

Job quality

Defining and measuring quality of work

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Perspective

- Eurofound
 - European Tripartite agency (employers, governments and trade unions)
 - 27 Member States
- The European working conditions survey
 - Last edition, 36 countries in 55 languages, over 70,000 respondents
- Measuring better jobs and assessing if we are going into the direction of the future of work that we want
 - Job quality : is made of these characteristics of work and employment that matter for health and well being in a positive or negative side make job quality (preventive approach). It is assessed at the level of the job (the employment relationship)
 - Evidence based approach : high quality epidemiological (prospective) studies support the inclusion of these dimensions of work and employment that matter. This is very important in the context of our tripartite work, evidence guides the approach rather than normative choices.
 - A multidimensional approach
 - How do job quality features collapse together
 - A single index ?
 - Employment quality (measures to what extent the features of the employment relationships are implemented) ; decent work (ILO)
 - Not covered in this presentation

Job quality, a multidimensional construct

Physical environment

- Posture-related
- Ambient
- Biological and chemical

Social environment

- Adverse social behaviour
- Social support
- Management quality

Work intensity

- Quantitative demands incl. emotional
- Pace determinants and interdependency

Skills and discretion

- Cognitive dimension inc. computer use
- Decision latitude
- Organisational participation
- Training

Working time quality

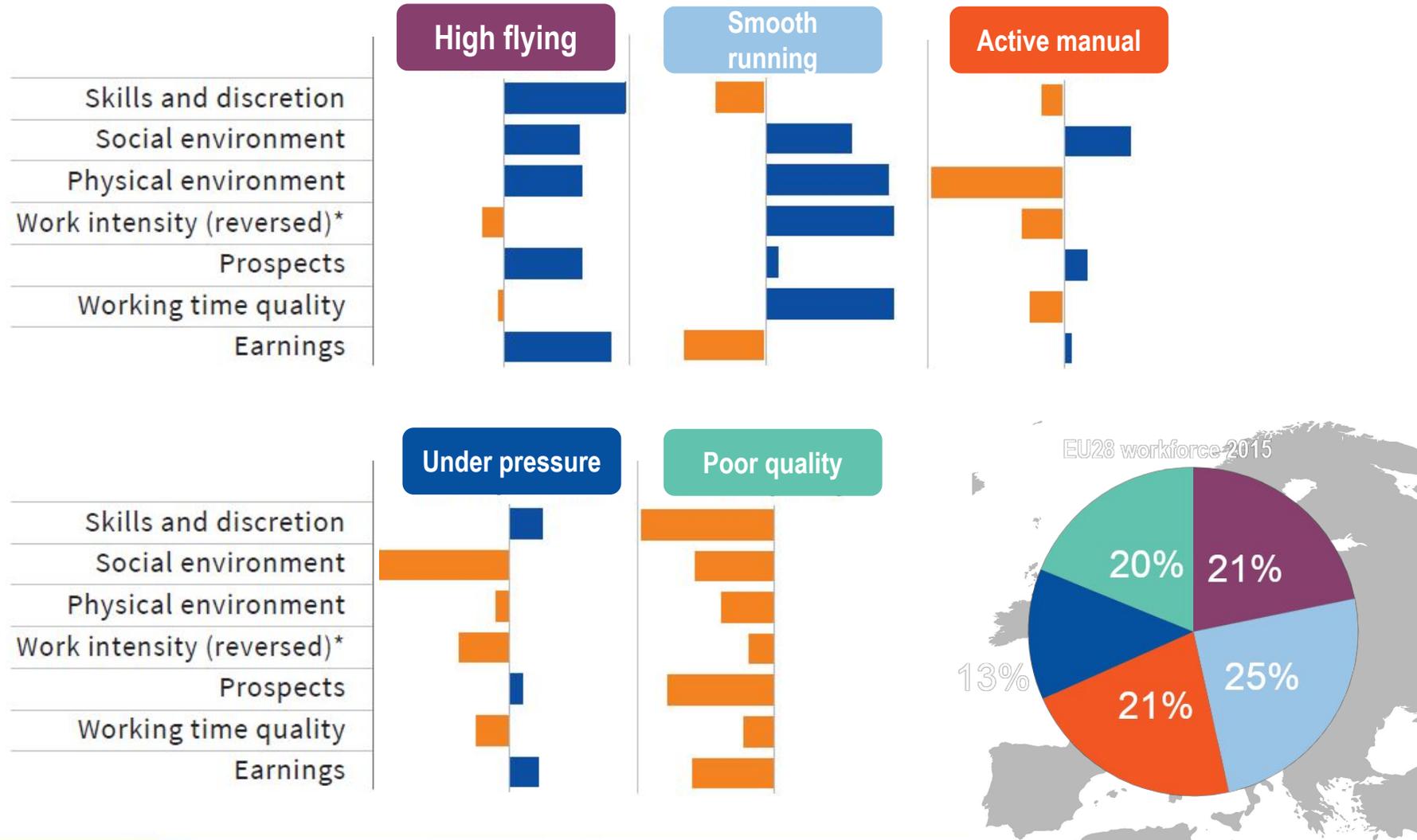
- Duration
- Atypical working time
- Working time arrangements
- Flexibility

Prospects

- Career prospects
- Employment status
- Job security
- Downsizing

Earnings

Job quality profiles



Source: Eurofound (2017), 6th European Working conditions survey, Publications Office of the European Union, Luxembourg

Job quality matter. Not only to workers



Source: Eurofound (2017), 6th European Working conditions survey, Publications Office of the European Union, Luxembourg

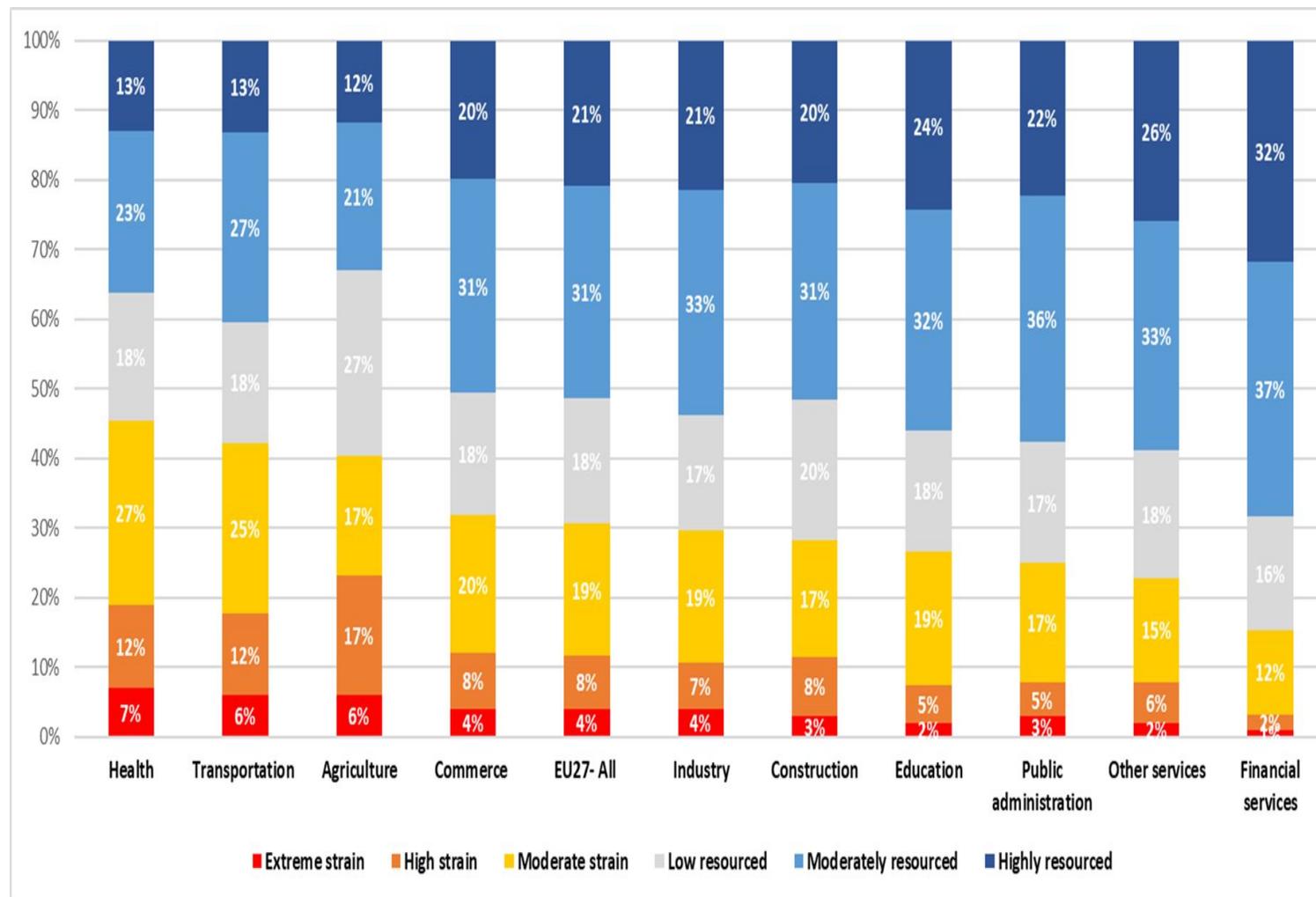
The job quality index (based on the OECD quality of the working environment)

Dimensions

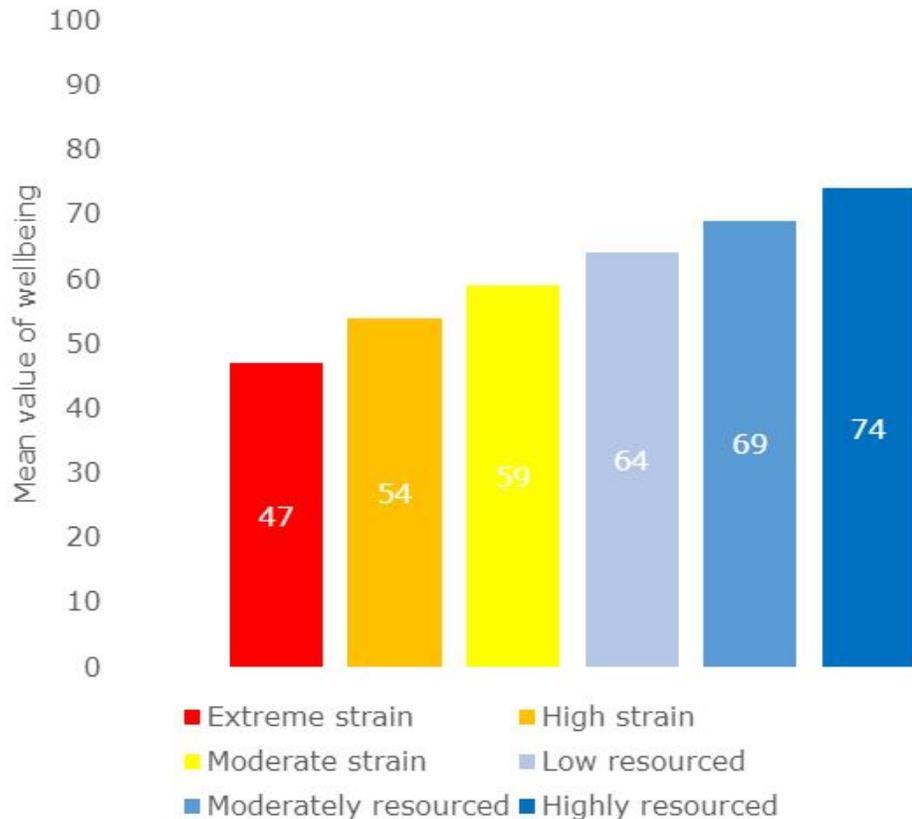
Job characteristics

	Job demands	Job resources
Physical and social environment	Physical risks factors Physical demands Intimidation and discrimination at the workplace	Social support at work
Job tasks	Work intensity	Task discretion and autonomy
Organisational characteristics	Dependence (self employed)	Organisational participation and workplace voice
Working time arrangements	Unsocial work schedules	Flexibility of working hours
Job prospects	Perceptions of job insecurity	Training and learning opportunities Opportunities for career development
Intrinsic job demands		Intrinsic rewards opportunities for self-realisation

Job quality index: job strain by sector



Job quality index



Positive association of job quality with

- Health and well-being
- Engagement, trust and cooperation
- Making ends meet
- Work life balance

Thank you

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