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The Foundation's programme of work for 2004 was adopted by the Administrative Board at its meeting on 24 October 2003.

This document gives an overview of the activities planned by the Foundation for 2004, within the framework of its four-year programme 2001-2004, *Analysing and anticipating change to support socio-economic progress*.

Introduction

This is the fourth and last annual programme of work based on the 2001-2004 four-year programme. The aims for 2004 are to:

- increase existing collaboration and the sharing of results with the European Commission and other EU Institutions, the Bilbao Agency (OSHA), Cedefop, Eurostat, the Health and Safety Advisory Committee (to be known as the Advisory Committee on Safety, Hygiene and Health Protection at Work from 1 January 2004), and to strengthen relationships with other international bodies in relevant fields;
- finalise work started in 2001-2003 and move towards consolidation and dissemination of results;
- prepare actively for the implementation of the new four-year programme 2005-2008, which will involve an adjustment of current organisational structures in order to enable implementation of the programmes's content;
- Strengthen transversal activities between the four main pillars of the Foundation's work (the three areas of Living Conditions, Working Conditions, Industrial Relations and the European Monitoring Centre on Change (EMCC));
- reinforce customer orientation through targeted use of web-based services to users, through increased inter-activity, and through strengthening the capacity to react to specific needs;
- continue to incorporate the acceding (those countries due to become new Member States from 1 May 2004) and candidate countries in all main areas of activity;
- strengthen the sectoral perspective of the Foundation's work, where appropriate.
- strengthen quality assurance, monitoring and evaluation at project level, in line with the recommendations of the 2001/2 external evaluation.

Each of the core areas will:

- make use of monitoring tools, to ensure that the results of the monitoring activities are easily accessible and thus cross-fertilise other areas of the Foundation's work.
- complete strategic research initiatives, building on work started in the first three years of the present four-year programme;
- contribute to transversal developmental activities. Work will be completed on the implications of the knowledge-based society on working conditions, living conditions and industrial relations, and on the theme of mobility and migration within and into the European Union. The results from these developmental activities will contribute to the Foundation's current and future work in its strategic research and monitoring activities;
- provide a forum for debate in line with the Foundation's tripartite structure;
- strengthen transversal cooperation between all internal teams of the Foundation;
- actively participate in discussions aimed at achieving greater synergy between all networks, observatories and other monitoring tools of the Foundation, e.g. the working conditions survey, the living conditions survey, the database on living conditions, EMCC Monitor, the company survey, the company network, other databases, etc.;
- examine ways of incorporating the Commission's European Work Organisation Network (EWON) into the range of Foundation's monitoring tools and networks

The Foundation Forum will take place for the second time in 2004. Its aim is to examine and debate issues concerning living and working conditions in 2010.

The Foundation will fully integrate in its work ten new Member States following their accession on 1 May 2004, and will continue to include the three remaining candidate countries, mainly in its monitoring tools and in its debates (seminars, conferences, Foundation Forum). This will be based on the Foundation's long-standing cooperation with these countries, which has helped alert the Foundation's stakeholders to concerns and issues which are of relevance in those countries, and also in the 15 existing Member States.

The Foundation will further consolidate its information and communication strategy, making effective use of electronic media and of varied products. It will continue to build its capacity to respond to the information needs of policy makers and of other target groups of the Foundation. As appropriate, the Foundation will collaborate with the Irish and Dutch Presidencies to communicate its knowledge through seminars and conferences.

In implementing this programme, the Foundation will continue to liaise with and, where appropriate, cooperate with a wide circle of European and international bodies as well as with its own networks of experts which have been created to inform its various areas of work.

Living conditions

Overview

The main focus of attention in this area will be further analysis of the data gathered through the representative, interview-based survey on living conditions and quality of life in the EU and in acceding and candidate countries. These data were compiled in the second half of 2003, and first analyses will be made available in early 2004. From then onwards, the emphasis will be on a concerted information and dissemination campaign throughout the year 2004 and beyond.

Strategic research projects for 2001 to 2003 will be at their dissemination stage, while the project on a new organisation of time throughout working life will draw on existing Foundation data in the further analysis of its previous findings. This project will also draw on the results of the transversal and complementary project *Company survey on working time and work-life balance*.

Monitoring activities

First reports will be published, using the existing database on 'Quality of life in the EU', supplemented by an analysis based on Eurobarometer data in the acceding and candidate countries.

The data from the Foundation's first survey of living conditions and quality of life in the EU and in acceding and candidate countries will form the basis for reports on:

- main results in relation to key socio-demographic variables such as age, sex, social class, household composition and country;
- quality of life, time use and satisfaction with life in different domains;
- households and family, social networks and community life;
- living standards and resources, income and employment, subsistence economy, deprivation and exclusion;
- housing, local environment and public services, including the regional dimension.

The data from this Foundation survey on living conditions and quality of life in the EU will be linked to existing work undertaken by the Working Conditions team, by looking at the interrelationships between the quality of working conditions and the quality of living conditions.

In addition, in collaboration with all other sections of the Foundation, scenarios will be developed to achieve greater synergy between the living conditions survey, the database on Living Conditions, and all other Foundation monitoring tools (other surveys, networks, observatories, databases, etc.).

Strategic research

New organisation of time over working life (0224)

The major deliverables will be a research report and a summary containing the cumulative results from the different phases of the research.

Strategies to combat social exclusion and unemployment in disadvantaged regions (0270)

The results of the project from 2003 will be made available and discussed in a workshop.

Working conditions

Overview

The main emphasis will be on the preparation of the next European working conditions survey, building on the lessons learned from the first three surveys.

Research on the sectoral surveys on working conditions in road transport and hotels and restaurants will move into the dissemination phase in 2004.

The work on indicators, *For a better quality of working life*, which was launched in 2001, will be discussed in a workshop.

Based on additional case studies of good practice regarding the project *Preventing harassment and violence in the workplace* (0252), it is intended to formulate practical guidelines as a tool for relevant parties.

Monitoring activities

Observatory on Working Conditions

Over the last twelve years, the Foundation has developed tools to monitor developments in the area of quality of work and employment. This monitoring activity, mainly based on surveys carried out every five years throughout the European Union, has provided a basis in the Foundation for developing more in-depth research and given policy makers a better understanding of changes and challenges in the field.

It is considered desirable to make better use of the information produced or collected by the Foundation, as well as to improve visibility of the work carried out, and this can be achieved through the Observatory by:

- making its information more accessible;
- providing a regular flow of information;
- promoting debate and discussion on the issues monitored and researched.

The first results from the network of correspondents across the EU will be analysed in 2004.

The Working Conditions team, in collaboration with other sections of the Foundation, will develop scenarios to achieve greater synergy between the working conditions survey, the Observatory on Working Conditions, and all other Foundation monitoring tools (other surveys, networks, observatories, databases, etc.).

Indicators on quality of work and employment (0261)

The results of three years of work on developing qualitative and quantitative indicators on quality of working life (comparable at European level) will be discussed in a workshop.

Sector surveys on working conditions (0262)

A seminar will debate the issue of the quality of work and employment in the two sectors concerned, in particular in relation to the Lisbon Strategy priorities of job creation and employability.

Strategic research

Negotiating the conditions of flexibility (0227)

The main emphasis will be on disseminating research results of the work undertaken by the Foundation since 2001 and assessing the interest in and need for further work on this theme. This assessment will be taken into account in developing the next four-year work programme.

Review on the 'working poor' (0251)

The results of the review of existing literature (begun in 2002) on employed persons on low incomes will be analysed and debated. The outcome of this process will determine if the issue could be developed further in the next four-year programme.

Preventing violence and harassment in the workplace (0252)

It is proposed to produce additional structured case studies in this area, with a view to developing practical guidelines with concrete and operational advice for governmental actors, social partners and companies. These would be debated in a workshop aimed at fostering the exchange of good practices among practitioners on preventing violence and harassment in the workplace. This project will be undertaken in collaboration with the International Labour Organisation (ILO) and the World Health Organisation (WHO).

Industrial relations

Overview

The work programme for 2004 in this area will continue the development, improvement, and updating of industrial relations monitoring instruments. The European Industrial Relations Observatory (EIRO) will provide information on developments in industrial relations, while the cross-country comparisons will concentrate on topics of major importance at European level. Work on the industrial relations glossaries will continue, completing the strategic re-orientation of the glossaries and the electronic database EMIRE, which is based on the glossaries. Options for the possible development of the European Works Councils database will be drawn up as a basis for deciding its future.

In addition, in collaboration with all other sections of the Foundation, scenarios will be developed to achieve greater synergy between the various industrial relations monitoring tools and all other Foundation monitoring tools (other observatories, surveys, networks, databases, etc.).

Strategic research to be undertaken will see a continuation of research into the modernisation and quality of industrial relations through further country profiles on industrial relations in acceding and candidate countries, on the promotion of social dialogue in these countries, and new developments in financial participation.

Monitoring activities

EIRO: European Industrial Relations Observatory (0188)

The main deliverables of the EIRO network are articles, comparative studies, structured features, annual reports, etc. The *EIROonline* database is the main published product of EIRO. The deliverables planned for 2004, based on input from the EIRO national centers, are the following:

- monthly reports and articles;
- comparative studies;
- structured features;
- production of Annual Updates (i.e. on pay, time, gender, trade union membership);
- production and publication (jointly with the European Commission) of a 2003 status report on industrial relations in the EU;
- comparative report on industrial relations systems and key issues on the IR agenda in the EU, USA and Japan.

The comparative studies will explore issues related to employment, gender, restructuring, processes and outcomes of industrial relations. An indicative list would include lifelong learning and industrial relations; information and consultation; industrial relations at sectoral level; industrial relations in SMEs and gender mainstreaming in industrial relations.

The structured features could deal with issues such as teleworking, modernisation of work organisation, etc.

The lists of topics for proposed comparative studies and structured features will be finalised in consultation with the Industrial Relations Advisory Committee.

European Employment and Industrial Relations glossaries and database – EMIRE (0118)

The project aims at an incremental updating process for six country glossaries: three existing Member States and three acceding countries.

Strategic research

Promotion of social dialogue in the candidate countries (0200)

Research in 2003 produced country reports on conflict resolution mechanisms in the acceding countries at the request of these countries and with financial support from the Work–Life and EU Enlargement project, Sweden.

To discuss the results of these reports, it is foreseen in 2004 to coorganise two events:

- a workshop in Prague to take place in February 2004;
- a conference on fostering and supporting dialogue among the social partners to take place in April 2004 (venue to be decided).

The quality of industrial relations: developing country profiles for the acceding countries (0271)

The project has already produced a concept report on quality of industrial relations. Country profiles for existing EU Member States on quality in industrial relations will be available in March 2004. The proposed project would cover the acceding countries in order to produce comparable industrial relations profiles for these countries.

As a whole, these country profiles should facilitate comparative European-wide analysis of the quality of industrial relations.

Financial participation (0218)

It is intended to prepare ten country reports on the state of play of financial participation of employees in the countries which will become new Member States on 1 May 2004. The main focus of the study will be on two dominant forms of financial participation, i.e. profit sharing and equity sharing. The reports will outline the legal and institutional dimensions and will also include the views of the key organisations (governments, employers, trade unions) on these forms of employee participation. The Foundation will aim to provide information, where it exists, on the incidence of financial participation in the acceding countries.

On the basis of previous findings by the Foundation on this topic and the results of this proposed second phase, it is planned to coorganise a conference with the European Commission in 2004 on employee financial participation in the existing and new Member States.

European Monitoring Centre on Change

Through the four-year programme of the Foundation, EMCC contributes, along with other core areas of the Foundation, to the central Foundation objective of analysing and anticipating change to support socio-economic progress. EMCC does this in relation to industrial and company change, its core mission being to identify, assess and process relevant information on the driving forces of change in the European economy, resulting from globalisation, new technologies and changing consumer demand. EMCC thus aims to respond more effectively to the needs of the social actors at EU level.

EMCC will actively participate in discussions aimed at achieving greater synergy between all networks, observatories and other monitoring tools of the Foundation, e.g. the working conditions survey, the living conditions survey, the database on living conditions, various databases, its own EMCC monitor, the company survey, the company network, etc.

The content of the 2004 Programme of Work for EMCC will evolve around five interrelated areas of activity.

European Restructuring Monitor

The project aims to reach the following objectives:

- continuous monitoring of restructuring announcements in three national/financial newspapers in each of the 15 member states;
- complete coverage of all cases fulfilling the criteria set out by EMCC in the database;
- extension of the network of correspondents and database coverage to three acceding countries (Poland, Czech Republic, Slovakia);
- introduction of in-depth analysis of a limited number of cases as a new feature of ERM;
- development of the time-line feature of the database (follow-up of actual activities and comparison with announced measures).

Sectoral dimension

This project will focus on extending the studies at sectoral level and coverage of the new Member States with the following deliverables:

- Sector Futures (covering eight sectors – six from 2003 + two new ones);
- sectoral case studies/clusters and scenarios (two new sectors);
- sectoral data sources.

Developing the EMCC community

A feasibility study under the 2003 EMCC work programme has put forward proposals on how to strengthen ties between the EMCC and business schools. The proposed programme would:

- promote the EMCC via business and management schools;
- involve lecturers and experts from business and management schools in content provision and exchange events of EMCC;

- encourage the uptake of issues around the anticipation and management of change in the education and training of managers;
- encourage and prepare the use of material developed by EMCC (case studies, sectoral research results, scenarios) in the education and training of managers;
- build a network of contacts in business and management schools in the EU and the USA.

Exchange events

In 2004, EMCC will continue to build its capacity as a tool to support the exchange of experience and good practice among practitioners through the organisation of focused workshops based on the outcomes of studies undertaken for EMCC and on its company network

Developmental activities

EMCC will be able to provide information for and facilitate meetings and discussions with European social partner organisations. EMCC would only become active in this capacity on request.

Transversal themes

Several Foundation papers covering the transversal themes have been prepared to date. In order to draw together the key messages from validated and approved research and to improve access to the results for target audiences, more Foundation papers will be published, relating to:

- *Promoting better employment* (0242)
- *Extending equal opportunities for men and women* (0243)
- *Managing diversity* (0244)
- *Supporting social inclusion* (0245)
- *Examining the changing use of time* (0246)

Company survey on time (0272)

Recent developments such as working time reduction, the need for a better linkage between working and non-working time, increased working time flexibility, the necessity to consider other reference periods (weekly, yearly, or lifecycle), are leading to a greater focus on time issues as part of the quality of life.

In 2003, a company survey was launched in several Member States. This is a transversal activity involving representatives of each core team and EMCC. In 2004, companies in additional Member States will be included in the survey. The first technical and analytical reports will be available in the course of the year.

Labour supply in care services (0292)

The project will produce a report on employment in the care sector in the acceding countries with the aim of identifying more clearly the emerging issues. The reports will cover:

- current and projected labour supply problems in the care sector;
- measures in place to improve the quantity and quality of workers in the care sector;
- documentation of good practice in promoting the supply of care workers;
- scale and scope of worker mobility between domestic (home) and residential (nursing home) care; and between child and adult care; and between countries.

Information on existing Member States was compiled in 2003. The analysis of this report, together with these results and those from previous work carried out in the living conditions area (e.g. 'Household services', 'Employment in care of children and older people living at home') will be combined with results from the working conditions and from the industrial relations areas to allow for a truly transversal understanding of the issues, problems, and possible solutions for carers and cared-for persons alike, including their living and working environments.

Database on employment initiatives for an ageing workforce (0296)

Existing research from the living and working conditions areas has resulted in nearly 200 case studies of good practice, mainly in companies, but also community initiatives. These were compiled and analysed in the period 1995-8 and they provide a unique information resource. This project will examine how these initiatives have developed - or not - over the last decade. It will contribute to a better understanding of the changing situation of older workers (a group generally disadvantaged in employment) and to assessing their future prospects to improve their employment situation and extend their working life.

The project will not only follow up on these previous examples of good practice but will also include new examples of good practice to provide more comprehensive coverage of both sectors and of countries, including new Member States. It is also proposed to include initiatives from the 'Arbeit und Alter' project from Austria (which includes over 30 examples from different countries, policy documents, key references, etc.). A database of case studies will result from this work, which can be consulted by the main actors in this field.

The Foundation's seminar series: Sharing experiences on social issues (0293)

Following the exploratory study on tripartite learning sessions, the Foundation will develop and implement in 2004, on a pilot basis, two seminars of two-three days each, for around 40 participants comprising representatives of public authorities and social partners. The two seminars will build on the Foundation's experience with similar events during the 1990s. The aim of the seminars will be to develop and foster knowledge and partnerships on subjects relevant to the guidelines defined in Lisbon, with a particular view to the changed situation following enlargement. A report on the two seminars will be presented in September to the Bureau and debated in October by the Administrative Board.

External evaluation

In 2001, an external evaluation assessed the extent to which the Foundation had achieved its mandate and objectives during the 1997-2000 four-year programme. This led to an action plan aimed at remedying problems and improving effectiveness. As part of this initiative, the Foundation is strengthening its quality assurance, monitoring and evaluation at project level. These efforts will underpin the preparation of the next external evaluation (of the 2001-2004 programme), which is due to be commissioned in 2006.

Developmental activities

Working conditions, living conditions and industrial relations in the knowledge society (0235)

The results of this developmental activity will serve as input into a planned Irish Presidency conference, jointly prepared with the Commission (DG Research) and the Foundation.

Mobility and migration into the EU: social and employment impacts (0254)

A workshop will be organised to debate and explore the issues that have been identified in this project. Other information on migration (based on the Eurobarometer survey) will also be taken into account.

Information and communication

The communication theme of the year 2004 will be 'Quality of life in Europe'. Having a central theme will provide an opportunity to draw together research results from the various core areas. The theme will function as a communication umbrella for a number of selected central messages from Foundation research, relevant to the EU social agenda. A combination of communication channels will be used:

- a programme of print and electronic publications (0173) to ensure that the messages are in the public domain;
- meetings, hearings and presentations
 - to committees and ad hoc groups at EU level
 - on subjects of strategic relevance related to the social policy agenda;
- conferences (0286/0239), such as
 - the Foundation Forum
 - EU Presidency events in Ireland and the Netherlands;
- pro-active media and press relations (0257).

Communication activities

The *Foundation Forum* (0239) will take place for the second time in 2004. The Foundation Forum aims to generate a debate about forthcoming issues of importance to the Foundation's stakeholders.

During 2004, new techniques and formats for debate and conferences will be investigated (0286). The aim is to tailor these events more directly to the specific communication objectives agreed. The programme of visits to and by the Foundation (0288) will continue as an effective mean of direct communication. An increased number of visitors is expected during the period January to June 2004, when Ireland will host the Presidency of the EU.

In an effort to serve the needs of our target groups, the Brussels Liaison Office will continue to fulfil an important role. During 2004 the pilot project of national liaison centres will continue with the addition of one large country and the operations of all the centers will be assessed.

Content management and dissemination

The Foundation's web presence (0249) will be more explicitly positioned as an integrated gateway to the Foundation's knowledge base on living and working conditions, industrial relations and managing change. Easy access to original Foundation survey data and analysis on living and working conditions will further strengthen the profile of the Foundation as a centre of expertise.

Recommendations from the user survey and an expert assessment of *Eurofound*, the Foundation's corporate website, will form the basis of further improvements to the site, the objective being to increase the effectiveness of dissemination.

The Foundation has a long tradition of making its research findings available through publishing activities – both print and web. It can now offer a comprehensive range of product types, providing easy access to the results of the Foundation activities (0265). Furthermore, the multilingual publications programme (0173) will, in 2004, incorporate all the languages of the new Member States. The Foundation is committed to ensuring correct and consistent terminology in all its publications and communications media (0279)

The Information Centre (0169) provides access to external as well as internal information sources. Services such as web-based thematic bibliographies and EU-news reports – the latter in collaboration with the Brussels Liaison Office – are available to Foundation staff, visitors and Foundation target groups alike.