but not anymore? 4

D9. And which one of you does more housework or do you both do the same amount:

- You do much more 1
- You do slightly more 2
- You both do the same amount 3
- Your spouse/partner does slightly more 4
- Your spouse/partner does much more? 5

**D10. Which one in your family usually does the following chores:
CARD 29**

The wife alone	Mainly the wife	Husband and wife both	Mainly the husband	The husband alone	Someone else, not applicable

			equally				
	A. Cooking?	1	2	3	4	5	6
	B. Washing up?	1	2	3	4	5	6
	C. Food shopping?	1	2	3	4	5	6
	D. Laundry?	1	2	3	4	5	6
	E. Cleaning?	1	2	3	4	5	6
	F. Home repairs?	1	2	3	4	5	6
Jos alle 18v. lapsia	G. Child care and playing with the children?	1	2	3	4	5	6
Jos alle 18v. lapsia	H. Taking and fetching the children to and from day care, school or hobbies?	1	2	3	4	5	6

**D11. ALL RESPONDENTS:
People may have to assume care responsibilities for their relatives. Do you help or care for your relatives, such as your own or your spouse's parents or take care of your grandchildren?**

Yes..... 1 D12

No 2 IF CHILDREN AGED UNDER 10 \downarrow D13a
IF NOT CHILDREN AGED UNDER 10 \downarrow D16

**D12. IF D11=1:
How many hours per month do you take care or help in total:**

A. Adults? hours

B. Children? hours

**D13a. IF CHILDREN AGED UNDER 10:
In the last 12 months, have you been absent from work due to your child's illness?**

Yes 1 D13b

No 2 D14

**D13b. IF D13a=1:
How many absences of 1 to 4 days?**

D13c. How many absences of at least five days ?

**D14. IF CHILDREN AGED UNDER 10:
If you have to be absent from work because of your child's illness, for how many days absent are you paid?**

0 For no days

days

**D15A. IF CHILDREN AGED UNDER 10:
Employees have the option of taking partial child care leave, i.e. work a shorter week until the child had finished the second grade**

of comprehensive school. Are you at the moment or have you previously been on such partial child care leave:

- Yes, at hte moment 1 D16
- No 2
- Have been previously 3

D15B.

CARD 30
Would you be interested in taking partial child care leave?

- Yes 1
- Yes, but it is not possible in my current job 2
- Yes, but it is not financially possible to me 3 D16
- No 4
- Not applicable 5 D16

D15C.

IF D15B=1,2, 4
Are you not on partial child care leave at the moment for any of the following reasons:

	Yes	No	Not applicable
A. Organisation of my tasks into part-time hours is difficult?	1	2	3
B. I would just have to do the same amount of work at a lower pay?	1	2	3
C. Working part-time would undermine my position at the workplace?	1	2	3
D. The matter would be difficult to raise with the employer?	1	2	3
E. I feel that taking partial child care leave is unnecessay in my case.	1	2	3
F. I have received tool little information about the matter?	1	2	3

D16.

CARD 31
ALL RESPONDENTS:
At home and work people often face conflicting demands. Here are some statements regarding such problems. How do they apply in your case:

	Totally true	True to some extent	Untrue to some extent	Totally untrue	Not applicable
A. I often think about my work at home or leisure time?	1	2	3	4	5
B. I find it difficult to concentrate on my work because of home matters?	1	2	3	4	5

	C. I feel that I am neglecting home matters because of my job?	1	2	3	4	5
IF children under 18	D. I cope better with my children when I also go to work?	1	2	3	4	5
IF children under 18	E. Reconciliation of work and family is made easier for me with the help I get from family or friends?	1	2	3	4	5
IF d11=1	F. Care responsibilities outside the household make it harder for me to reconcile work and family life?	1	2	3	4	5

D17.	ALL RESPONDENTS: If you think back on your life, have you made conscious compromises in favour of either your work or your family in situations where the two have been difficult to fit together?			
		Yes	No	Not applicable
	Have you:			
	A. Limited the number of children you would have liked to have due to reasons connected with work or employment?	1	2	3
	B. Put off having children because of reasons connected with your employment?	1	2	3
	IF ANSWER TO PREVIOUS WAS YES:			
	C. Put off having children because of your fixed-term employment relationship?	1	2	3
	D. Given up work or declined a job offer for family reasons?	1	2	3
	E. Given up your job because of a move dictated by your spouse's work?	1	2	3
	F. Given up opportunities for additional, further or continuing education for family reasons?	1	2	3
G. Worked only part-time for family reasons?	1	2	3	
H. Cut down on your job tasks for family reasons?	1	2	3	

E-QUESTIONS, OWN HEALTH:

E1a.	In the last 12 months, have you been absent from work due to your own illness?	Yes	1	<input type="checkbox"/> E1b
		No	2	<input type="checkbox"/> E2
E1b.	How many times have you been absent 1 to 3 days?		_ _ times	
E1c.	How many times have you been absent 4 to 9 days?		_ _ times	
E1d.	And how many times have you been absent at least 10 days?		_ _ times	If=00 <input type="checkbox"/> E2
E1e.	How long were you absent from work?			IF#00 <input type="checkbox"/> E1e

days

ADD UP IF SEVERAL ABSENCES OF OVER 10 DAYS

E2. **How many days can you be absent from work without a certificate from a doctor or an occupational health nurse?**

00 No days

days

E4. **Next, I will ask a few questions concerning your working capacity and state of health. CARD 32**

Assuming that your top working capacity would score 10 points while your total inability to work would score zero, how many points would you give to your working capacity at the moment?

00 01 02 03 04 05 06 07 08 09 10 points

E5. **Do you suffer from any permanent injury or medically diagnosed chronic illness? (Such as cardio-vascular, pulmonary or muscular-skeletal disease, disease of the digestive system, or some other long-term illness)**

Yes 1

No 2 E7

E6 **IF E5=1:
Does the illness/injury hamper your work:**

Yes, very much 1

Yes, to some extent 2

Or not at all? 3

E7. **ALL RESPONDENTS:
In your opinion, is your state of health nowadays:**

Good 1

Fairly good 2

Average 3

Quite poor 4

Poor? 5

E7B. **Do you believe that as far as your health is concerned you will still be able to work in your present occupation in two years' time:**

Yes, fairly certainly 1 E8

No, not sure whether I would be able to 2

Unlikely to be able to? 3

Difficult to say, because I will have exited working life by then 4 E8

Difficult to say because I will not even want to continue in my present occupation. 5 E8

E7C.

IF E7B= 2 tai 3:
In order to be able to continue working even in two years' time, would you be prepared to:

	Yes	No
A. Be trained in a new occupation in which your health would allow you to work?	1	2
B. Try some new job in which your health would allow you to work?	1	2

E8.

Do you feel you need rehabilitation to improve your capacity to work and operate?

Yes	1
No	2

E9.

Have you taken part in rehabilitation in the last 12 months?

Yes	1
No	2

E10.

Do you suffer from recurrent ache or pain in:

	Yes	No
A. Neck, cervical spine or shoulders?	1	2
B. Hands or arms?	1	2
C. Lumbar region?	1	2
D. Legs, including hips?	1	2

E11.

CARD 33
With the help of this card, please state how frequently you have recently suffered from:

ASK ONE AT A TIME

	Daily or almost daily	A few times a week	About once a week	Once or twice a month	Less often	Never
A. Headache?	1	2	3	4	5	6
B. Fatigue, apathy or lack of energy?	1	2	3	4	5	6
C. Difficulties in falling asleep or recurrent awakenings at night?	1	2	3	4	5	6
D. Palpitations or irregular heartbeat?	1	2	3	4	5	6

E. Feeling of dizziness?	1	2	3	4	5	6
F. Depression?	1	2	3	4	5	6
G. Heartburn, acidity, stomach pains or diarrhoea?	1	2	3	4	5	6
H. Over-exhaustion?	1	2	3	4	5	6
I. Tenseness, nervousness or irritability?	1	2	3	4	5	6
J. Feeling that it is "all just too much"?	1	2	3	4	5	6

E12A.

RESPONDENTS WHO SUFFER AT LEAST ONCE A WEEK (E11A-E11J = 1,2,3):
In your opinion, do work and working conditions contribute to these symptoms:

Considerably	1
Somewhat	2
Not at all?	3

E12.

CARD 33
How often do you feel reluctant or mentally tired on leaving for work:

Daily or almost daily	1
A couple of times a week	2
About once a week	3
Once or twice a month	4
Less often	5
Or never?	6

E13.

In the last 12 months, have you had an accident at work which has resulted in your absence from work?

Yes	1 <input type="checkbox"/> E16
No	2 <input type="checkbox"/> F1b

E16.

How long were you absent from work because of it?

days

F-QUESTIONS:

F1.

ALL RESPONDENTS:
Finally, a couple of questions about your work. Is your work:

Highly monotonous	1
Rather monotonous	2

	Quite varied	3
	Or highly varied?	4

F2.	Do you regard your current tasks physically:	
	Very undemanding	1
	Quite undemanding	2
	Rather demanding	3
	Or very demanding?	4

F3.	Do you regard your current tasks mentally:	
	Very undemanding	1
	Quite undemanding	2
	Rather demanding	3
	Or very demanding?	4

F4.	Over the past few years, do you think your pace of work has:	
	Increased considerably	1
	Increased slightly	2
	Remained unchanged	3
	Decreased slightly	4
	Or decreased considerably?	5

F5.	Do the following statements apply to your work? (over the past few years)			
		Yes	No	Not applicable
	A. Tasks (e.g. customers) have increased?	1	2	3
	B. Tasks have expanded?	1	2	3
	C. Tasks have grown more difficult?	1	2	3
	D. Targets have tightened?	1	2	3
	E. Monitoring has intensified?	1	2	3
	F. Saving targets have increased the pace of work?	1	2	3
	G. Demands for learning new things have grown?	1	2	3
	H. Replacements are not hired to cover temporary absences?	1	2	3
	I. Competition for customers and jobs increases work pressure?	1	2	3

J. There is less staff than before relative to the amount of work?	1	2	3
--	---	---	---

F6.

Do you yourself regard your current work as:

Very important and significant	1
Quite significant	2
Rather insignificant	3
Or totally insignificant?	4

F7.

CARD 34

Which of the factors mentioned on this card make your current job less enjoyable?

ALTERNATIVES ARE
NOT READ OUT
LOUD

Yes	No

1.	Monotony of work	1	2
2.	Lack of appreciation	1	2
3.	Lack of opportunities to influence work	1	2
4.	Working hours	1	2
5.	Enforced pace of work	1	2
6.	Travelling because of work	1	2
7.	Uncertainty about continuity of the work	1	2
8.	Relations with superiors	1	2
9.	Difficult customers / students	1	2
10.	Time pressure and tight time schedules	1	2
11.	Pay	1	2
12.	Working conditions	1	2
13.	Poor work organisation, leadership	1	2
14.	Workplace atmosphere	1	2
15.	Lack of advancement opportunities	1	2
16.	Lack of development opportunities	1	2
17.	Continuous need to learn new things	1	2
18.	Lack of feedback	1	2
19.	Essential information is not given in time	1	2

F8.

CARD 35
And which of the factors mentioned on this card make your current job more enjoyable?

ALTERNATIVES
 ARE NOT
 READ OUT
 LOUD

Yes	No

1.	Interesting work	1	2
2.	Unhurried pace of work	1	2
3.	Independence of work	1	2
4.	Appreciation of work	1	2
5.	Working hours	1	2
6.	Opportunity to express oneself	1	2
7.	Relations with superiors	1	2
8.	Relations with co-workers	1	2
9.	Variety of work	1	2
10.	Pleasant customers / students	1	2
11.	Learning of new things	1	2
12.	Career advancement / promotion opportunities	1	2
13.	Pay	1	2
14.	Working conditions	1	2
15.	Opportunities for influencing the work	1	2
16.	Spirit of the workplace	1	2
17.	Certainty of the employment relationship	1	2
18.	Feeling of achievement and usefulness	1	2
19.	Challenging nature of work	1	2

F9.

In your free time, do you meet your co-workers:

DOES NOT MEAN MEETING BY ACCIDENT	Almost daily	1
	At least once a week	2
	At least once a month	3
	Less often	4
	Or never?	5
	No co-workers	6

F12.	ALL RESPONDENTS: If you could change jobs at the same pay, would you change to:	<table border="0"> <tr> <td data-bbox="607 331 906 359">The same occupational field</td> <td data-bbox="1260 331 1279 359">1</td> </tr> <tr> <td data-bbox="607 386 906 413">A different occupational field</td> <td data-bbox="1260 386 1279 413">2</td> </tr> <tr> <td data-bbox="607 441 906 468">Or would not change at all?</td> <td data-bbox="1260 441 1279 468">3</td> </tr> </table>	The same occupational field	1	A different occupational field	2	Or would not change at all?	3				
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F13.	What do you think would be the likelihood of you finding a new job:	<table border="0"> <tr> <td data-bbox="607 554 669 581">Good</td> <td data-bbox="1260 554 1279 581">1</td> </tr> <tr> <td data-bbox="607 609 737 636">Reasonable</td> <td data-bbox="1260 609 1279 636">2</td> </tr> <tr> <td data-bbox="607 663 704 690">Or poor?</td> <td data-bbox="1260 663 1279 690">3</td> </tr> </table>	Good	1	Reasonable	2	Or poor?	3				
Good	1											
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F14.	Have you thought about starting your own business or becoming self-employed:	<table border="0"> <tr> <td data-bbox="607 804 802 831">Not thought about</td> <td data-bbox="1260 804 1279 831">1</td> </tr> <tr> <td data-bbox="607 858 899 886">Thought about occasionally</td> <td data-bbox="1260 858 1279 886">2</td> </tr> <tr> <td data-bbox="607 913 867 940">Or thought about often?</td> <td data-bbox="1260 913 1279 940">3</td> </tr> </table>	Not thought about	1	Thought about occasionally	2	Or thought about often?	3				
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F15.	Have you considered retiring before retirement age:	<table border="0"> <tr> <td data-bbox="342 1026 558 1131" rowspan="4"> OLD-AGE RETIREMENT AGE IS NORMALLY 63 YEARS </td> <td data-bbox="607 1026 769 1054">Not considered</td> <td data-bbox="1260 1026 1279 1054">1</td> </tr> <tr> <td data-bbox="607 1102 867 1129">Considered occasionally</td> <td data-bbox="1260 1102 1279 1129">2</td> </tr> <tr> <td data-bbox="607 1157 802 1184">Considered often?</td> <td data-bbox="1260 1157 1279 1184">3</td> </tr> <tr> <td data-bbox="607 1211 1062 1239">Has already submitted pension application</td> <td data-bbox="1260 1211 1279 1239">4</td> </tr> </table>	OLD-AGE RETIREMENT AGE IS NORMALLY 63 YEARS	Not considered	1	Considered occasionally	2	Considered often?	3	Has already submitted pension application	4	
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	Considered occasionally	2										
	Considered often?	3										
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F17A.	IF AGED AT LEAST 45 Have you lately planned that you might retire on part-time pension when it becomes possible as far as age is concerned:	<table border="0"> <tr> <td data-bbox="607 1386 769 1413">Not considered</td> <td data-bbox="1260 1386 1279 1413">1</td> </tr> <tr> <td data-bbox="607 1440 867 1467">Considered occasionally</td> <td data-bbox="1260 1440 1279 1467">2</td> </tr> <tr> <td data-bbox="607 1495 802 1522">Considered often?</td> <td data-bbox="1260 1495 1279 1522">3</td> </tr> <tr> <td data-bbox="607 1549 1159 1577">Has already submitted part-time pension application</td> <td data-bbox="1260 1549 1279 1577">4</td> </tr> <tr> <td data-bbox="607 1604 932 1631">Is already on part-time pension</td> <td data-bbox="1260 1604 1279 1631">5</td> </tr> </table>	Not considered	1	Considered occasionally	2	Considered often?	3	Has already submitted part-time pension application	4	Is already on part-time pension	5
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F17B.	<p>IF AGED AT LEAST 45 What kinds of possibilities do you think your workplace has for organising part-time work for employees who want to retire part-time?</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Very good</td> <td style="width: 10%; text-align: right;">1</td> <td style="width: 30%;"><input type="checkbox"/> F18</td> </tr> <tr> <td>Quite good</td> <td style="text-align: right;">2</td> <td><input type="checkbox"/> F18</td> </tr> <tr> <td>Rather poor</td> <td style="text-align: right;">3</td> <td></td> </tr> <tr> <td>Very poor</td> <td style="text-align: right;">4</td> <td></td> </tr> <tr> <td>Not applicable</td> <td style="text-align: right;">5</td> <td><input type="checkbox"/> F18</td> </tr> </table>	Very good	1	<input type="checkbox"/> F18	Quite good	2	<input type="checkbox"/> F18	Rather poor	3		Very poor	4		Not applicable	5	<input type="checkbox"/> F18
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Not applicable	5	<input type="checkbox"/> F18														
F17C.	<p>FOR THOSE AGED AT LEAST 45 IF C17B= 3,4 Is it because of any of the following reasons:</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%; text-align: center;">Yes</th> <th style="width: 15%; text-align: center;">No</th> </tr> </thead> <tbody> <tr> <td>A. Organisation of work becomes too difficult?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> </tr> <tr> <td>B. Full-time work input is needed from aged employees?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> </tr> <tr> <td>C. Too many persons want to retire part-time?</td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> </tr> </tbody> </table>		Yes	No	A. Organisation of work becomes too difficult?	1	2	B. Full-time work input is needed from aged employees?	1	2	C. Too many persons want to retire part-time?	1	2			
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F18.	<p>THOSE AGED AT LEAST 45: At what age do you reckon you will retire on full-time pension?</p> <p style="text-align: center;"> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> -vuotiaana </p>															
F19.	<p>FOR THOSE AGED AT LEAST 45: Could you consider continuing to work at least to some extent while on old-age pension?</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Yes, could continue working full-time</td> <td style="width: 10%; text-align: right;">1</td> <td style="width: 30%;"></td> </tr> <tr> <td>Yes, but part-time only</td> <td style="text-align: right;">2</td> <td></td> </tr> <tr> <td>Yes, temporarily every now and then, for example, in fixed-term substitutions</td> <td style="text-align: right;">3</td> <td></td> </tr> <tr> <td>No?</td> <td style="text-align: right;">4</td> <td></td> </tr> </table>	Yes, could continue working full-time	1		Yes, but part-time only	2		Yes, temporarily every now and then, for example, in fixed-term substitutions	3		No?	4				
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F20.	<p>THOSE AGED 45 OR OVER: CARD 36 The pension reform will improve the pension of those continuing long in working life. Pension will accumulate from the age of 63 onwards at a higher percentage. Does this increase your willingness to carry on working when you are aged over 63:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Yes, and I believe it is possible</td> <td style="width: 10%; text-align: right;">1</td> <td style="width: 30%;"></td> </tr> <tr> <td>Yes, but my health may not allow it</td> <td style="text-align: right;">2</td> <td></td> </tr> <tr> <td>Yes, but my employer may not wish me to continue</td> <td style="text-align: right;">3</td> <td></td> </tr> <tr> <td>No?</td> <td style="text-align: right;">4</td> <td></td> </tr> </table>	Yes, and I believe it is possible	1		Yes, but my health may not allow it	2		Yes, but my employer may not wish me to continue	3		No?	4				
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F21.	<p>THOSE AGED AT LEAST 55: CARD 37 How much do the following influence your willingness to continue working even after the age of 63:</p> <table border="1" data-bbox="976 338 1468 646"> <thead> <tr> <th></th> <th>A lot</th> <th>Quite a lot</th> <th>Some</th> <th>Not at all</th> </tr> </thead> <tbody> <tr> <td>A. Meaningfulness of own work?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>B. Life situation on the whole?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>C. Belonging to a work community?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>D. Own health and resources?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>E. Larger pension as a result from continuing to work?</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </tbody> </table>		A lot	Quite a lot	Some	Not at all	A. Meaningfulness of own work?	1	2	3	4	B. Life situation on the whole?	1	2	3	4	C. Belonging to a work community?	1	2	3	4	D. Own health and resources?	1	2	3	4	E. Larger pension as a result from continuing to work?	1	2	3	4
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F22.	<p>THOSE AGED 25 OR OVER: Do you have voluntary pension insurance or have you otherwise saved for your retirement days:</p> <table data-bbox="639 810 1520 1083"> <tbody> <tr> <td>I have insurance financed by myself or a family member</td> <td>1</td> </tr> <tr> <td>I have insurance financed by my employer</td> <td>2 <input type="checkbox"/> F24</td> </tr> <tr> <td>I have otherwise saved for retirement days</td> <td>3 <input type="checkbox"/> F24</td> </tr> <tr> <td>None of these?</td> <td>4 <input type="checkbox"/> F24</td> </tr> </tbody> </table>	I have insurance financed by myself or a family member	1	I have insurance financed by my employer	2 <input type="checkbox"/> F24	I have otherwise saved for retirement days	3 <input type="checkbox"/> F24	None of these?	4 <input type="checkbox"/> F24																						
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F25.	<p>CARD 38 ALL RESPONDENTS: Which of the alternatives on this card correspond best with your opinions about work? READ OUT THE ALTERNATIVES IF REQUIRED</p> <table border="0"> <tr> <td style="padding-left: 40px;">Pay is definitely the most important</td> <td style="text-align: right;">1</td> </tr> <tr> <td style="padding-left: 40px;">Pay is slightly more important than contents</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="padding-left: 40px;">Contents are slightly more important than pay</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="padding-left: 40px;">Or contents are definitely the most important</td> <td style="text-align: right;">4</td> </tr> </table>	Pay is definitely the most important	1	Pay is slightly more important than contents	2	Contents are slightly more important than pay	3	Or contents are definitely the most important	4																																																									
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F26.	<p>If you received so much money from, e.g. the Lotto or inheritance that you could live comfortably without having to work, would you:</p> <table border="0"> <tr> <td style="padding-left: 40px;">Stop working completely</td> <td style="text-align: right;">1</td> </tr> <tr> <td style="padding-left: 40px;">Only do some work every now and then</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="padding-left: 40px;">Work considerably shorter hours</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="padding-left: 40px;">Or continue working as now?</td> <td style="text-align: right;">4</td> </tr> </table>	Stop working completely	1	Only do some work every now and then	2	Work considerably shorter hours	3	Or continue working as now?	4																																																									
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Finally, I would like to ask whether you consent to Statistics Finland keeping your contact details on record for four years for a possible future research concerning the quality of work life?

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

Thank you for the interview!

The Quality of Work Life Survey is an extensive interview survey concerning all wage and salary earners. The Survey has established itself as a multi-faceted and reliable method of describing working conditions in Finland. The data contents of the Quality of Work Life Survey cover both physical, psychological and social factors of the working environment. Other themes covered in the Survey include i.a. gender equality of working life, reconciliation of work and family, job satisfaction, past career development and labour market position.

This publication draws together key results from Quality of Work Life Surveys from years 1977–2008. It provides a broad overview of the working conditions of the Finnish wage and salary earner population and changes thereto. The data describe a period of over three decades. International comparisons are also included.

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