

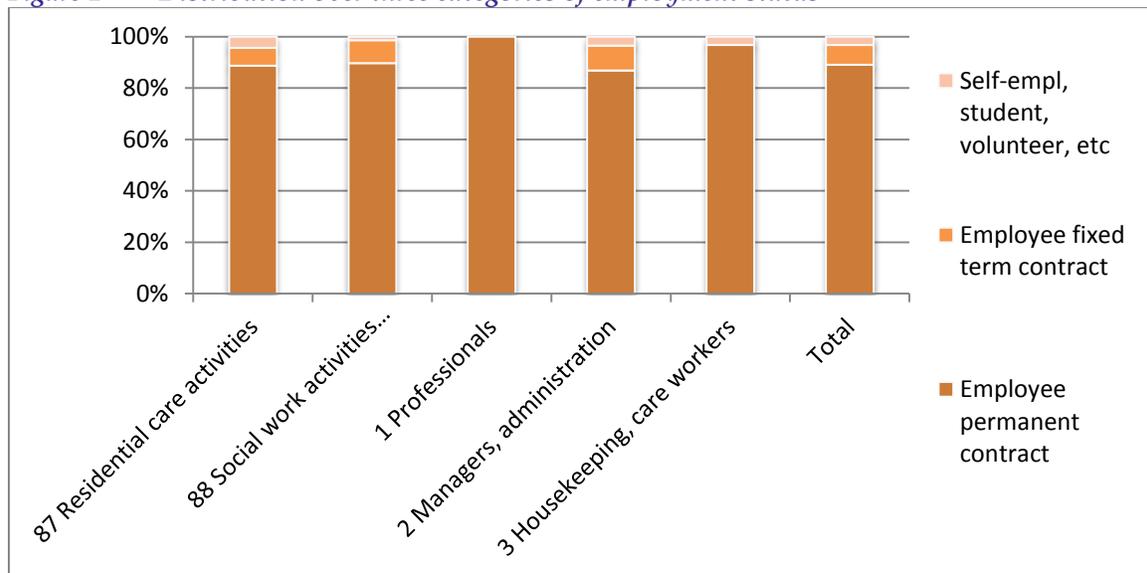
## The social services in Estonia<sup>i</sup>

What about wages and working conditions in the social services in Estonia? To explore this topic we use the 183 responses, of which 90% women, to the continuous WageIndicator web survey and its printed version with data from January 2013 until September 2014. 120 persons provided valid data for the wage calculations.

### Employment status

Over nine in ten workers in the social services in Estonia are an employee on a permanent contract (Figure 1). Employees on a fixed-term contract are most often noticed among workers in the managerial and administration jobs. On average workers in the social services in Estonia have 23.3 years of service in the labour force (not in a graph). Almost six in ten have been promoted in their current organisation. A second job is held by 10% of the workers.

Figure 1 Distribution over three categories of employment status

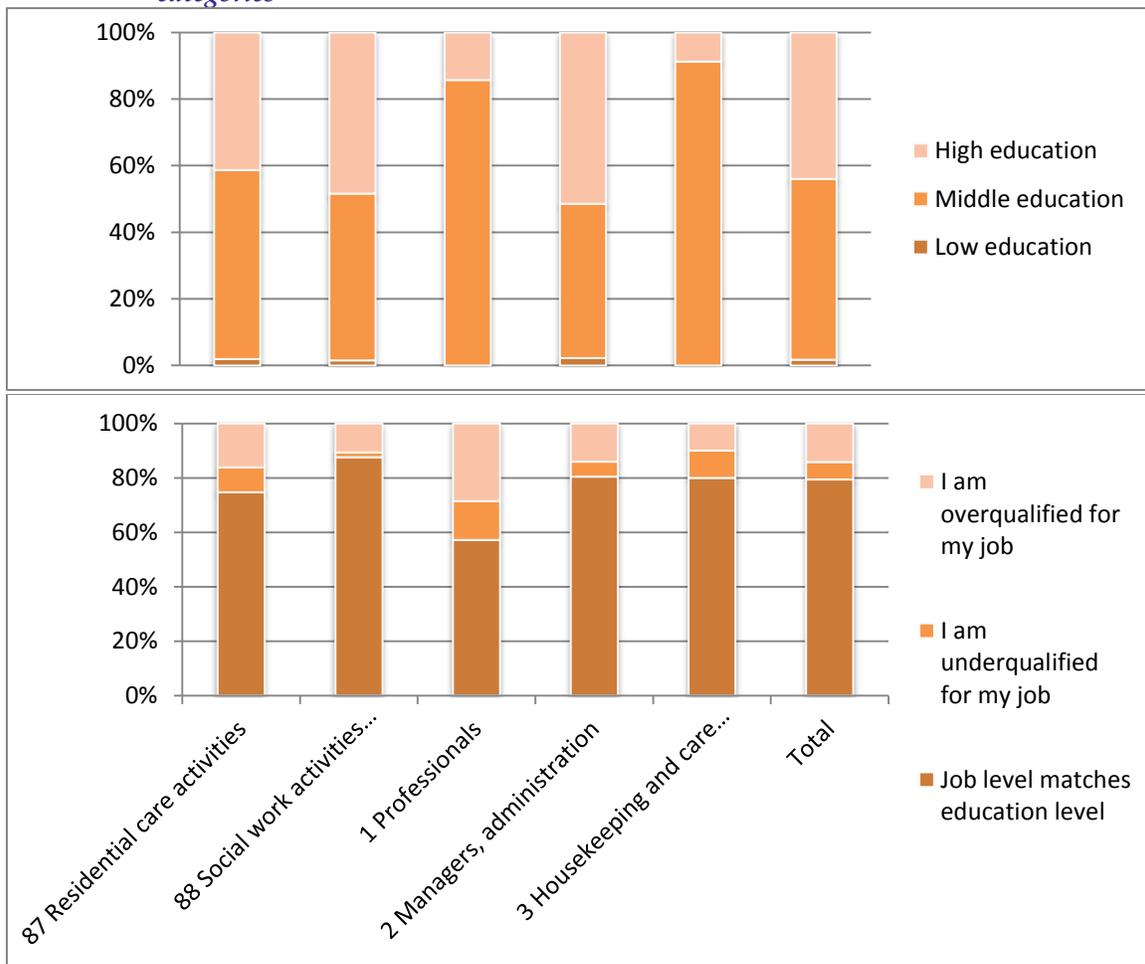


Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014. Selection workers in social services in Estonia. N = 183.

## Training and education

More than five in ten workers in the social services of Estonia have a middle education, and more than four in ten have a high education, as the first panel in Figure 2 shows. Eight in ten report that their education levels match the demands in their jobs, as the second panel in Figure 2 shows. More than three in ten have received employer-provided training in the last year (not in a graph).

**Figure 2** *Distribution over three educational categories. Distribution over job match categories*



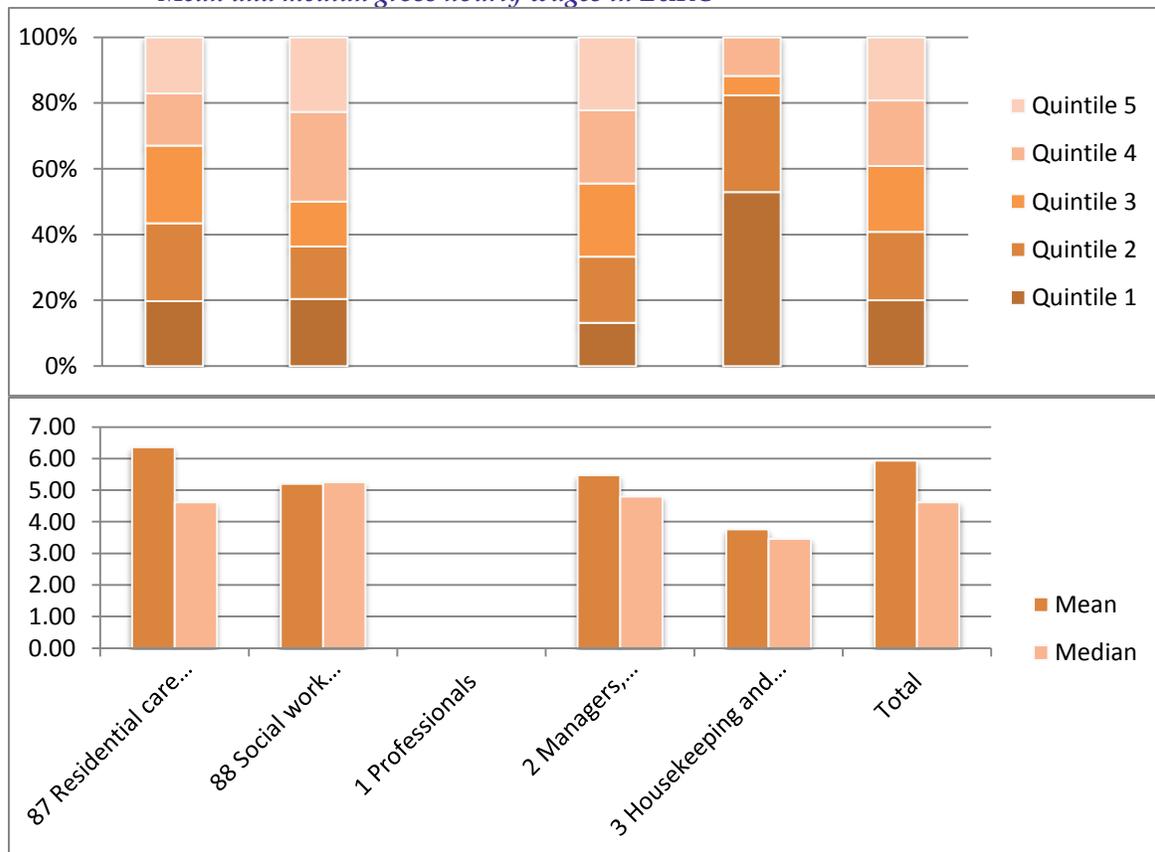
Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014. Selection workers in social services in Estonia. N = 166 for Education; N = 155 for matching.

## Wages

To compare wages, we divided the gross hourly wages into five equal categories (see the bar Total in the first panel in Figure 3). The workers in housekeeping and caring most frequently fall into the lowest category, whereas the workers in Social work activities fall most often in the highest category. The professionals unfortunately have an insufficient number of workers for valid reporting.

In the second panel in Figure 3 we use two yardsticks to measure wages: the median (as many persons below as above this amount) and the mean (average) wages. The largest gap between mean and median is found for the residential care activities, with a large group at the bottom and a small group at the top.

**Figure 3** *Distribution over five equal categories gross hourly wages. Mean and median gross hourly wages in EURO*

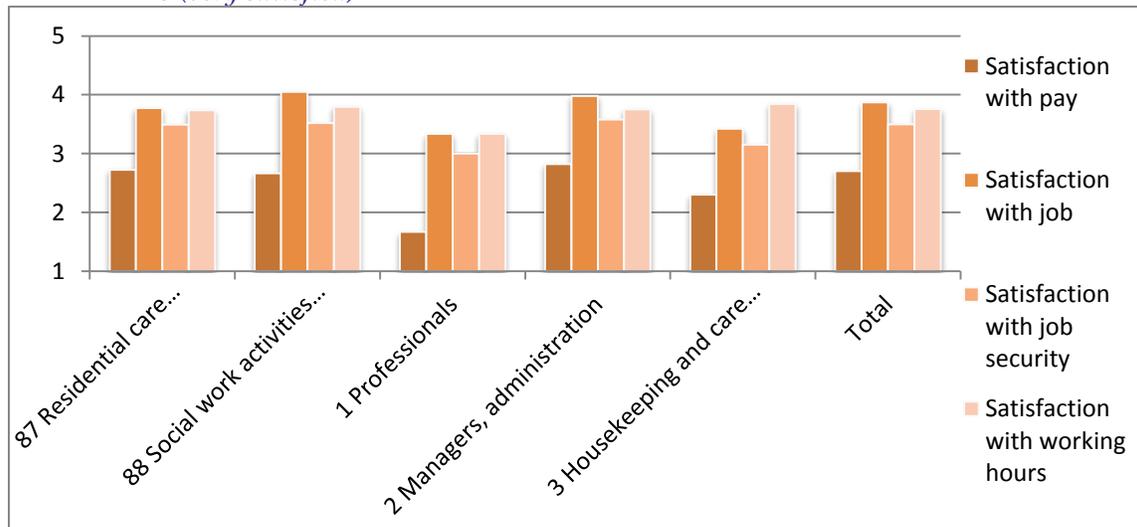


Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014. Selection workers in social services in Estonia. N = 120.

## Job satisfaction

Out of four satisfaction survey questions, the workers in the social services in Estonia are most satisfied with their job, closely followed by satisfaction with their working hours. Satisfaction with pay has by far the lowest score, on average 2.7 on a scale from 1 (highly dissatisfied) to 5 (very satisfied). Figure 4 shows the average scores. Among the workers in the professional jobs, satisfaction with pay is extremely low, namely 1.7. Among the workers in the Social work activities without accommodation, satisfaction with the job has with 4.1 the highest score.

**Figure 4** Average scores on four satisfaction questions, ranging from 1 (highly dissatisfied) to 5 (very satisfied)



Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014. Selection workers in social services in Estonia.  
 N = 118 for Satisfaction with pay; N = 116 for Satisfaction with job; N = 86 for Satisfaction with job security; N = 115 for Satisfaction with working hours

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<sup>i</sup> Report of the [WICARE](#) project, November 2014. Project supported by the European Commission in its Industrial Relations and Social Dialogue Program (Nr. VS/2013/0404). Authors: Kea Tijdens and Maarten van Klaveren, University of Amsterdam / Amsterdam Institute for Advanced labour Studies ([AIAS](#)). Partners: [EPSU](#), [WageIndicator](#), and [CELSI](#). Sole responsibility for the project lies with the authors. More information about the project, see <http://www.epsu.org/a/10010>.