

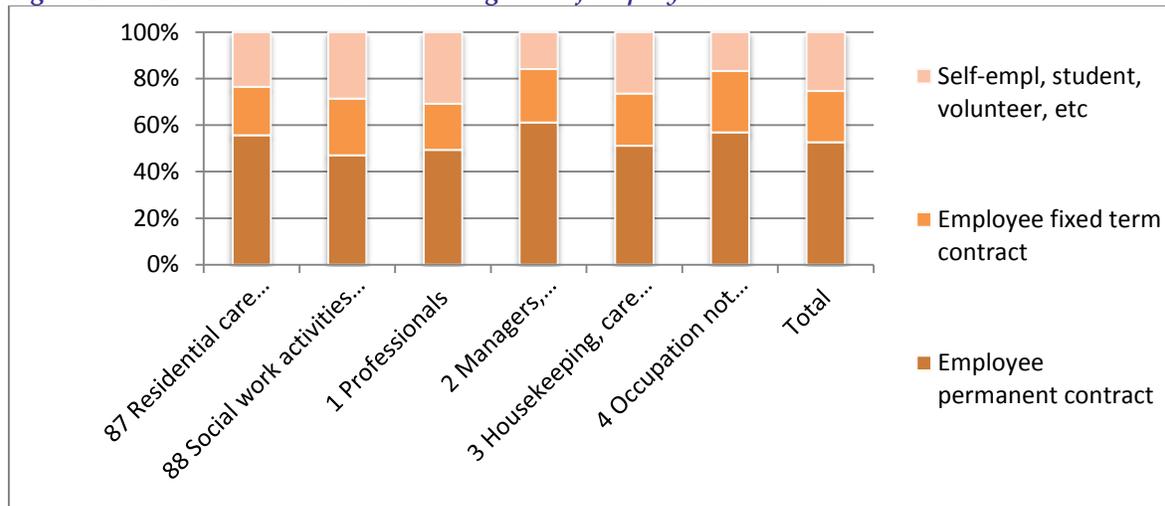
The social services in the Netherlandsⁱ

What about wages and working conditions in the social services in the Netherlands? To explore this topic we use the 2911 responses to the continuous WageIndicator web survey with data from January 2013 until September 2014. 1015 persons provided valid data for the wage calculations.

Employment status

Slightly over five in ten workers in the social services in the Netherlands are employed on a permanent contract (Figure 1). Slightly over two in ten workers hold a fixed-term contract, with little variation across the groups. On average workers in the social services have 15.9 years of service in the labour force (not in a graph). Two in ten have been promoted in their current organisation. A second job is held by 13% of the workers.

Figure 1 Distribution over three categories of employment status

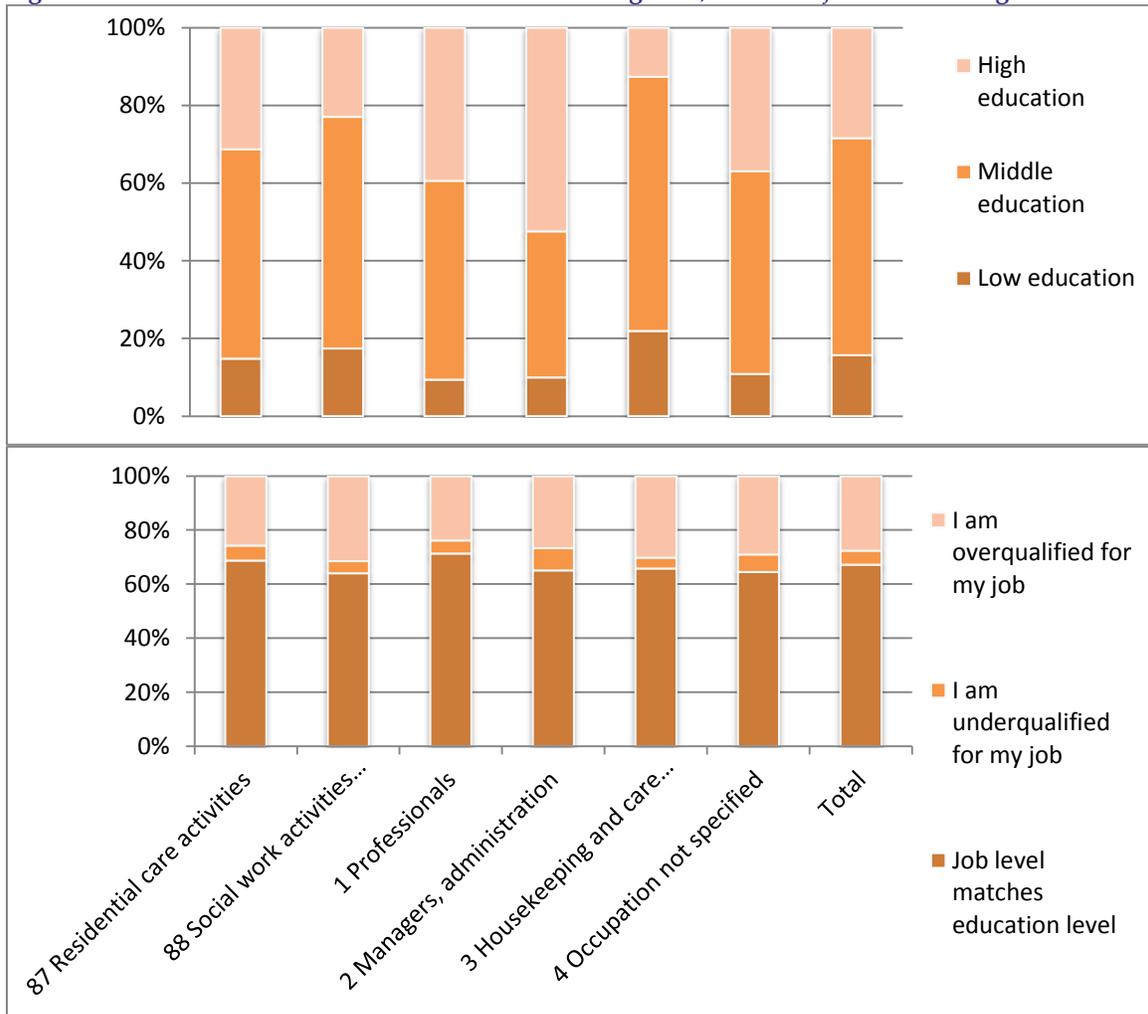


Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014. Selection workers in social services in Netherlands. N = 2911.

Training and education

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

Figure 2 *Distribution over three educational categories, and over job match categories*



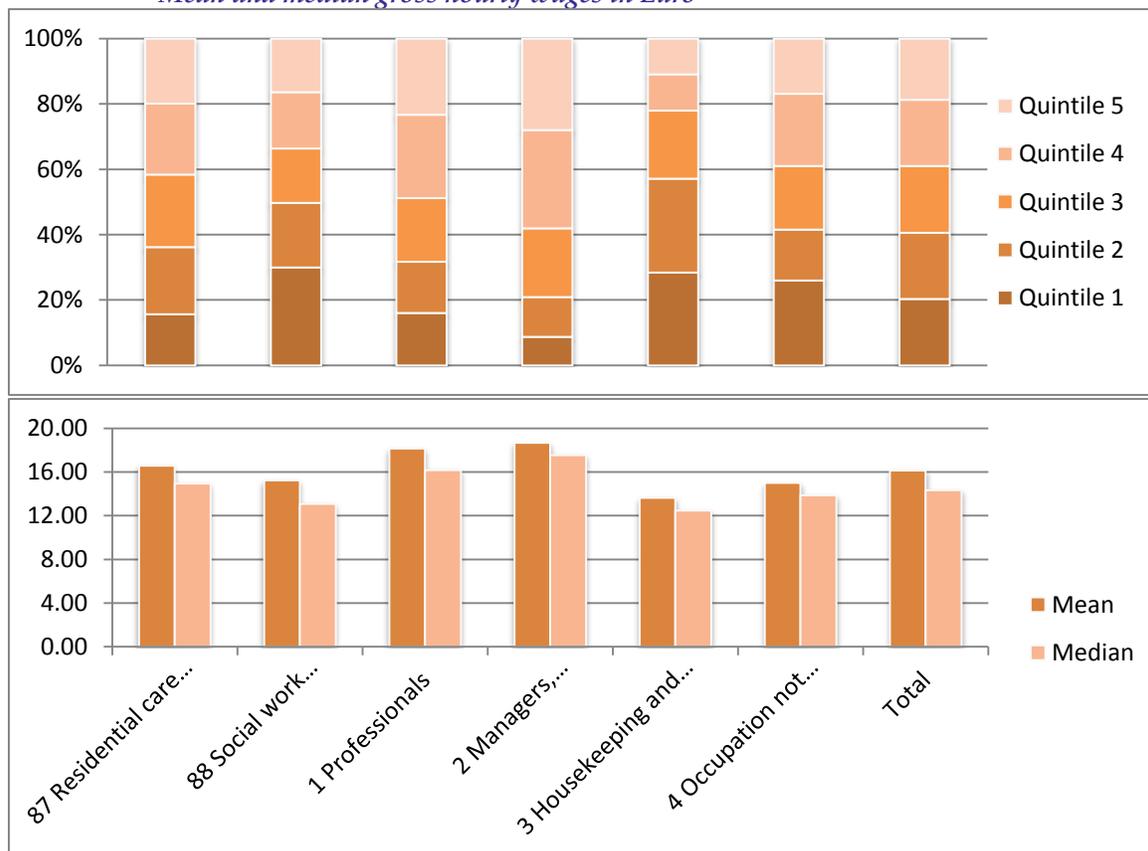
Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014. Selection workers in social services in Netherlands. N = 2400 for Education; N = 2115 for matching.

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, while the workers in managerial and administration jobs fall so in the highest category.

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 workers in Social work activities without accommodation.

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

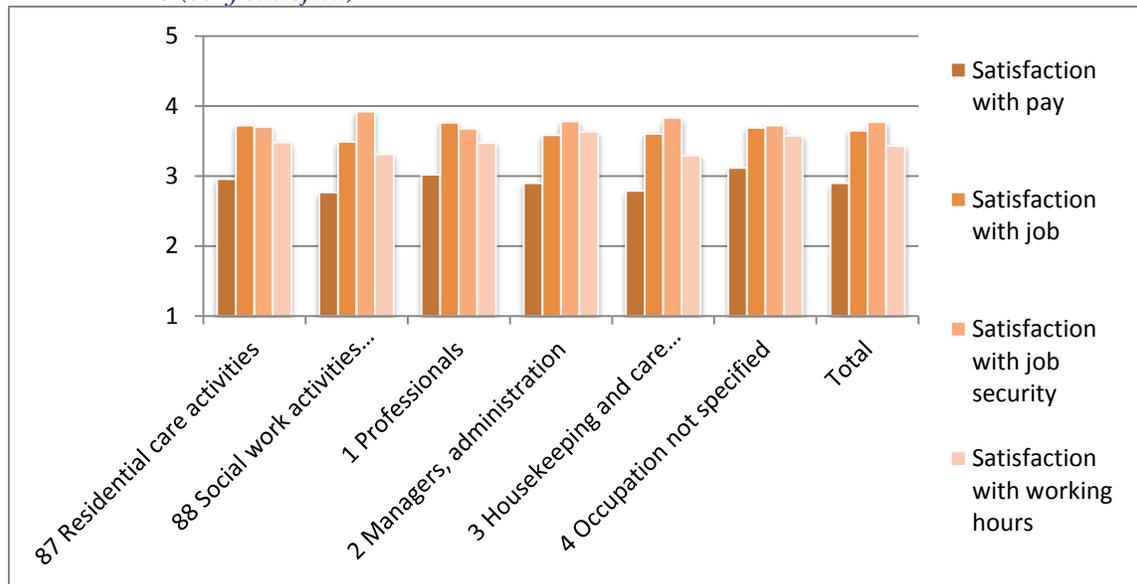


Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014. Selection workers in social services in Netherlands. N = 1015.

Job satisfaction

Out of four satisfaction survey questions, the workers in the social services in the Netherlands are most satisfied with their job security, closely followed by satisfaction with their job content (Figure 4). Satisfaction with pay has by far the lowest score, on average 2.9 on a scale from 1 (highly dissatisfied) to 5 (very satisfied). Among the workers in Social work activities without accommodation, satisfaction with pay is lowest, namely 2.8. Among the workers in this sector, satisfaction with their job security has with 3.9 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 The Netherlands. N = 1116 for Satisfaction with pay; N = 1120 for Satisfaction with job; N = 1113 for Satisfaction with job security; N = 1156 for Satisfaction with working hours

ⁱ 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>.