

Final Report: Quality of life in a changing Europe

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Universiteit Utrecht



Quality is a Specific Targeted Research or Innovations Project funded within the European Commission's Sixth Framework Programme (contract no 028945), Priority 7, Citizens and Governance in a Knowledge-based Society (March 2006 to May 2009).

Quality

is an innovative, quantitative and qualitative research project that aims to examine how, in an era of major change, European citizens living in different national welfare state regimes evaluate the quality of their lives. The project will analyse international comparative data on the social well-being of citizens and collect new data on social quality in European workplaces in eight strategically selected partner countries: UK, Finland, Sweden, Germany, the Netherlands, Portugal, Hungary and a candidate country for EU enlargement, Bulgaria.

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1. Executive summary

QUALITY is an innovative quantitative and qualitative research project that has examined how, in an era of major change, European citizens and workers living in different national welfare state regimes and subject to different public and organisational trends and policies evaluate the quality of their lives. The project analyses international-comparative data on the social well-being of citizens and collects new data on social quality in European workplaces in the selected partner countries: UK, Finland, Sweden, Germany, the Netherlands, Portugal, Hungary and Bulgaria.

Overall aims of this project

1. to give insight, from an internationally-comparative perspective, in the quality of life and work of European citizens, the way the quality of life and work are interrelated, and the impact public and organisational policies have on the well-being of European citizens;
2. to increase our knowledge how and under what conditions European workplaces could be transformed into healthy organisations, where work is organised in a socially as well as economically sustainable manner;
3. to explore future trends by consulting national high-level groups (policy-makers, politicians, researchers, managers) and by sketching/constructing scenarios with respect to trends concerning the quality of life and work of European citizens;
4. to analyse whether, to what extent and how gender matters in the relationship between well-being and public and organisational policies.

Structure of the project

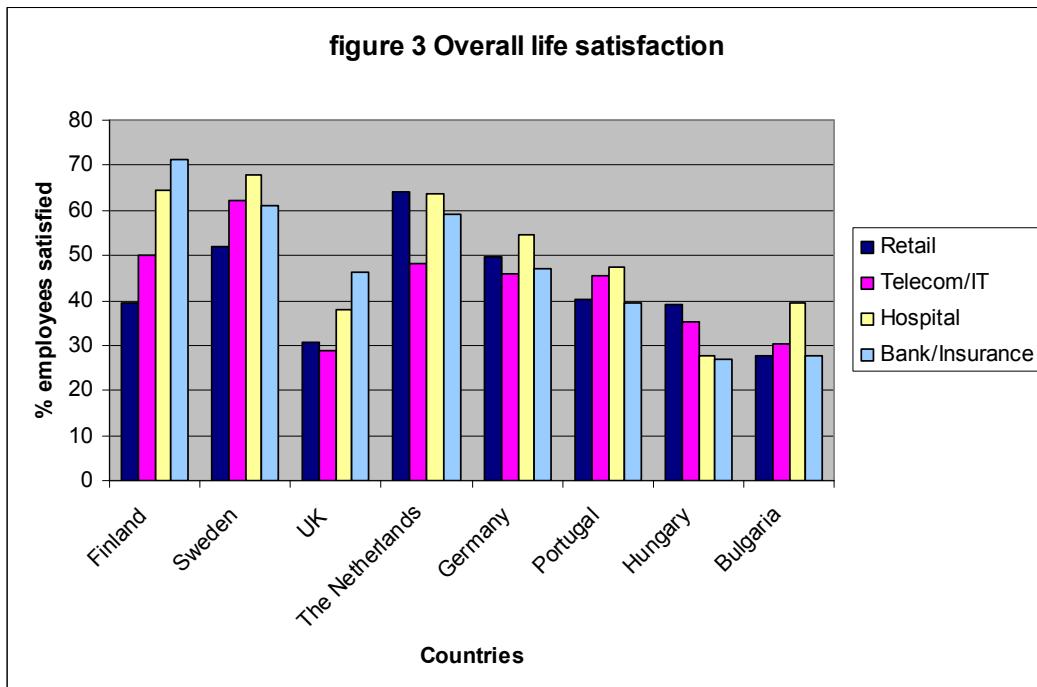
Several ways of collecting information, in a quantitative as well as qualitative way are performed to receive an adequate answer to our research questions and to meet our aims. We have elaborated theoretically, methodologically and empirically the concept of quality of life and analyse quality of life for citizens (men and women) in eight partner countries, these are based on existing internationally-comparative datasets. To get insight in the quality of life of citizens in the partner countries within the context of their working situation, we have set up a new quantitative survey in all participating countries involving employees in four firms per country. We have analysed the institutional context of each participating country, based on national expert meetings and relevant policy documents, by mapping out which current socio-economic trends are expected to have an impact on the quality of work of men and women and on their work-life balance. To gain insight in what healthy and socially sustainable organisations are, we have examined the perspectives of managers and other employees in one organisation in each country, and explore the links between perceptions of healthy organisations and employee well being and quality of life. We have developed an instrument on the social quality of European workplaces by selecting the relevant items for social quality based on the overall analyses of existing data on quality of life and based on our national survey results. To gain insight in relevant future trends and their expected implications for the quality of life of male and female citizens in the eight partner countries, we have developed scenario analyses which were discussed in high-level expert groups in each of the participating countries; and finally we have studied the role of gender in relation to quality of life and work and the impact public and organisational policies have on this relationship, by specifying the perspective of gender in each of the parts of the QUALITY project.

Major conclusions

Quality of life: the importance of resources at the workplace and the family level

This study shows that employees in Sweden, Finland and the Netherlands tend to be the most satisfied with their life in general while lower rates of overall life satisfaction are found in Hungary, Bulgaria and

the UK. Germany and Portugal are taking a middle position. With respect to the four sectors no clear pattern is found.



We conclude that resources enhance overall life satisfaction while work and household demands negatively impact overall life satisfaction. Long working hours, work pressure and job insecurity negatively influence overall life satisfaction as well as having care responsibilities for relatives outside the household. In contrast to our expectations, we did not find a positive impact of flexible work arrangements and training opportunities. The former finding might be due to the double edged nature of flexible work arrangements. Resources and demands directly affect overall life satisfaction but our findings also indicate that the impact of resources and demands at work and at home are mediated by cross-domain transfers of experiences between the work and home or family domain. Country differences indicate that in a country with more profound social policies and regulations regarding quality of work and life as is the case in Finland, workers appear to be more satisfied.

Growing similarities between countries but persistent inequalities as well

Our study shows the importance of the institutional context for quality of life. The greater security of employment, the greater gender equality in both paid and unpaid work, the more extensive state support for family care, as is typical for the social-democratic welfare states serve to provide a better institutional context for the quality of life than high material well being but lower protection and lower equality in the corporatist and the liberal regimes. The countries in the sub-protective and post-socialist regimes tend to combine low living standards with low flexibility of work and low or declining state support. The strong support from the extended family acts to cushion the institutional deficiencies of state and businesses to provide a decent quality of life for their citizens.

Welfare regime	Countries	Employment	Unpaid caring work	Rank in material wellbeing	rank in quality of life
Social-democratic	Sweden	high state support for equal full-time	extensive state support for the	3	1

		participation of both partners	involvement of both partners		
	Finland	high social support for equal full-time participation of both partners	variety of public and private support for childcare	4	2
Corporatist	Netherlands	'flexicurity' (support for both full-time and part-time jobs) with women in part-time work	medium public support, high role of the family	1	3
	Germany	high social support for full-time jobs, encouragement for flexibility	medium public support, high role of the family	5	4
Liberal	UK	medium support for full time jobs, high employers' led flexibility	low public support for unpaid work, medium support from the employer	2	5
Sub-protective	Portugal	low state support, low work flexibility	low state support, low employer support, high family support	6	6
Post-socialist	Hungary	medium state support, low employer support, low flexibility	medium state support, low employer support, high family support	7	7
	Bulgaria	medium state support, low employer support, low flexibility	medium state support, low employer support, high family support	8	8

In general similarities between countries have increased. There is a significant improvement of the employment rate of older workers although reaching the Lisbon target is still a challenge. Flexible working arrangements and better health services allow people to stay active on the labour market longer and leave later in their life course. In low-income countries older people bear the burden of searching for additional paid work and/or informal provision of childcare for their grandchildren. Young people continue to be at a disadvantage in the labour market due to structural reasons among which early school leaving and lack of integrated transitions policies play a major role. Employment insecurity results in the delay of family formation and the transition to parenthood. There is a growing diversification of the legal conditions of employment contracts, their duration and the amount and schedules of working hours. Flexible work brings more opportunities for achieving a work/life balance but may also be a trap of insecure jobs without career prospects. In the current situation of diversified labour markets, not only the quantity but also the quality of employment has to become a central issue for the European welfare states.

In a similar way, European societies experience a rise in the multiplicity of family forms and relationships between genders and generations. In the diversified family situations of people the quality of family life is strongly related to the quality of the family policies and their flexibility. Diversified experiences are becoming also the biographical trajectories of individuals and this raises the need of destandardisation and flexibilisation of social support. Transitions become more complex and reversible and the social security systems have to manage various transitions successfully – from school to work, between jobs, between work and training, between career breaks and care periods, between working life and retirement.

The importance of a healthy organisation

Our research contributes to an emerging picture of the characteristics of healthy organisations from employees' perspectives in eight different national and workplace contexts. Quality of working life in healthy organisations is enhanced by indications that the workforce is valued, by meaningful and secure work that offers opportunities for self growth, development and use of skills, good collegial interpersonal relationships and communication, and an overall sense of fairness and equity. In healthy workplaces work is engaging but also leaves time and energy for a life beyond work. All this enables workers to contribute to vibrant and effective organisations, whether this is in terms of good patient service in the health sector, or market competitiveness in the private sector. These outcomes can also be sources of satisfaction, commitment and engagement. There are some differences between the health care and private sector organisations. While adequate pay is an essential hygiene factor for all, in the private sector organisations level of pay is emphasised more and in one case at least, it is considered important that pay is perceived as fair in relation to the profits to which staff effort has contributed.

Remaining gender inequality

The growth of women's employment and the dual earner family model is an all-European trend. In the Quality team countries women have a higher educational attainment level than 15 years ago and this is a strong prerequisite of their better quality of work. While women gain in career opportunities they experience more time pressures and the need to find the right balance between work and family life. At the same time there is an enduring gender asymmetry in family care involvement, even in the more egalitarian Nordic countries. The report of the European Observatory on the Social Situation summarises the state with caring in Europe in the following way: low levels of formal care for all dependents are prevalent across the EU, informal care is the predominant form of care, better care is available for children, particularly for those aged 3-6 years and not for those aged 1-2; less developed are services for older persons, there are negative financial and emotional strains on carers.

All the studied workplaces were highly gendered. In many cases the dominant organisational discourse is that men and women are treated equally and fairly. This assumes that everyday practices are gender neutral. Yet vertical and horizontal segregation is common. This is often justified on the grounds of gender stereotypes and also reflects gendered patterns beyond the workplace such that women often continue to take the major responsibility for domestic and care work. Some examples of direct discrimination and harassment are also reported. Yet assumptions about gender are rarely made explicit and discussed or challenged. There is growing evidence that working practices based on gendered assumptions undermine not only gender equity but also workplace effectiveness.

The advantages of multi-actor and multi-method data

In this study we have chosen to collect many different data sources to provide a full and encompassing insight in quality of work and life, and in the way healthy organizations can function in an a socially sustainable manner. The real advantage of our methodological approach is that we have the availability of multi-actor and multi-method data. Data are collected at many different levels: the employee level, the employer level, the organizational level, and the policy level in eight European countries. The quantitative data make it possible to test our hypotheses obtained from the theoretical model and study the relevance and importance of each of the explanatory factors for quality of life. Our qualitative data provide us with the opportunity to deepen our insights in quality of life, and to relate that to healthy organizations. By starting at the organizational level, we pay attention to the fact that employees are embedded in their organization, and we make use of it by having many employees from the same organization. One important reason to collect information in so many different ways is that we want to learn from different countries. Using quantitative data it is difficult to really deepen insight in the

influence of cultural, economic and policy differences on quality of life, given the restricted number of countries available. Moreover, although many studies exist on the quality of life, often using a quantitative approach, quality of life is a multifaceted issue, and the causes of it must be understood from a range of perspectives. This makes a combination of different methods to unravel the complex causes and meanings of quality of life more desirable. Since our research is also focused on policy implications, we are very happy that we were able to include so many policy relevant parts, such as the scenario setup in our design.

The value of new research approaches and instruments

Our study is characterized by new and relatively unknown instruments to get insight in the complex causes and meanings of quality of life. The use of *innovation groups* enabled us to address the challenges identified in terms of the potential impacts on the dual agenda of enhancing quality of (working) life and workplace effectiveness, as well as to begin to engage participants in the collaborative development of small innovations that could help to meet these dual objectives. We have performed *scenario meetings* with high level experts to derive a more useful, theoretically oriented and methodologically sustainable alternative than making simple predictions for the future. The scenario method was a particularly appropriate method since we approached complex problems developing over a long period of time characterised by uncertainty. Finally, a *social quality instrument* has been developed based on the outcomes of the quantitative survey as well as the qualitative interviews and innovation groups, and at present an instrument that has been put at the website to be filled in by individual employees. The fact that we have been able to apply these new research approaches and instruments in all 8 countries is unique, and due to the excellent collaboration between the partner countries.

The importance of cross country collaboration

The cross country collaboration has proved to be very valuable in gaining insight in the quality of life in different cultural, economic and political contexts. Our research group was diverse, with men and women, and younger and older people. We benefited in many ways from this diversity. The co-ordination of different work packages by different national partners, who then organised and led work package related sessions during the project meetings, exposed the group to different ways of working which was productive as well. Sharing responsibilities and involving all the teams in this way also helped to engage all the partners. We also benefited from diverse and challenging perspectives. Working in a large diverse team reflects the nature of EU research designs, with the advantage that it harnessed different perspectives and skills, encouraged challenges to taken for granted assumptions about research approaches and findings and enhanced creativity.

Policy recommendations

Investment in quality of life

Individual and family coping strategies need support from the state, employers and company investments in citizenship rights in order to sustain or achieve a healthy balance between work and care, between flexibility and security and to attain a high quality of life. Especially in times of economic downturn, it is important to focus on vulnerable groups, such as young lower-educated people, ethnic minorities, low-skilled workers, and women in marginal jobs. These groups will face increasingly severe obstacles to utilise and to develop their human capital, skills and social capital. However, to secure a sustainable labour market in the near future all available human capital and talents are needed.

Reconciling personal, working and family life is also a component of extreme importance to quality of life and work. The trend towards an increase in the volume of work carries the risk of uneven

distribution between time for work and for leisure, family and personal investment, which generates feelings of dissatisfaction, discouragement and general malaise. A good balance between these two spheres can be achieved by regulating working hours and adopting flexible time management models suited to the needs of both companies and workers. An effective integrated network of family support services is also essential to this balance. Family assistance takes different forms. Available high-quality public services for caring for children and elderly people is becoming an increasingly vital need. Within Europe, only the Scandinavian countries are characterized by high quality family support. It is also essential to guarantee access to maternity, paternity, parental and family care leave that is universal, balanced and economically fair. There is a direct association between the balance between work and family and the position of women and men in the labour market. There will only be balanced participation of women and men in employment in general and in top-positions in particular, when this balance is also achieved in the domestic sphere. It is therefore important to take measures to promote equal division of domestic chores and child care and encourage men to participate. Affordable and accessible childcare is crucial in this respect. A specific way of supporting the balance between work and family is to develop employment policies encouraging a life course approach allowing workers to make easy transitions between the domains of work, education and care. An effective life course approach also contributes to the sustainability of the workforce by encouraging life long learning and allowing variations in career investments along the lines of family formation and life stages.

The necessity to address work intensification

Our research shows that the rising intensity of work is one of the main issues undermining healthy organizations, impacting on effectiveness and wellbeing at work. The regulation and reduction of working time is often not accompanied by any reduction on workload. Thus the same or a greater amount of work has to be performed in less time, and often with a reduction in pay. Policy directives regarding working hours, such as the EU Working Time Directive, need to pay attention to workload demands so that it does not encourage work intensification. The globalised context of business competition and the redefinition of the ideas of working space and hours have faced the working population with new challenges. Processes like the increased volume of work and multi-skilled work have resulted in a greater effort at time management and work organisation by workers. Efforts are needed against the temptation to use the current economic crisis to increase work intensification and neglect caring responsibilities of employees.

Investing in sustainability

Sustainable work is the most important prerequisite for the future labour market. Therefore we must strive for high quality jobs for all workers in Europe in order to guarantee sustainable employment in the future. European, national, community and workplace stakeholders need to consider the long term impact of the depletion of time and energy for families and communities resulting from increased work tempo, work intensification, fatigue and long working hours. Employing organizations also need to invest more time into collaboration, participation and communication for effective change management. Moreover, since education and sustainability are indissolubly related, workplaces and national welfare states should both invest in training opportunities for all workers during the whole life course.

Gender equity: high time for implementation and practice

Despite national and workplace equal opportunities policies, persistent gender inequities remain. It is time to focus on the implementation of these policies, on systemic change in workplaces (that is, change in structures, cultures and practices) and on wider societal practices. In particular this will involve attempts to make visible deeply held assumptions and values in organizations, which incorporate and reproduce gendered stereotypes, and organization cultures that support the notion of

ideal workers as one who works as though they have no family responsibilities. Only by making visible and challenging taken for granted gendered assumptions will structural change to support gender equity occur. Gender is a transversal dimension when designing and implementing policies. Gender mainstreaming is not actually practised in policies and organizations because of the invisibility of gender issues. A seemingly contradictory conclusion must be that for the time being, mainstreaming gender in the everyday practice of human resource management is only possible if gender becomes an explicit topic of concern.

Another important domain to improve gender equity is the improvement of social policies such as affordable and accessible childcare, flexible school hours to ease combination of paid work and care. Related to the labour market, there is a pressing need to combat gender discrimination and to introduce positive measures to encourage balanced participation in work by women and men and to fully use the talents of women. Most relevant is a balanced participation of men and women in high level positions. This may require temporary and unconventional measures like quota or compelling codes. Probably – we need to encourage a more balanced participation in the various forms of parental leave of men and women.

A dual agenda for change to meet the challenges of the future

Overall, a major challenge for the future is for organisations to meet new demands by attending to both aspects of the dual agenda- recognising that employee quality of life and workplace effectiveness are equally important and interdependent- and for national policy makers to find ways to encourage this.

2. Background and objectives of the project

QUALITY is an innovative quantitative and qualitative research project that aims to examine how, in an era of major change, European citizens and workers living in different national welfare state regimes and subject to different public and organisational trends and policies evaluate the quality of their lives. The project analyses international-comparative data on the social well-being of citizens and collect new data on social quality in European workplaces in the selected partner countries: UK, Finland, Sweden, Germany, the Netherlands, Portugal, Hungary and Bulgaria. This project extends previous EU studies (e.g. the project Gender, Parenthood and the Changing European Workplace: young adults negotiating the work-family boundary) by focussing on the public policies of national welfare states in relation to the well-being or quality of life of individual citizens and the level of social quality in European workplaces.

In EU-level social policy discussions, one of the most pressing challenges raised by the interrelated processes of globalisation, rapid technological innovation and organisational modernisation is that of ensuring that improvements in economic competitiveness are not achieved at the expense of social cohesion and the quality of life of European citizens and workers. Improving and sustaining the competitiveness of national economies and organisations is an important objective. Policy discussions link economic competitiveness to the quality of working life and the quality of life in broader terms. Economic performance, in this discourse, must be balanced against socially sustainable forms of work organisation, quality jobs, and the preservation and improvement of the quality of life in the broadest sense. This is, in fact, the essence of the Lisbon European Council's Declaration in 2000 (Webster, 2004). At the European Council meeting of 22/23 March 2005, the European Union reiterated the importance of increasing its growth potential and productivity and of strengthening social cohesion, placing the main emphasis on knowledge, innovation and human capital. Growth and employment need to go hand in hand with the social quality of work and life.

Especially during the present economic recession, this is an even bigger challenge. It is important to note, however, that this project took place before the economic recession. Therefore we are able to report only on the period before the economic recession. In the recommendations at the end of this report, we will pay specific attention to the consequences of our conclusion for the present economic downturn.

A major prerequisite for addressing this challenge is a highly skilled labour force. In many European countries, a larger and increasing share of the population attends higher education, even though the speed and scope of this development varies across the European Union. A better educated and skilled labour force will have a positive effect on the social quality of work. Whether and how improvements in the quality of work have broader spin-offs for social cohesion cannot be determined in advance. *One key question addressed in this project is whether the quality of work will have a positive influence on the quality of life in a broader sense. The challenge to be met by public and organisational policy is how to support the relationship between quality of work and life.*

Economic performance and social cohesion must be achieved in a changing labour market. An important trend in this respect is the rise of female employment in nearly all European countries. This rise may have enormous consequences on the quality of work and life. A larger female labour participation rate is an intrinsically positive development because it makes more women economically independent. On the other hand, the rising female employment figure seems to take place in an institutional environment that has not yet adapted to a modern and balanced dual-earner family model. This mismatch may have negative consequences on the quality of life of women and men, for example an under-utilisation of female human capital, an over-burdening of women which may lead to the lack

of a work-life balance and stress, a limited role for fathers in family life, less social cohesion within families, and declining fertility rates. These negative consequences, however, do not apply to every country in the European Union to the same degree, because public and organisational policies vary significantly from one country to the next. The question as to how European member states can learn from one another remains highly significant in this respect. *In this project we therefore analyse, from an international-comparative perspective, how and under what conditions public and organisational policies contribute to the well-being of European citizens, under what conditions European workplaces could be transformed into healthy organisations in which social quality is achieved and work is organised in both a socially and economically sustainable way, and how public policies in the national welfare states can support that transformation process.*

Economic performance and social cohesion must also be achieved in a labour market characterised by an ageing workforce and population. This demographic trend has major consequences for organisations. An important criterion for healthy organisations with a high level of social quality is the extent to which they are able to include older workers. Organisations need to adapt to this new situation. The demographic changes in Europe, however, will not only challenge organisations, but public policies as well. An ageing population implies a significant increase in the number of very old people, a fact that will lead to a greater demand for care. From the perspective of the work-life balance, public policy must prevent the extra burden of care falling exclusively on women's shoulders. In this respect as well, socio-economic trends and public policies have a strong impact on the quality of life of European citizens. *One of the aims of this project is to identify future socio-economic trends and their impact on the quality of life and work.*

Overall aims of this project

1. to give insight, from an internationally-comparative perspective, in the quality of life and work of European citizens, the way the quality of life and work are interrelated, and the impact public and organisational policies have on the well-being of European citizens;
2. to increase our knowledge how and under what conditions European workplaces could be transformed into healthy organisations, where work is organised in a socially as well as economically sustainable manner;
3. to explore future trends by consulting national high-level groups (policy-makers, politicians, researchers, managers) and by sketching/constructing scenarios with respect to trends concerning the quality of life and work of European citizens;
4. to analyse whether, to what extent and how gender matters in the relationship between well-being and public and organisational policies.

The research will contribute to policy-making and implementation by furthering our understanding of the range of criteria that indicate the level of well-being of citizens in European welfare states and workplaces; by elaborating the concept of healthy organisations with a specific focus on the quality of work and the work-life balance; by mainstreaming the gender perspective and by disseminating the results of this research project to relevant national and European stakeholders.

Structure of the project

The four aims are translated into more specific objectives. These objectives are closely related to the research questions addressed by this project and to the work packages. In relation to the four aims, the specific objectives are:

Aim 1:

1. To analyse quality of life in a broader sense for citizens in the eight partner countries (workpackage 1);
2. To get insight in the quality of life of citizens in the partner countries within the context of their working situation (workpackage 2);
3. Analysis of the institutional context: what are the most relevant current socio-economic trends that countries and organisations face, and what are the leading rationales in public policies of the partner countries? (workpackage 3).

Aim 2:

4. To gain insight in what healthy and socially sustainable organisations are (workpackage 4);
5. An instrument on the social quality of European workplaces (workpacakge 5).

Aim 3:

6. Gain insight in relevant future trends and its expected implications for the quality of life of citizens in the eight partner countries (workpackage 6)

Aim 4:

7. To get insight in the role of gender in relation to quality of life and work and the impact public and organisational policies have on this relation (workpackage 7).

Our final objective is related to all four aims:

8. Dissemination of the insights of the projects (workpackage 8).

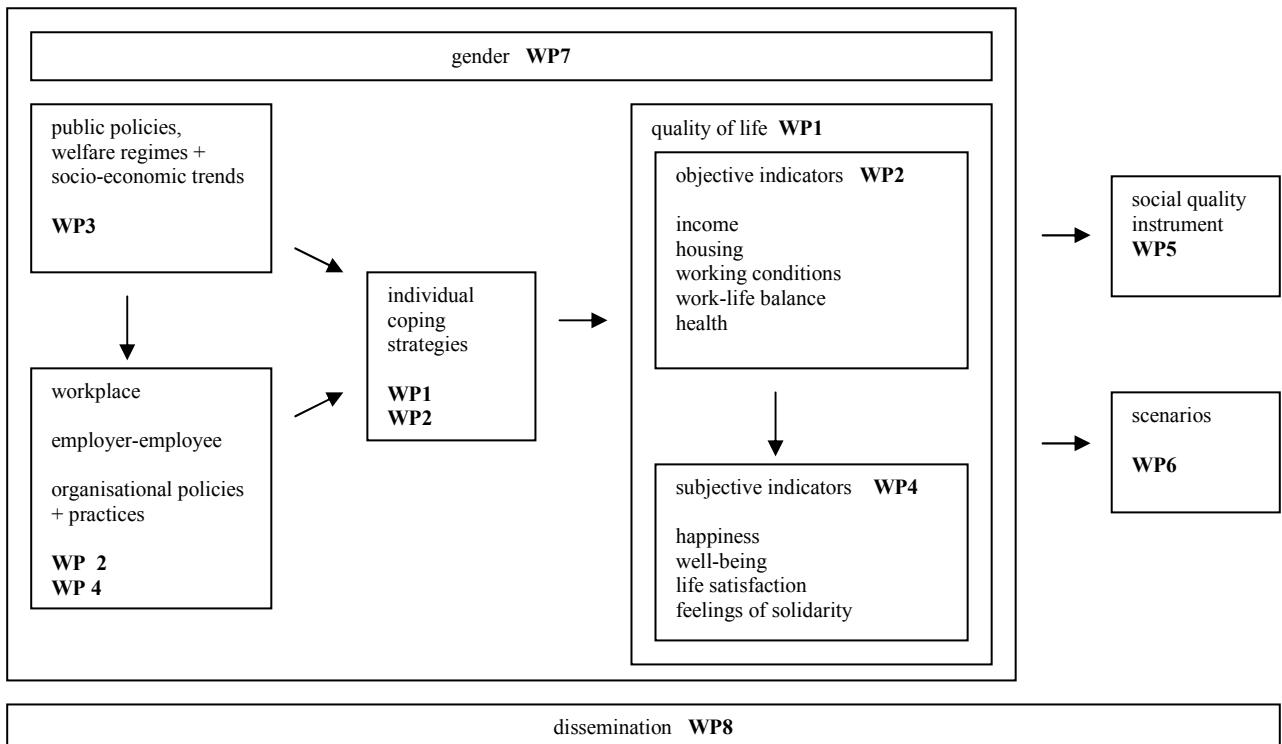
The relation between the research problem, the aims of the project and the specific workpackages is shown in Figure 1. Several ways of collecting information, in a quantitative as well as qualitative way are undertaken to receive an adequate answer to our research questions and to meet our aims. We elaborate theoretically, methodologically and empirically the concept of quality of life and analyse quality of life for citizens (men and women) in eight partner countries, based on existing internationally-comparative datasets. To get insight in the quality of life of citizens in the partner countries within the context of their working situation, we set up a new quantitative survey in all participating countries involving employees in four firms per country.

We analyse the institutional context of each participating country, based on national expert meetings and relevant policy documents, by mapping out which current socio-economic trends are expected to have an impact on the quality of work of men and women and on their work-life balance. To gain insight in what healthy and socially sustainable organisations are, we examine the perspectives of managers and other employees in one organisation in each country, and explore the links between perceptions of healthy organisations and employee well being and quality of life. We develop an instrument on the social quality of European workplaces by selecting the relevant items for social quality based on the overall analyses of existing data on quality of life based on the national evidence.

We want to gain insight in relevant future trends and its expected implications for the quality of life of male and female citizens in the eight partner countries, by developing scenario analyses which will be discussed in high-level expert groups in each of the participating countries; and finally we get insight in the role of gender in relation to quality of life and work and the impact public and organisational

policies have on this relation, by specifying the perspective of gender in each of the parts of the QUALITY project.

Figure 1 The graphical presentation of the components showing their interdependencies, as derived from the theoretical framework (figure 1)



The consortium

Participant role	Name of Organisation	Names of participants (bold WP coordinators)	Country
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Coordinator of WP3	New Europe Centre for Regional Studies	Siyka Kovacheva Petar-Emil Mitev Nikolai Tilkidjiev Polina Manolova,	Bulgaria
Coordinator of WP8	Göteborg University	Margareta Bäck-Wiklund Leila Billquist Linda Lane, Stefan Szűcs	Sweden



3. Conclusions from the workpackages of the project

The research project QUALITY contains nine work packages, including one management work package. The work packages are interrelated and partly dependent on each other. Two work packages have an overall perspective within the project: gender and dissemination. This means that the gender perspective is monitored in all phases of the research and that dissemination of knowledge and experiences from the project have been taken place on a continuous basis by means of reports, made public via the project website, and contacts with the various stakeholders in the participating countries. The work packages cover a variety of research methods and supplement one another in the amassing of knowledge on the issue of quality of life and work in the countries involved in this study. The methods include: literature reviews; expert meetings; using and analysing existing cross-national databases on the quality of life in Europe; new data collected via surveys among employees of large and medium-sized organisations in all the countries of this study; oral interviews with the managers of these organisations; and scenario analyses with a special focus on future socio-economic developments relevant for the quality of life and work of European citizens. In this section we will present results and conclusions from each workpackage.

3.1 Quality of life: theoretical, methodological and empirical elaboration

The aim of this work package was to clarify the concepts of quality of life and quality of work, and the relation between the two of them. We therefore provided an overview of the most recent literature in the field, studied the available datasources and their adequacy of measuring both quality of work and life in European countries, and we did an empirical analysis on existing data. In our design of the organizational survey we have made use of the insights of this literature review and the secondary analyses. Three major reports on this workpackage have been produced:

- Beham, B., Drobnič, S., & Verwiebe, R. (2006) Literature Review: Theoretical Concepts and Methodological Approaches of Quality of Life and Work (Deliverable 1.1)
- Beham, B. & Drobnič, S. (2007) Report on Existing Data Sources and Objective and Subjective Indicators (Deliverable 1.2)
- Beham, B., Präg, P. & Drobnič, S. (2008) Working Conditions and Quality of Life in Europe (Deliverable 1.3).

Quality of life research appears to be mainly characterized by two streams of research. The first one is concerned with the examination of quality of life at the aggregated (society/country) level and a comparison across countries. The second stream deals with the experience of subjective well-being at the individual level. Both lines of research have been dominated by quantitative, survey-based studies. Few qualitative studies have been conducted in the past (e.g. Mickel, Dallimore, and Nelson 2004). Only recently, researchers have called for more sophisticated research methods in the field that include both qualitative and quantitative designs as well as experimental approaches (e.g. Diener, Suh, Lucas, and Smith 1999). In addition, more sophisticated measurement instruments are needed. Studies that have examined quality of life at the aggregated level have mainly use single-item scales with questionable reliability to assess satisfaction with various domains of life. Research on subjective well-being (in general and at work) at the individual level has applied more sophisticated multi-items measures, but has heavily relied on cross-sectional survey research and self-reports. Research at both levels of analysis would definitely benefit by the incorporation of non-self-report measures, more sophisticated, multi-item measurement instruments, longitudinal studies, and qualitative research designs.

Concerns about job quality -- and consequently the measurement of job quality -- have also become an important socioeconomic policy issue both at the international level, through the definition of "decent work" by the ILO (1999), and at the European level, through the inclusion of so-called "quality in work" indicators in the European Employment Strategy in 2001 (European Commission, 2001). The EU definition of indicators of job quality relies on a multi-dimensional approach, based on ten groups of indicators relating to: intrinsic job quality; skills, life-long learning and career development; gender equality; health and safety at work; flexibility and security; inclusion and access to the labour market; work organization and work-life balance; social dialogue and worker involvement; diversity and non-discrimination; overall economic performance and productivity. These Laeken indicators are both objective and subjective; however, they suffer from important weaknesses. The concept of quality in work in the European Employment Strategy is weakly defined, and was established on the basis of political consensus rather than theoretical considerations.

The increasing policy relevance of life and job quality has been accompanied by an increasing number of national and cross-national data sets, which include indicators that may be relevant for the quality of life and work on the micro (individual) level. In order to select the datasets most suitable to our research objectives, we specified a number of selection criteria and examined available data sources according to these criteria: (1) Secondary data must contain some measure of quality of life, such as overall life condition, satisfaction, or happiness; (2) Data sources must provide objective and subjective indicators in selected life domains, in particular measures on working conditions, household and family situation, satisfaction with work and family/personal life, health and well-being; (3) all eight countries must be included in the data set.

We reviewed the following comparative data sets, focusing on the type and relevance of information provided, the countries and time points for which information exists, and touched to a limited extent upon issues of data quality, such as comparability and survey response: European Quality of Life Survey, European Working Conditions Survey, World Value Survey, European Value Survey, European Social Survey, International Social Survey Program -"Family and Changing Gender Roles" module and "Work Orientations" module, Eurobarometer, European Community Household Panel and European Community Statistics on Income and Living Conditions. In terms of content and country coverage, three data sets emerged as suitable to get insight in aspects of quality of life and quality of work in Bulgaria, Finland, Germany, Hungary, The Netherlands, Portugal, Sweden and the UK: The European Quality of Life Survey (EQLS), the European Working Conditions Survey (EWCS), and the World Value and European Value Survey Series (WVS/EVS).

Using the data from the European Quality of Life Survey (EQLS), analyses revealed significant differences in working conditions among the countries, with post-socialist Bulgaria and Hungary plus Portugal in the first cluster and other Western European countries in the second cluster. Respondents in Bulgaria, Hungary and Portugal work in many respects under worse conditions than their counterparts in other countries included in the study, with Bulgaria as an extreme case affected by high job insecurity as well as demanding and stressful jobs. Differences in subjective well-being defined as overall satisfaction with one's life followed the same pattern. Bulgaria with an exceptionally low life satisfaction score of 4.7 (on a ten-point scale), was followed by Hungary and Portugal (6.1 and 6.2 respectively). The range in the other countries was between 7.4 (Germany) and 8.2 (Finland).

Applying multivariate analyses, it seems that the impact of specific working conditions on life satisfaction is strongly mediated by the context. For example, work-life balance is an important predictor of life satisfaction. However, in some countries this is clearly a women's issue, whereas in

other countries the relevance of this factor for overall well-being is more balanced and affects both men and women. Or, as shown in the Bulgarian example: when certain aspects of poor working conditions, such as high job insecurity, affect a very large proportion of the workforce, such a factor may not translate directly into life dissatisfaction because people are less susceptible to perceive it as a personal crisis. Examining the relationship between working conditions and the overall well-being should be analysed *in context* and between men and women. In terms of content, more research is needed on the detrimental impact of new technologies, flexible work arrangements and new working techniques and arrangements on work intensification, and consequently on employees' well-being/health, work-life balance, and life satisfaction. Many scholars make note of rising work demands as a result of downsizing and restructuring as well as rising demands at home as a result of the push toward intensive mothering and insights from child development, and the aging population. Work-life research in the past has been mainly dominated by a conflict perspective which assumed that different roles in life compete for limited resources such as time and energy. Researchers have already called for a more positive approach that examines potential positive effects of multiple roles on well-being, health, and life satisfaction of individuals (e.g., Greenhaus and Powell 2005). New measures on work-family enrichment and work-life balance have been developed recently (e.g., Carlson, Kacmar, Holliday Wayne, and Grzywacz 2006), and open fruitful avenues for new research.

3.2. Quality of work for European employees

The aim of this workpackage was to develop a theoretical model on the relation of quality of work and quality of life and to collect data in order to get insight in this relation. Four reports have resulted:

Den Dulk, L. & T. van der Lippe (2007). Questionnaire: quality of life in a changing Europe (D2.1)

Den Dulk, L. & T. van der Lippe (2008). Crossnational dataset (D2.2)

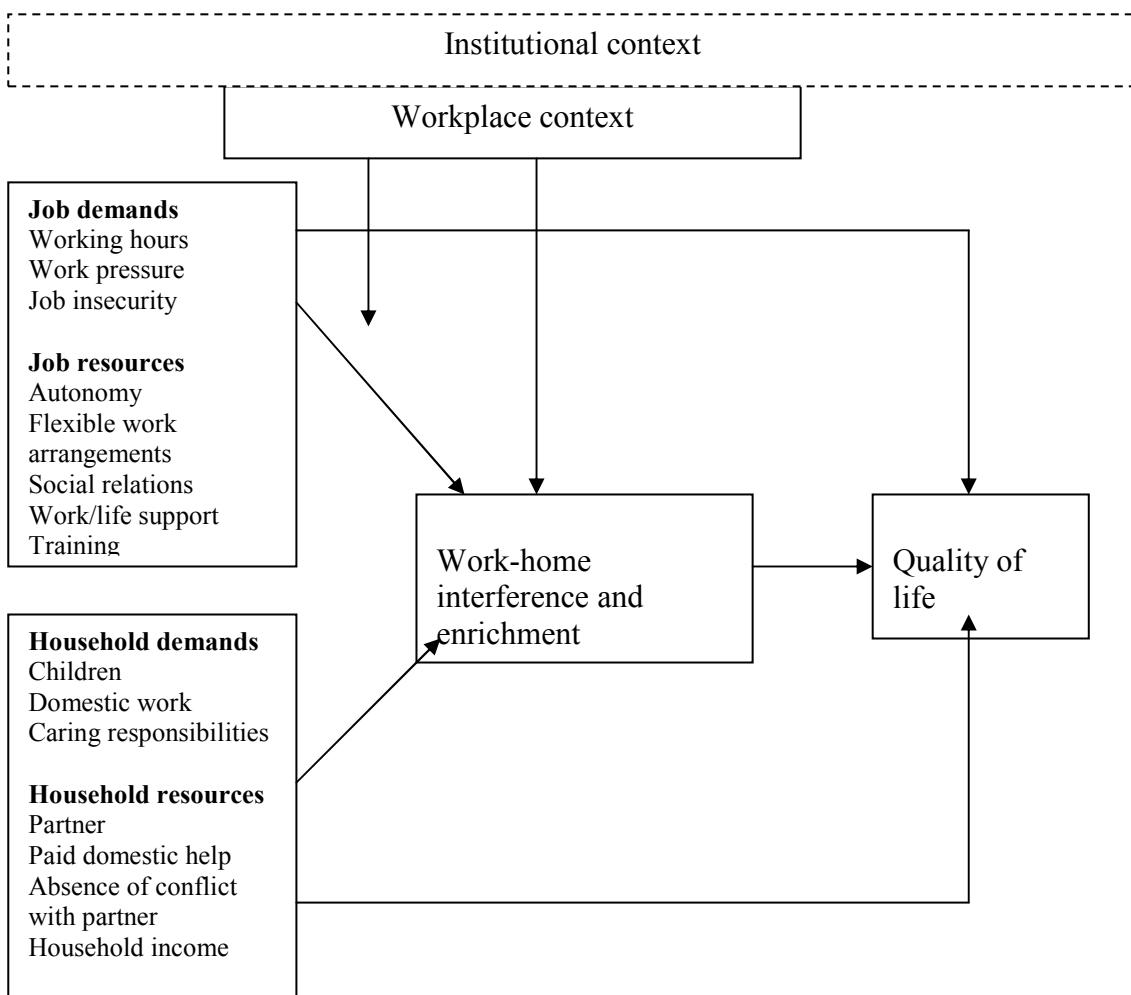
Den Dulk, L. & T. van der Lippe (2008). National reports (D2.3)

Den Dulk, L. & T. van der Lippe. (2009). Quality of life and work in a changing Europe: a comparative analysis (D 2.4)

Central focus is the relation between quality of work and life and how these are affected by rising demands in both work and private life; i.e. the opportunities and barriers male and female workers face in different workplaces and European countries. The experienced quality of work and life and the work-family interface are related to job and household characteristics, the workplace context as well as to the wider national context. Basic assumption is that paid work contributes to a person's quality of life as long as the resources are adequate to meet the demands and needs people face (Moen & Chermack, 2005). Work as well as the family or household situation generates demands and resources. Demands at work are, for instance, the requirement of long working hours, frequent travel, shift work. Demands at home include caring responsibilities for children and/or elderly. Resources at work include job autonomy over the way work is done, co-workers relationships, work-life support, etc. Resources at home are, for instance, a supportive social network of family and friends, a partner to share domestic work. When demands in one of the life domains increases and resources stay behind, tensions and feelings of stress may occur which in turn impact the well being of workers. On the other hand, people feel in charge of their lives when resources are adequate to meet the needs and demands they face. According to Moen & Chermack (2005) it is precisely this sense of control that enhances quality of life. How are resources and demands in the different life domains developing in Europe? Is it true that both paid work and parenting have become increasingly greedy institutions? And what is the impact of new ways of working and emerging work-family policies on demands and resources of service sector workers in Europe?

Innovative is that there is attention for both the work and family domain, the inclusion of a cross-national perspective as well as a organizational perspective. Moreover, we include a positive approach in that work engagement and work-personal life enrichment get attention, next to stress and negative work-home interference. The theoretical model is depicted in Figure 2.

Figure 2. Theoretical model of the Quality project



To get insight in the quality of work and life of European employees, a detailed employee survey was performed covering major aspects of the respondents' working lives as well as their individual and home situations. We decided to focus on *service sector workers*. The service sector was chosen because it represents a growing sector of the economy but is less widely researched (e.g. Ackroyd et al., 2005). Moreover, the service sector contains both lower skilled jobs and professional knowledge work as well as a large number of female workers. Since we wanted to get more insight of the specific organizational context, in each country the same four sector organizations were chosen. In each country a national team of researchers survey employees from 4 different service sector organizations: a bank/insurance company, a retail company, IT/telecom company and a public hospital. We have chosen these organizations, since they are each characterized by conditions which are likely to impact on quality of work and life. Of course, the extent to which these conditions are valid, differs between countries. We

have chosen for a bank/insurance company since both traditional and modern ways of working are expected to be present; a retail company is chosen since many women hold lower skilled jobs; an IT/telecom company since competitive careers and professional knowledge work are expected to be significant; and a public hospital as an important place for women to spend their professional life working often in a 24/7 mode. Moreover, hospitals are profoundly affected by changes in economic and government policies and this might impact quality of life as well. The data collection took place in 2007.

To get access to organizations that were willing to participate was in many countries a time consuming and difficult process. Many organizations hesitated to participate and requests took a long time to be processed through the organization. In some cases the work council needed to be consulted before the research could start. We asked these organizations to cooperate both with the quantitative survey and the qualitative part of the interviews and innovation groups. In general it is our impression that organizations were more interested in the interviews and the innovation group than in the employee survey. Nowadays many big companies have their own surveys among employees for example with respect to satisfaction with working conditions, and tend to view surveys from outside the company as superfluous. Moreover, organizations expect their employees to be busy, and do not want to bother them with providing extra work, in the form of a questionnaire.

The questionnaire was developed operationalizing the concepts as provided in the theoretical model as presented in Figure 2. We asked about demands and resources of both the workplace and the private situation. Work demands include working hours, insecurity and work pressure, work resources include support and social relations at work, use of flexible arrangements and autonomy. Household demands include care and domestic workload and the presence of children and household resources include the presence of a partner, as well as domestic and informal help in the household. Quality of life is measured in a variety of ways. We have to note that cultural differences between countries were taken into account as much as possible in the questionnaire. A few examples might illustrate how we took account of different cultural conditions. Flexible working conditions are an important aspect of life in the Western European countries under study, and viewed upon as valuable aspects of being able to combine work with family life. Although, in Eastern European countries, flexible working conditions are hardly available in the two Eastern European countries under study, we did include questions on flexible working conditions. Another example is that an employee representative such as a council representative appears to be important in the Nordic countries but not at all in the other included European countries. We included this measure as well. A final example is that in the Portuguese society as in other South European countries, care for family members outside the household, neighbours and friends is very important, and also more available than in other European countries. We therefore included informal care in the questionnaire. We furthermore operationalized concepts as much as possible according to internationally accepted standard scales, so to be as comparable as possible with other studies. This applies for both demands, resources and quality of life. Standard background variables are also measured with common questions.

Applying the same questionnaire in all countries was not an easy task. Once ready, the questionnaire must be in the country language of the employee. Therefore the questionnaire has been developed in the English language and translated in the different languages of the other countries. This was followed by a back-translation conducted by a native English speaker in order to check the translation and comparability between the questionnaires. Both a paper version and a web-based survey were available in the different languages. The researchers in the countries often used a combination of a paper and a web-based survey as strategy of data-collection, depending on the level of computer access of employees across the different organizations. Bulgaria was the only country that did not make use of

the possibility of a web survey. In all other countries the web survey was widely used as a tool for data collection. Employees received a letter in which they were asked to fill in the questionnaire, by either filling in a paper or a web-based version of the questionnaire. Next to employee information, organizational level data has been collected. This information was provided by the HRM manager and includes both structural, cultural and policy factors of the respective organization. Structural characteristics include percentage of women in the workforce; the percentage of workers with a temporary contract, on sick leave and turnover rate. Further, the economic position is asked for compared to competitors. The organizational culture is indicated by whether it is open or closed; performance driven or characterized by social relations; team or individual; informal or formal. Policies included flexibility regulations, telework policy, compressed workweek, enhanced leave policies such as maternity and paternity leave, childcare policy and equal opportunity policy. We also informed whether there was a major event (such as a take over) in the research period, as that might have influenced all results. As a result the database records data from 32 different organisations across 8 countries and has responses from 7869 employees (see Table 1). Of these 7869 68% have a partner with whom they live together. Of these couples 86% both have a paid job. Many respondents (46%) do have children living at home.

Table 1: Number of respondents per organization and country

	Bank/insurance	Retail	Telecom	Hospital
Bulgaria	N=193	N=200	N=195	N=201
Finland	N=218	N=113	N=472	N=164
Germany	N=199	N=167	N=518	N=317
Hungary	N=204	N=192	N=401	N=150
Netherlands	N=189	N=303	N=221	N=313
Portugal	N=527	N=384	N=299	N=163
Sweden	N=195	N=107	N=212	N=162
UK	N=193	N=204	N=310	N=181
Total	N=1918	N=1670	N=2628	N=1651

Results

Figure 3 shows the percentage employees that are satisfied with their life in general across countries and sector. The highest percentage of employees that are satisfied with their life in general are found in the Finnish bank; the lowest percentage in the Hungarian bank. More generally, this study shows that employees in Finland, Sweden and the Netherlands tend to be the most satisfied with their life in general while lower rates of overall life satisfaction are found in Hungary, Bulgaria, and the UK. Germany and Portugal are taking a middle position. With respect to sector no clear pattern is found.

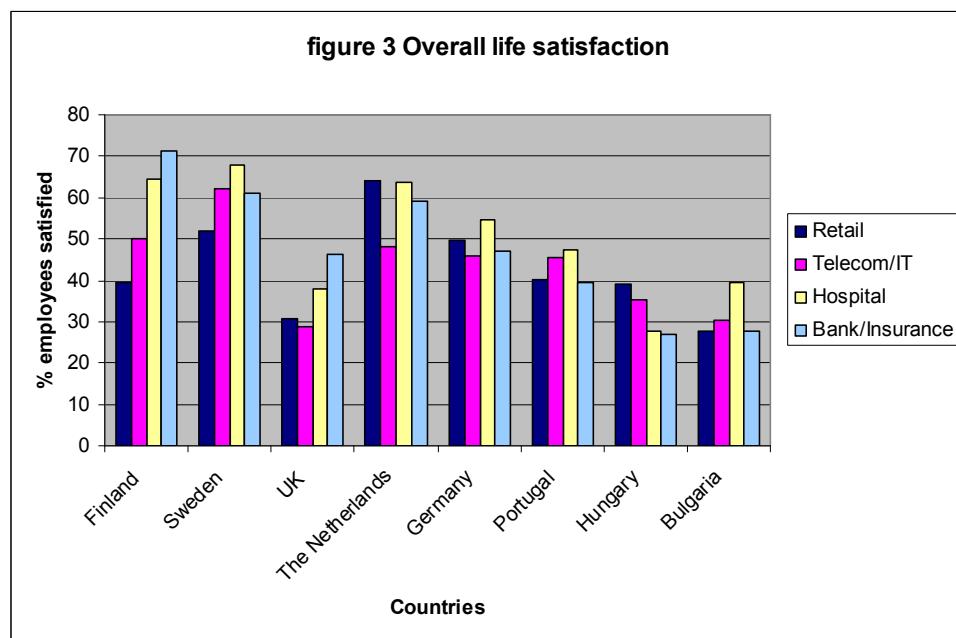


Table 2. Regression analysis explaining home-to-work interference (HWI), home-to-work enrichment (HWE), work-to-home interference (WHI), work-to-home enrichment (WHE) and overall satisfaction with life

	Model 1 HWI	Model 2 HWE	Model 3 WHI	Model 4 WHE	Model 5 Lifesat	Model 6 Lifesat
Work demands:						
Actual working	-.009	-.017	.137***	.005	-.056***	-.026*
Work pressure	.053***	.008	.361***	-.035**	-.055***	.031*
Job insecurity	.106***	.001	.139***	.003	-.118***	-.073***
Work resources:						
Job Control	-.017	.086***	.001	.142***	.123***	.096***
Flexible work arr.	.003	.054***	.005	.038**	.000	-.005
Social relations	-.086***	.079***	-.109***	.135***	.175***	.119***
WLB support	.017	.094***	-.056***	.142***	.085***	.056***
Training	.010	.032*	.019	.051***	.022	.019
Household						
Children	.114***	.032*	.004	.009	-.020	-.006
Domestic work	.044*	.004	.033*	.004	-.016	-.002
Care resp outside	.091***	.050***	.033*	.051***	-.035*	-.025*
Household						
Partner	-.093**	.023	.021	.016	.146***	.134***
Paid help with	.012	.007	.029*	.009	.044***	.049***
Absence conflict	-.144***	.037*	-.082***	.003	.118***	.077***
Income	-.066**	.017	-.024	.001	.174***	.158***
Country (ref Sweden)	-.062***	-.064***	.058***	-.094***	-.019	-.005
UK	,010	-.047**	.076***	-.088***	-.168***	-.135***
Netherlands	-.036*	-.116***	.059***	-.092***	-.046**	-.020
Germany	,081***	-.188***	.188***	-.224***	-.089***	.002
Portugal	-.037	.099***	-.011	-.020	-.107***	-.120***
Hungary	.021	-.027	.091***	-.184***	-.073***	-.030
Bulgaria	-.021	-.031	-.007	-.020	-.007	-.007
Sector (ref cat Hospital)	,021	.028	-.002	.090***	.054***	.045***
Bank	,023	.039*	-.010	.008	.019	.016
Telecom	,055*	-.023	-.035	-.028	-.005	.004
Control Variables:						
Age	-.058***	-.082***	-.019	.001	-.049***	-.053
Education	-.003	-.007	.048***	-.020	-.011	.002
Female	.000	.047***	.008	.062***	.070***	.063***
HWI						-.167***
HWE						.090***
WHI						-.209***
WHE						.097***
Expl.Variance (Adj. R ²)	.11	.12	.28	.16	.27	.37

*** p≤0.001; ** p≤0.01; *p≤ 0.05;

A multivariate analysis has been performed to see which work and household demands and resources impact work-to-home interference (WHI), work-to-home enrichment (WHE), home-to-work interference (HWI) and home-to-work enrichment (HWE). In addition, regression analysis was conducted to explain the impact of work and household demands and resources on overall life satisfaction and to see whether interference and enrichment between life domains mediates the impact of demands and resources on overall life satisfaction. In Table 2 the results of the OLS are reported. We turn directly to the results of life satisfaction. For overall life satisfaction, model 5 shows that all work demands have a negative impact while of the household demands only a significant negative effect of caring responsibilities outside the household is found. Of the work resources, job control, social relations and WLB support have a positive impact. No significant effect is found for flexible work arrangements and training and education at work. Of the household resources all resources appear to be relevant for the overall life satisfaction. Across countries, workers do evaluate the quality of life differently: British, Dutch, German, Portuguese and Hungarian workers are significantly less satisfied with their overall life than Finnish workers. Across sectors, hospital workers evaluate their overall life more positively than retail workers do. The control variables show that women and younger workers feel more satisfied than their male and older counterparts. In model 6, work-home interference and work-home enrichment are added. Findings indicate that this diminishes the impact of resources and demands, although their impact remain significant they do become smaller indicating a mediating effect of interference and enrichment on overall life satisfaction. Moreover, the impact of age disappears and also some of the country differences are no longer significant. As expected, work-to-home and home-to-work interference negatively impact overall life satisfaction while enrichment in both directions has a positive impact.

3.3. Analysis of the institutional context

The main purpose of this workpackage was to map employment and demographic trends and policy changes over the past 10-15 years that have occurred in the 8 countries in the Quality study. There reports have been published:

- Veldhoen, M., van Doorne-Huiskes, A., Schippers, J., den Dulk, L., van der Lippe, T., Lewis, S., Purcell, C., Beham, B., Drobníč, S., Verwiebe, R., das Dores Guerreiro, M., Rodrigues E., Taipale, S., Hirvonen, H., Fodor, E., Redai, D., Kovacheva, S., Peeva, R., Andreev, T., Lane, L., Bäck-Wiklund, M. & Szücs, S. (2006) National Reports on Socio-economic Trends and Welfare Policies (Deliverable 3.1)
- Kovacheva, S., Kabaivanov, S., & Andreev, T. (2007) Comparative report on the Institutional Context of Work and Quality of Life (Deliverable 3.2)
- Kovacheva, S., Kabaivanov, S., & Andreev, T. (2007) Summary of the Comparative Report on Institutional Context (Deliverable 3.3)

The countries have been grouped in the 5 main welfare regimes: social democratic/universalistic (Sweden and Finland), corporatist/conservative (Germany and the Netherlands), liberal (United Kingdom), sub-protective/Mediterranean (Portugal), and post-socialist (Hungary and Bulgaria). The institutional context for the quality of life in eight European countries has been studied by following the commonalities and differences in their population developments and labour market trends, as well as the employment, family and social policies. While we received confirmation for the Esping-Andersen categorisation, we can also attest to the growing similarities between policy regimes in Europe. The convergence in the past ten years is exemplified by the common shift toward higher activity rates and flexibilisation of employment, greater gender equality in paid work, activation of the unemployed, and increasing provision of maternity and parental leaves and childcare services. At the

same time within policy regimes there are marked trends toward a divergence as for example between Germany and the Netherlands that belong to the same corporatist regime or between Sweden and Finland within the social-democratic regime. Two types of policies are shown in this report that are influenced by the diversification of work and family lives. First in Table 3 an overview of the employment policies of the diverse countries can be seen.

Table 3 Country Specific Characteristics of Employment Policies

Countries	Welfare regime	Social protection	Active labour Market Policy	Flexible work policy	Unionisation
Sweden	social-democratic	high	medium	medium	high
Finland	social-democratic	high	medium	medium	high
Germany	corporatist	high	high	medium	medium
Netherlands	corporatist	high	high	high	medium
UK	liberal	low	high	high	medium
Portugal	sub-protective	low	low	low	low
Hungary	post-socialist	medium	low	low	low
Bulgaria	post-socialist	medium	medium	low	low

Another example concerns the leave arrangements. Policies are not always implemented fully or taken into account properly. Often individuals and families devise their own strategies apart from the policy provisions. With respect to leave facilities clear differences exist between the countries as can be seen in Table 4. What is more, the countries are moving from one dominant model to the other or simply incorporate features from different models. For example Portugal seems to be moving from the subprotective regime typical for Italy, Spain and Greece to a weak corporatist regime. Path dependence has a significant impact but so have globalisation influences, people's rising aspirations and elite visions for necessary reforms. Policy models are not static but are a moving target for social research.

Table 4. Statutory leave arrangements for parents in January 2009*

	Maternity Leave	Paternity leave	Parental leave	Non-transferable leave for fathers	Leave for caring for a sick child	Flexibility of parental leave
Social-democratic/universalistic regime						
SW	-	10 days upon birth of child	480 days shared jointly by both parents. Of these 390 days at 80% of earnings and 90 days at flat rate	60 days 'Daddy Quota' (80% of earnings)	60 days per child per year up to child's 12 th birthday (80% of earnings)	Can be taken up to child's 8 th birthday. Very flexible from full benefit to 1/8 th of a normal work day. Allowing parents full-time or part-time.
FI	105 weekdays, incl. Saturdays (earnings related with a min flat rate)	18 weekdays + possibility to get 12 bonus days (earnings related with a min flat rate)	158 weekdays (a combination of earnings related and a flat rate)	12 (bonus) days in case, that father uses the last 12 days of parental leave ("Daddy month")	Max 4 days in a row (unpaid), compensation practices vary according to collective labour agreements	Both parents can take the parental leave in up to 2 separate periods of at least 12 working days each. Parents can both work part time. They are entitled to Partial Parental Allowance.
Liberal regime						
UK	Up to 365 days leave of which 273 paid at a flat rate	14 days (flat rate)	91 days unpaid after one year employment	-	Right to "reasonable unpaid time off" but for how long at employer's discretion.	Right to request flexible working schedule and reduced hours.
Corporatist/conservative regime						
DE	14 weeks: six weeks before the birth and eight weeks (compulsory) following the birth (100% of earnings)	-	Paid leave: 12 months, or 14 if the other parent takes two more (67% of earnings, min. 300 EUR, max. 1800 EUR) – Unpaid leave: 3 years max.	-	10 days per year and child, paid/unpaid, 25 days max. (20 days for lone parents, 50 days max.)	Unpaid leave may be taken until child's 3 rd birthday, with employer's consent 12 months can be taken between child's 3 rd and 8 th birthday. During the unpaid leave period, a parent may work up to 30 hrs per week.
NL	112 days fully paid	2 days fully paid	182 days unpaid (26 weeks) up to the child's 8 birthday (75% company pay for civil service workers)	In NL an entitlement of 26 weeks per parent per child. Not transferable between the parents	10 days per year, paid at 70% of earnings	Entitlement to unpaid leave on a 50-percent part-time basis up to 12 months under the age of 8. Leave can be spread over a shorter or longer period or taken up in 3 parts maximum.
Sub-protective regime						

PT	6 statutory weeks 100% paid	10 compulsory days 100% paid	105 statutory days 100% paid (to mothers or fathers) or 135 statutory days 83% paid to mothers or fathers, if at least one month is taken exclusively by each parent. + 3 optional months paid 25% to father + 3 optional months paid 25% to mother	10 optional days 100% paid (in addition to the compulsory 10 days paternity leave)	Up to 30 days per year 60% paid	The 120-days leave can be taken as 150 days paid 80%.
Post-socialist regime						
BG	410 days at 90% paid	15 days 90% paid	365 days (paid at a flat rate) + 365 days (unpaid)	-	60 days per year paid 100% of earnings	Can be taken by father, mother or one of their parents. The unpaid leave can be taken up to child's 8 birthday, no provision for part-time leave, no specified right to request reduced working time.
HU	180 days (6 months) at 70% pay	5 days fully paid	18 months at 70% pay with a maximum (which is 70% of twice the minimum wage) + 12 months paid at a flat rate (in the amount of the minimum pension). Or as a universal right, 3 years, flat rate for those uninsured.	5 fully paid days which must be taken until age 2 month of the child.	2 days per child per year, fully paid. Additional leave depending on age of child and marital status, paid as sick leave (60-70% of average wages)	Full time work is allowed after the 1st year birthday of the child.

*We present here provisions available for employees living in a couple and with the greatest coverage while various eligibility criteria are applied in each country.

maternity leave is the leave upon the birth of the child which can be used only by the mother.

paternity leave comprises of the days upon childbirth which are reserved only for the father.

parental leave (called also child-raising leave) is the one which can be taken by both parents and/or it could be split in quotas reserved for the two genders.

non-transferable part of the leave is the number of days from the parental leave reserved for fathers only.

child sick leave is the leave to which parents are entitled to care only for sick children while there are also other opportunities to care for adult family members.

flexibility of the leave - whether it can be split in several periods and/or taken up part-time and whether the parents are eligible for reduced working hours or not.

We have studied the interplay of demographic and employment trends with the changes in the corresponding policies and on this basis evaluated the role of the welfare regimes for promoting quality of life. The types of families are distinguished according to the division among partners of the earning and caring roles as found in the eight countries and then consider the models of institutional support for the higher quality of life of European citizens. The discussions of gender regimes in Europe have stressed the importance of the overall social construction of the proper motherhood and fatherhood (Pfau-Effinger, 2005; Crompton, 1999). There are different models of integration of paid and unpaid work in each country which we extract from the works of Lewis (1992) and Wallace (2004):

- **traditional male breadwinner/female carer model.** A characteristic of this pattern is the strict division between the male involvement in paid work and the female involvement in unpaid care. The family is seen as a private sphere where the state should not interfere. It was typical for most of the West European countries some twenty years or so ago. This model is still widespread in the UK, Portugal and to a large extent in Germany and the Netherlands, although women are now much more in the workforce in those countries.
- **modified breadwinner model/female carer model.** The modified breadwinner model is characterised with the preservation of the male role as the main breadwinner but women are more involved into paid work through part-time work as supplementary wage earners. Women still bear the main responsibility for caring for children and family wellbeing. State support for childcare is very limited as in the first model. This model is typical for the Netherlands and Germany but is also present in the UK and Finland.
- **egalitarian employment/modified caring model.** It assumes that both men and women are working fulltime and are bringing significant income home. This model of distributing paid work among the partners is combined with unequal division of housework and childcare in the home. The woman takes the greatest responsibility of caring work in which men also participate but to a significantly smaller extent. This is the dominant model in the post-socialist states Hungary and Bulgaria and is still widespread in the Nordic countries. It is also the dominant model in Portugal.
- **egalitarian employment/egalitarian caring model.** In this the model the equality in terms of fulltime paid work for both partners is combined with a more or less equal division of unpaid housework and care for dependents. The state has a significant role in supporting both employment and caring responsibilities of the partners and in fostering gender equality both ideologically and practically. This is the model to which the Nordic countries are aspiring but still has not been fully achieved both in Sweden and Finland as mothers are still bearing the main responsibilities for the childcare.
- **role reversal model.** It is typical for families in which the woman is the main breadwinner while the man assumes the role of the main carer for dependents to home. The last model has several modifications. The woman may be the only partner in paid work while the man may have fully adopted the role of the carer, as for example, in the UK where men lost their industrial jobs due to de-industrialisation and are inactive in the labour market (Brannen et al, 2004). In Bulgaria we are witnessing another model in which again the woman is the sole breadwinner while the man stays at home in long term unemployment but it is again the woman who is the main carer in the home. Another model is that of the reversed modified care where the woman works full time taking the traditional role of the main breadwinner while the man brings home a supplementary income from casual jobs.

In Table 5 we summarise the differences in the institutional context for the quality of life across Quality team countries from the perspective of the policy regime and attempt to hypothesize its effect

on the quality of life of its population. We expect that the greater security of employment, the greater gender equality in both paid and unpaid work, the extensive state support for family care as typical for the social-democratic welfare states will serve to provide a better institutional context for the quality of life than the high material well being but lower protection and lower equality in the corporatist and the liberal regimes. The countries in the sub-protective and post-socialist regimes tend to combine low living standards with low flexibility of work and low or declining state support. The strong support from the extended family acts to cushion the institutional deficiencies of state and businesses to provide a decent quality of life for their citizens.

Table 5. Institutional context for integrating work and family life

Welfare regime	Countries	Employment	Unpaid caring work	Rank in material wellbeing	Expected rank in quality of life
Social-democratic	Sweden	high state support for equal full-time participation of both partners	extensive state support for the involvement of both partners	3	1
	Finland	high social support for equal full-time participation of both partners	variety of public and private support for childcare	4	2
Corporatist	Netherlands	'flexicurity' (support for both full-time and part-time jobs) with women in part-time work	medium public support, high role of the family	1	3
	Germany	high social support for full-time jobs, encouragement for flexibility	medium public support, high role of the family	5	4
Liberal	UK	medium support for full time jobs, high employers' led flexibility	low public support for unpaid work, medium support from the employer	2	5
Sub-protective	Portugal	low state support, low work flexibility	low state support, low employer support, high family support	6	6
Post-socialist	Hungary	medium state support, low employer support, low flexibility	medium state support, low employer support, high family support	7	7
	Bulgaria	medium state support, low employer support, low flexibility	medium state support, low employer support, high family support	8	8

3.4 Healthy organizations and sustainable employment

Work package 4 of the Quality project has built on and extends the previous work packages by focusing on change and its impact on current quality of life as well as anticipating issues that may affect quality of work and life (positively or negatively) in the future. It employed a qualitative approach to explore in depth the notion of a healthy and socially sustainable workplace and the factors that are perceived to contribute to or challenge quality of life and workplace effectiveness in one specific organisation in each country. The research was carried out in two stages; 1) interviews and 2) innovation groups, and resulted in three reports:

- Kovacheva, S., Taipale, S., Beham, B., Redai, D., den Dulk, L., van Doorne-Huiskes, A., Kerckhaert, A., das Dores Guerreiro, M., Rodrigues, E., Lane, L., Billquist, L., Bäck-Wiklund, M., Szücs, S., Etherington, D., Lewis S. & Mark, A. (2008) Report on Emerging Themes from the Interviews (Deliverable 4.1)
- Lewis, S. (2008) Consolidated Report – Case Studies of Healthy Organisations (Deliverable 4.2)
- Lewis, S, D. Etherington, A. Mark and M. Brookes (2008) Comparative report on the innovation groups (Deliverable 4.3).

The notion that organisations can be described as healthy or unhealthy has been discussed since the early 1990s (Cox and Haworth, 1990; McHugh and Brotherton, 2000; Cooper and Cartwright, 1994; Wilson, Dejoy, Vandenberg, Richardson and McGrath, 2004; Cernigoj Sadar et al, 2005), although definitions, areas of focus and criteria differ. At a general level, however, there is some agreement that healthy organisations are those that are effective in what they do and meet the needs of the workforce, recognising that individual and organisational health are interdependent (McHugh and Brotherton, 2000; Cernigoj Sadar, 2005). In conceptualising healthy organisations in this study, we focused on both employee and workplace needs addressing a dual agenda of employee quality of life and workplace effectiveness (Rapoport, Bailyn, Fletcher and Pruitt, 2002; Lewis and Cooper, 2006). We also incorporated the notion of social sustainability (Webster, 2004; Lewis, Gambles and Rapoport, 2007) in our definition. This involves thinking about the future as well as current context.

Each country approached one of the four organisations that had completed the survey, to invite them to participate in the qualitative phase of the research. In order to ensure some comparability, we decided to focus on hospitals, insofar as this was possible, as this seemed particularly appropriate when studying the “healthiness” of workplaces. However this was not feasible in all the countries, in which case negotiations were carried out with the other organisations. Ultimately the research was carried out in 5 hospitals (in Sweden, Finland, UK, Bulgaria and Germany) and in three private sector organisations; one finance sector company in Portugal, a telecom company in the Netherlands and a household retail chain in Hungary.

The case studies were carried out in summer 2007. In each organisation interviews were carried out with between 8 and 20 participants. These included medical and nursing personnel at various levels of seniority and administrative staff and managers in hospitals and a range of staff and managers in the private sector organisations. A semi structured interview schedule was developed collaboratively by the cross national team, to ensure common approaches as well as attention to national and organisational context. The schedule first introduced the notion of the dual agenda. In order to get an understanding of the ways in which the organisations are changing and the impacts on effectiveness and employee quality of life, a time based approach was used, taking a past, present and future time perspective. Participants were first asked about what it is like to work at their organisation at the present time; what were the main challenges and how this affects work effectiveness and quality of life (and how this might differ by gender). The interviewer then moved on to ask the interviewee to reflect on the past

and how things had changed since they had worked there, or in the past 5-10 years before proceeding to consider what are perceived to be the main challenges and opportunities to the effectiveness the organisation and quality of working life in the next 5 to 10 years. The idea was that future thinking would be embedded in reflections on the past and present trends. The interview schedule was piloted in each country.

Innovation groups

The idea of the innovation group was to address the challenges identified in terms of the potential impacts on the dual agenda of enhancing quality of (working) life and workplace effectiveness, as well as to begin to engage participants in the collaborative development of small innovations that could help to meet these dual objectives. Participants were drawn from the case study interviewees and the composition of the groups in most cases included gender and occupational diversity. Line managers were included, and crucial to the process. The duration of the innovation groups was limited to between one and a half and two and a half hours, because of the availability of participants and the difficulties with releasing staff for longer periods.

In each country we began the session by negotiating a set of ground rules such as anonymity, interpersonal respect and non judgemental brainstorming. Each group explained the Dual Agenda which was the guiding principles for these groups, stressing the definition of healthy organisations as those that meet the dual agenda of both quality of life and workplace effectiveness. A list of the major challenges to the health of each organisation, emerging from the thematic analysis of the interviews was then presented on slides and handouts. Participants then discussed these and brainstormed possible dual agenda solutions in terms of changes to working practices.

Experience from the interviews showed that in some countries participants were “more ready to think creatively than others”. In other groups, participants focused more on the negative than positive aspects of the work. The moderator has an important role in the group process/dynamics as his/hers conduct affect the group and influences the manner in which participants interact with each other and the moderator. Occasionally the moderator played the role of interventionist e.g. helping the participants to stay focused on thinking constructively about the dual agenda. For more detailed information on group processes and differences between groups see, “The Comparative Report on the Innovation Groups” (Lewis et al. 2008). In general, we can conclude that discussion in the groups was intense, informative and gave positive feelings of openness and cooperation.

Analysis of the interview data contributes to an emerging picture of the characteristics of healthy organisations from employees’ perspectives in eight different national and workplace contexts. Quality of working life in healthy organisations is enhanced by indications that the workforce is valued, by meaningful and secure work that offers opportunities for self growth, development and use of skills, good collegial interpersonal relationships and communication, and an overall sense of fairness and equity. In healthy workplaces work is engaging but also leaves time and energy for a life beyond work. All this enables workers to contribute to vibrant and effective organisations, whether this is in terms of good patient service in the health sector, or market competitiveness in the private sector. These outcomes can also be sources of satisfaction, commitment and engagement. There are some differences between the health care and private sector organisations. While adequate pay is an essential hygiene factor for all, in the private sector organisations level of pay is emphasised more and in one case at least, it is considered important that pay is perceived as fair in relation to the profits to which staff effort has contributed. Appropriate resources and support to be able to contribute to good patient care is vital for hospital staff.

Many of the barriers to healthy, sustainable workplaces appear to be endemic in modern working life. Usually taken for granted as inevitable there is often little consideration of how to overcome them.

They include, above all, a widespread intensification and fast tempo of work or work patterns that ignore worker needs, stemming largely from reduced or stable resources in the face of greater health care demands in the hospitals, and higher targets due to pressures for survival in highly competitive markets in the private sector organisations. This intensification is associated with a number of risks for the health of the organisations including: mistakes or employee fear of making mistakes (especially significant in health care); inadequate time for important emotional work; employee feelings of inadequacy, low morale, stress and exhaustion; and reduced time and energy for family life. The latter has implications well beyond the employing organisation. Work intensification may also be one factor contributing to poor organisational communication in many cases. The management of change is more effective if workers are involved in and encouraged to participate in decision making, but such processes take time (Rapoport et al, 2002; Lewis and Cooper, 2005). Time is a scarce commodity, although an initial investment of time can save time in the long term.

A healthy organisation also appears to be a fair and equitable one. The consultation and participation of the workforce and effective communication contributes to a sense of procedural justice. There were many examples of perceived procedural injustice underpinning unrest in some of the organisations. A sense of distributive justice- that is perceived equity of rewards and outcomes is also important. This was most graphically illustrated by the Portuguese bank where employees felt that their contribution to the success of the business was not acknowledged and rewarded. A third form of justice relates to equity and diversity. A climate that appeared to tolerate inequity of treatment according to race and power (bullying) was reported in only one of the case studies- though it may possibly have existed more widely. Certainly in this case- the UK hospital- it resulted in what for many of the interviewees was an unhealthy and unpleasant atmosphere.

One form of inequity pervaded all the case study organisations to a greater or lesser extent. All the workplaces were highly gendered. In many cases the dominant organisational discourse is that men and women are treated equally and fairly. This assumes that everyday practices are gender neutral. Yet vertical and horizontal segregation is common. This is often justified on the grounds of gender stereotypes and also reflects gendered patterns beyond the workplace such that women often continue to take the major responsibility for domestic and care work. Some examples of direct discrimination and harassment are also reported. Yet assumptions about gender are rarely made explicit and discussed or challenged. There is growing evidence that working practices based on gendered assumptions undermine not only gender equity but also workplace effectiveness (Rapoport et al. 2002; Baily, Bookman, Harrington and Kochan, 2006).

3.5 Developing an instrument on the social quality of European workplaces

The aim of this workpackage was to make the results of the quantitative and qualitative analyses available to the larger public, by the construction of an instrument on social quality. Three deliverables on this instrument have been produced:

Taipale, S., Anttila, T. & Nätti, J. (2008) Checklist of Relevant Items (Deliverable 5.1)

Taipale, S., Anttila, T. & Nätti, J. (2008) URL of Social Quality Instrument Checklist
<http://socialquality.jyu.fi/> (Deliverable 5.2)

Taipale, S., Anttila, T. & Nätti, J. (2008) Report on the Construction of the Social Quality Instrument in European Workplaces (Deliverable 5.3)

As an outcome of both the quantitative and the qualitative data a social quality instrument has been developed. The Social Quality Instrument is a practical tool for European workplaces to measure various aspects of social quality of work. To develop the instrument analyses have been performed on the quantitative and qualitative data. The most important indicators of quality of life have been included in the social quality instrument, which consist ultimately of fifteen questions. The instrument can be filled in by everyone on the web, but is mainly aimed at service sector workers.

The purpose of the instrument is basically two-fold. First, we aim to offer a research-based tool for European workplaces to evaluate the social quality of work. We hope that organisations could use the instrument to ponder whether they have organised work in a socially sustainable manner and how they could improve the prevailing working conditions. Second, we use the Social Quality Instrument to gather new data from the European workplaces. As people from all over Europe use the instrument, their answers are saved in data files for further analysis.

The Social Quality Instrument is comprised of 15 key variables and a range of background questions. We fabricated the instrument so that it follows the basic idea of Karasek's Job Demands-Control model (Karasek 1979; Karassek & Theorell 1990). This model was then extended with variables measuring the consequences of job demand-control balance as we already foreshadowed in the checklist of relevant items. The majority of included variables were taken from the Quality questionnaire but we also benefitted from our qualitative research data when building the instrument. First, the qualitative research data supported the importance of the selected numeric variables. Second, the qualitative data revealed such important aspects of the social quality of work which were not asked in the questionnaire. For instance, on the basis of qualitative analysis the fairness of pay appeared as a crucial aspect of good work quality across Europe.

As said, we began the selection of variables from the Karasek's job demands and autonomy scales. Karasek's model was then extended with the indicators of organisation culture. One aspect of organisation culture is social support (e.g. from colleagues and supervisors), which has been added to the original Karasek's model later. In this Job Demand-Control-Support model (Johnson & Hall 1988; Karasek & Theorell 1990) social support is considered as a modifying effect which makes difference between collective jobs (high support) and isolated jobs (low support). In addition to them, we also wanted to measure organisation culture with one question on career demands. The Social Quality Instrument also measures various aspects of wellbeing. These aspects can be seen as consequences of job demands, job autonomy, and organisation culture. By using factor analyses and comparing the suitability of various questions of the questionnaire, we ended up choosing one question about work stress, two about work engagement, and one on work-life balance. In addition to these quite narrow measures, we rounded off the instrument with a question about overall life satisfaction which was also taken from the Quality questionnaire. The content of the instrument is visible in Table 6

The Social Quality Instrument starts with the selection of working language (<http://socialquality.jyu.fi>). The instrument can be used in all eight languages represented in the Quality project. The selection of language is followed by an introduction page, the collection of background information and four main steps. During the main steps, users are asked questions about different aspects of quality of work as described above in this report. After completing them, the instrument provides the user with a results page where the given answers are compared with the European mean scores. The content of the Social Quality Instrument is as follows:

Table 6. Content Social Quality Instrument

1. Language selection
2. Introduction
3. Background information
- Sex
- Year of birth
- Country
- What is the highest education that you have completed?
4. First step
Job demands
- Does your job require you to work fast?
- Does your job require you to work very hard?
Job autonomy
- Are you free to decide how your job is to be done?
- Are you free to decide what your job involves?
Job insecurity
- I am afraid I will lose my job
5. Second step
Career demands
- In order to be taken seriously in this organization, employees should work long days and be available all the time.
Social support
- I am comfortable in discussing my private life with my direct superior
- I am comfortable in discussing aspects of my private life with my colleagues
Fairness of pay
- How fair your company has been rewarding you in view of your experience/effort responsibilities/stresses/strains/work quality?
- How fair are the payment procedures in your company?
6. Third step
Stress
- In the last month, how often have you felt stressed?
Work engagement
- I am enthusiastic about my job
- My job inspires me
Work-life balance
- Your ability to meet the needs of your job with those of your personal or family life
7. Fourth step
Overall life satisfaction
- I am satisfied with my life
8. Results and feedback

The Social Quality Instrument produces two types of information for respondents. On the one hand, the results are illustrated with graphs where the users' answers are compared to European mean values. These mean values are derived from the Quality survey data. First, job demands and autonomy are presented in a fourfold which shows the main characteristics of respondents' job (i.e. high strain, low

strain, active or passive work). Second, all other aspects of social quality of work (e.g. social support, career demands, stress) are illustrated with horizontal bars graphs.

On the other hand, the same results are also presented in a written form to facilitate the interpretation of graphs. Written results are organised so that those aspects of work where respondents' score better than European average are presented first. Next, the instrument lists those aspects of work where respondents score below European mean values. This is to make visible the aspects of work which are most critical in terms of respondents' social quality of work. Finally, after presenting the results, respondents are also asked to give feedback on how to improve the instrument.

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First step

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Job demands ▶

	never	sometimes	often	always
Does your job require you to work fast?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Does your job require you to work very hard?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Job autonomy ▶

	never	sometimes	often	always
Are you free to decide how your job is to be done?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Are you free to decide what your job involves?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Job insecurity ▶

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree
I am afraid I will lose my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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Results

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Thank you for using the Social Quality Instrument!

Compared to EU average scores, your answers indicate that your job can be characterized as active job. Autonomy and demands in your job are high, which contributes to positive outcomes, such as motivation and learning.

Your answers also indicate that the social quality of your work is higher than the EU average regarding the following aspects...

- your job is rather secure
- your work demands, such as time pressures, are reasonable.
- your colleagues and supervisors are supportive.
- you do not feel stress too often.
- your work is inspiring.

To improve the social quality of your work, the following factors are important as your scores are below the EU average...

- balancing work and other spheres of life

The same results are displayed in the form of graphs below. Your answers are marked with the following symbol: ●

Main characteristic of your job	EU average	High strain job	Active job
		●	
		Passive job	Low strain job

3.6 Quality of life and future trends: scenario analyses

The aim of this work package was to investigate how socio-economic trends and public policies related to quality of life and work issues will evolve in the future. Scenarios are used to relate quality of life trends to policy issues. Two reports have appeared on the scenarios:

Verwiebe, R., Präg, P., Drobnič, S., Manolova, P., Kovacheva, S., Fodor, E., Redai, D., van Doornen-Huiskes, A., den Dulk, L., Kerckhaert, A., Schippers, J., das Dores, Guerreiro, M., Barroso, M., Rodrigues, E., Billquist, L., Lane, L., Bäck-Wiklund, M., Franzon, I., Etherington, D., Lewis, S., Mark, A., Brookes, M., Taipale, S., Anttila, T. & Nätti, J. (2008) National Report on Future Socio-economic Trends (Deliverable 6.1)

das Dores Guerreiro, M., Barroso, M. & Rodrigues, E. (2008) Future trends for Quality of Life in Europe: Scenario Analysis (Deliverable 6.2)

In general terms, the construction of scenarios can be regarded as a more useful, theoretically oriented and methodologically sustainable alternative than making simple predictions. It is a particularly appropriate method when appreciating complex problems developing over a long period of time characterised by uncertainty. Scenarios can elucidate these initially vague uncertainties and help clarify the different possible outcomes arising from today's recognisable societal trends (Heijden, 2005). The effects of certain economic, political, social or cultural trends, their degrees of certainty or uncertainty and their impact are examined by sketching hypothetical scenarios that, as complex patterns where these macro-trends intertwine, contribute to an analytical approach to the probability of their happening, on one hand, and their desirability with regard to quality of life on the other. A scenario is defined in our study as a description not only of the current status of a society (or its parts) and its possible and desirable future statuses, but also of the series of events than can lead to these possible states (resulting from its present condition). Scenarios are particularly useful methodological tools for guiding decision-making, as they allow reflection on the present and sustainable plans for the future.

In each country a session was held with groups of top-level experts from the fields of economics, politics, science and culture in each participating country. Each group of participants had different characteristics, thereby offering access to different and sometimes contrasting but always well-informed perspectives on quality of life. The necessary diversity of ages and occupations was therefore guaranteed for some interesting, fruitful sessions. We asked the experts to consider future uncertainties, create a story and develop two scenarios and finally to create a chain of events which could lead to these scenarios. In all countries 6 to 16 high level experts were present during the scenario session. For the groups of experts consulted, the following themes were central: what are the main challenges each country faces in particular and the European Union in general when it comes to quality of life and work? What can or should be done in the different national contexts to deal with these challenges? How can each individual person's quality of life be protected and improved? How can social quality goals be reconciled with economic development targets and inter-generational solidarity in each country and in Europe as a whole?

Table 7 Main trends and uncertainties

Main Trends and Uncertainties	
Economy	Financial crisis Economic recession Collapse of the financial markets Crisis in world trade systems

	Rise of small companies and sole traders Growth in leisure and communications sectors
Labour market	<p>Accentuation of the effects of globalisation on the labour market :</p> <ul style="list-style-type: none"> - flexibility in the labour market - intensification of work - longer working hours - less free time - alteration in the importance of time and space at work - outsourcing and offshoring - generalisation of technology in the production process <p>Difficult time management Maintenance of a culture of presence at companies Increase in the importance of time as "merchandise" Rise in the costs of leisure time Weakening of the power of trade unions in negotiation processes Social exclusion of less qualified people Shortage of highly qualified workers Exploitation of more vulnerable workers Rise in unemployment Promotion of unqualified work for immigrants Increase of self-employed workers and with fixed term contracts Weakening of traditional work patterns Appearance of new forms of communication and new facilitators of the production process Certain stagnation in technology Generalisation of the principle of social responsibility Increase in strategies for setting up an inclusive labour market</p>
Demography	Aging population Drop in the fertility rates Promotion of active aging
Migration	Increase in internal migratory flows Migration from Asia Increase in highly qualified emigration Social inclusion of immigrants or intercultural intolerance
Gender and reconciliation of work and family life	<p>Reduction in gender stereotypes Gender awareness Reconstruction of gender identities New types of family Increase in women's participation in public life and men in the private sphere Equal sharing of family and domestic responsibilities by women and men Strengthening of family support structures Adoption of an approach of the life cycle to paid employment</p>
Environment	<p>Rise in environmental and energy problems Climate change and global warming Reduction in non-renewable energy sources Rising prices Unsustainable congestion of traffic and urban life Development of environmental preservation Discovery of alternative energy sources Increase of the importance of the environment in the economy Incentives for rural and ecological tourism Reduction in energy consumption Change in consumption patterns in favour of renewable energies Rationing and charges on the use of polluting forms of transport</p>
City planning	Accentuation of deregulation of urban planning Urban planning strategies compatible with environmental sustainability
Politics and institutions	<p>Loss of confidence in institutions and political systems and representatives Appearance of strong, extreme political forces or large numbers of small dispersed political parties with little representation Forfeit of power of decision of national political systems to EU systems</p>

	Loss of political control at European level due to the strength and conditions of globalisation Progressive change of governments' role Rise to power of nationalist parties Full democratisation of the European Union Increase in citizens' movements Establishment of democratic citizenship Volunteer work and social solidarity Increase in political instability and military and diplomatic conflicts especially in the Middle East
Society and social protection	Retraction of welfare states Growing pressure on social security systems Collapse of the social protection system Growing social inequalities Widening gap between rich and poor Deterioration in living conditions Growth in disadvantaged classes Weakening middle class

Since in all countries session were held, different scenarios emerge. At least the following dimensions appear to be important in the scenarios. From the start, *demographic issues* are of particular importance. The current trend towards an aging European population may compromise the quality of life of large segments, as, if they are not reversed, they will lead to scenarios of not only demographic, but also economic and social imbalance. Other trends – such as active aging or the creation of a societal “environment” more favourable to a rise in the birth rate – can in turn contribute to the appearance of more auspicious scenarios in this crucial dimension. An increase and improvement in healthcare for the elderly and different forms of active aging are factors associated with this wider demographic dimension, and their impact on the future cannot be ignored.

If we are to achieve scenarios of harmonious *social inclusion*, it is vital to establish the integration mechanisms and social networks (diversified and, possibly, renewed) needed to create *social capital*, a fundamental factor for improving the interactive components of quality of life and work.

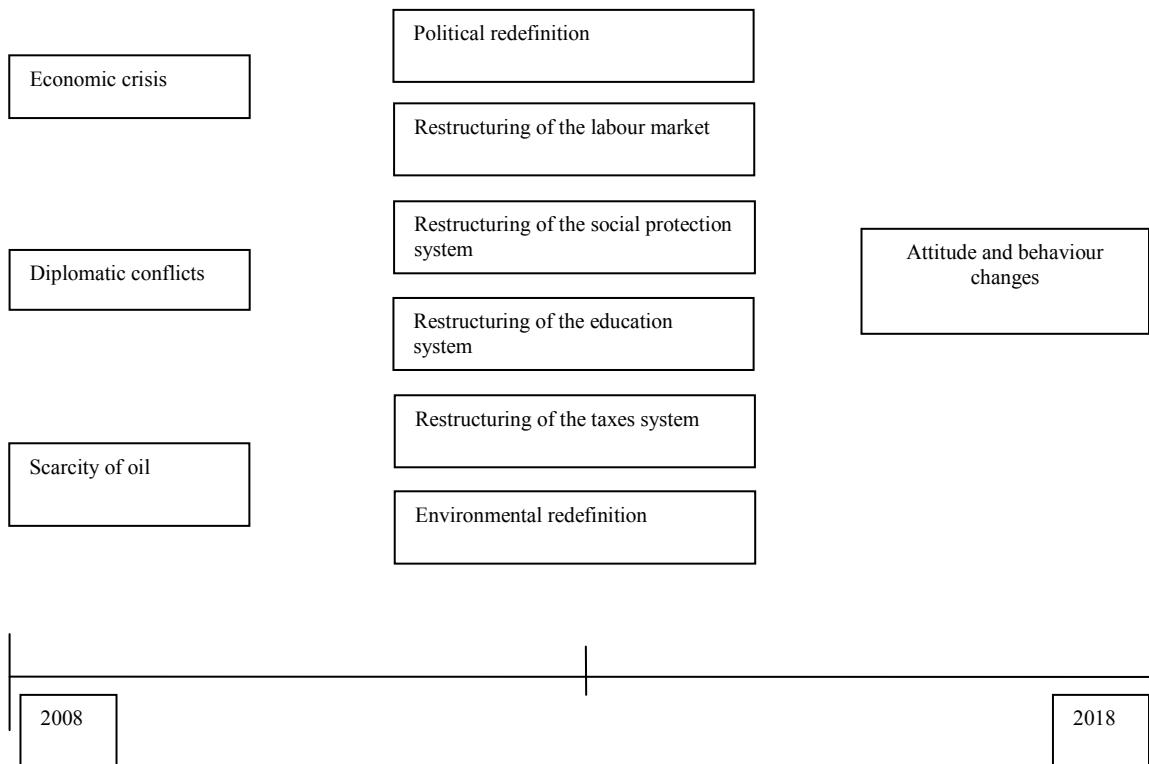
Speaking of *social inclusion* is also speaking, in part, of a general rise in the *population's qualifications*. This is a decisive factor in the panorama of today's societies based on scientific and technological knowledge and its importance in improving quality of life is well known. In fact, the future EU scenarios must always be associated with a rise in levels of schooling and qualifications and the growing importance of lifelong learning (particularly important for individual capacity building at different levels). The construction of hypothetical scenarios in which this does not happen shows the highly negative effects on the economy, work and culture of a European population that is not properly prepared to meet the challenges of contemporary societies that are unique in their structural and symbolic complexity. Quality of life therefore requires quality of education, which in turn must be associated with the creation of more egalitarian access to it. The *labour market and employment* played a very important role in the discussions of Europeans' future quality of life. Of the different variables pertaining to this central dimension of people's existence, the most imperative are sustainable flexibility, a predominance of qualified work in countries' employment structures, the importance of the service sector and low levels of unemployment. While these factors may develop differently and uncertainly, it must be said that improvement in quality of life clearly depends on these trends. *Gender equality* is also an essential factor in the scenarios. It intersects complexly with other factors, such as those in the labour market, family and the balance between the two, and helps model the different frameworks that people experience in their everyday lives. Broader *cultural and symbolic factors* also feature in the future scenarios for quality of life and work. Indeed, the cultural dimension permeates all the others mentioned here, as the values

and attitudes shared socially with them intersect and modulate them. Although the specific characteristics of factors such as national, regional and local identities, religious attitudes and environmental values intertwine with other variables, they are powerful factors in the configuration of societal frameworks.

The future(s) of Europe naturally depend mostly on the development of *more specifically political factors*. At some sessions, attempts to establish more participative democracy and a more open, harmonious multiparty system were included in the variables leading to an improvement in quality of life. The scenarios submitted to the EU also depend on a good balance of power between the European, national, regional and local levels of decision making, the existence of strong civil societies and the role of the social partners. Now looking beyond social, cultural and political factors, we can say that they articulate closely with other dimensions of the structuring of global society, developments in which have repercussions on all levels of life. *Energy sources* and the *environment* are some of most important. Besides, planning and technological developments appear to be important.

Once the final scenarios had been defined, the experts were asked to identify *a chronological chain of events* that would lead to these scenarios. The chains of events were aimed at the specific characteristics of the scenarios. In some cases, as the scenarios reflected specific national realities, the chains contained events with only national implications. Even so, it was possible to identify overall convergences in the eight expert groups from the partner countries of the Quality Project. These convergences were orientated, on one hand, towards the identification of common events that would lead to the different scenarios, and, on the other hand, to a similar chronological position of events. It was possible to indicate three periods of time for the prevalence of the events. The first, short term period, characterized by the nearness of the events, would occur between 2008 and 2011. The second, medium-term period would show events between 2011 and 2015. The final period would occur between 2015 and 2018. The first period of time would comprise immediate events that would be the starting point of the different chains. The second period of time includes medium-term events, resulting from the ones in the first period. They could have different areas of incidence. The final period, the most distant one, would consist of attitudinal and behavioural events and would be characterized by the consolidation of principles, habits, values and ways of living. In the most favourable scenarios, Europe would witness a change of values over the need to reconcile work and family and promote equality, tolerance, diversity and the protection of human rights. The worst case scenarios would include an increase in intolerance, a decrease in democratic citizenship, and a reduction in the importance of education, knowledge and sustainable development.

Figure 4 Chains of events



3.7 The influence of gender

The aim of this workpacakage was to study the importance of gender in all parts of the project. Three reports have appeared:

Fodor, E. (2006) Gender Checklist to Encompass Gender differences in Quality of Life in European Countries (Deliverable 7.1)

Fodor, E. & Redai, D. (2008) Differences between Men and Women in Work Quality (Deliverable 7.2)

Fodor, E. & Redai, D. (2009) Differences between Men and Women in Quality of Life (Del. 7.3)

We started with a checklist, which consisted among others of the following items:

1. What is ‘quality of life’? For example:

- Are the definitions of ‘quality of life’ gendered and if so, how? Would a ‘high quality of life’ mean/consist of the same for men and women?
- Do existing theories of quality of life take women’s experience into account or are they primarily based on men’s life experiences?
- Do women have a voice in the workplace and in other public arenas in determining what should count as ‘high quality’ of life and how is this voice articulated?

2. Quality of work For example:

- Are the definitions of ‘quality of work’ gendered and if so, how? Would a ‘high quality of work’ mean the same for men and women?
- What aspect of work do men and women find most important for determining their quality of work and why?
- Is the relationship between quality of work and quality of life gendered: do men and women experience this relationship similarly? Are there differences among men and among women?

- What is the impact of work quality on men's and women's overall happiness and satisfaction? Is there a difference by gender here?

3. Institutional context for example:

- Does the economic, social and political situation in the country affect men's and women's quality of life, opportunities, health, etc. differently? Do changes in the economy and society have the same impact on men and women?
- Have structural changes in the economies, culture and politics in western and Eastern Europe affected women's and men's life quality differently?
- Are men and women affected differently by changes in work/life contexts over the past decades? What are these changes and what are their consequences for men and women?
- What is the generally accepted view on men's and women's role in society, have these changed over the past decade or so?

4. Organizations and gender for example:

- To the extent that this is observable in our explorations: Is the operation and logic of the work organization built on the male life experience?
- How are the specific organizations we are looking at gendered and are these different from other types of organizations?
- What qualities and skills are valued at this workplace? Are these expectations gendered? For example, how is 'commitment' defined and is this definition gendered?
- How is child care and parenthood handled?

5. Measurement issues for example:

- Do we need the same measures to assess men's and women's quality of life? Are the measures used in the literature sufficient to tap into the potential gender differences in experience or do we need to develop new methods of research or different indicators?
- Is women's voice heard in the interviews? Do women talk about these issues differently from men? What does that mean?

6. Future trends, policy making for example:

- Can men and women influence social policy to the same extent?
- Does each social policy measure affect women differently from men and if so, how?

Specifically, we found that women worked shorter hours than men at their workplaces. This was especially true for the more developed economies as women's relative workload seemed significantly higher in Bulgaria, Hungary and Portugal. In addition, women had less authority, contributed less to the household budget, tended to commute a bit longer, had less access to flexible work arrangements and in general were less likely to receive training than men. Nevertheless, women felt just as, or even more, loyal than men and derived a somewhat higher degree of pleasure from their jobs. Men, on the other hand, experienced more pressure and more demanding careers. We also explored determinants of job satisfaction: Having supervisory authority and autonomy are more important for men's enjoyment of their work, while having access to flexible work time options contributes more to women's job satisfaction. This makes sense as women are more likely to be responsible for domestic duties while masculinity is closely tied to power and authority. In general, these findings lead us to conclude that work/life balance policies at the workplace contribute more to women's happiness with their jobs than men's, while lengthy and unpredictable work hours make both genders dissatisfied. Both men's and women's quality of life is affected by their perceived satisfaction with their jobs. Jobs which guarantee more autonomy, more support from colleagues and supervisors, less pressure and daily demands contribute to a happier life for both genders. Working long hours makes everyone unhappy but the availability of flexible work options, the length of domestic work and the presence of children are especially problematic for women, as they are, in each country, the primary bearers of domestic responsibilities.

4. General conclusion and Policy recommendations

4.1 General Conclusion

The QUALITY project has given insight in quality of work and life in European countries, using a variety of methods. Many conclusions have been discussed in the presentation of the work packages. For the general conclusion we would like to restrict ourselves to the most important conclusions.

Resources at the workplace and the family important for high quality of life

We can conclude that resources at the workplace and the family enhance overall life satisfaction. Next to job autonomy and social relations at work, work-life balance support proved to be highly relevant for the quality of life. Long working hours, work pressure and job insecurity, on the other hand, negatively influence overall life satisfaction as well as having care responsibilities for relatives outside the household. In contrast to our expectations, we did not find a positive impact of flexible work arrangements and training opportunities. The former finding might be due to the double edge nature of flexible work arrangements. Resources and demands directly affect overall life satisfaction but our findings also indicate that the impact of resources and demands at work and at home are mediated by cross-domain transfers of experiences between the work and home or family domain. Country differences indicate that in a country with more profound social policies and regulations regarding quality of work and life as is the case in Finland, workers appear to be more satisfied. However, when including cross-domain transfers between the work and family domain (work-home interference and enrichment) in the analysis most country differences disappear. Across service sectors, hospital workers are more satisfied with their life than retail workers. This might be related to the fact that hospital workers find a certain vocation in their work, which in turn positively affects their overall life satisfaction.

Growing similarities between countries but persistent inequalities as well

Our study shows the importance of the institutional context for quality of life. The greater security of employment, the greater gender equality in both paid and unpaid work, the more extensive state support for family care as typical for the social-democratic welfare states serve to provide a better institutional context for the quality of life than the high material well being but lower protection and lower equality in the corporatist and the liberal regimes. The countries in the sub-protective and post-socialist regimes tend to combine low living standards with low flexibility of work and low or declining state support. The strong support from the extended family acts to cushion the institutional deficiencies of state and businesses to provide a decent quality of life for their citizens.

In general similarities between countries have increased. There is a significant improvement of the employment rate of older workers although reaching the Lisbon target is still a challenge. Flexible working arrangements and better health services allow people to stay active on the labour market longer and leave later in their life course. In low-income countries older people bear the burden of searching for additional paid work and/or informal provision of childcare for their grandchildren. Young people continue to be at a disadvantage in the labour market due to structural reasons among which early school leaving and lack of integrated transitions policies play a major role. Employment insecurity results in the delay of family formation and the transition to parenthood. There is a growing diversification of the legal conditions of employment contracts, their duration and the amount and schedules of working hours. Flexible work brings more opportunities for achieving a work/life balance but may also be a trap of insecure jobs without career prospects. In the current situation of diversified labour markets, not only the quantity but also the quality of employment has to become a central issue

for the European welfare states. In a similar way, European societies experience a rise in the multiplicity of family forms and relationships between genders and generations. In the diversified family situations of people the quality of family life is strongly related to the quality of the family policies and their flexibility. Diversified lives and families are becoming also the biographical trajectories of individuals and this raises the need of destandardisation and flexibilisation of social support. Transitions become more complex and reversible and the social security systems have to manage various transitions successfully – from school to work, between jobs, between work and training, between career breaks and care periods, between working life and retirement.

The importance of a healthy organisation

Our research contributes to an emerging picture of the characteristics of healthy organisations from employees' perspectives in eight different national and workplace contexts. Quality of working life in healthy organisations is enhanced by indications that the workforce is valued, by meaningful and secure work that offers opportunities for self growth, development and use of skills, good collegial interpersonal relationships and communication, and an overall sense of fairness and equity. In healthy workplaces work is engaging but also leaves time and energy for a life beyond work. All this enables workers to contribute to vibrant and effective organisations, whether this is in terms of good patient service in the health sector, or market competitiveness in the private sector. These outcomes can also be sources of satisfaction, commitment and engagement. There are some differences between the health care and private sector organisations. While adequate pay is an essential hygiene factor for all, in the private sector organisations level of pay is emphasised more and in one case at least, it is considered important that pay is perceived as fair in relation to the profits to which staff effort has contributed.

Double edged nature of flexibilisation

Based on this study it can be concluded that flexibilisation is 'double edged' as it has the potential to harmonise work and family life and lead to higher quality of life, and to induce more overtime, a disturbed work-life balance and less quality of life (Peters & Van der Lippe, 2007). Flexible working hours, can also be characterised as neutral. In a tight labour market, employers can introduce flexible working hours in order to attract and retain scarce personnel. In that case, a dual-agenda, or a win-win situation can be arrived at as this type of flexibility can have positive consequences for both employers and employees (Peters, den Dulk, Van der Lippe, 2009). It remains to be seen what the effect of flexibilisation will be in terms of quality of life during the present economic recession.

In our expert meetings the discussion of the impact of the growing flexibility of the labour market focused mainly on the effects of the flexibility of contractual relationships. Flexible employment contracts are easily associated with job instability, often resulting in lack of protection for workers in terms of sick leave, unemployment and family care, among others. Guaranteeing that flexibility in work is accompanied by social protection for workers and reinforcing control of employers' abuse of flexibility are two focuses of intervention recognised as essential in promoting quality of work.

Remaining gender inequality

The growth of women's employment and the dual earner family model is an all-European trend. In the Quality team countries women have a higher educational attainment level than 15 years ago and this is a strong prerequisite of their better quality of work. While women gain in career opportunities they experience more time pressures and the need to find the right balance between work and family life. At the same time there is an enduring gender asymmetry in family care involvement, even in the more egalitarian Nordic countries. The report of the European Observatory on the Social Situation (SSO, 2005c, Annex: 38) summarises the state with caring in Europe in the following way: low levels of

formal care for all dependents are prevalent across the EU, informal care is the predominant form of care, better care is available for children, less developed are services for older persons, there are negative financial and emotional strains on carers.

All the studied workplaces were highly gendered. In many cases the dominant organisational discourse is that men and women are treated equally and fairly. This assumes that everyday practices are gender neutral. Yet vertical and horizontal segregation is common. This is often justified on the grounds of gender stereotypes and also reflects gendered patterns beyond the workplace such that women often continue to take the major responsibility for domestic and care work. Some examples of direct discrimination and harassment are also reported. Yet assumptions about gender are rarely made explicit and discussed or challenged. There is growing evidence that working practices based on gendered assumptions undermine not only gender equity but also workplace effectiveness.

The advantages of multi-actor and multi-method data

In this study we have chosen to collect many different data sources to provide a full and encompassing insight in quality of work and life, and in the way healthy organizations can function in an a socially sustainable manner. The real advantage of our methodological approach is that we have the availability of multi-actor and multi-method data. Data are collected at many different levels: the employee level, the employer level, the organizational level, and the policy level in eight European countries. The quantitative data make it possible to test our hypotheses obtained from the theoretical model and study the relevance and importance of each of the explanatory factors for quality of life. Our qualitative data provide us the opportunity to deepen our insights in quality of life, and to relate that to healthy organizations. By starting at the organizational level, we draw attention to the fact that employees are embedded in their organization, and we make use of it by having many employees from the same organization. One important reason to collect information in so many different ways is that we want to learn from different countries. Using quantitative data it is difficult to really deepen insight in the influence of cultural, economic and policy differences on quality of life, given the restricted number of countries available. Moreover, although relatively many studies exist on the quality of life, often using a quantitative approach, quality of life is multifaceted issue, and the causes of it are multifaceted as well. This makes a combination of different methods to unravel the complex causes and meanings of quality of life more desirable as well. Since our research is also focused on policy implications, we are very happy that we were able to include so many policy relevant parts, such as the scenario setup in our design.

As with every data design, there are some disadvantages attached to it as well. By choosing for four specific organizations, we are not able to generalize our findings to the country level. Moreover, since we have only a few organizations per country we have to be careful with our interpretations and conclusions. It might be difficult to stress the impact of the country of or of the organization on quality of life. Furthermore, our design has made it difficult to collect information from other members in the family, which would have been very interesting given the research problem at hand. Finally, doing the same survey in each organization and country implies that very specified questions, aimed at only one organization for example were not possible. All in all, however, we conclude that our approach has many benefits and is very useful in unravelling the complex causes and meanings of the quality of life.

The value of new research approaches and instruments

Our study is characterized by new and relatively unknown instruments to get insight in the complex causes and meanings of quality of life. The use of *innovation groups* enabled us to address the challenges identified in terms of the potential impacts on the dual agenda of enhancing quality of (working) life

and workplace effectiveness, as well as to begin to engage participants in the collaborative development of small innovations that could help to meet these dual objectives. We have performed *scenario meetings* with high level experts to derive a more useful, theoretically oriented and methodologically sustainable alternative than making simple predictions for the future. The scenario method was a particularly appropriate method since we approached complex problems developing over a long period of time characterised by uncertainty. Finally, a *social quality instrument* has been developed based on the outcomes of the quantitative survey as well as the qualitative interviews and innovation groups, and at present an instrument put at the website to be filled in by individual employees. The fact that we have been able to apply these new research approaches and instruments in all 8 countries is unique, and due to the excellent collaboration between the partner countries.

The importance of cross country collaboration

The cross country collaboration has proved to be very valuable in gaining insight in the quality of life in different cultural, economic and political contexts. Our research group was diverse, with men and women, and younger and older people. We benefited in many ways from this diversity. The co-ordination of different work packages by different national partners, who then organised and led work package related sessions during the project meetings, exposed the group to different ways of working which was productive as well. Sharing responsibilities and involving all the teams in this way also helped to engage all the partners. We also benefited from diverse and challenging perspectives. Working in a large diverse team reflects the nature of EU research designs, with the advantage that it harnessed different perspectives and skills, encouraged challenges to taken for granted assumptions about research approaches and findings and enhanced creativity.

4.2 Policy implications

The QUALITY outcomes suggest a number of policy recommendations. In formulating these recommendations we try to take the present economic crisis into account. Again, we have restricted ourselves to the most important implications.

Investment in quality of life

Individual and family coping strategies need support from the state, employers and company investments in citizenship rights in order to sustain or achieve a healthy balance between work and care, between flexibility and security and to attain a high quality of life. Especially in times of economic downturn, it is important to focus on vulnerable groups, such as young lower-educated people, ethnic minorities, low-skilled workers, and women in marginal jobs. These groups will face increasingly severe obstacles to utilise and to develop their human capital, skills and social capital. However, to secure a sustainable labour market in the near future all available human capital and talents are needed.

Reconciling personal, working and family life is also a component of extreme importance to quality of life and work. The trend towards an increase in the volume of work carries the risk of uneven distribution between time for work and for leisure, family and personal investment, which generates feelings of dissatisfaction, discouragement and general malaise. A good balance between these two spheres can be achieved by regulating working hours and adopting flexible time management models suited to the needs of both companies and workers. An effective integrated network of family support services is also essential to this balance. Family assistance takes different forms. Available high-quality public services for caring for children and elderly people is becoming an increasingly vital need. Within Europe, only the Scandinavian countries are characterized by high quality family support. It is also

essential to guarantee access to maternity, paternity, parental and family care leave that is universal, balanced and economically fair. There is a direct association between the balance between work and family and the position of women and men in the labour market. There will only be balanced participation of women and men in employment in general and in top-positions in particular, when this balance is also achieved in the domestic sphere. It is therefore important to take measures to promote equal division of domestic chores and child care and encourage men to participate. Affordable and accessible childcare is crucial in this respect. A specific way of supporting the balance between work and family is to develop employment policies encouraging a life course approach allowing workers to make easy transitions between the domains of work, education and care. An effective life course approach also contributes to the sustainability of the workforce by encouraging life long learning and allowing variation in career investments along the lines of family formation and life stages.

The necessity to address work intensification

Our research shows that the rising intensity of work is one of the main issues undermining healthy organizations, impacting on effectiveness and wellbeing at work. The regulation and reduction of working time is often not accompanied by any reduction in workload. Thus the same or a greater amount of work has to be performed in less time, and often with a reduction in pay. Policy directives regarding working hours, such as the EU Working Time Directive, need to pay attention to workload demands so that it does not encourage work intensification. The globalised context of business competition and the redefinition of the ideas of working space and hours have faced the working population with new challenges. Processes like the increased volume of work and multi-skilled work have resulted in a greater effort at time management and work organisation by workers.

Investing in sustainability

Sustainable work is the most important prerequisite for the future labour market. Therefore we must strive for high quality jobs for all workers in Europe in order to guarantee sustainable employment in the future. European, national, community and workplace need to consider the long term impact of the depletion of time and energy for families and communities resulting from increased work tempo, work intensification, fatigue and long working hours. Employing organizations also need to invest more time into collaboration, participation and communication for effective change management. Moreover, since education and sustainability are indissolubly related, workplaces and national welfare states should both invest in training opportunities for all workers during the whole life course.

Gender equity: high time for implementation and practice

Despite national and workplace equal opportunities policies, persistent gender inequities remain. It is time to focus on the implementation of these policies, on systemic change in workplaces (that is, change in structures, cultures and practices) and on wider societal practices. In particular this will involve attempts to make visible deeply held assumptions and values in organizations, which incorporate and reproduce gendered stereotypes, and organization cultures that support the notion of ideal workers as one who works as though they have no family responsibilities (Lewis, 2001). Only by making visible and challenging taken for granted gendered assumptions will structural change to support gender equity occur. Gender is a transversal dimension when designing and implementing policies. Gender mainstreaming is not actually practised in policies and organizations because of the invisibility of gender issues. A seemingly contradicting conclusion must be that for the time being, mainstreaming gender in the everyday practice of human resource management is only possible if gender becomes an explicit topic of concern.

Another important domain to improve gender equity is the improvement of social policies such as affordable and accessible childcare, flexible school hours to ease the combination of paid work and

care. Related to the labour market, there is a pressing need to combat gender discrimination and to introduce positive measures to encourage balanced participation in work by women and men and to fully use the talents of women. Most relevant is a balanced participation of men and women in high level positions. This may require temporary and unconventional measures like quota or compelling codes.

A dual agenda for change to meet the challenges of the future

Overall, a major challenge for the future is for organisations to meet new demands by attending to both aspects of the dual agenda- recognising that employee quality of life and workplace effectiveness are equally important and interdependent- and for national policy makers to find ways of encourage this.

5. Dissemination and/or exploitation of results

5.1 Dissemination Strategy

The dissemination strategy for Quality was an integral part of our research project. The aim of project Quality was to examine from an internationally-comparative perspective how European citizens in an era of major change, living in different national welfare state regimes evaluated the quality of their lives, the way the quality of life and work were interrelated, and the impact of organisational policies on the well-being of European citizens.

The dissemination of project objectives, intermediary and final results was organised to cover the whole of the projects duration (2006-2009) and beyond. The primary goal of the dissemination strategy was to contribute to the fulfilment of Quality's aims through the efficient spread of knowledge generated within the project to three broadly defined groups presented below.

Targeted groups for dissemination of project findings:

Policy-makers – those involved in social and family policy, labour market regulation, non-discrimination and gender equality policies

The civil society – employers' associations, trade unions, youth NGOs, women's and parents' organisations

The general public; and the academic community – among researchers, lecturers, students, and experts

At the operational level, dissemination activities served as a resource for our targeted groups by continuously informing them of the achievements taking place within project Quality. Dissemination strategy was organised on three levels to meet the needs of the specified targeted groups.

International – Europe and the global community

National – within each country

Local – in the communities where our case studies were performed

5.2 Dissemination Channels

Dissemination to the targeted groups on the levels presented above was accomplished using channels presented below:

Written articles in academic, policy journals, trade journals, employer and employee journals, practitioners' newsletters

Papers presented at a variety of venues, including international conferences, seminars and workshops

Media coverage through a project website, other Internet dispersion such as links to other websites, nationally read newspapers, television, and radio

5.3 Direct actions for making the project known

Exploitable knowledge

Among the many achievements of project quality is the creation of a practical tool for European workplaces to measure and evaluate various aspects of social quality of work, the Social Quality Instrument. The instrument combines elements from both qualitative and quantitative research and is comprised of 15 key variables. The Instrument was officially launched at the Community, Work and

family Conference, Utrecht 2009. Individuals are invited to test their organizations social sustainability via project Quality's website. For an overview of how the knowledge will be used, ownership etc see the contractors report.

Website

The project QUALITY website, www.projectquality.org, was launched in the autumn of 2006 and since then has remained the project's window to the international community. Over the course of the project, we have published full reports or summaries of national reports produced in project Quality, a web-version of Quality's newsletter as well as a number of milestones, events and conferences. The latest addition to the Quality website is the inclusion of Social Quality Survey Instrument, produced by our Finnish partners as part of Work package 5. It is now possible for members of the public to test the socially sustainability of their organization direct from our website.

Our website receives the majority of its visitors from project Quality partner countries and from English speaking countries such as the USA, Australia and Canada. A variety of stakeholders has downloaded information and documents from the website. The most frequently accessed and downloaded types of documents are Quality's Newsletters and Quality research reports.

Quality Newsletter

Two project newsletters have been produced and published as web-documents. The first was launched in December 2007. Issue 1 (2007), highlighted project Quality at the halfway mark and presented project achievements thus far. Issue 2 (2008), highlighted Work package 4: Healthy Organizations and presented a preview of the preparation for Scenario training to be presented in Work package 6. The newsletter has proved helpful as a concentrated source of project information in our contact with expert groups and other stakeholders. The newsletter was distributed either by e-mail as a PDF-file or via the project website.

Quality Poster

In the final year of the project, a poster chronicling Quality's aims, objectives and results was presented at the Community, Work and Family Conference, 16-18 April 2009 in Utrecht. The poster was complemented with printed copies of Quality research reports. A second aim of the poster presentation was to launch the Social Quality Survey Instrument.

Stakeholder List

Several Quality partners created e-mail lists for distributing information to selected stakeholders at the national and local level. We used these lists in a number of ways: for dissemination of information about the website, newsletter, project goals, and achievements or for exchange of ideas concerning questions of particular interest. In 2008, we used these lists to disseminate results from Quality's report *Future Trends for Quality of Life in Europe: Scenario Trends*.

Dissemination at academic conferences

An important part of Quality's dissemination strategy was to engage in debates concerning research questions on the quality of work and the quality of life by presenting research and findings at conferences, organized by the academic community or other stakeholders. Quality partners have attended a number of international and national conferences, primarily organized by the academic community but also by other stakeholders, and have generated increased interest in the project. Appendix 1 section 2 presents a list of academic conferences where Quality partners made presentations.

Scientific articles, books, book chapters and working papers

Quality partners produced a number of scientific articles, books, or chapters in books and working papers individually, in collaboration with Quality partners or other stakeholders. Appendix 1, section2 presents a list of these achievements.

Media contacts Interviews etc

A primary goal of Quality dissemination strategy was to encourage partners to engage actively in media contact at the local and national level. The results of these efforts are presented in Appendix 1 Section 2.

Popular articles, seminars, lectures and media contacts

Quality's aim to keep the public informed of project findings resulted in a number of popular articles, seminars, lectures, discussions or other media contacts directed towards the non-academic public. In addition, Quality partners engaged in informal feedback reports and discussion groups with organizations that have participated in Quality data collections. Appendix 1 section 2 presents a list of popular articles seminars, lectures, and media contacts.

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7. Annexes

Annex I: Project Deliverables

A number of research reports arising from Quality have been published and disseminated to a variety of stakeholders. This dissemination has primarily taken place via project quality's website, but also as a result of interest generated in Quality newsletters, at conferences and seminars.

- Beham, B., Drobnič, S., & Verwiebe, R. (2006) Literature Review: Theoretical Concepts and Methodological Approaches of Quality of Life and Work (Deliverable 1.1)
- Beham, B. & Drobnič, S. (2007) Report on Existing Data Sources and Objective and Subjective Indicators (Deliverable 1.2)
- Beham, B., Präg, P. & Drobnič, S. (2008) Working Conditions and Quality of Life in Europe (Deliverable 1.3)
- Den Dulk, L. & T. van der Lippe (2007). Questionnaire: quality of life in a changing Europe (D2.1)
- Den Dulk, L. & T. van der Lippe (2008). Crossnational dataset (D2.2)
- Den Dulk, L. & T. van der Lippe (2008). National reports (D2.3)
- Den Dulk, L. & T. van der Lippe. (2009). Quality of life and work in a changing Europe: a comparative analysis (D 2.4)
- Veldhoen, M., van Doorne-Huiskes, A., Schippers, J., den Dulk, L., van der Lippe, T., Lewis, S., Purcell, C., Beham, B., Drobnič, S., Verwiebe, R., das Dores Guerreiro, M., Rodrigues E., Taipale, S., Hirvonen, H., Fodor, E., Redai, D., Kovacheva, S., Peeva, R., Andreev, T., Lane, L., Bäck-Wiklund, M. & Szücs, S. (2006) National Reports on Socio-economic Trends and Welfare Policies (Deliverable 3.1)
- Kovacheva, S., Kabaivanov, S., & Andreev, T. (2007) Comparative report on the Institutional Context of Work and Quality of Life (Deliverable 3.2)
- Kovacheva, S., Kabaivanov, S., & Andreev, T. (2007) Summary of the Comparative Report on Institutional Context (Deliverable 3.3)
- Kovacheva, S., Taipale, S., Beham, B., Redai, D., den Dulk, L., van Doorne-Huiskes, A., Kerckhaert, A., das Dores Guerreiro, M., Rodrigues, E., Lane, L., Billquist, L., Bäck-Wiklund, M., Szücs, S., Etherington, D., Lewis S. & Mark, A. (2008) Report on Emerging Themes from the Interviews (Deliverable 4.1)
- Lewis, S. (2008) Consolidated Report – Case Studies of Healthy Organisations (Deliverable 4.2)
- Lewis, S., D. Etherington, A. Mark and M. Brookes (2008) Comparative report on the innovation groups (Deliverable 4.3).
- Taipale, S., Anttila, T. & Nätti, J. (2008) Checklist of Relevant Items (Deliverable 5.1)
- Taipale, S., Anttila, T. & Nätti, J. (2008) URL of Social Quality Instrument Checklist <http://socialquality.jyu.fi/> (Deliverable 5.2)
- Taipale, S., Anttila, T. & Nätti, J. (2008) Report on the Construction of the Social Quality Instrument in European Workplaces (Deliverable 5.3)
- Verwiebe, R., Präg, P., Drobnič, S., Manolova, P., Kovacheva, S., Fodor, E., Redai, D., van Doorne-Huiskes, A., den Dulk, L., Kerckhaert, A., Schippers, J., das Dores, Guerreiro, M., Barroso, M., Rodrigues, E., Billquist, L., Lane, L., Bäck-Wiklund, M., Franzon, I., Etherington, D., Lewis, S., Mark, A., Brookes, M., Taipale, S., Anttila, T. & Nätti, J. (2008) National Report on Future Socio-economic Trends (Deliverable 6.1)

- das Dores Guerreiro, M., Barroso, M. & Rodrigues, E. (2008) Future trends for Quality of Life in Europe: Scenario Analysis (Deliverable 6.2)
- Fodor, E. (2006) Gender Checklist to Encompass Gender differences in Quality of Life in European Countries (Deliverable 7.1)
- Fodor, E. & Redai, D. (2008) Differences between Men and Women in Work Quality (Deliverable 7.2)
- Fodor, E. & Redai, D. (2009) Differences between Men and Women in Quality of Life (Deliverable 7.3)
- Bäck-Wiklund, M., Lane, L. & Szücs, S. (2006) Dissemination Plan (Deliverable 8.1)
- Van der Lippe, T. et al. D 9.1. Consortium agreement
- Van der Lippe, T. et al. D 9.2. Management plan
- Van der Lippe, T. et al. D 9.3. Progress report (EC and others)
- Van der Lippe, T. et al. D 9.4. Management reports
- Van der Lippe, T. et al. D 9.5. Final report
- Van der Lippe, T. et al. D 9.6. Consortium meetings

Annex II: Project Deliverables

Section 2: List of Conference Presentations			
When	What	Where	Who
11-12.5.2009	The Strategic Advisory Research Board	SFI Copenhagen	Bäck-Wiklund, M.
16-19.4.2009	III International Community, Work and Family Conference	Utrecht University Utrecht	van der Lippe, T., den Dulk, L. van Doorn-Huiskes, A. & Schippers, J.
16-17. 6.2009	Final CINEFOGO conference 'Social Capital, Participation and Citizenship in Europe'	Scotland House, Brussels	Kovacheva, S.
15-16.5.2009	CINEFOGO Conference New Actors in a New Environment.	BECSA, Sofia	Kovacheva, S. & Kabaivanov, S.
16-19.4.2009	III International Community, Work and Family Conference	Utrecht University Utrecht	Nätti, J., Taipale, S., Tammelin, M. & Anttila, T.
16-19.4.2009	III International Community, Work and Family Conference	Utrecht University Utrecht	Kovacheva, S.; van Doorn-Huiskes, A. & Anttila, T.
16-19.4.2009	III International Community, Work and Family Conference	Utrecht University Utrecht	Lewis, S. & Etherington, D.
16-19.4.2009	III International Community, Work and Family Conference	Utrecht University Utrecht	Drobnič, S. & Präg, P.
16-19.4.2009	III International Community, Work and Family Conference	Utrecht University Utrecht	das Dores Guerreiro, M., Rodrigues, E. & Barroso, M.
16-19.4.2009	III International Community, Work and Family Conference	Utrecht University Utrecht	Bäck-Wiklund, M. & Lane, L.
20-23.1. 2009	Intercultural Comparisons between Social Polices, Human Development and Social Work	Havanna University Cuba	Bäck-Wiklund, M.
27-28.11.2008	Nordic Centre for Excellence Reassessing the Nordic Welfare State Reassess strand 2 Family change, public policies and birth-rates research workshop	SFI, Copenhagen, Denmark	Lane, L. & Bäck-Wiklund, M.
13-14.11.2008	5 th Work Research Conference	Tampere, Finland	Taipale, S. Anttila, T. & Nätti, J.
7.11.2008	Annual Conference of the Union of Bulgarian Scientists	Plovdiv, Bulgaria	Kovacheva, S. Kabaivanov, S. & Manolova, P.
16-17.10.2008	Annual Finnish Social Policy Conference	Rovaniemi, Finland	Anttila, T. & Taipale, S.
24-27.9.2008	4th Congress of the European Society of Family Relations	Jyväskylä, Finland	Anttila, T. & Taipale, S.
24-27.09.2008	the 4th Congress of the European Society on Family Relations,	Jyväskylä, Finland,	Kovacheva, S.
25-26.8.2008	the International work-life balance symposium	Seoul, South-Korea	den Dulk, L.

29.5.2008	the Dag van de Sociologie	Leuven, Belgium	van der Lippe, T. & den Dulk, L.
25-28.6.2008	COST 2008 A-34 Gender and Well-Being: Work, Family and Public Policies	Madrid Spain	Lane, L.
27-28.3.2008	Gender, Class, Employment and Family	City University of London, UK	Bäck-Wiklund, M. & Lane, L.
27-28.3.2008	Gender, Class, Employment and Family	City University of London, UK	das Dores Guerreiro, M.
26.2-1.3.2008	European Social Science History Conference	University of Lisbon, Faculty of Letters Lisbon, Portugal	Lane, L.
4-5.2.2008	CINEFOGO Conference: Work/Life Balance in Europe	Plovdiv Bulgaria	Anttila, T. & Taipale, S.
12.12.2007	Nordic Centre for Excellence Reassessing the Nordic Welfare State	Copenhagen	Margareta Bäck-Wiklund
12.2007	Quality of life research in Portugal	CIES Research Forum	das Dores Guerreiro, M.
30.11.2007	Human capital investment: empirical and policy issues	Paper presented at the Netspar/CPB-conference on life courses, Den Haag, the Netherlands	Schippers, J. J.
29-30.11.2007	Reconciliation of Work and Welfare (joint academic conf. with political representatives)	Oviedo, Spain	Drobnic, S.
16.11.2007	Satisfaction with Work-Family Balance	Plovdiv, Bulgaria	Siyka Kovacheva, S. Kabaivanov, S. & Manolova, P-
14.11.2007	Conference: Families and Parenthood in the 21 Century	Sollentuna Municipality Stockholm	Bäck-Wiklund, M.

Section 2: Academic Presentations by project partners

When	What	Where	Who
12-2009	Sustaining a positive approach to the quality of working life: work engagement and work-family enrichment	Australian and New Zealand Academy of Management	Sue Lewis, Annabelle Mark, Mick Brookes
11-12.5.2009	Exploring work-life conflict among dual –earner families in a Swedish IT-company	SFI Copenhagen	Lane, L. & Bäck-Wiklund, M.
16-17.06.2009	An Actors' Perspective on Work-Life Balance	Final CINEFOGO conference 'Social Capital, Participation and Citizenship in Europe', Brussels	Kovacheva, S.
15-16.05.2009	Old and New Actors in Bulgarian Family Policy	BECSA, Sofia	Kovacheva, S. & Kabaivanov, S.
16-19.4.2009	Trade unions, gender and work-life reconciliation in UK and Swedish retail organisations	III International Community, Work and Family Conference	Etherington, D., Lewis, S. Lane, L. & Bäck-Wiklund, M.
16-19.4.2009	Social support and working	III International	Abendroth, A., van der

	hours of mothers in Europe	Community, Work and Family Conference	Lippe, T. & Maas, I.
16-19.4.2009	Good job, good life? Working conditions and quality of life in a comparative perspective	III International Community, Work and Family Conference	Drobnič, S.D., Beham, B., & Präg, P.P.
16-19.4.2009	Identifying Finnish dual-earner families' work-family time strategies	III International Community, Work and Family Conference	Tammelin, M.
16-19.4.2009	Quality of life and future trends	III International Community, Work and Family Conference	Das Dores Guerreiro M. Barroso, M. Rodrigues E., Mark A., Manolova P. & Billquist L.
16-19.4.2009	The quality of life in Portugal in the European context: main patterns and social determinants	III International Community, Work and Family Conference	Das Dores Guerreiro, M. & Rodrigues, E.
16-19.4.2009	Demands, autonomy and work engagement in eight European countries	III International Community, Work and Family Conference	Taipale, S., Anttila, T. & Nätti, J.
16-19.4.2009	Institutional context of the quality of life in Europe	III International Community, Work and Family Conference	Kovacheva, S., van Doorne-Huiskes, A. & Anttila, T.
16-19.4.2009	The need for sustainable human capital in accountancy: Time for social innovation?	III International Community, Work and Family Conference	Van Doorne-Huiskes, A. & Conen, W.
16-19.4.2009	Is 'work-life balance' a personal choice?	III International Community, Work and Family Conference	Chatrakul, U., Ayudhya, A. & Lewis S.
16-19.4.2009	Social quality instrument in European workplaces	III International Community, Work and Family Conference	Lane, L., Taipale, S., Anttila, T. & Nätti, J.
16-19.4.2009	Life trajectories of young generations with low qualifications: School, family and labour market experiences	III International Community, Work and Family Conference	Cantane, F. & Barroso, M.
16-19.4.2009	Exploring work-life conflict among dual –earner families in a Swedish IT-company	III International Community, Work and Family Conference	Lane, L. & Bäck-Wiklund, M.
16-19.4.2009	Knock, knock, anybody home? Psychological availability as link between work experiences and family relations	III International Community, Work and Family Conference	Danner, G., Kluwer, E.S., van Steenbergen, T. & van der Lippe, T.
16-19.4.2009	Support and the quality of life among European service sector workers	III International Community, Work and Family Conference	van der Lippe, T. & den Dulk, L.
16-19.4.2009	The healthy organisation and work-life policies: The perspective of Dutch top-managers	III International Community, Work and Family Conference	den Dulk, L., van Doorne-Huiskes, A., van der Lippe, T. & Schippers J.
16-19.4.2009	Work demands and the quality of family relationships: The mediating role of joint activities	III International Community, Work and Family Conference	Roeters, A., van der Lippe, T & Kluwer E.S.
20-23.1.2009	Swedish Family Life Context,	Intercultural	Bäck-Wiklund. M. &

	Comparisons and Trends	Comparisons between Social Polices, Human Development and Social Work. Havanna University Cuba	Lane, L.
27-28.11.2008	Exploring Work-Life Conflict in Dual Earner Families: The Swedish case	Nordic Centre for Excellence Reassessing the Nordic Welfare State, SFI, Copenhagen	Lane, L. & Bäck-Wiklund, M.
2-3.10.2008	Gender inequality in a comparative perspective	HUMVIB ESF Kick off meeting, Dublin, Ireland	van der Lippe, T.
16.11.2008	Determinants of Social Wellbeing in Work	Old Town, Union of Bulgarian Scientists' Annual Conference	Kovacheva, S. & Kabaivanov, S.
13-14.11.2008	Työelämän laadun erityyminen Euroopassa	Tampere, Finland	Taipale, S.
16.-17.10.2008	Työelämän laadun vertailua eurooppalaisella palvelusektorilla	Rovaniemi, Finland	Anttila, T.
24-27.9.2008	'Integrating work and Family Life in Bulgaria – the Interplay of Individual Strategies and Organizational Supports	the 4th Congress of the European Society on Family Relations, Jyväskylä, Finland	Kovacheva, S. & Kabaivanov, S.
9-13.8.2008	Patterns of work-life balance and subjective well-being	ISA Research Committee on Family Research, Conference "Family diversity and Gender", ISCSP, Technical University of Lisbon	das Dores Guerreiro, M. & Rodrigues, E.
25-26.8.2008	Answers to work-care dilemmas. Initiatives in the Netherlands. Paper presented at the International work-life balance symposium	Korean Women's Development Institute, Seoul, South-Korea	den Dulk, L.
1-4.8.2008	Presentation in an invited session: "Employment Regimes, Women's Employment and Work-Life Balance"	American Sociological Association annual meeting, Boston	Drobnič, S.
25-28.6.2008	Quality of life and quality of work in the Portuguese service sector	VI th Portugues Congress of Sociology FCSH – New University of Lisbon	das Dores Guerreiro, M. & Rodrigues, E.
25-28.6.2008	Perceived work-life conflict among Swedish women in dual-earner families	CSIC Madrid, Spain	Lane, L.
10-14.6.2008	Presentation: "Quality of Jobs and Quality of Working Life in Europe"	Network of Excellence 'Reconciling work and Welfare in Europe' integration meeting, Oslo	Drobnič, S.
29.5.2008	The influence of the employer on the presence of women in higher positions. Presented at the Dag van de Sociologie	Leuven, Belgium	van der Lippe, T. & den Dulk, L.

27-28.3.2008	Determinants of well-being and quality of life in the Portuguese service sector	Gender, Class, Employment and Family, international Conference, City University, London	das Dores Guerreiro, M.
14-16.2.2008	Change and Continuity in Bulgaria's Policies of Work-Life Balance in Comparative Perspective	international conference 'Social Policies and Social Citizenship Rights: Change and Continuity in Europe', Paris, France	Kovacheva, S.
4-5.2.2008	Work-Life Balance in Europe: Possibilities and Constraints International workshop	Plovdiv, Bulgaria	Anttila, T & Taipale, S.
4-5.2.2008	Work-life balance support in Europe: the impact of the state, workplace and family support on work-life balance satisfaction	Paper presented at the Conference on Work/Life Balance in Europe – Possibilities and Constraints, Plovdiv, Bulgaria	Abendroth, A. & den Dulk, L.
18.12.2007	Oudere werknemers door de lens van werkgevers	Paper presented at the conference 'Talent vergrijst niet', Universiteit Maastricht: Maastricht, the Netherlands	Schippers, J. J.
4-7.12.2007	The effects of organizational and spousal support on burnout: a study of Dutch employees	Paper presented at the Australian and New Zealand Academy of Management Conference, ANZAM: Sydney, Australia	Brummelhuis, L.L. Haar, J.M. & van der Lippe, T.
3.12.2007	Being there for co-workers and family: How balancing work and family roles affects collegiality at work	Paper presented at the Work-life research workshop, Australian Centre for Research in Employment and Work, Melbourne, Australia	Brummelhuis, L.L., Haar, J.M. & van der Lippe, T.
13-14.11.2007	Presentation on The relationships between the organization culture and work-life balance (In Finnish)	Work Research Days, Tampere	Taipale, S.
30.10.2007	Presentation of Project Quality Institute for the Quality of Life in Bucharest & Institute of Sociology of Bulgarian Academy of Sciences	Plovdiv, Bulgaria	Kovacheva, S. & Manolova, P.
25-26.10. 2007	Presentation on Inequalities and quality of work life	Annual Conference on Social Policy, Tampere	Taipale, S.
17-19.10.2007	Spending Time Together: Changes in Joint Activities of Couples over Four Decades	Paper presented at the International Association of Time Use Research Conference Washington DC, USA	Voorpostel, M.B.J., Gershuny, J. & van der Lippe, T.

12.9.2007	Organisaties en diversiteit: werken met de beroepsbevolking van de toekomst	Paper presented at the AWVN-annual meeting 2007, Papendal, the Netherlands	Schippers, J. J.
9.10.2007	Vergrijzing en arbeidsdeelname	Paper presented at the Nederlandse Demografiedag 2007, Utrecht, the Netherlands	Sap, J. & Schippers, J. J.
5.9.2007	Vergrijzing en welvaart	Paper presented at the G-27-jaarcongres 2007, Den Haag, the Netherlands	Schippers, J. J.
3-6.9.2007	Presentation on Gender, Work- Life Balance and Organization culture in Finland	ESA Conference 2007, Glasgow	Taipale, S.
3-6.9.2007	Citizenship norms in Central Europe	Paper presented at the ESA Conference, University of Glasgow: Glasgow, Scotland	Coffé, H.R. & van der Lippe, T.
1.9.2007	The Gendered Division of Household Labor: A Matter of Taste?	Paper presented at the ESCR and TransEurope Conference Globalization, Social Inequality and the Life Course, Groningen, The Netherlands	Poortman, A.R. & van der Lippe, T.
12-16.6.2007	Managing Work-Life Policies in the European Workplace: Explorations for Future Research	Paper presented at RECWOWE Conference, Warsaw, Poland	Dulk, L. den & Peper, B.
9-11.6.2007	Dutch Financial Sector Managers and Work-Life Policies: Decision Making, Attitudes and Organizational Culture	Paper presented at the II International Conference of Work and Family, IESE Business School: Barcelona, Spain	den Dulk, L. & de Ruijter, J.M.P.
31.5.2007	Effecten van het gezinsleven op burnout	Paper presented at the Dag van de Sociologie, Vereniging van de Sociologie: Rotterdam, the Netherlands	Brummelhuis, L.L., van der Lippe, T., Kluwer, E.S. & Flap, H.D.
31.5.2007	Levenslopen, transities en de combinatie van arbeid en zorg	Presentation of the project at the Slotbijeenkomst Sociale Cohesie, NWO: Den Haag, the Netherlands	Schippers, J. J.
31.5.2007	Mag ik thuiswerken? Een explorerend onderzoek naar de attitudes van managers t.a.v. telewerkverzoeken	Paper presented at the Dag van de Sociologie. Vereniging van de Sociologie: Rotterdam, The Netherlands	Peters, P., den Dulk, L. & de Ruijter, J.M.P.

19.4.2007	Worstelen met Abraham. De overheid als werkgever en beleidsmaker	Paper presented at the Themacongres Fair Play for Older Workers, A&O Fonds Rijk: Den Haag, the Netherlands	Schippers, J. J.
12-14.4.2007	Poster on Quality of Life in Finland	2nd International Community, Work and Family conference, CIES-ISCTE: Lisbon, Portugal	Taipale, S.
12-14.4.2007	The effects of family involvement on work related burnout	2nd International Community, Work and Family conference, CIES-ISCTE: Lisbon, Portugal	Brummelhuis, L.L., van der Lippe, T. Kluwer, E.S. & Flap, H.D.
12-14.4.2007	Work, Family and Managerial Attitudes and Practices in the European Workplace: Comparing Dutch, British and Slovenian Financial Sector Managers	2nd International Community, Work and Family conference, CIES-ISCTE: Lisbon, Portugal	den Dulk, L., Cernigoj-Sadar, N., van Doorn-Huiskes, A., Lewis, S., Peper, B. & Smitson, J.
12-14.4.2007	The Influence of the Employer on Women in Higher Positions	2nd International Community, Work and Family conference, CIES-ISCTE: Lisbon, Portugal	van der Lippe, T. & den Dulk, L.
12-14.4.2007	Time-Spatial Flexibility and the Work/Life Balance of Couples	2nd International Community, Work and Family conference, CIES-ISCTE: Lisbon, Portugal	Peters, P., Dulk, L. den & van der Lippe, T.
12-14.4.2007	Family Life Under Pressure? The Influence of Parental Workplace Characteristics on the Amount of Parent-Child Time	2nd International Community, Work and Family conference, CIES-ISCTE: Lisbon, Portugal	Roeters, A., van der Lippe, T., Kluwer, E.S. & Raub, W.
22.3.2007	Wijs met grijjs in het onderwijs?	Paper presented at Mini-conference sector Onderwijs Platform Arbeidsmarkt Limburg, Roermond, the Netherlands	Schippers, J. J.

Section 2: List of Scientific articles, Books, Book chapters and Working papers

Author	Date	Title	Source
Poortman, A & van der Lippe, T.	2009	Attitudes toward housework and child care and the gendered division of labor	Journal of Marriage and the Family (forthcoming)
Ten Brummelhuis, L.L., J.M. Haar & van der Lippe, T.	2009	Collegiality under pressure: the effect of family demands and flexible work arrangements.	International Journal of Human Resource Management (forthcoming)
Ettema, D. & van der Lippe, T.	2009	Weekly rhythms in task and time allocation of households	Transportation (forthcoming)
Peters, P., den Dulk, L.&	2009	The effects of time-spatial	Community, Work and

van der Lippe, T.		flexibility and new working conditions on employees' work-life balance: The Dutch Case	Family (forthcoming)
Kraaykamp, G., van Gils, W. & van der Lippe, T.	2009	Working status and leisure	Time and Society (forthcoming)
de Ruijter, E. & van der Lippe, T.	2009	Getting outside help. How trust problems explain household differences in household outsourcing	Journal of Family Issues, 30, 3-27
van der Lippe, T.	2009	Women's employment and household work	In Treas, J. & S. Drobnic. Household division of labor in cross national perspective. Stanford: Stanford University Press.
Lane, L. & Bäck-Wiklund, M.	2009	Perceived work-life conflict among Swedish women in dual-earner families	de Villota, P., Addis, E., Eriksen, J. Degavre, F. & Elson, D.(eds.) London: Ashgate
Taipale, S., Anttila, T. & Nätti, J.	2009	Organisation Culture and Work-life Balance in Eight European countries.	Bulgarian Journal of Sociological Problems
Kovacheva, S. & Kabaivanov, S.	2009	Quality of Work – Problems and Perspectives of Employees in the Service Sector in Bulgaria	Sociological Problems, Sofia
Kovacheva, S. & Kabaivanov, S.	2009	Determinants of Social Wellbeing in Work	Proceedings of the Union of Bulgarian Scientists
Mau, S., Verwiebe, R.. & Prág, P.	2009	"Lebensqualität" [Quality of life]	in: Steffen Mau and Roland Verwiebe: <i>Die Sozialstruktur Europas</i> , Konstanz: UVK, pp. 203-232
Mau, S. & Verwiebe, R..	2009	<i>Die Sozialstruktur Europas</i> [The Social Structure of Europe]	Konstanz: UVK
Kovacheva, S., Kabaivanov, S. & Manolova, P.	9.2008	Satisfaction with Work-Family Balance	S. Vasilev (Ed.) Yearbook of the Union of Bulgarian Scientists, 2008, pp. 289-296.
Kovacheva, S. & Kabaivanov, S.	5.2008	Work-Life Balance of Employees in Bulgarian Service Sector Companies	CALITATEA VIETII, XIX, nr. 1–2, 2008, p. 3–31, Bucharest
Rodrigues, E.	31.3.2009	Between work and family: well-being in the Portuguese service sector	Working paper
Barroso, M.	14.4.2009	The dual agenda of healthy organisations	Working paper
den Dulk, L. & J. de Ruijter	2008	Explaining managerial attitudes towards the use of work-life policies in the United Kingdom and the Netherlands	International Journal of Human Resource Management, 19(7), 1224 - 1238
Wiesmann, S., Boeije, H., van Doornen-Huiskes, A.,& den Dulk, L.	2008	'Not Worth Mentioning': Implicit and Explicit Nature of Decision Making about the Division of (House) Work	Community, Work and Family, 11(4), 341 - 363

Peters, P., den Dulk, L. & van der Lippe, T.	2008	Effecten van tijd-ruimtelijke flexibiliteit op de balans tussen werk en privé	Tijdschrift voor Arbeidsvraagstukken, 24(4), 341 – 362
den Dulk, L. & van Doorne-Huiskes, A.	2008	Life course policies in the Netherlands: an answer to work/care dilemmas and an ageing society?	In: S. Brandl, H. Eckart & P. Wotschack (2008), Arbeitszeitpolitik im Lebensverlauf. Düsseldorf: Hans-Böckler-Stiftung
Voorpostel, M., van der Lippe, T. & Gershuny, J.	2008	US Free Time with Partners: A Transformation of Intimacy?	Social Indicators Research
Roeters, A., van der Lippe, T. & Kluwer, E.	2008	Staat het gezinsleven onder druk? De samenhang tussen werkeisen van ouders en routine en interactieve activiteiten met kinderen	Mens en Maatschappij, 83(4), 325 – 342
van der Lippe, T.	2008	Multi-actor data in organisaties: Arbeidstevredenheid vanuit condities op organisatie- en werknemersniveau	In: M. Kalmijn & M. Wittenberg (2008). Multi-actor data in survey onderzoek. Amsterdam: Aksant
Ruijter, de E., van der Lippe, T., Raub W. & Weesie, R..	2008	A family affair: explaining co-working by family members	Rationality and Society, 20(2), 203 - 226
den Brummelhuis, L., van der Lippe, T., Kluwer, E. & Flap, H.	2008	Positive and negative effects of family involvement on work related burnout	Journal of Vocational Behavior, 73, 387 - 396
Peters, P., den Dulk, L. & van der Lippe, T.	2008	Effecten van tijd-ruimtelijke flexibiliteit op de balans tussen werk en privé	Tijdschrift voor Arbeidsvraagstukken, 24(4), 341 – 361
Hillebrink, C., van Doorne-Huiskes, A. Peters, P. & Schippers, J.	2008	Offering choice in benefits - A new Dutch HRM arrangement	International Journal of Manpower, 29 (4), 304-322
Henkens, K., Remery, C. & Schippers, J.J.	2008	Shortages in an ageing labour market: an analysis of employers' behaviour	The International Journal of Human Resource Management, 19 (7), 1314-1329
van Putten, A., Dykstra, P.A. & Schippers, J.	2008	Just like mom? The intergenerational reproduction of women's paid work	European Sociological Review, 24 (4), 435-449
van Dalen, H., Henkens, K. & Schippers, J.	2008	Leeftijdsbewust personeelsbeleid van Nederlandse werkgevers mist doel	Management & Organisatie, 62 (1), 52-65
Schippers, J.	2008	Grenzen aan mantelzorg	Tijdschrift voor Sociologie, 29, 4, 472-476
Schippers, J.	2008	Investeren in vertrouwen	Tijdschrift voor Arbeidsvraagstukken, 24 (4), 421-423
Henkens, K. & Schippers, J.	2008	Labour market policies regarding older workers in the Netherlands	In: P. Taylor (Ed.), Ageing labour forces: promises and prospects, Cheltenham: Edward Elgar.

Bekker, S. & Schippers J.	2008	Levenslang leren: niet alleen voor kansrijken op de arbeidsmarkt	In: N. Van Gestel, J. Binders & W. De Nijs (Red), <i>Arbeidsbestel en arbeidsparticipatie</i> , Den Haag: Lemma
Schippers, J.	2008	Werkgevers en werknemers met zorgtaken	In: M. Mol, H.J. Dirven & R. Van der Bie (Red), <i>Dynamiek in de sociale statistiek. Nieuwe cijfers over de sociaal-economische levensloop</i> , Voorburg/Heerlen: Centraal Bureau voor de Statistiek
Klosse, S. & Schippers, J.	2008	The Integration of Older Workers in European Labour Markets: Between Macro Desires and Micro Reality	In: F. Pennings, Y. Konijn & A. Veldman (Eds.), <i>Social Responsibility in Labour Relations</i> , Alphen aan den Rijn: Kluwer
Sap, J. & Schippers, J.	2008	Leeftijdsbeleid in organisaties: van ontzien naar investeren	In: G. Bruinsma (Red.), <i>Leeftijd en Arbeid</i> , Optiek 5, Alphen aan den Rijn: Kluwer
Ester, P., Muffels, R., Schippers J. & Wilthagen, T.	2008	Innovating European Labour Markets	In: Ester, P., R. Muffels, J. Schippers & T. Wilthagen (Eds.) (2008), <i>Innovating European Labour Markets. Dynamics and Perspectives</i> , Cheltenham: Edward Elgar
Beham, B., Präg, P. & Drobnič, S.	2008	A Resource–Demands Perspective on Positive and Negative Work-to-Home Interference. Empirical Evidence from Germany	Deliverable of EU-project Quality, Hamburg: University of Hamburg
Szücs S., Lane, L. & Bäck-Wiklund, M.	2008	Perceived Satisfaction with Work-Life Balance and Overall Life Satisfaction among Swedish Service Sector Employees	Quality report for WP2 University of Gothenburg
den Dulk, L. & van der Lippe T.	2008	Support and the quality of life among Dutch service sector workers	In: National Reports for WP2: D2.3 Utrecht: Utrecht University
Ester, P., Muffels, R., Schippers, J. & Wilthagen, T.	2008	European Labour Markets: Dynamics and perspectives	In: Ester, P., R. Muffels, J. Schippers & T. Wilthagen (Eds.) (2008), <i>Innovating European Labour Markets. Dynamics and Perspectives</i> , Cheltenham: Edward Elgar
Román, A., Schippers, J. & Heylen, L.	2008	Diverging career paths: mind your step	In: Ester, P., R. Muffels, J. Schippers & T. Wilthagen (Eds.) (2008), <i>Innovating European Labour Markets. Dynamics and Perspectives</i> , Cheltenham: Edward Elgar
Román, A.A. & Schippers, J.	2008	The competitive edge Rapport A231	Tilburg: OSA, Institute for Labour Studies
Román, A.A. &	2008	Inzet van lager opgeleiden op	Tilburg: OSA, Institute for

Schippers, J.		de Nederlandse arbeidsmarkt: werkgevers aan zet, Rapport A233	Labour Studies
Bekker, S., Kerkhofs, M.. Román, A., Schippers, J., De Voogd-Hamelink, M.& Wilthagen, T.	2008	Trendrapport Aanbod van arbeid 2007, Rapport A234	Tilburg: OSA, Institute for Labour Studies
Muffels, E. P., Schippers, J.& Wilthagen, T. (Eds)	2008	Innovating European Labour Markets. Dynamics and Perspectives	Cheltenham: Edward Elgar
das Dores Guerreiro M.& Rodrigues, E.	2008	“Determinants of the quality of work and subjective well- being in the Portuguese service sector”	Maria das Dores Guerreiro, Anália Cardoso Torres and Luís Capucha (editors), <i>Quotidiano e Qualidade de Vida</i> [<i>Everyday Life and Quality of Life</i>], Lisbon, Celta
M, Bäck-Wiklund & L. Plantin	2007	The workplace as an arena of negotiating the work-family boundary: A case study of two Swedish social services agencies	Crompton, R. et al, Women, Men, Work and Family in Europe
Brummelhuis, L.L. ten, Lippe, T. van der, Kluwer, E. & Flap, H.D	2007	Het effect van het gezinsleven op werkgerelateerde burnout	In Mens en Maatschappij, 82(3), 226-246
Dikkens, J.E., Geurts, S.A.E., den Dulk, L., Peper, B., Taris, T.W. & Kompier, M.A.J.	2007	Dimensions of work-home culture and their relations with the use of work-home arrangements and work-home interaction	In Work & Stress, 21(2), 155- 172
Doorne-Huiskes, A. van.	2007	Werknemers met zorgtaken, werknemers van de toekomst	In C. Baaijens en J. Schippers (Eds.), <i>Arbeidsverhoudingen in beweging</i> (pp. 73-94). Bussum:Uitgeverij Coutinho.
Doorne-Huiskes, A. van, Henderikse, W. & Schippers, J.J.	2007	Fair playfor older workers: de Rijksoverheid op zoek naar leeftijdsbewust personeelsbeleid	In W. de Lange & J. Thijssen (Eds.), <i>De waardevolle senior. Personalsbeleid voor oudere werknemers</i> (pp. 127-140). Amsterdam: WEKA.
den Dulk, L. & van Doorne-Huiskes, A.	2007	Social policy in Europe: it's impact on families and work	In R. Crompton, S. Lewis & C. Lyonette (Eds.), <i>Women, Work and Family in Europe</i> (pp. 35-57). Basingstoke, Hampshire: Palgrave Macmillan
den Dulk, L. & Peper, B.	2007	Working parents' use of work/life policies	In <i>Sociologia, Problemas e Práticas</i> 53(Jan-Apr), 51-68
den Dulk, L. & Spierings, F.	2007	Veranderende samenstelling van huishoudens	In H. van Ewijk, F. Spierings & R. Wijnen-Sponselee (Eds.), <i>Basisboek Social Work, mensen en meedoen</i> (pp. 207-217). Amsterdam: Uitgeverij Boom
Dykstra, P.A., Kraaykamp, G., van der Lippe, T. & Schippers, J.	2007	Perspectief op de levensloop	In T. van der Lippe, P. Dykstra, G. Kraaykamp & J. Schippers (Eds.), <i>De</i>

			maakbaarheid van de levensloop (pp. 1-8). Assen: Van Gorcum
Gils, W. van, Kraaykamp, G. & van der Lippe, T.	2007	De levensloop van voltijd werkende paren in Nederland	In T. van der Lippe, P.A. Dykstra, G. Kraaykamp & J. Schippers (Eds.), De maakbaarheid van de levensloop (pp. 113-134). Assen, The Netherlands: Van Gorcum
Hillebrink, C., Schippers, J.J., Peters, C.P. & van Doorn-Huiskes, A.	2007	Trading time and money: explaining employee participation and leave choices in a flexible benefit plan	In T. van der Lippe & C.P. Peters (Eds.), Competing claims in work and family life (pp. 179-194). Cheltenham: Edward Elgar
van der Lippe, T.	2007	Dutch workers and time pressure: household and workplace characteristics	In Work, employment and society, 21(4), 693-711
van der Lippe, T., Dykstra, P.A., Kraaykamp, G. & Schippers, J.	2007	De maakbaarheid van de levensloop	Publisher: Van Gorcum: Assen
van der Lippe, T. & Peters, P.	2007	Competing claims in work and family life	Publisher: Edward Elgar: Cheltenham
van der Lippe, T. & Peters, P.	2007	Finding time	In T. van der Lippe & P. Peters (Eds.), Competing claims in work and family life (pp. 1-17). Cheltenham: Edward Elgar
van der Lippe, T., de Ruijter, J.M.P., de Ruijter, E.H.M. & Raub, W.	2007	Arbeid en zorg van hoger opgeleide mannen en vrouwen: een Europese vergelijking.	In K. Boele-Woelki (Ed.), Actuele ontwikkelingen in het familierecht (pp. 26-41). Nijmegen: Ars Aequi Libri
Peters, P. & van der Lippe, T.	2007	Access to home-based telework: a multi-level and multi-actor perspective	In T. van der Lippe & P. Peters (Eds.), Competing claims in work and family life (pp. 233-248). Cheltenham: Edward Elgar
Peters, P. & van der Lippe, T.	2007	The time-pressure reducing potential to telehomeworking: the Dutch case	In International Journal of HRM, 18(3), 1430-1447
van Putten, A., Dykstra, P.A. & Schippers, J.J.	2007	Zo moeder, zo dochter? Intergenerationele effecten van werkende moeders	In A.C. Liefbroer & P.A. Dykstra (Eds.), Van generatie op generatie: gelijkenis tussen ouders en kinderen (pp. 15-37). Amsterdam: Amsterdam University Press
de Ruijter, E.H.M. & van der Lippe, T.	2007	Effects of work characteristics on household outsourcing as a strategy to combine work and home	In Work and Occupations, 34(2), 205-230
de Ruijter, E.H.M. & van der Lippe, T.	2007	Household outsourcing: a transaction cost approach	In T. van der Lippe & P. Peters (Eds.), Competing claims in work and family life (pp. 195-212). Cheltenham:

			Edward Elgar
Schippers, J.J.	2007	Kantelende arbeidsverhoudingen: op het breukvlak van twee eeuwen	In J.J. Schippers & C. Baaijens (Eds.), <i>Arbeidsverhoudingen in beweging</i> (pp. 17-38). Bussum: Coutinho
Schippers, J.J.	2007	Menselijk kapitaal, productiviteit en permanente scholing	In J.J. Schippers & C. Baaijens (Eds.), <i>Arbeidsverhoudingen in beweging</i> (pp. 139-154). Bussum: Coutinho
Schippers, J.J.	2007	Oudere werknemers als remedie tegen de vergrijzing	In E. de Gier & F. Huijgen (Eds.), <i>Het arbeidsbestel binnenstebuiten</i> (pp. 109-123). Apeldoorn: Spinhus
Schippers, J.J.	2007	Werken en moederen: een ongelukkig huwelijk	In Raad voor de Volksgezondheid en Zorg (Ed.), <i>Uitstel van ouderschap: medisch of maatschappelijk probleem?</i> (pp. 49-61). Den Haag: RvZ
Schippers, J.J. & Baaijens, C.	2007	Arbeidsverhoudingen in beweging	Publisher: Coutinho: Bussum
Schippers, J.J. & Baaijens, C.	2007	Veranderende arbeidsverhoudingen	In J.J. Schippers & C. Baaijens (Eds.), <i>Arbeidsverhoudingen in beweging</i> (pp. 11-16). Bussum: Coutinho
Schippers, J.J., Dalen, H.P. & Henkens, K.	2007	De lusten en lasten van oudere werknemers - in de ogen van werkgevers	In Over.Werk. Tijdschrift van het steunpunt WAV, 17(2), 82-85
Schippers, J.J., Henderikse, W. & Henkens, K.	2007	Werkgevers worstelen met Abraham (en Sara): 50-plussers nog weinig in tel	In Tijdschrift voor Arbeidsvraagstukken, 23(3), 209-223
Schippers, J.J., Henkens, K. & Dalen, H.P.	2007	Afzien van ontzien	In Gids voor Personeelsmanagement, 86(7/8), 13-16
Schippers, J. & van der Lippe, T.	2007	Organisaties in verandering: gevolgen voor werknemers	In T. van der Lippe, P.A. Dykstra, G. Kraaykamp & J. Schippers (Eds.), <i>De maakbaarheid van de levensloop</i> (pp. 135-155). Assen, The Netherlands: Van Gorcum
Schippers, J.J., van Putten, A. & Dykstra, P.A.	2007	Zo moeder, zo dochter? Intergenerationele effecten van werkende moeders	In Mens en Maatschappij, 82(4), 83-99
Schippers, J.J., Roman, A. & Vlasblom, J.D.	2007	Dienstbaarheid aan het gezin zet urenantal vrouwen onder druk	Demos, 23(7), 5-7
Schippers, J.J., Román, A. & Vlasblom, J.D.	2007	Vrouwen, gezinnen en werk	Over.Werk. Tijdschrift van het steunpunt WAV, 17(2), 86-93
Schippers, J.J., Román, A. & Vlasblom, J.D.	2007	Vrouwen, gezinnen en werk: een cohortbenadering van de arbeidsparticipatie in Nederland	OSA-publicaties (Ext. rep. A224). Tilburg: Organisatie voor Strategisch Arbeidsmarktonderzoek

Voorpostel, M.B.J. & van der Lippe, T.	2007	Support between siblings and between friends: Two worlds apart?	Journal of Marriage and the Family, 69(5), 1271-1282
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Section 2 : List of Media contacts, Interviews etc.

Author	Date	Title	Source
Bäck-Wiklund, M & Lane, L.	1.3.2009	Våga bråka mera! (Newspaper article on gender equality)	Göteborgs-Posten http://www.gp.se
das Dores Guerreiro Maria	1.2009	What's new in Portugal[http://wfnetwork.bc.edu/The_Network_News/55/corner.htm]	Sloan Work and Family Research Network
Booy, C. & Schippers, J.	4.12.2008	Koester vrouwen in techniek en ICT	Het Financieele Dagblad
Redai, D.	14.11.2008	Interview for the morning program of a national tv channel on research results presented at the conference	Duna TV www.dunatv.hu
Redai, D.	14.11.2008	Interview for the morning program of a national radio channel on research results presented at the conference	Klub Radio www.klubradio.hu
Redai, D.	13.11.2008	Interview for the news program of a national tv channel on research results presented at the conference	Duna TV www.dunatv.hu
Fodor, E. & Redai, D.	12.11.2008	Interview for the daily Nepszabadsag on research results presented at the conference	Nepszabadsag www.nol.hu
van der Lippe, T.	16.6.2008	'De combinatie arbeid gezin'Seminarie MAPO/WAGEGAP,	Vrije Universiteit Brussel, Belgium
Nätti, J. Anttila, T. & Taipale, S.	6.2008	Interview: "Finns face high pressure at work"	Tiedonjyvä (Jyväskylä University Magazine)
Taipale, S.	5.2008	Work engagement and quality of work	Mitä kuuluu?
den Dulk, L. & Szücs, S.	22.4.2008	Interview	Participatory org. (insurance company)
Anttila, T. & Taipale, S.	3-4.2008	Interview	Keskisuomalainen (regional newspaper)
Schippers, J.J.	8.3.2007	Interview on the combination of paid work and motherhood	Volkskrant/NRC
das Dores Guerreiro, M. & Rodrigues, E.	28.4.2008	Work, family and well-being	Meia-hora Newspaper
Taipale, S., Anttila, T. & Nätti, J.	5.2.2008	Työn vaatimukset, autonomia ja imu	Manuscript to be submitted "Työ ja Ihiminen" journal
Taipale, S., Anttila, T. & Nätti, J.	1.2.2008	Organisation culture and work-life balance in Finland and Bulgaria	Manuscript basing on the conference presentation given in Plovdiv 2008
Manolova, P.	2008	Future Scenarios – What Will Be the Quality of Life in Bulgaria in Ten Years	Plovdiv University News
Schippers, J.	2008	Werkgevers in een krappe arbeidsmarkt	Economisch Statistische Berichten, 4533S (93): 16-21
van Dalen, H., Henkens,	2008	De lange mars van besef naar beleid: werkgevers en (hun) oudere werknemers	Tijdschrift voor HRM, 11 (2), 40-62

K. & Schippers, J.			
Sap, J. & Schippers, J.	2008	Leeftijdbeleid in bedrijven: van ontzien naar investeren	Praktijkblad Arbeidsvoorraarden, 12 (5), 9-11
Fodor, E. Redai, D. & Toth, Z.	2008	“Quality of Life in a Changing Europe. A Short Report on Hungarian Data”	Publication for conference participants
Román, A. & Schippers, J.	2008	Taakafsplitsing en banen voor laaggeschoolden – werkgevers aan zet	Sociaal Maandblad Arbeid, 63 (7/8), 303-312
Sap, J., Nijssen, J. & Schippers, J.	2008	Maak de AOW afhankelijk van arbeidsverleden	Economisch Statistische Berichten, 93 (4547), 14 november, 678-681
Kovacheva, S. Kabaivanov, S., Andreev, T.	19.12.2007	Institutional context of the quality of life in Europe	A leaflet distributed to academic researchers and policy makers in Bulgaria
Kovacheva, S.	9.11.2007	Growing similarity between and diversity within policy regimes	Quality Newsletter No. 1, December 2007
Taipale, S.	10.11.2007	Elämänlaatu punitarissa (Weighting up the quality of life in)	Mitä Kuuluu, Corporate Magazine
Schippers, J.J.	13.10.2007	Interview on Dutch women working part- time	Dutch World Service
Schippers, J.J.	6.10.2007	Interview on Dutch women working part- time	Volkskrant Magazine
Schippers, J.J.	23.9.2007	Interview on the ageing of the work force	NCRV Radio 5
Anttila, T. & Taipale, S. interviewed by Anne- Marjut Rauhala	11.9.2007	Interview given on Good quality of life improves work efficiency	TradeMarker5 4/2007, pp 36-38
Schippers, J.J.	28.8.2007	Interview on flexible work	NCRV Radio 2
Schippers, J.J.	28.7.2007	Interview on the reintegration of unemployed older workers	Financieel Dagblad
den Dulk, L.	7-8.2007	Interview about the survey results	Personnel magazine telecom company, nr. 2
Schippers, J.J.	25.6.2007	Interview on the summit concerning labour relations	Business News Radio
Schippers, J.J.	22.6.2007	Interview on the optimal number of holidays for employees	Business News Radio
Schippers, J.J.	18.6.2007	Interview on parttime work	NRC Next
Schippers, J.J.	16.4.2007	Interview on women's labour market position	TV1 Een Vandaag/Dutch World Service
Schippers, J.J.	12.4.2007	Interview on older worker's quality of work	TV1 Een Vandaag
Schippers, J.J. & Román, A.	2007	Evolving patterns on the Dutch transitional labor market.	OSA-publicaties (Ext. rep. A225). Tilburg: Organisatie voor Strategisch Arbeidsmarktonderzoek
van der Lippe, T.	2007	Verdeling huishoudelijke taken	Geestig, Febr 07

Roman, A., Schippers, J.J. & Vlasblom, J.D.	2007	Stoot de arbeidsmarkt vrouwen af	Arbeidsmarktjournaal, 2, 6-8
Schippers, J.J., Bekker, S., Ester, P., Evers, G.	2007	Trendrapport Vraag naar arbeid 2006	OSA-publicaties (Ext. rep. A222). Tilburg: Organisatie voor Strategisch Arbeidsmarktonderzoek
Schippers, J.J., Dalen, H.P. & Henkens, K	2007	Oudere werknemers door de lens van de werkgever	NIDI-rapporten (Ext. rep. 74). Den Haag: Nederlands Interdisciplinair Demografisch Instituut

Section 2 Lectures, discussions, meetings, seminars given and organised by partners

When	What	Where	Who
12.2008	Student Seminars	Plovdiv University	Kovacheva, S. to students in political science, macroeconomics
20.11.2008	Presentation of results	Participatory org. (university hospital)	Bäck-Wiklund, M., Billquist, L., Lane, L. & Szücs, S.
12.11.2008	Public panel discussion on work-life balance in Germany	University of Hamburg	Drobnić, S., Verwiebe, R. & Präg, P.
12.11.2008	“Quality of Life in a Changing Europe. A Short Presentation on Hungarian Data”	Central European University	Fodor, E. & Redai, D.
12.11.2008	Conference: “Quality of Life in a Changing Europe”	Central European University	Fodor, E., Redai, D. and experts of the field invited for presentations or for roundtable discussion
2-3.10.2008	Gender inequality in a comparative perspective. HUMVIB ESF Kick off meeting	Dublin, Ireland	van der Lippe, T.
26.9.2008	Workshop Balans werk en privé. Nederlandse Vereniging voor Arbeidsverhoudingen, Lustrumcongres	SER, Den Haag, The Netherlands	Peters, P., van der Lippe, T., & van Dijk, T.
11.9.2008	Voor geld alleen werken maar weinigen door	Volkskrant	Goedhart, C. & Schippers, J. (2008),
10.9.2008	Quality-project: Introduction to research projects to new degree students	Jyväskylä University	Taipale, S.
20.6.2008	Disseminated findings at a workshop on quality of work and age	GlaxoSmithKline UK HQ London	HRM directors
10.6.2008	Academic Seminar Presentation of Project Quality	CEFOS University of Gothenburg	Bäck-Wiklund, M., Lane, L., Szücs, S. & Billquist, L.
6.2008	Student Seminars	Plovdiv University	Kovacheva, S. to students in

			sociology, social pedagogy
13.5.2008	De combinatie van werk en prive. Kansen om de arbeidsparticipatie van vrouwen te verhogen vanuit het perspectief van huishoudens en werkgevers.	DCE-Ministerie van OCW, Den Haag, The Netherlands	de Ruijter, E. De Ruijter, J., & van der Lippe, T.
30.4.2008	Telewerkers lopen niet per definitie de kantjes eraf	Trouw	Schippers, J.
9.4.2008	Presentation of results	Participatory org. (insurance company)	Szücs, S.
21.3.2008	High Level Expert meeting	House of Science and Technology, Plovdiv	Kovacheva, S., Kabaivanov, S., Manolova, P. organisers & 14 experts
20.3.2008	Chair working group Research, Strategic Investments. Symposium 'The Future of the University'.		van der Lippe, T.
3.2008	"Making Time For You" Quality of Work and Life of CWU Members Working in Telecommunications Company	Report from survey of union members to the Communication Workers Union (CWU) who conducted the survey in the Telecommunications Company	Etherington, D, Lewis, S. & Brookes, M.
3.2008	One of the Best Companies to Work For? Report on the Quality of Work and Life of GMB Southern Region Members	Report from survey of union members to the General Municipal and Boiler Makers Workers Union (GMB)	Etherington, D. Lewis, S. & Brookes, M.
7.2.2008	Expert Group Meeting Presentation of Quality Main Findings Across EU	Nuffield Trust, London	Team UK for Participants in Expert Group
25.1.2008	Scenario Session Training	Academiegebouw, Utrecht, the Netherlands	Dulk, L. den & Kampen, E. van
20.1.2008	Disseminate findings of research for Telecommunications and Retail Surveys	TUC HQ London	Team UK & TUC Equality Officer
15.1.2008	Meeting with retail trade union to disseminate research and survey findings	Union HQ London	Team UK & National Officers
2008	Report on Quality Research Results: Health Sector, Hungary	HR manager of the company	Fodor, E. & Redai, D.
2008	Report on Quality Research Results: Bank Sector, Hungary	HR manager of the company	Fodor, E. & Redai, D. & Toth, Z.
2008	Report on Quality	HR manager of the	Fodor, E. Redai, D. & Toth,

	Research Results: Telecom Sector, Hungary	company	Z.
2008	Report on Quality Research Results: Retail Sector, Hungary	HR manager of the company	Fodor, E. Redai, D. & Toth, Z.
2008	Imago en identiteit van de G4: een verkennend onderzoek naar de behoefte aan branding van de G4	Utrecht: Utrecht University	K. Dekker, van der Lippe, T. & Gärtner, R
2008	Quality-project as a framework of master's thesis	Master's thesis seminar of Social and Public Policy, Jyväskylä University	Taipale, S.
13.12.2007	Seminar	CEFOS Göteborgs universitet	Bäck-Wiklund, M. Lane, L. Billqvist, L. & Szucs, S.
21.11.2007	Seminar with students in political science and macroeconomics at Plovdiv University	Plovdiv, Bulgariaa	Kovacheva, S.
19.11.07	The Best Company in Britain? A Survey of Quality and Work and Life	Presentation of findings to GMB Trade Union Southern Region Meeting	Etherington, D.
11.2007	One of the Best Companies in Britain? Interim Findings from a Survey of Quality of Work and Life for Retail GMB Workers	Briefing Note for GMB trade union members in Southern Region	Etherington, D.
30.10.2007	Meeting with researchers from the Institute for the Quality of Life in Bucharest, Romania	Plovdiv, Bulgaria	Kovacheva, S. Manolova, P. (NEC), Iuliana Precupetsu & Ana Maria Preoteasa Insitute for the Quality of Life, Bucharest, Nikolai Tilkidziev & Stefan Videv Institute of Sociology, Bulgarian Academy of Sciences, Sofia
24.10. 2007	Innovation Group presentation of findings from interviews and Quality hospital survey	Hospital	Hospital Staff
9.9.2007	Lecture given to the staff of a bank organization, Quality of life in a changing Europe. Initial survey findings.	Hotel Laajavuori, Jyväskylä	Taipale, S.
8-9.2007	Discussion of preliminary survey findings in the participating companies	bank – Quality Department telecom – HR Department	das Dores Guerreiro, M. & Rodrigues, E.
19.4.2007	Lecture	Ekonomisk Bibliotek Göteborgs universitet	Lane, L.
23.3.2007	M/V Status Quo	Lecture at the Culturele Zondag	van der Lippe, T.

		“Tranformaties”, Utrecht, the Netherlands	
2007	Quality Survey: preliminary findings	Short survey data summaries delivered to the participating companies (bank, telecom, retail and hospital)	das Dores Guerreiro, M. & Rodrigues, E.
2007	Artsen van de toekomst: Best practices in flexibele arrangementen	EU. Europees Sociaal Fonds. VanDoorneHuiskes en partners, Utrecht	van Doorne-Huiskes, A. & Conen, W.
2007	Vrouwen in de Accountancy: Meer smaken dan je denkt. Een advies voor opleidingen	De Glazen Muur, ESF- EQUAL project. Ministerie van Sociale Zaken en Werkgelegenheid. VanDoorneHuiskes en partners, Utrecht	van Doorne-Huiskes, A. & Conen, W.
2007	Vrouwen in de Accountancy: Meer smaken dan je denkt. Een advies voor organisaties	De Glazen Muur, ESF- EQUAL project. Ministerie van Sociale Zaken en Werkgelegenheid. VanDoorneHuiskes en partners, Utrecht	van Doorne-Huiskes, A. en W. Conen
2007	Quality of work and life. Internal report Telecom company	Utrecht: Utrecht University	den Dulk, L., van Doorne- Huiskes, A.& A. Kerckhaert
2007	Quality of work and life. Internal report Hospital	Utrecht: Utrecht University	den Dulk, L., van Doorne- Huiskes A.& A. Kerckhaert
2007	Quality of work and life. Internal report Bank	Utrecht: Utrecht University	den Dulk, L., van Doorne- Huiskes, A.& A. Kerckhaert