



European Foundation
for the Improvement
of Living and Working
Conditions

The tripartite EU Agency providing knowledge
to assist in the development of better social,
employment and work-related policies

Quality of life

Access to and quality of public services in the EU: A debate on improving quality of life

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Brussels, 8 March 2018

#qualityoflife

European Quality of Life Survey

Rounds	2003, 2007, 2011 , 2016
Target population	Resident population 18+ years living in private households. 28 EU Member States 5 candidate countries (AL, ME, MK, RS, TR)
Fieldwork period	September 2016 – February 2017
Sample size	Minimum N=1000 Increase in DE (n=1600), UK (n=1300), FR (n=1200), IT (n=2000), TR (n=2000)
Sampling methodology	Random probability sampling: 17 EU and TR (6 individual, 11 address registers) Random route enumeration: 11 EU and 4 CC
Sample stratification	By region and urbanisation level (except MT)
Interview type	Face-to-face, CAPI in all 33 countries; CATI recruitment in SE (and partially in AT) Average duration: 40 min



Key changes in quality of life 2011 - 2016

Quality of Life

- Less material hardship - more people can make ends meet, satisfaction with standard of living up
- Overall health has improved
- Optimism has risen
- Subjective well-being remains high
- Work-life balance deteriorated

Quality of Society

- Perception of being socially excluded has declined
- Perceived tensions between poor and rich, management and workers, and old and young reduced
- Perceived tensions between different religious and different ethnic groups increased
- Trust in people increased, particularly among those aged 18-24
- Engagement and participation in community organisations (activities) increased
- Trust in all the national institutions measured rose

Quality of Public Services

- Overall ratings for some public services - from healthcare to public transport - have increased
- Indications of improvements in healthcare or childcare in some countries where ratings were low
- Assessment of quality of long-term care is lowest for health and care services
- People in lower income groups see less improvement in quality of public services

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Persistent inequalities

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Emerging and increasing uncertainties

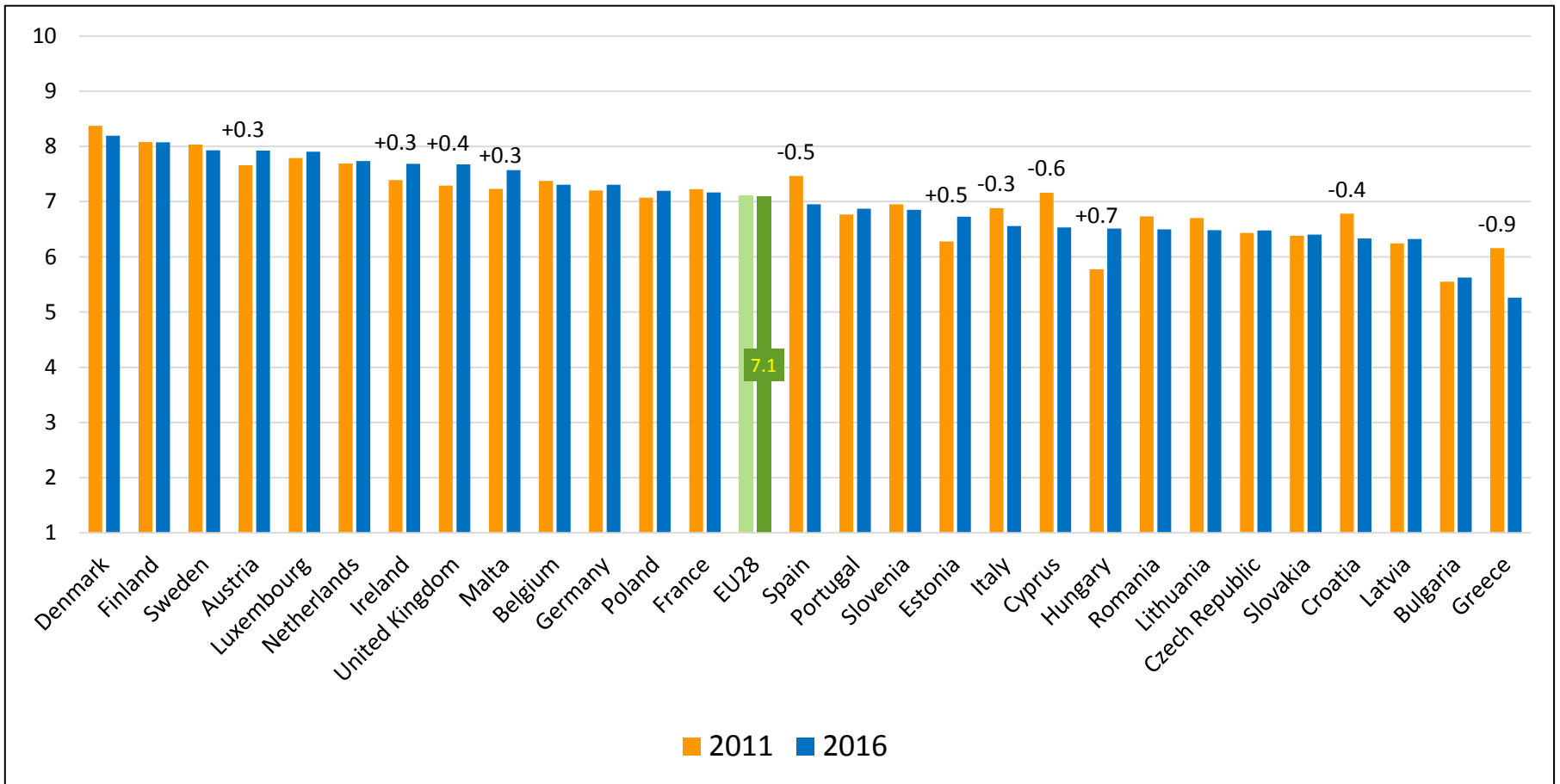
Quality of Public Services

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New challenges for future policies

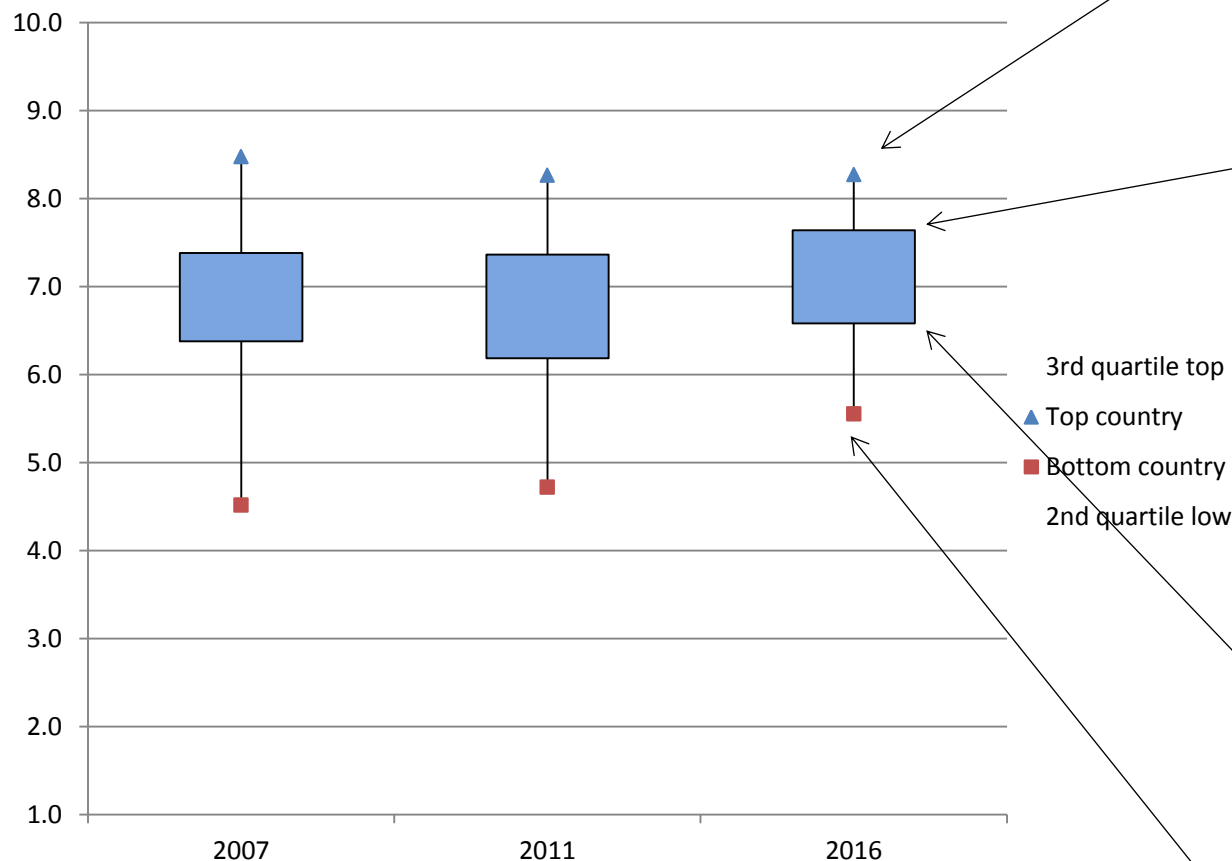
Selected key findings

Life satisfaction 2011-2016



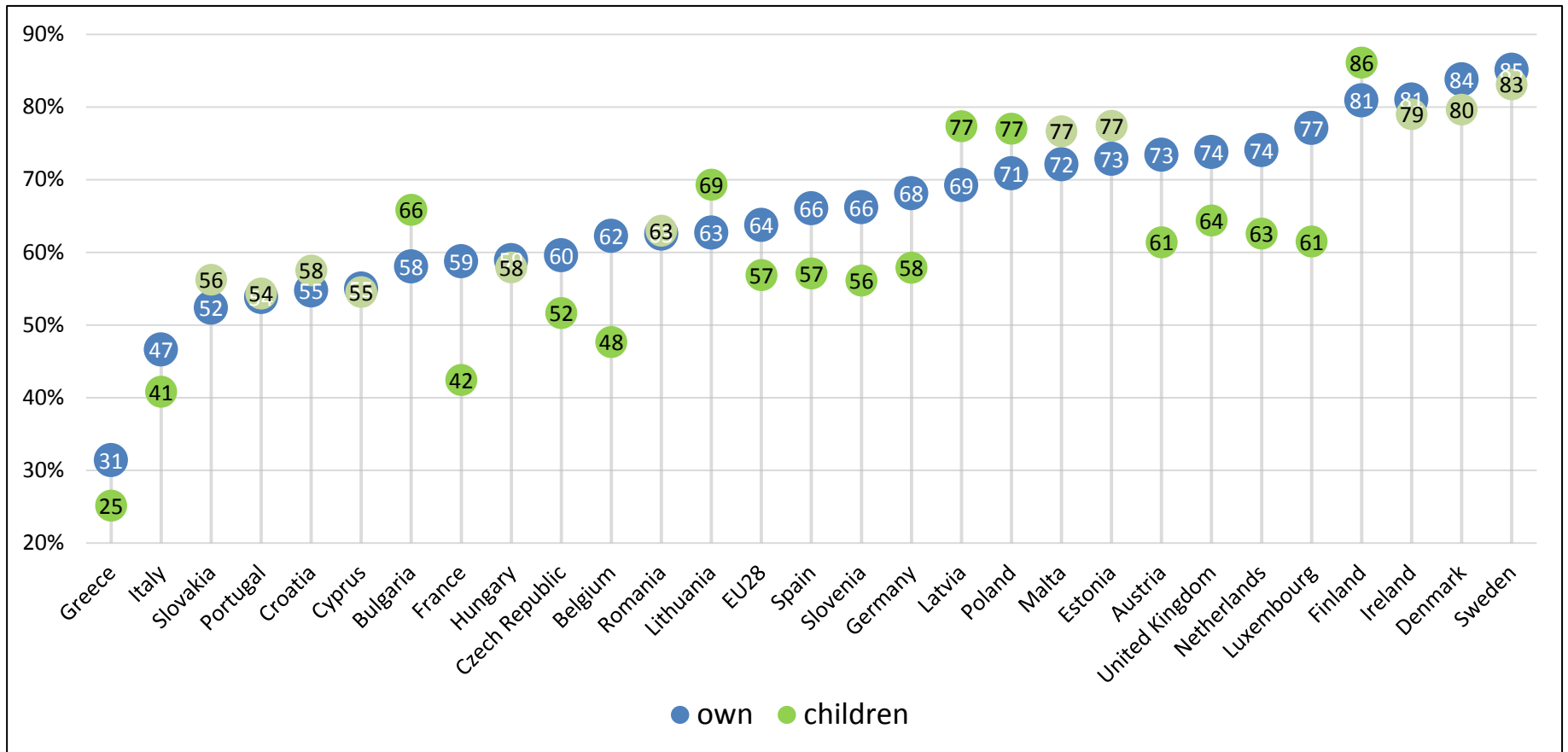
‘All things considered, how satisfied would you say you are with your life these days?’

Satisfaction with standard of living: Country differences/convergence



DK	8.3
SE	8.2
AT	8.1
LU	7.8
IE	7.8
UK	7.7
NL	7.7
FI	7.6
DE	7.4
MT	7.3
BE	7.1
FR	6.9
PT	6.8
ES	6.8
PL	6.7
SK	6.7
EE	6.7
RO	6.7
HU	6.6
IT	6.6
CY	6.6
CZ	6.6
SI	6.4
LT	6.4
LV	6.2
HR	6.0
BG	5.6
EL	5.5

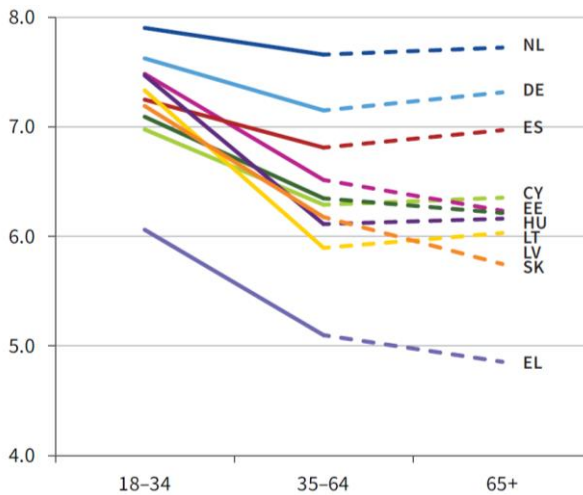
Optimism about own and children's future



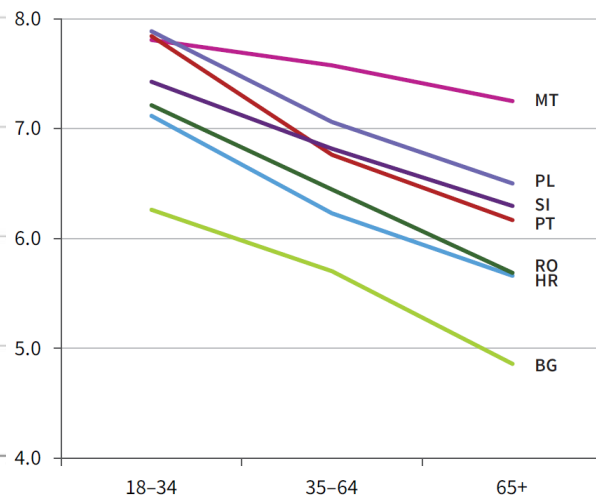
**‘To what extent do you agree or disagree with the following statements?
a. I am optimistic about my future;
b. I am optimistic about my children’s or grandchildren’s future’.**

Divergent patterns for life satisfaction

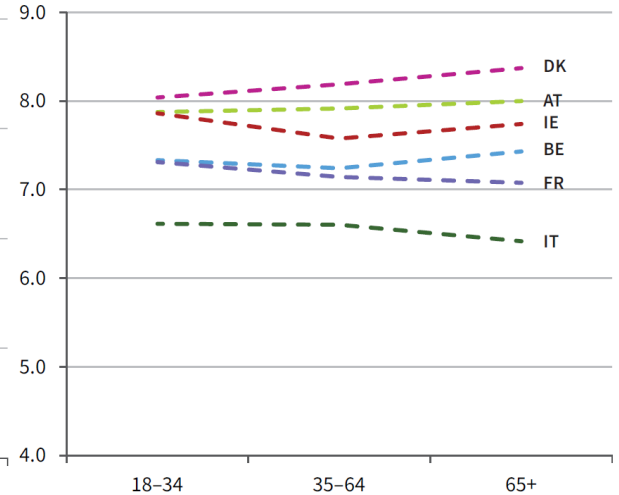
A: Life satisfaction decreases in middle age, then remains constant



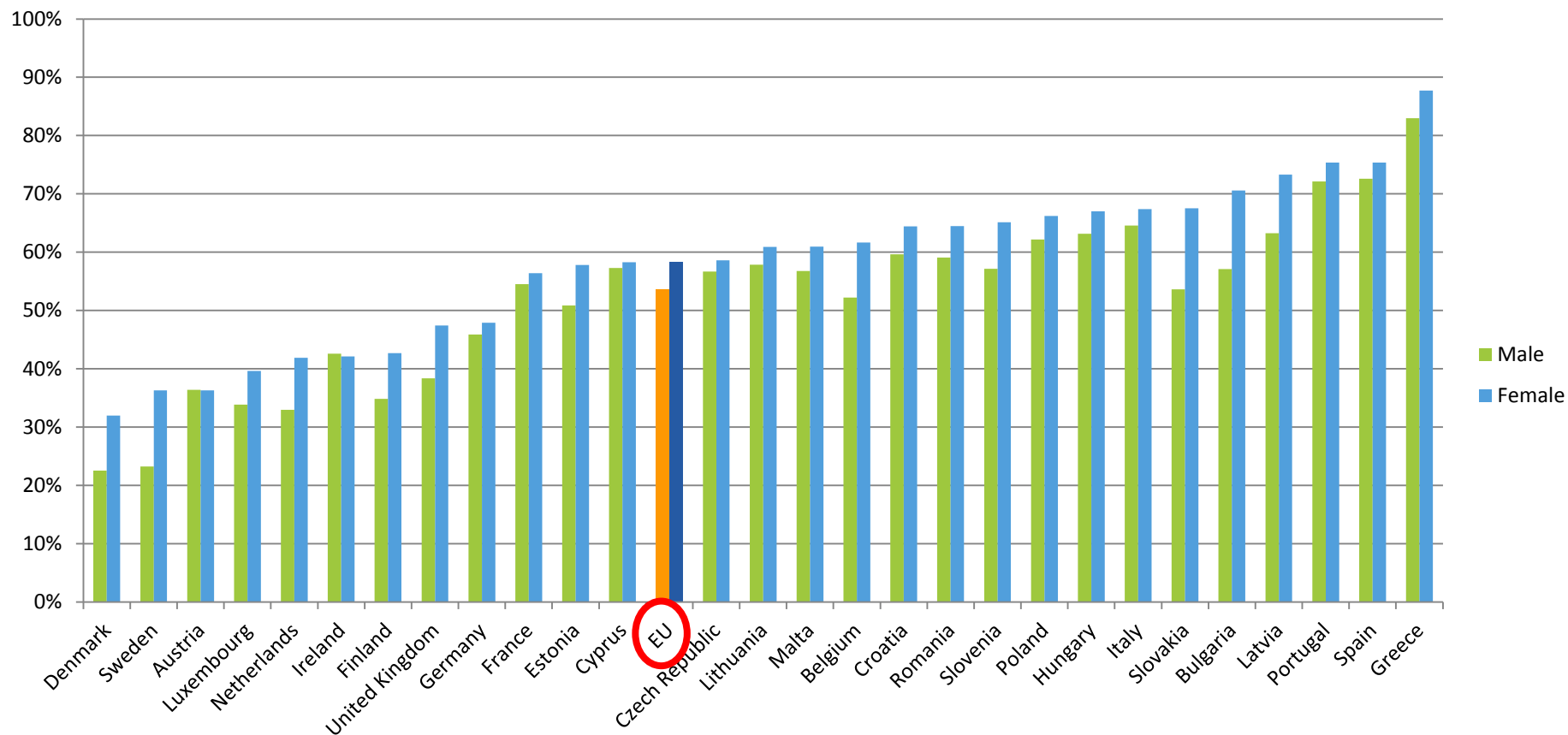
B: Life satisfaction decreases with age



C: Life satisfaction stays the same with age



Concern about income in old age



Gender disparities

Take-up of EQLS data

EIGE

Gender Equality Index

Country	Care (EQLS 2016 data)					
	People caring for and educating their children or grandchildren, elderly or people with disabilities, every day (% , 18+ population)			People doing cooking and/or housework, every day (% , 18+ population)		
	Women	Men	Total	Women	Men	Total
EU-28	37.5	24.7	31.3	78.7	33.7	57.0

DG JUST

Care responsibilities for elderly, disabled

Share of active population (50-64 years) caring for the elderly or disabled at least several days a week, by sex, EU28

			2011	2016
Male	50-64	At least several days a week	10%	11%
		Once or twice a week	6%	6%
		Less often	12%	13%
		Never	72%	70%
Female	50-64	At least several days a week	17%	21%
		Once or twice a week	6%	7%
		Less often	11%	11%
		Never	65%	61%

Eurostat

The life of women and men in Europe - a statistical portrait 2017



Daily cooking and housework, 2016

How are women and men involved?

(% of adults aged 18 and over cooking and/or doing housework every day)



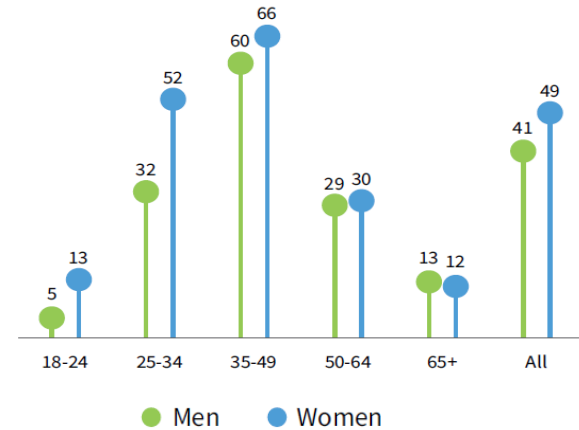
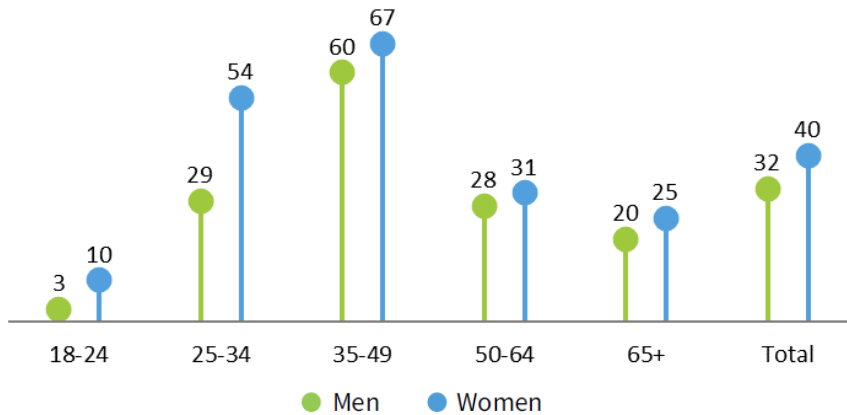
Source: European Quality of Life Survey 2011, 2016

Involvement in care by gender (at least once a week)

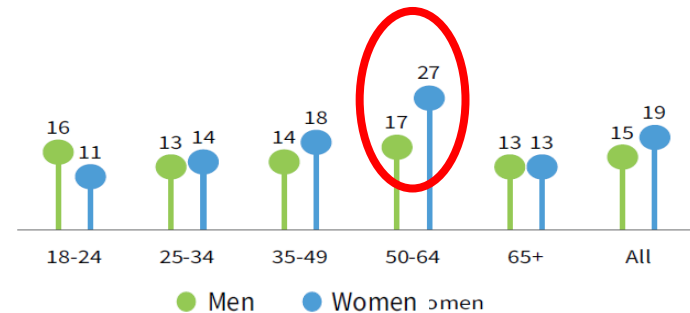
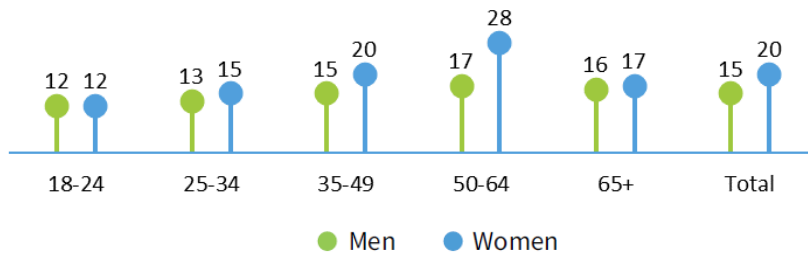
General population

People in employment

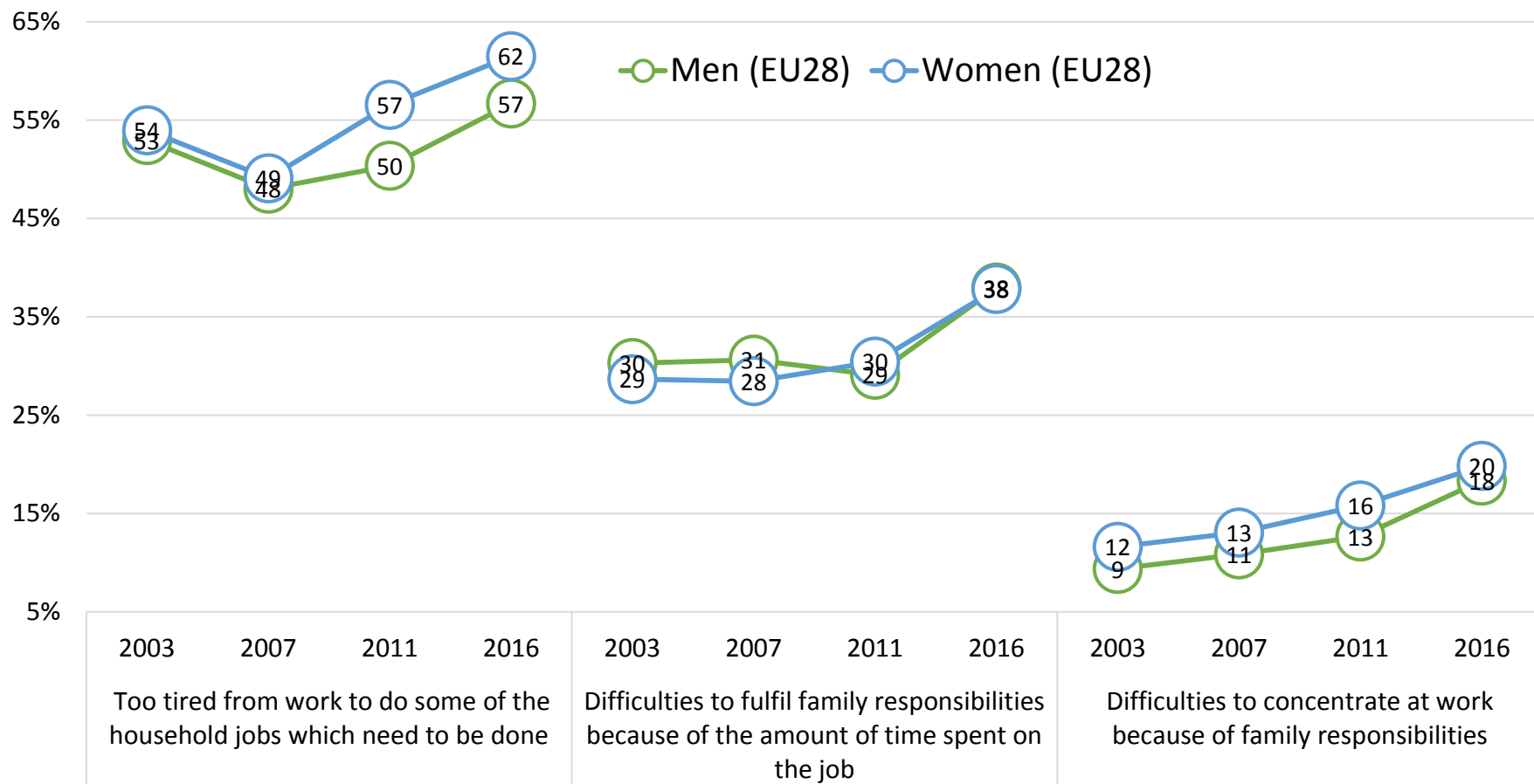
A: Carers of children or grandchildren



B: Carers of disabled or infirm persons



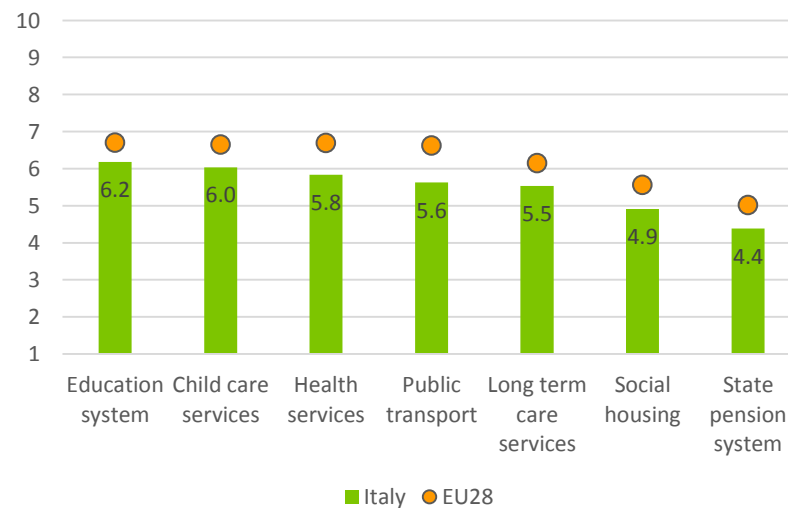
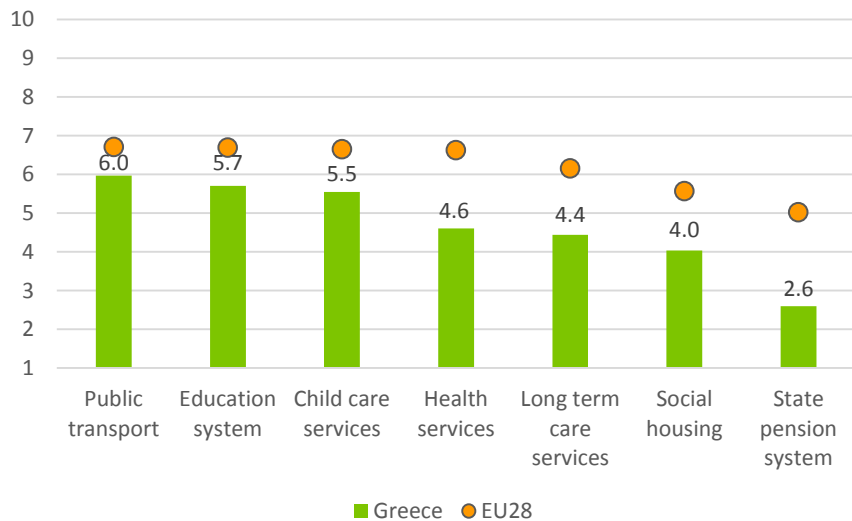
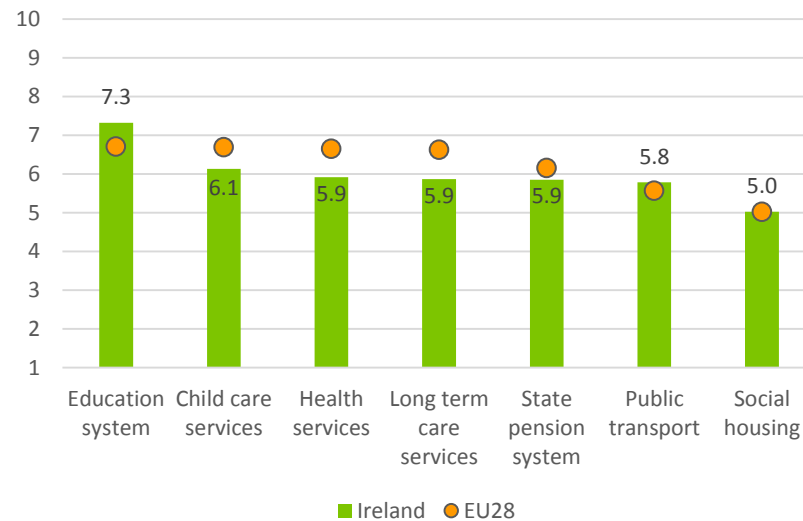
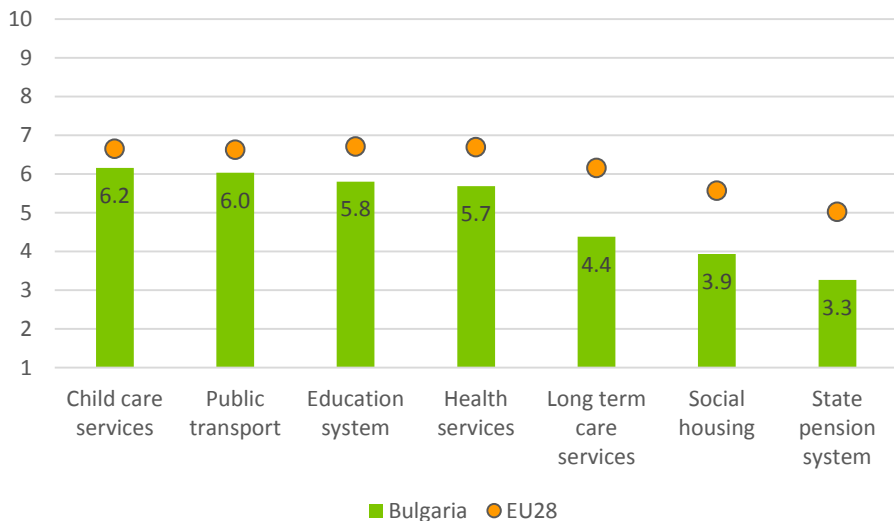
Problems with work-life balance by gender



‘How often has each of the following happened to you during the last 12 months?’
Every day, Several times a week, Several times a month, Several times a year, Less often/ rarely, Never.

Quality of public services

Quality ratings for seven public services

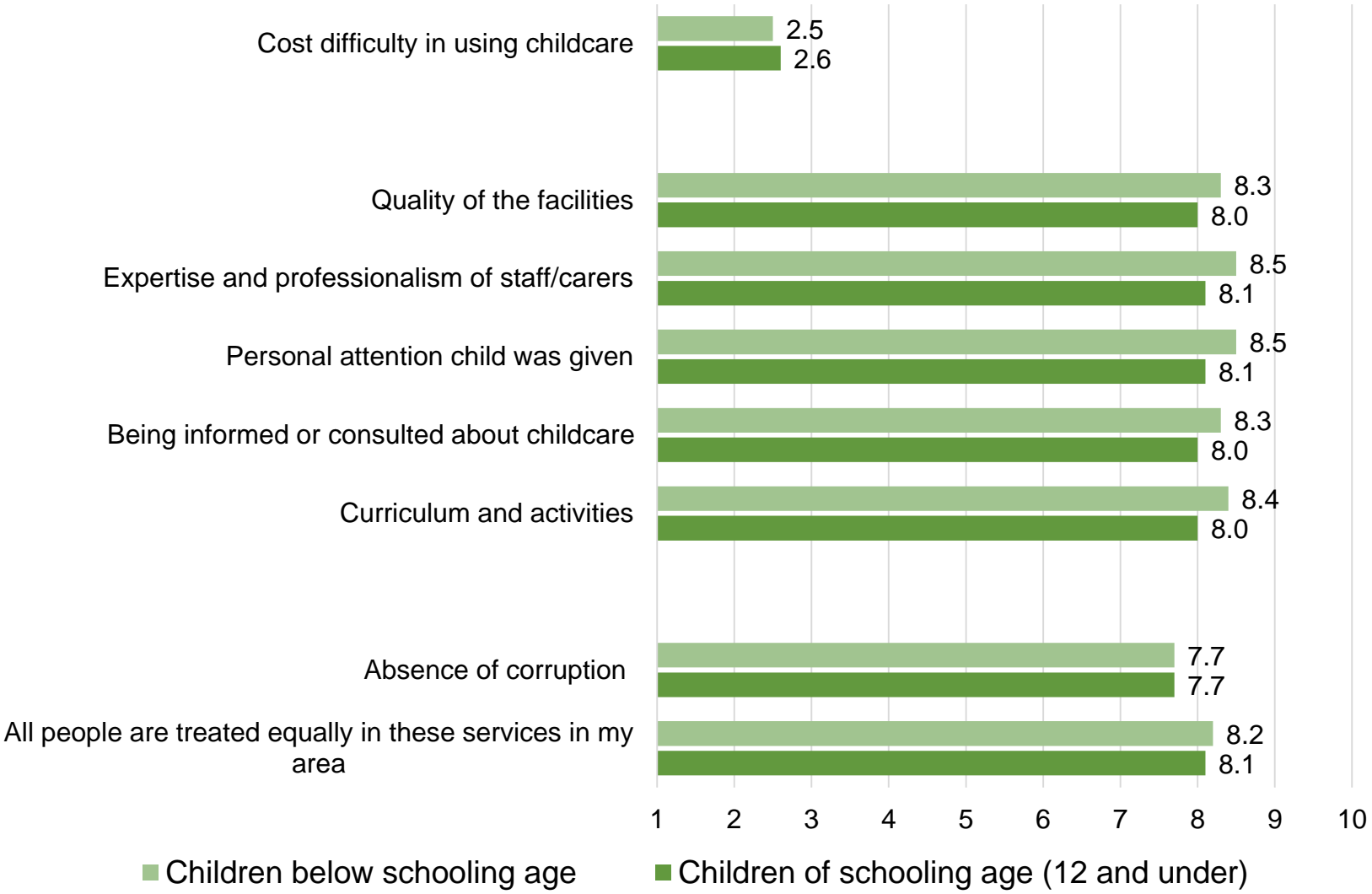


Satisfaction with health and care services

	GP	Hospital	Long-term care	Childcare	School
Quality of the facilities	7.9	7.8	7.4	8.1	7.7
Expertise and professionalism of staff	8.0	7.9	7.5	8.2	7.7
Personal attention given	7.9	7.6	7.4	8.2	7.6
Being informed or consulted about care	7.8	7.6	7.3	8.1	7.6
Equal treatment	7.6	7.3	7.1	7.7	7.6
Absence of corruption	7.1	6.8	6.8	7.2	7.3

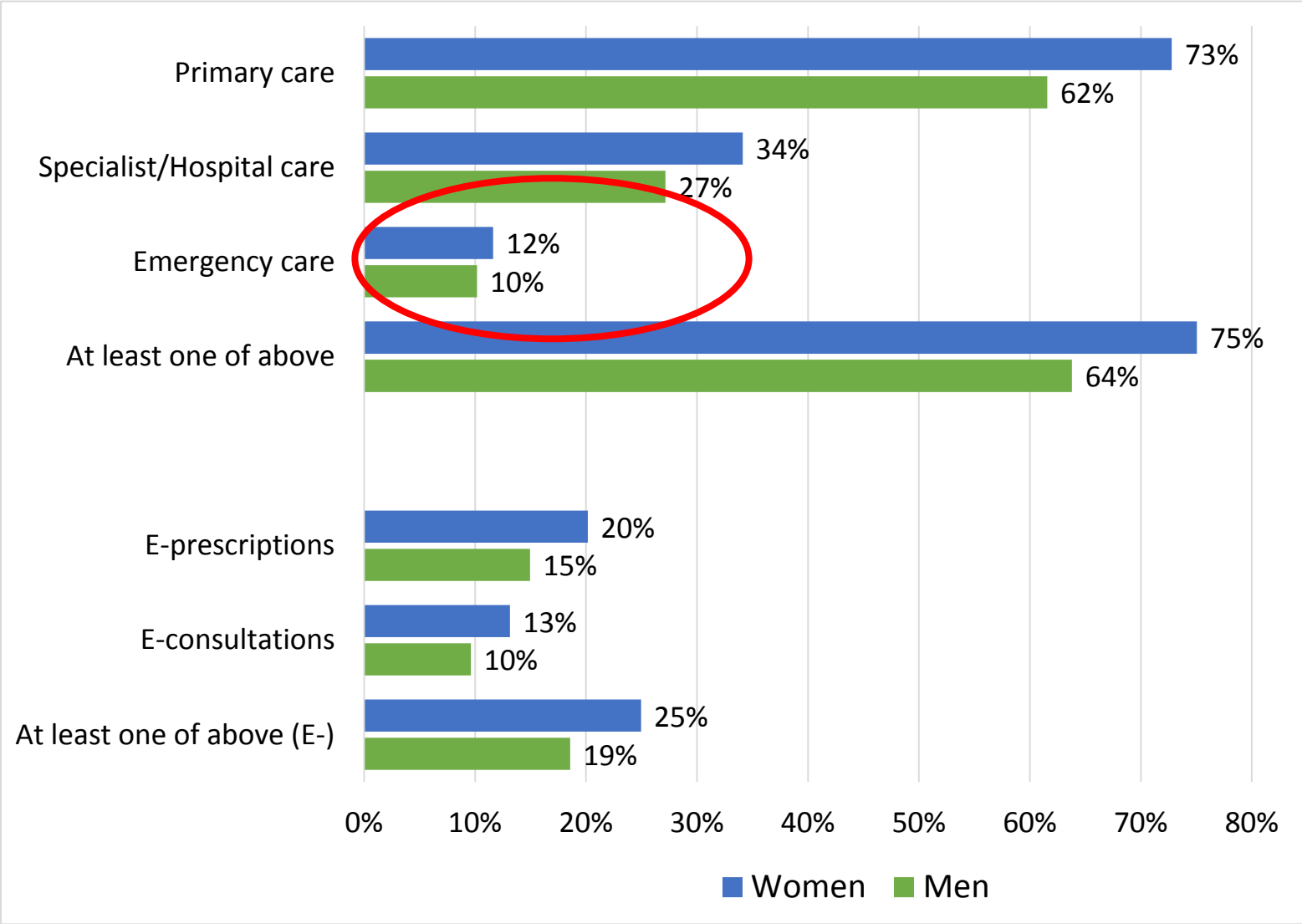
‘How satisfied or dissatisfied you were with each of the following aspects the last time that you used the service?’

Childcare: ratings by people using formal care



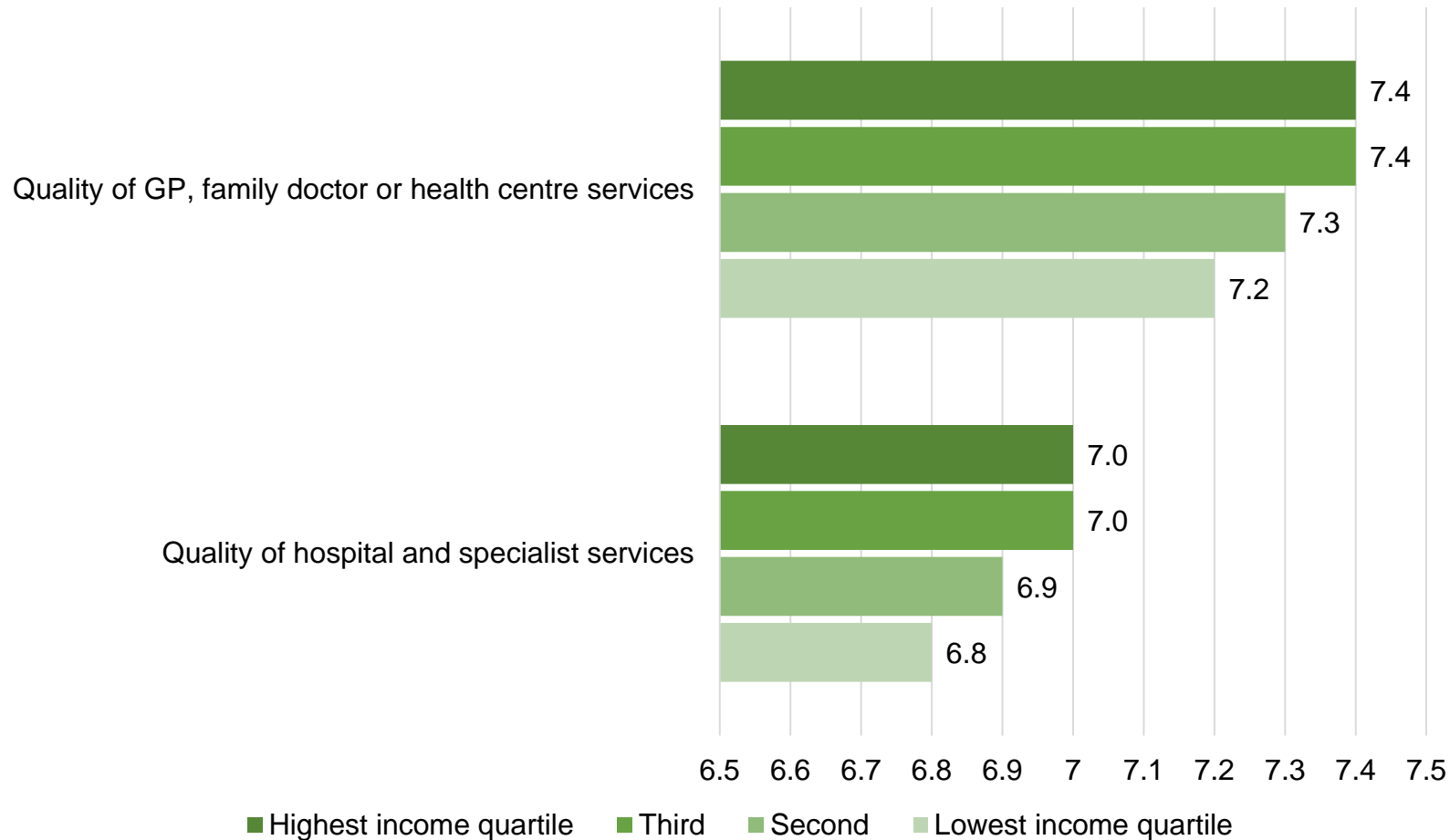
Source: European Quality of Life Survey 2016

Use of healthcare services (last 12 months)



Source: European Quality of Life Survey 2016

Quality of primary care and hospital services



Overall ratings: high, but hospitals mostly considered worse than primary care in the EU

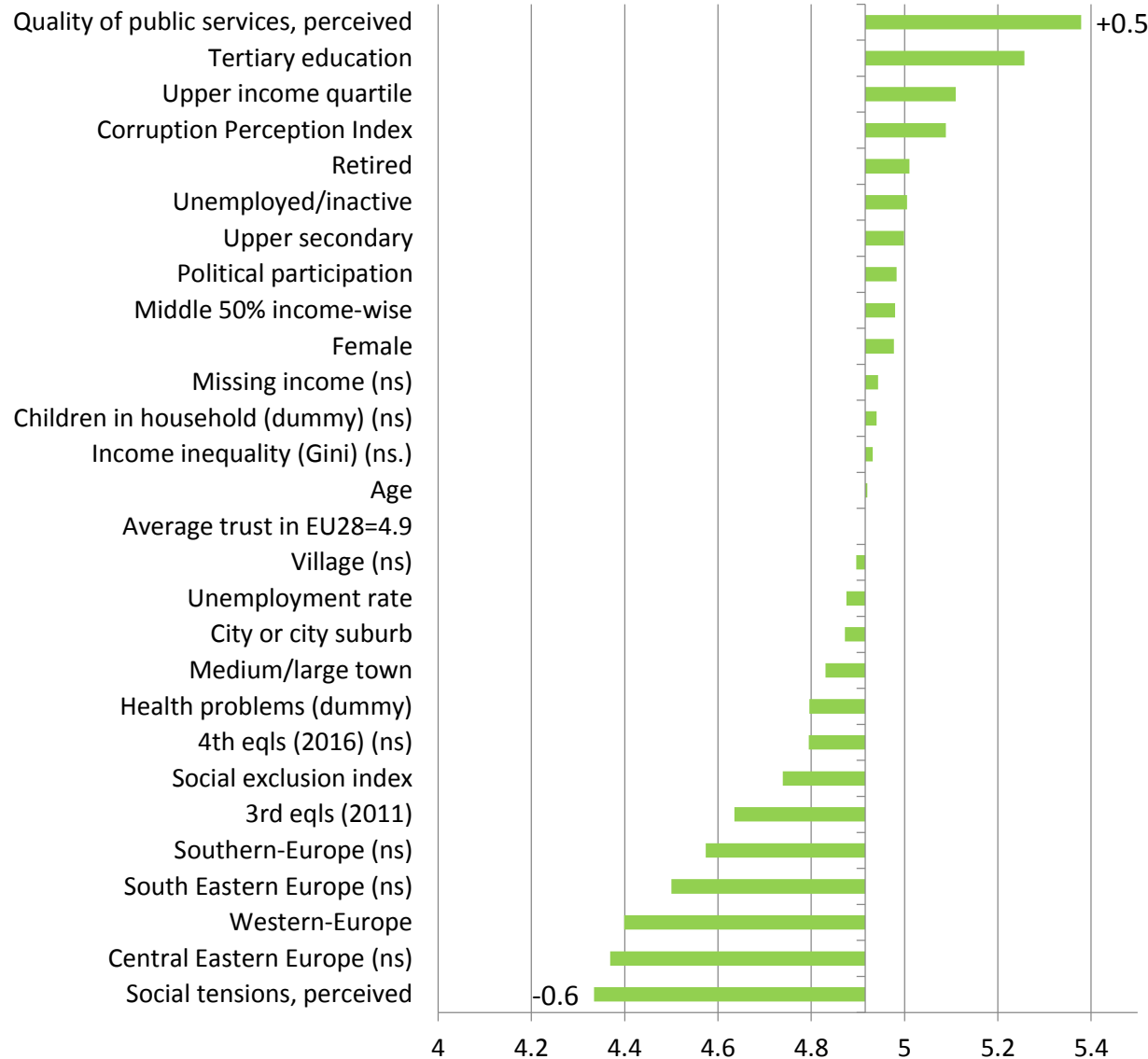
Quality of primary care and hospital services

- **Expertise and professionalism**
High ratings even in lowest scoring countries
- **Being informed and consulted about own care**
Biggest room for improvement
- **Fairness**
Problems greater in hospital than primary care
- **Low ratings by low-income groups**
 - cost as a barrier (affordability)
 - perceived corruption and unequal treatment

EQLS 2016 - beyond 'unmet need'

- Postponing
- Not going
- Experiencing difficulties
- Feeling not covered if healthcare expenses suddenly required

Factors affecting trust in national institutions



Regression on pooled sample of EQLS waves 2007, 2011, 2016: Grand-mean centering.

Trust in national institutions (average 4.9 for EU28)

- national parliament
- government
- legal system
- police, news (media)

Public services

- health care
- education
- public transport
- childcare
- state pension system

Forthcoming EQLS reports

Reports

- Quality of life: Societal change and trust in institutions
- Quality of life: Social cohesion and well-being
- Quality of life: Life and society in EU candidate countries
- Public services: Access to and quality of key public services in the EU

Policy Brief Series

- Quality of life: Living with disability and chronic illness
- Quality of life: Life in rural Europe
- Quality of life: Life in major European cities
- Quality of life: Social insecurity and resilience

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