

Measuring job satisfaction in Italian Labour force survey

LFS Workshop 2013, Dansk

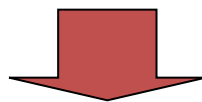
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Quality of employment and Well-being

In Italy we are working to measure **quality employment** within the conceptual framework of **well-being**



As recommended by the OECD and the **Stiglitz Commission**, this approach will give to countries a shared perspective on the evolution of primary economic, social and environmental dimensions

Work motivation



Quality employment



Well-being

Topics are
strictly related

Quality of employment and Well-being

In 2011 **ISTAT** (*Italian National Institute of Statistics*) and **CNEL** (*National Council of Economy and Labour*) set up a "*Steering Group on the Measurement of Progress in Italian Society*", including representatives from entrepreneurs, trade unions and civil society

The Group aims at developing a **multi-dimensional approach** to the measurement of "**equitable and sustainable well-being**" combining GDP with other measures, such as indicators of inequality and sustainability

In addition, **ISTAT** set up a **Scientific Committee** to carry out the **preparatory work** for the development of the **statistical indicators**, giving due relevance to **international recommendations**

Quality of employment and Well-being

The work done until now includes following actions:

- Developing **a shared definition of progress** in Italian society, by defining the most relevant economic, social and environmental dimensions (health, work, material well-being, pollution, etc.) ([December 2011](#))
- Performing an open **on-line public consultation** among experts, civil society and individual citizens in order to gather inputs on the dimensions of well-being that are most relevant for the [Italian society](#) ([January 2012](#))
- Selecting **a set of high-quality statistical indicators** that are representative of the different domains. The number of indicators should be small enough to facilitate its understanding by non-experts ([March 2012](#))
- To communicate the results of this process, informing citizens of [indicator values](#) in the most thorough way possible. The **first report and datawarehouse** are online ([March 2013](#))



The image shows a screenshot of the website header for 'BES' (Benessere Equo Sostenibile). The navigation bar is green and contains the text 'HOME' and 'IL PROGETTO BES'. Below the navigation bar, the 'bes' logo is displayed in large, colorful letters (green, orange, blue). To the right of the logo, the text 'benessere equo sostenibile' is written in a smaller font. A large URL, <http://www.misuredelbenessere.it/>, is prominently displayed in a white box with a green border. The background of the header features a stylized illustration of a person running in a green, hilly landscape. In the bottom right corner, there are logos for 'ISTAT' and 'CNR'.

Quality of employment and Well-being

It was defined a preliminary list of **12 dimensions**:

- 1) Environment
- 2) Health
- 3) Material well-being
- 4) Education and training
- 5) **Work and life balance**
- 6) Interpersonal relationship
- 7) Personal security
- 8) Subjective well-being
- 9) Landscape and cultural heritage
- 10) Research and innovation
- 11) Quality of services
- 12) Politics and institutions



A suitably paid job offering **reasonable security** and corresponding to the **skills** acquired through training and **educational choices** represents a **universal aspiration** and makes a major contribution to individual wellbeing. If the lack of a “good job” has a **negative effect** on wellbeing, work commitments that make it impossible to reconcile work, social and family life have a similarly negative impact.

Well-being: Work and life balance

To analyse this domain the Scientific Committee:

- analysed international literature about Decent Work and Quality of employment
- selected **5 dimensions** and **15 indicators**, between security of job, bargaining issues, temporary work, wages, skills, conciliation of work and family/personal life, safety of employment and job satisfaction.

Concerning **LFS** the **SC** noted that we have not information about two important indicators:

1. Job **satisfaction**
2. Perception of **insecurity** in employment

Therefore we decided **to implement our questionnaire** to provide information on this topics

We studied literature and different surveys:

✓ European Working condition survey
(European Foundation)

✓ Quality of work survey (ISFOL, Institute
for the development of vocational training)

✓ Plus survey (ISFOL, Institute for the
development of vocational training)

✓ Multipurpose survey (ISTAT)

✓ Family and social subjects (ISTAT)

Sample size (we need information
at regional level)

Only one question (not allow to
encompass the many aspect of
job satisfaction)

Every 5 years and few information
about employment

Each survey offers very interesting results but has **some disadvantage**

- On the whole we can highlight some **evidences**
- Only **one question not** allows to encompass the many aspect of job satisfaction
- **Response's modalities** (“very satisfied, satisfied, not very satisfied, not at all satisfied”; “very, enough, fairly, not at all”; “score from 0 to 10”; etc.) influence a lot the results
- Often questions are good to **employee** but not to self-employed
- There is a relation between “**objective**” and “**subjective**” of quality of work



- **Two way:**
 1. More questions in an **ad hoc module**
 2. Few questions in the survey in the **core questionnaire**

So we decided to put **13 new questions** in the current LFS questionnaire from first quarter 2013. Questions are put at the end of the section about the main job

Job satisfaction: new questions

Several studies have adopted a subjective measurement: **job satisfaction** as an indicator to measure the overall **quality of work**.

The reference to **various aspects** provides interesting information on which elements are most important when assessing job satisfaction.

Asking **for satisfaction with several aspect**, giving a **score from 0 to 10**, where 0 indicates “no satisfaction at all” and 10 “full satisfaction”

1. **current job**
2. **wage**
3. **social relationship**
4. **opportunities** of past and future **career** (*employees*)/ **business** and extend opportunities (*self-employed*)
5. **number of working hours**
6. **job security**
7. **type of job**
8. **distances and times of journey**
9. How much is **interesting the work** you are doing? (score from 0 to 10, where 0 means “not interesting” and 10 “total interesting”)

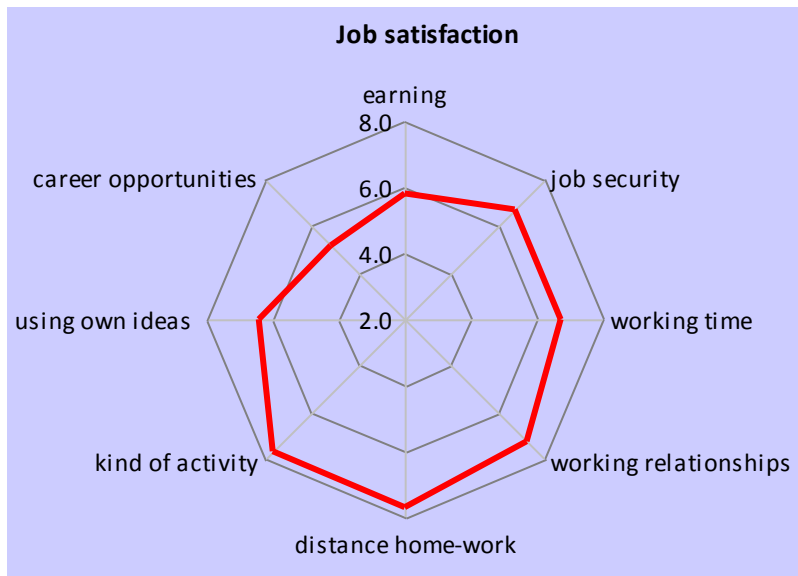
Perception of **insecurity** in employment

- Comparative research shows that the **feeling of job insecurity** perceived by workers cannot be **closely linked** to the legal instability of the job and rather seems to be linked to the **performance** of the labour market and, above all, to **providence** for those who lose their job
- C82 - Do you consider likely **to lose the current work/to cease the activity** in the next six months?
 - Yes / No / Don't know
- C83 - Do you consider **easy to find/to start a job** similar to the current job?
 - (Read only if necessary: job in Italy, similar by type of work, hours and earnings)
 - Yes / No / Don't know

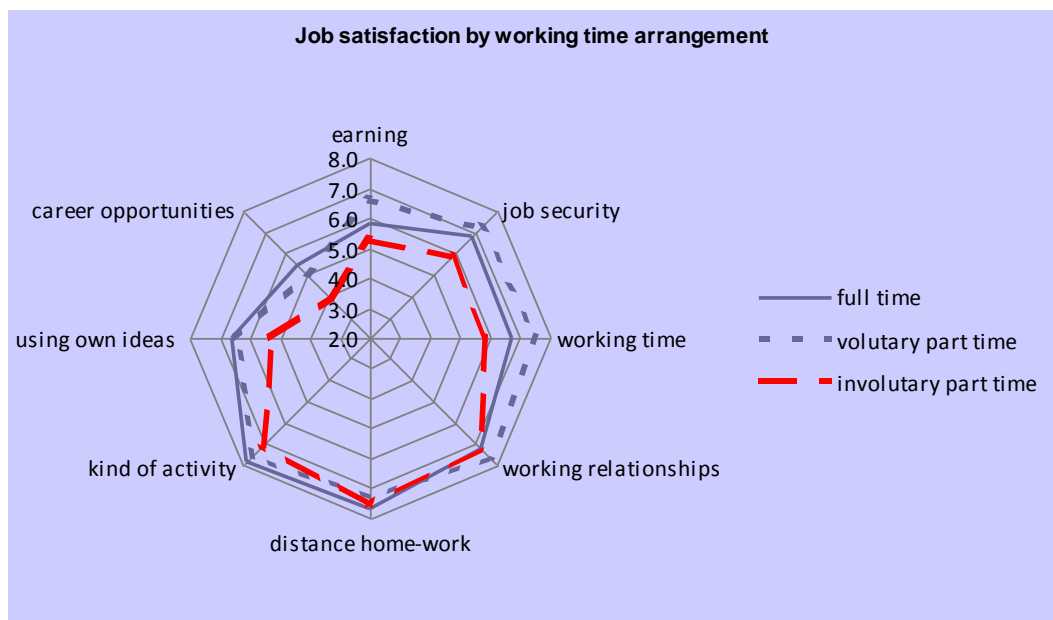
Pilot test: first results

- Pilot interviews were conducted in November 2012, asking to some households to answer for the **fifth time** to LFS questionnaire, to test new questions in complete LFS process
- 2,500 interviews were conducted, **1,000** of which with **employed people** who answered to new questions
- In the original version the question C81 was about the satisfaction for the **possibility of using their own ideas** at work, but to facilitate the data comparison with other statistical sources, after the pilot test the question was replaced with the new C81A (“How much is **interesting the work you are doing?**”). Furthermore an item on satisfaction on **job stability** is inserted.

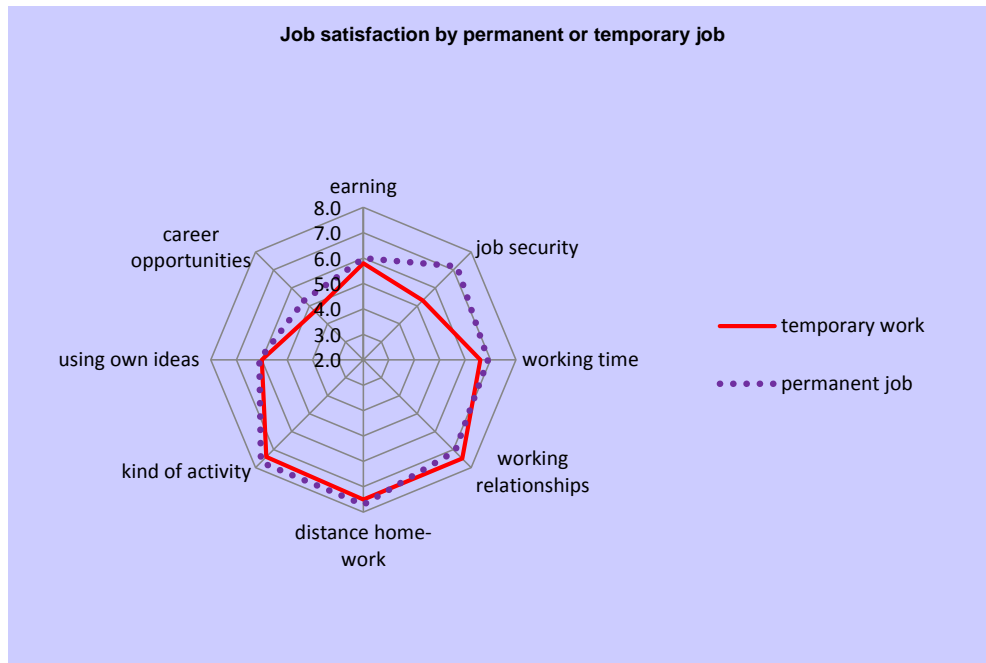
- Data shows a quite **good level of satisfaction**
- The overall satisfaction declared by respondents is on average equal to a score of **7.1**
- Highest satisfaction is recorded for the **kind of activity, distance** of the workplace from home and **relations established in the workplace**
- The lowest score is related to the **career** and the **earning**



- **Full-time** employees are more satisfied than those who work **part time**.
- There is a **difference** between those who choose the part-time regime to solve personal needs, and those **forced to accept** a part time arrangement not finding a full-time job.
- Involuntary part timers, in fact, express a **lower satisfaction** for the earning, stability and career opportunity.
- Who **voluntarily chooses** a part-time work is **more satisfied** with **working time** and also **earning**.



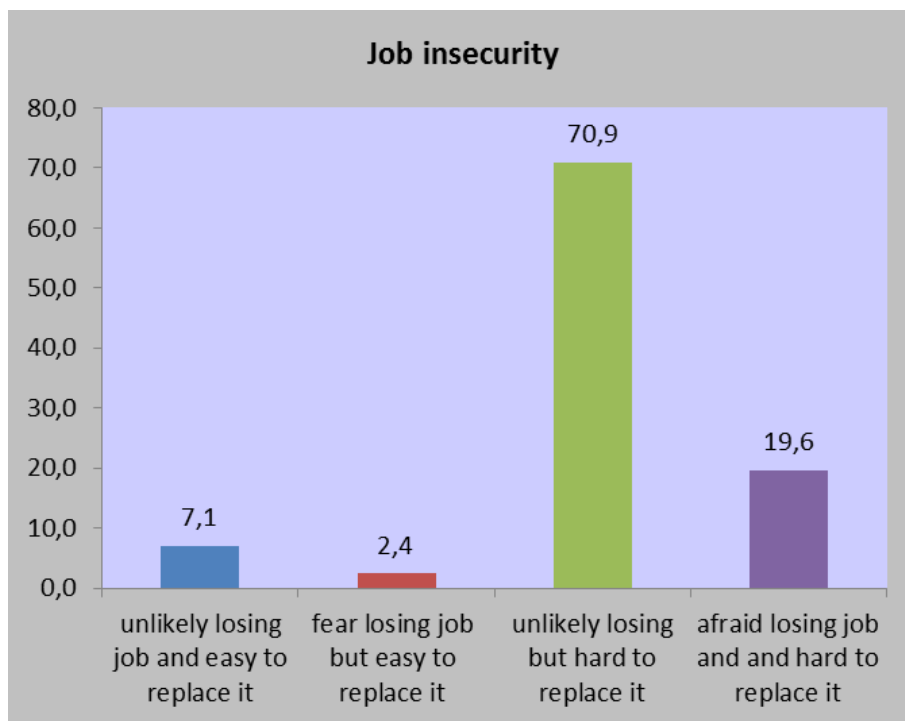
- Employees are the **most satisfied**, especially those having a **permanent job**.
- They are of course more satisfied with the **stability of their work**, but also with earnings, working time, kind of activity and ability to use their own ideas
- Fixed-term employees are slightly more satisfied with **working relationship**



Self-employed are more satisfied with :

- the **kind of activity** done
- the possibility to use own ideas at work
- distance home-work

- **22.1%** of respondents expressed some fear concerning the possibility to lose their job in the six months following the interview
- More than **90%** believe difficult in a short time to find a job with the same characteristics
- If we combine answers of the two questions we obtain **4 type** of respondents



People who are afraid to lose their jobs and think that it would not be easily replace suffer by a **greater insecurity**

The most **favourable** position (unlikely to lose and easy to find another job) is shared by people working with flexible arrangement, especially volunteer part timers

Conclusions

Official data will be available by the **year 2013**, after their validation

When data on this issues will be available it would be **challenging** to have information on the whole sample to cross-tabulate with employment and socio-demographic variables.

It will be possible **to analyse in depth** which aspects influence **job satisfaction** and to understand in **which conditions** the feeling of insecurity is more frequent.

Thank you for your attention!

New questions

- **C73.** How satisfied are you with your **current job**? Give a score from 0 to 10 where 0 indicates “no satisfaction at all” and 10 “full satisfaction”
- **C74.** How satisfied are you with your **wage**?
- **C75.** At work how satisfied are you with the **climate and social relations** (colleagues, clients, superiors, users, employees, etc.)?
- **C76. α .** In the current job how satisfied are you with the **opportunities** of past and future **career**? (employees)
- **C76. β .** How satisfied are you with your **job career** and **business**? Consider past and future opportunities (*employer-coordinated freelance work contract or an occasional work contract*)
- **C76. γ .** How satisfied are you with **your business** and extend opportunities? (Other self-employed)
- **C77.** How satisfied are you with **number of working hours**?
- **C78.** How satisfied are you with your **job security**?
- **C79.** How satisfied are you with your **type of job**?
- **C80.** How satisfied are you with **distances and times of journey**?
- **C81A.** How much is **interesting the work** you are doing? Give a score from 0 to 10, where 0 means “not interesting” and 10 “total interesting”?
- **C82.** Do you consider likely **to lose** the current work/to cease the activity in the next six months? (*Yes/No/DK*)
- **C83.** Do you consider **easy to find/to start a job similar** to the current job? (*Yes/No/DK*)