

The logo consists of a dark teal speech bubble containing the text 'walqing' in white, lowercase letters. The 'w' and 'i' are on the top line, and 'alq' and 'ing' are on the bottom line.

walqing

Work and Life Quality  
in New & Growing Jobs

Conference Programme

# Hard work? Pursuing quality of work and life in European low-wage sectors

Final conference of the EU-funded **walqing** project

Vienna, Austria

19-20 September 2012

Venue: vista3, Alfred-Dallinger-Platz 1, 1030 Vienna, Austria

Times: 19 September 2012, ca. 2 p.m. – 20 September 2012, ca. 5 p.m.

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EUROPEAN COMMISSION  
European Research Area



SEVENTH FRAMEWORK  
PROGRAMME

[www.walqing.eu](http://www.walqing.eu)

Funded under Socio-economic Sciences & Humanities

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“Creating “more and better jobs””: With this formula, the European Employment Strategy announced its main aim for the following decades in 2000. But has this double objective been put into practice? In which areas have additional jobs evolved? Which new jobs face problematic working conditions or low wages? What vulnerabilities are workers in these jobs exposed to?

In the course of three years of research, the EU-funded **walqing** project carried out by research institutions in eleven European countries has investigated these questions from different angles.

Indeed, **walqing** found that about half of the jobs that were newly created between 2000 and 2007 have problematic working conditions. They concentrate in expanding sectors that often have low skills and wages, are faced with considerable restructuring and cost-based competition, offer few possibilities of advancement or voice at work, but contribute centrally to European societies’ quality of life. The project has focussed on five selected sectors and central groups of employees:

- **waste collectors** in the waste sector,
- **office cleaners** in the cleaning industry,
- **builders** in green construction,
- **mobile elderly carers** in the health and social sector,
- and **catering staff** in the hotels and restaurants sector.

While we find various patterns of poor quality of work that enhance the social vulnerability of groups and individuals, the research also shows that work in “simple services” can be shaped in favourable ways. Social partnership, smart management strategies and employees’ voice can contribute to solutions to sector-specific and cross-sectoral challenges such as precarious work, high labour turnover, health hazards or work-life imbalances. Not least, employees’ occupational trajectories, experiences and aspirations need to be taken into account to improve jobs in these sectors.

Now, towards the end of the project, the research team is looking forward to presenting results of its research activities. We invite interested **scholars, representatives of unions, employer associations and NGOs, policymakers and sector actors** to participate in this international two-day event. The programme will contain presentations of **walqing** research results and practical examples that cover institutional frameworks as well as subjective perspectives of workers, structural disadvantages of specific groups of the workforce, and strategies of companies. The conference puts special emphasis on linking academic and practical knowledge.

Participation is free, but participants are asked to make and cover their own travel arrangements. Headphone translations will be available for English/German. For details and registration see **Final Conference** at [www.walqing.eu](http://www.walqing.eu).

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# Programme

## Wednesday, 19 September 2102

### 14:00-15:00 Welcome and Introduction

#### **Welcoming words**

*Marc Goffart (DG Research)*

#### **Introduction to the WALQING project**

*Ursula Holtgrewe (FORBA, WALQING project coordinator)*

### 15:00-16:00 Quality of Work

*Chair: Monique Ramioul (HIVA, K.U. Leuven)*

#### **Employment Growth and Quality of Work**

*David Holman (Manchester Business School)*

Comments by:

*Rafael Muñoz de Bustillo (Universidad de Salamanca)*

*Greet Vermeylen (Eurofound)*

### 16:00-16:30 Coffee break

### 16:30-18:00 Quality of Work in the workplace

*Chair: Hans Torvatn (SINTEF)*

#### **Autonomy in unlikely places**

*Ole Sorensen (NRCWE), Monique Ramioul (HIVA, K.U. Leuven), Rasa Naujaniene (Vytautas Magnus University)*

#### **Working time pressures in the services sector**

*Albert Recio, Sara Moreno (Centre d'Estudis Sociològics sobre la Vida Quotidiana i el Treball, Universitat Autònoma de Barcelona)*

#### **How to cope with low wages**

*Ekaterina Markova (Institute for the Study of Societies and Knowledge, Bulgarian Academy of Sciences), Claudia Villosio, Ambra Poggi (Laboratorio Riccardo Revelli, Collegio Carlo Alberto), Karin Sardadvar (FORBA)*

#### **Summary: Quality of work at work**

*Ursula Holtgrewe (FORBA)*

### 18:00 End of Day 1

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## Thursday, 20 September 2012

9:00-10:30

### Quality of work & life

*Chair: N.N.*

#### Quality of Life

*Claudia Villosio (Laboratorio Riccardo Revelli, Collegio Carlo Alberto)*

#### Comment: Quality of Life and Work

*Maurizo Curtarelli (Eurofound)*

#### Careers & Aspirations

*Pernille Hohnen (Roskilde University), Jolanta Kuznecoviene (Vytautas Magnus University), David Holman, Charlotte McClelland (Manchester Business School)*

#### Summary: Quality of work, quality of life and the life course

*Charlotte McClelland (Manchester Business School)*

10:30-11:00

### Coffee break

11:00-12:30

### What drives quality of work (down)?

*Chair: N.N.*

#### Gender segmentation and inequality

*Karin Sardadvar (FORBA), Angelika Kümmerling (University of Duisburg-Essen), Darina Peycheva (Institute for the Study of Societies and Knowledge, Bulgarian Academy of Sciences)*

#### Vulnerability and Inclusion

*Pernille Hohnen (Roskilde University)*

#### **Discussion: Segmentation and inequality**

#### Outsourcing, customer markets and regulation

*Karen Jaehrling (University of Duisburg-Essen), Vassil Kirov (Institute for the Study of Societies and Knowledge, Bulgarian Academy of Sciences), Hans Torvatn, Hanne O. Finnstrand (SINTEF)*

#### **Discussion: Markets and company strategies**

12:30-13:30

### Lunch

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- 13:30-14:00**      **Poster Session: Good-practice examples**
- 14:00-15:00**      **Parallel Sector Workshop 1:  
Construction and Waste**  
*Chair: N.N.*
- Contributions by:*
- N.N. (3F Denmark) (tbc)*  
*N. N. (EPSU)*  
*Maurizio Curtarelli (Eurofound)*  
*Christian Fölzer (Gewerkschaft Bau-  
Holz, Austria)*
- Parallel sector Workshop 2:  
Cleaning, Care, Catering**  
*Chair: Angelika Kümmerling*
- Contributions by:*
- Mechthild Kopel (WertArbeit GmbH,  
Berlin)*  
*Alison Roche (UNISON, UK)*  
*Lise Johansen (FOA Denmark)*  
*N.N. (familycare Italy)*
- 15:00-15:30**      **Coffee break**
- 15:30-16:00**      **Social partnership, Policy gaps and challenges**
- Stakeholder strategies to improve quality of work in Europe**  
*Vassil Kirov (Institute for the Study of Societies and Knowledge, Bulgarian  
Academy of Sciences)*
- Policy gaps and challenges for low-wage/low-skilled work**  
*Steffen Lehndorff (University of Duisburg-Essen)*
- 16:00-17:00**      **Plenary discussion: Are low-wage, poor-quality jobs here to stay?**  
*Chair: Jörg Flecker (FORBA)*
- Karen Jaehrling (University of Duisburg-Essen)*  
*Vassil Kirov (Institute for the Study of Societies and Knowledge, Bulgarian  
Academy of Sciences)*  
*Alison Roche, UNISON (UK)*  
*Ann Torill Benonisen (Confederation of Norwegian Enterprise) (tbc)*  
*N.N. (ILO) (tbc)*
- 17:00**              **End of conference**
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