

# **EUROPEAN SYNTHESIS OF SURVEYS ON WORKING TIME & WORK LOAD OF PROFESSIONAL AND MANAGERIAL STAFF**

---

## **EUROCADRES synthesis 2003**

Unions organising professionals and managerial staff (P&MS) have conducted surveys on issues related to working time and workload. EUROCADRES has set up a coordinated process involving various European countries.

**This synthesis compares answers on similar questions used in national surveys in 6 countries (Finland, France, Italy, Portugal, Sweden and the United-Kingdom) in late 2001 and in 2002. A total of more than 10 000 answers from P&MS is taken into account in this synthesis.**

The characteristics (see appendix A) of these surveys are not identical, and the comparisons cannot be automatic between countries, and additionally, the national backgrounds are different. For these reasons it is not possible to go into details, but we can draw lessons in several fields on the same main issues investigated by the national surveys. The presentation of the following results has been made coherent between countries.

Further syntheses involving additional countries with more detailed results will be published in the coming years.

This synthesis prepared by Federica Scipioni was coordinated by Carlo Parietti with the support of Lars Sköld.

## Summary of the main results

The main results of this European synthesis of surveys conducted in 6 European countries in late 2001 and in 2002 are:

- P&MS work in **various locations** and **more than 44 h/week** as an average; the working time of managers is as an average **4,3 h/week more** than the average of all the employees;
- between **a third and a half of P&MS are required to be contactable outside the normal working time**;
- between **73% and 95% of P&MS consider their workload as heavy or very excessive**;
- a large proportion of P&MS **receive no compensation for overtime**, in general they would **prefer compensation in leisure time** than in money;
- **exclusion of legislation or collective agreements** (including individual contract processes) is the main reason for not giving to P&MS any compensation for overtime;
- **training and updating knowledge often takes place outside the normal working time**;
- a **large proportion of P&MS in a majority of countries wish to reduce their work load** and often also their working time, their wishes are diverse including a trend in favour of 4 days/week.
- About the way of reducing working time there are some differences in various countries but the bulk of the answers are **flexitime system, account credit hours and long leaves**.

## Working time and work location

The total working hours during a usual week are around 46 h/week. It is higher in the UK (47,1 h/week) than in the other countries.

	Finland	France	Italy	Sweden	UK
Total working hours per week	44,6	44,6	46,9	46,9	47,1

**Table 1: Total working hours of P&MS [EUROCADRES surveys-2003]**

See also in appendix B, the comparison between the usual working hours of managers and of all employees, established on the basis of EUROSTAT data. The working time of managers is as an average of 4,3 h/week more than the average of all employees.

The total of working hours covers different work locations. More precisely:

	Finland	France	Italy	Sweden	UK
At the usual work place	34,8	39,8	38,6	42,1	38,8
At home	4,1	2,3	3,9	2,1	5,9
Travelling and elsewhere	5,8	2,5	4,4	2,7	2,4
TOTAL	44,6	44,6	46,9	46,9	47,1

**Table 2: Location of P&MS work [EUROCADRES surveys-2003]**

Data collected in Portugal, limited to the bank sector only, show us this situation: 45,6 hours/week at the usual workplace; 2,3 hours/week at home, and travelling for business 2,4 hours/week.

We see that in Finland people work more outside the usual work place (almost 10 h/week) than in France or in Sweden (almost 5 h/week).

In some countries people were also asked if they take work home.

	France	Italy	Sweden	UK
People taking work home at least once a week	46%	30%	48%	77%

**Table 3: Proportion of P&MS taking work home at least once a week [EUROCADRES surveys-2003]**

The previous figures correspond to a usual week. The highest average of working hours per week (during the last six months) is very important: it is around 55 h/week in the UK, 54 h/week in Portugal, 53 h/week in Italy, 47h/week in France.

Very often P&MS are required to be contactable outside the normal working time: between a third and half.

	Finland	France	Italy	Sweden	UK
Percentage of people required to be reachable outside normal working hours	45 %	31 %	32 %	33 %	52 %
• evening	27 %	11 %	8 %	30 %	42 %
• night	10 %	4 %	8 %	14 %	17 %
• Weekends	17 %	9 %	12 %	21 %	33 %
• holidays	16 %	12 %	12 %	19 %	27 %

**Table 4: People required to be reachable outside normal working hours [EUROCADRES surveys-2003]**

In Portugal, data show this situation: evening 10,4%, night 2,4%, weekend 4% and holidays 1,5%.

About being contactable outside normal working time, data show certain variability between countries in percentage of people who gave a positive answer. This dissimilarity gets higher if we compare the data related to the period of day/week in which P&MS are to be reachable; and taking this into consideration, the respondents often gave multiple answers.

It is now common to work while travelling on business or at home. So, the borderline between working and private life becomes more and more blurred because a great part of overtime is work done outside the office. This is due to new technologies (mobile phone, connection to the Internet) that make working possible almost everywhere. On the one hand this means, theoretically, more freedom for workers who can work everywhere as they please, but, on the other hand, it also means that workers always remain at their company's disposal, even if this is not formally required.

## Work load

In five of the six countries people were asked how they assessed their work load:

	France	Italy	Portugal	Sweden	UK
Very excessive	22 %	10 %	33 %	36 %	19 %
Heavy	69 %	63 %	61 %	59 %	75 %
<b>TOTAL Heavy and very excessive</b>	<b>91 %</b>	<b>73 %</b>	<b>94 %</b>	<b>95 %</b>	<b>94 %</b>
Light	8 %	19 %	4 %	4 %	6 %
Insufficient	0 %	8 %	2 %	0 %	0 %
<b>TOTAL Light and insufficient</b>	<b>9 %</b>	<b>27 %</b>	<b>6 %</b>	<b>5 %</b>	<b>6 %</b>

**Table 5: opinions of P&MS on their work load [EUROCADRES surveys-2003]**

The answer is very clear: a huge majority of P&MS (between 73 and 95%) see their work load as heavy, and a significant proportion considers it even very excessive.

## Overtime and compensation measures

Overtime is often difficult to specify. It depends on legislation, collective agreements, individual contracts, and also on the means used or not in registering the working hours. On average, the overtime for most P&MS is between 5 and 10 h/week. In addition, 28% of the British, 20% of the Swedish 12 % of the French P&MS consider that it is impossible for them to estimate their real overtime.

Possibilities for compensation of overtime do not always exist. Current compensation may be fully monetary, fully leisure or part money and part leisure:

	France	Italy	Sweden	UK
No compensation	77 %	63 %	26%	67 %
Compensation fully monetary	1 %	19 %	13%	14 %
Compensation fully leisure time	16 %	6 %	25%	11 %
Compensation part monetary /leisure time	5 %	11 %	36%	8 %

**Table 6: actual compensation for overtime of P&MS [EUROCADRES surveys-2003]**

Wishes expressed by P&MS are different:

	France	Italy	Sweden	UK
No compensation	2 %	1 %	9%	2 %
Compensation fully monetary	9 %	20 %	15%	30 %
Compensation fully leisure time	63 %	49 %	36%	33 %
Compensation part monetary /leisure time	26 %	30 %	40%	36 %

**Table 7: compensation for overtime as wished by P&MS [EUROCADRES surveys-2003]**

We see a clear preference of P&MS for compensation in leisure time or partially time and money. Female P&MS prefer more compensation in leisure time than men.

P&MS may not receive any specific compensation for overtime because it is included in their normal salary as a lump sum: 64% of P&MS in Italy and 36% in France see it this way.

In addition, there are two reasons why P&MS do not receive compensation for overtime:

- first: legislation or collective agreements do not apply to them or they have an individual contract exempting them from these rules: 65% of P&MS in the UK, 49% in Sweden, 21% in Italy, 16% in France.
- second: the legislation or the collective agreements are not observed in practice: 30% of P&MS in France, 16% in the UK.

## Training and updating knowledge

Do P&MS take time for training and updating their knowledge? These surveys provide interesting answers:

	Finland	France	Italy	Sweden	UK
During the normal working time	52 %	47 %	31 %	73 %	53 %
Outside the normal working time	40 %	45 %	51 %	51 %	56 %
Not at all	3 %	8 %	18 %	-	17 %

**Table 8: periods used by P&MS for training and updating their knowledge [EUROCADRES surveys-2003]**

We see that P&MS are prepared to take time for training and updating knowledge. The proportion is higher outside the working time in Italy and during the working time in Sweden and in Finland. It is almost balanced in France and in the UK.

## What P&MS would like to change

Do P&MS wish changes concerning their working time and their work load ? The situation is different according to countries:

	Finland	France	Italy	Portugal	Sweden	UK
I wish to reduce my working time	33 %	58 %	79 %	50%	26 %	67 %
I wish to reduce my work load	question not asked	78 %	67 %	51%	32 %	75 %
No changes	58 %	10 %	21 %	7,5%	42 %	16 %

**Table 9: P&MS wishes concerning their working time and their work load [EUROCADRES surveys-2003]**

In Finland 58% of P&MS wish no change against 33% who wish to reduce their working time. In Sweden, where the question related to work load was asked as an alternative, the answers are more balanced: 42% in favour of no change, 32% wish to reduce their work load and 26% wish to reduce their working time.

In the other countries a small minority wishes no change and a large majority (78 % in France, 75% in the UK, 69% in Portugal) wishes to reduce their work load, or prefers to reduce their working time (79% in Italy).

This question is strongly linked to the next one (table 10), so for a better understanding of the results we have to analyse these figures together. In table 10, flexitime system and compensation with long leaves reach very high percentages, while "the regular working time" is not the preferred one, except in Finland and in France. So for the other countries the previous figure in table 9 means, above all, "I'd like to be able to manage my working time, to work more when necessary and less when not".

There are diverse wishes how to reduce working time:

	<b>Finland</b>	<b>France</b>	<b>Italy</b>	<b>Sweden</b>	<b>UK</b>
regular working time without overtime	49	41 %	23 %	21 %	25 %
Flexitime system or account credit hour system	question not asked	31 %	36 %	47 %	52 %
Compensation with long leaves	36 %	33 %	36 %	31 %	47 %
Others	15%	-	5 %	8 %	15 %

**Table 10: P&MS wishes concerning ways of reducing working time [EUROCADRES surveys-2003]**

The ideal working time is on average 37 h/week in Italy, 35 h/week in the UK and 30 h/week in France. The number of working days favoured per week is 4 days in France and 5 days in Italy. In the UK (average favoured 4,5 days) the situation is balanced, as well as in Sweden (where 24% want 4 days/week and 43% 5 days/week).

## **Main characteristics of the national surveys**

### **EUROCADRES synthesis 2003**

#### **FINLAND**

- Yearly survey in October 2001: 3815 answers and specific working time survey in November 2001: 1174 answers
- conducted by AKAVA
- Graduate professional and managerial staff of various sectors (40% public sectors, 60% private sectors)
- Female: 56%, male 44%

#### **FRANCE**

- working time survey from September until December 2002: 635 answers
- conducted by the liaison committee EUROCADRES-FRANCE with CFDT-cadres, UGICA-CFTC, UGICT-CGT.
- Professional and managerial staff of various sectors (53% private sectors, 47% public sectors)
- Female: 35%, male 65%

#### **ITALY**

- working time survey from June 2002 until April 2003: 1726 answers
- conducted by AGENQUADRI-CGIL, APQ-CISL, CIQ-UIL
- Professional and managerial staff of various sectors,
- Female: 26%, male 74%

#### **PORTUGAL**

- working time survey in March 2001: 297 answers
- conducted by SBN
- only professional and managerial staff of the bank sector,
- Female: 15%, male 85%

#### **SWEDEN**

- working time survey in November 2001: 1003 answers
- conducted by SIF
- professional and managerial staff, mainly in the private sector,
- Female: 15%, male 85%

## **UNITED KINGDOM**

- Working time survey from October until December 2001 : 2857 answers
- conducted by the TUC P&MS secretariat
- professional and managerial staff of various sectors (69% public sectors, 31% private sectors)
- Female: 37%, male 63%

## Usual weekly hours of work of full time employees

---

In all European countries professional and managerial staff have a heavy work load. This table, established on the basis of EUROSTAT data, shows the difference between the average working hours of managers and the average working hours of all employees. It shows that managers work 4,3 h/week more.

	MEN			WOMEN			ENSEMBLE		
	Managers (ISCO 1)	All employees	Difference	Managers (ISCO 1)	All employees	Difference	Managers (ISCO 1)	All employees	Difference
France	44,8	38,2	<b>6,6</b>	41,7	36,9	<b>4,8</b>	43,6	37,7	<b>5,9</b>
Denmark	45,3	40,1	<b>5,2</b>	42,8	37,7	<b>5,1</b>	44,8	39,1	<b>5,7</b>
Belgium	44,7	39,7	<b>5,0</b>	40,1	38,3	<b>1,8</b>	43,4	39,3	<b>4,1</b>
Germany	44,2	40,3	<b>3,9</b>	42,6	39,2	<b>3,4</b>	43,8	39,9	<b>3,9</b>
Ireland	43,3	40,7	<b>2,6</b>	39,9	37,7	<b>2,2</b>	42,0	39,5	<b>3,5</b>
Italy	42,6	39,8	<b>2,8</b>	39,0	36,4	<b>2,6</b>	41,9	38,5	<b>3,4</b>
Luxembourg	43,0	40,3	<b>2,7</b>	-	37,9	-	42,6	39,5	<b>3,1</b>
U.K.	47,5	44,9	<b>2,6</b>	43,2	40,6	<b>2,6</b>	46,3	43,3	<b>3,0</b>
Finland	43,0	40,0	<b>3,0</b>	40,1	38,2	<b>1,9</b>	42,0	39,2	<b>2,8</b>
Portugal	44,5	41,1	<b>3,4</b>	40,0	39,2	<b>0,8</b>	43,0	40,3	<b>2,7</b>
Spain	43,4	41,0	<b>3,4</b>	41,6	39,5	<b>2,1</b>	43,1	40,4	<b>2,7</b>
Sweden	42,0	40,1	<b>1,9</b>	40,8	39,6	<b>1,2</b>	41,6	39,9	<b>1,7</b>
Austria	41,8	40,1	<b>1,7</b>	40,7	39,9	<b>0,8</b>	41,5	40,0	<b>1,5</b>
Greece	42,6	41,9	<b>0,7</b>	41,4	39,7	<b>1,7</b>	42,4	41,0	<b>1,4</b>
Netherlands	39,7	39,1	<b>0,6</b>	38,5	38,1	<b>0,4</b>	39,5	38,9	<b>0,6</b>
<b>EUROPE (15 countries)</b>	<b>45,1</b>	<b>40,8</b>	<b>4,3</b>	<b>42,2</b>	<b>38,6</b>	<b>3,6</b>	<b>44,3</b>	<b>40,0</b>	<b>4,3</b>

Origin : EUROCADRES 2003, data : EUROSTAT – Labour force survey 2002

ISCO: International standard classification of occupations