

# Occupational structures and skills, training, career prospects, job-education (mis)matches

Report 3 of the [WICARE](#) project, February 2015

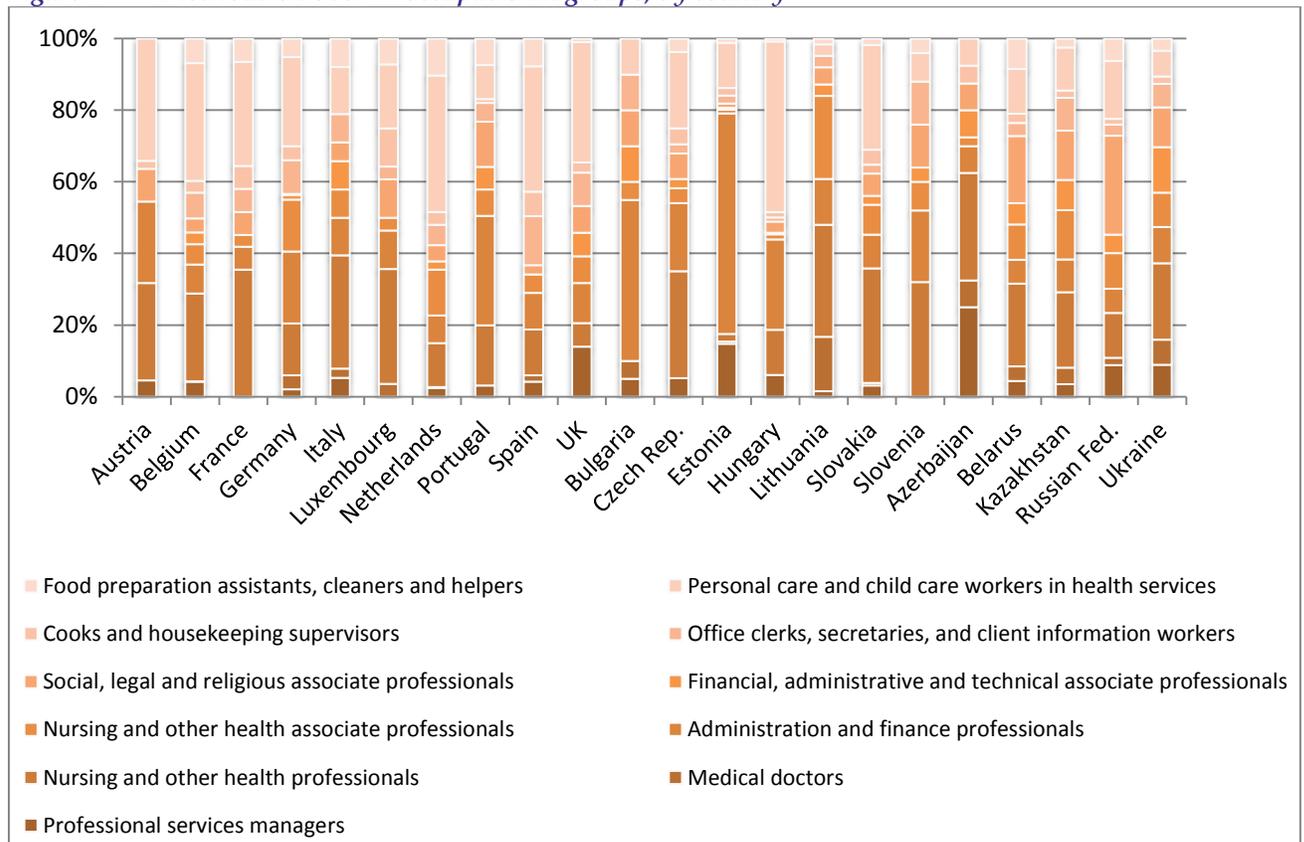
What are the occupational structures of workers in the social services? Based on the 2013-2014 data of the WageIndicator survey on work and wages, WICARE aims to explore this topic. The survey contains a question about the occupation of the respondent. These occupations have been clustered into eleven groups:

(1) Professional services managers;	Managers, administration
(2) Medical doctors;	Professionals
(3) Nursing and other health professionals;	Professionals
(4) Administration and finance professionals;	Managers, administration
(5) Nursing and other health associate professionals;	Professionals
(6) Financial, administrative and technical associate professionals;	Managers, administration
(7) Legal, social and religious associate professionals;	Managers, administration
(8) Office clerks, secretaries, and client information workers;	Managers, administration
(9) Cooks and housekeeping supervisors;	Housekeeping and care workers
(10) Personal care and child care workers in health services;	Housekeeping and care workers
(11) Food preparation assistants, cleaners and helpers.	Housekeeping and care workers

BOX: This report is part of the [WICARE](#) project, funded through the EU Industrial Relations and Social Dialogue Program of the European Commission (nr VS/2013/0404, DEC 2013 – NOV 2014). WICARE is coordinated by the University of Amsterdam/AIAS. Its main partner is the European Federation of Public Services Unions ([EPSU](#), Richard Pond and Mathias Maucher) in Brussels, the largest federation of the [ETUC](#) comprising of 8 million public service workers from over 250 trade unions; EPSU organises workers in the utilities, health and social services and local and national administration, in all European countries including in the EU's Eastern Neighbourhood. Other partners are the research institute [CELSI](#) in Bratislava (Brian Fabo and colleagues), and the [WageIndicator](#) Foundation (Paulien Osse). Authors: Kea Tijdens and Maarten van Klaveren, University of Amsterdam / Amsterdam Institute for Advanced labour Studies ([AIAS](#)). Sole responsibility for the project lies with the authors. More information about the [project](#). Core of the WICARE project are the analyses of the data from the continuous [WageIndicator](#) web-survey on work and wages. Visitors of the national WageIndicator websites are invited to complete the survey. Survey data is used from workers in the residential care activities and the social work activities without accommodation, collected between 1/1/2013 and 30/9/ 2014 from the web survey and a printed version of the survey, which was distributed by the national affiliates of EPSU affiliates of EPSU. For Azerbaijan, Belarus, Belgium, Kazakhstan, Russian Federation, and Ukraine data-collection was prolonged until 31/01/2015. In total 9,143 workers started the questionnaire, of which 4,223 gave valid details about their wages. Per country the number of observations ranges from 20 in Bulgaria to 2,911 in the Netherlands. On 18/11/2014 the draft project results are presented at a conference in Amsterdam. The current report is the version of 28/02/2015.

Figure 1 reveals large country differences regarding the occupational composition in the social services. The care workers, including personal care and child care workers, form the largest part of occupational group in almost all countries. In Austria, Belgium, France, Netherlands, Spain, UK, Hungary, and Slovakia, more than three in every ten is a care worker. In Hungary, this is even almost five in ten workers. In all countries, at least one in ten is a care worker. Yet, care workers are hardly found in Lithuania and in Azerbaijan (less than one in twenty workers). Medical doctors are particularly a large group in Lithuania and in Azerbaijan. In most countries, approximately three in ten workers are in a nursing and other health professionals occupation, with the exception of UK, and Estonia, where less than one in ten is employed in this occupational group. With almost three in ten workers, the social workers compose a large group in the social services in the Russian Federation. In most countries, less than one in ten of the respondents is working in a food preparation occupation; this is more than one in ten in UK, Estonia, Azerbaijan, and Ukraine. In almost all countries house

**Figure 1** Distribution over 11 occupational groups, by country



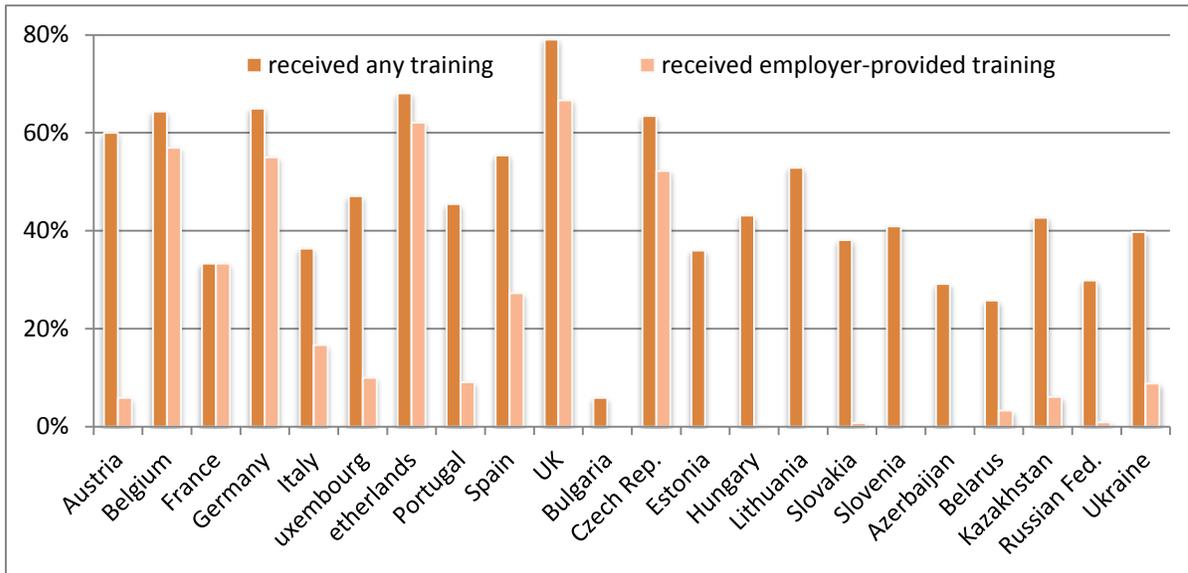
Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014 (AZE, BEL, BLR, KAZ, RUS, UKR: 31-Jan-2015). Selection workers in social services in 22 countries. N=8,679.

keeping staff is far less than one in ten, with the exception of Luxembourg, with exactly one in ten workers. Administration and finance professionals are making up a large group in the social services in Portugal, Bulgaria, Estonia, with at least three in ten workers in the administrative area. For all other countries this share fluctuates around one in ten workers.

The web-survey contains a question “How much training have you received, paid for or provided by your EMPLOYER, over the past year in order to improve your skills?” The possible answers are: None, 1 - 2 days, 3 - 6 days, 1 - 2 weeks, 3 - 4 weeks, 1 - 2 months, 2 months or more. For this report, we have rearranged the answers into two categories, indicating “yes or no training received”. Figure 2 reveals that in almost all countries at least two in ten workers have received any training, with the exception of Bulgaria, where only one in twenty reports so. The UK has particularly high scores on training. When it comes to employer-provided training only, scores are high for UK, Netherlands, Belgium, Germany, and Czech Republic, but low for Austria, Italy, Luxembourg, and Portugal. Note that for a number of countries we could not specify the training by employer-provided and self-paid training, because the printed survey did not specify so.

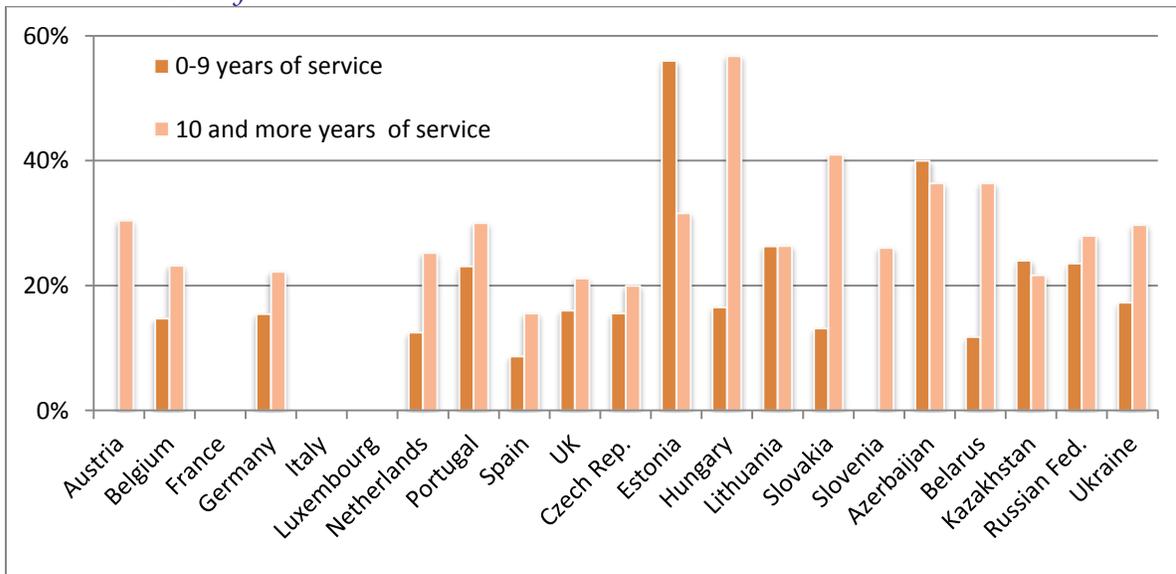
What about the career prospects in the social services? The survey contains a question asking if respondents have occupied more than one job with their current employer. In this report we define those who have had two or more jobs as being promoted, though we are aware that changes of job may also be due to reorganisations, mergers, the introduction of new technology or other reasons, and therefore may not necessarily be a promotion. However, the survey is not sufficiently detailed to address this difference. Taking into account this definition of promotion, promotion is not commonplace. Between one and three out of ten reports has been promoted, with a few countries showing higher numbers. Figure 3 shows the percentages of workers reporting being promoted for two groups: those with less than 10 years of service and those with ten years or more of service. Not surprisingly, with the exception of Estonia in all countries promotion rates are higher for those with 10 or more years. In this group, between two and four in ten workers report to be promoted, though promotions are reported more frequently in Estonia, Lithuania, Azerbaijan, and Ukraine. In Hungary almost six in ten report so.

**Figure 2** Percentages of workers reporting that they received any training and received employer-provided training, by country



Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014 (AZE, BEL, BLR, KAZ, RUS, UKR: 31-Jan-2015). Selection workers in social services in 22 countries. N=7,080 for training and N=5,966 for employer-provided training.

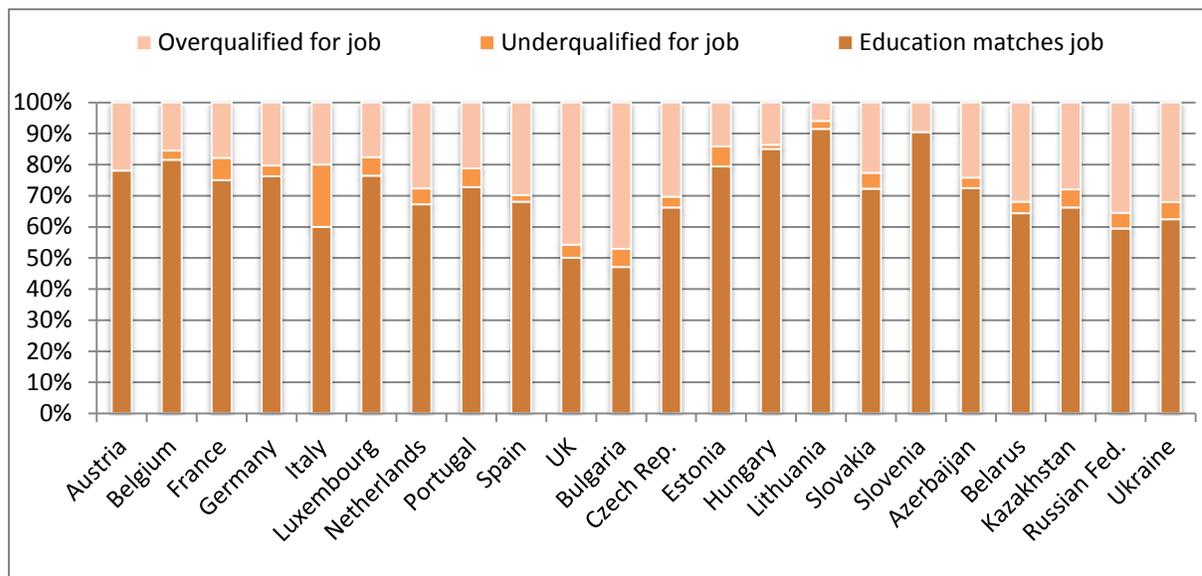
**Figure 3** Percentages of workers reporting to be promoted, break down in tenure groups, by country



Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014 (AZE, BEL, BLR, KAZ, RUS, UKR: 31-Jan-2015). Selection workers in social services in 22 countries. N=4,807.

The survey includes a question “Do your qualifications match your job?” The three response options are “Yes”, “No, I am overqualified for my job”, and “No, I am underqualified for my job”. Figure 4 shows that the vast majority of workers (six to eight of every ten) perceives that they have the right skill level for their current job, with the exception of the UK, Bulgaria and the Russian Federation with lower numbers, and Lithuania, Slovenia with higher numbers. Between two and four in ten workers perceive to be overqualified. This share is with almost five in ten workers higher in the UK and Bulgaria. In contrast, in Lithuania few workers perceive to be overqualified. By contrast, underqualification is hardly a problem in the social services: on average one in twenty workers perceives to be not sufficiently qualified, though in Italy this is almost two in ten workers.

*Figure 4 Distribution over education-job-match categories, by country*



Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014 (AZE, BEL, BLR, KAZ, RUS, UKR: 31-Jan-2015). Selection workers in social services in 22 countries. N=7,053.

Our study explored occupational structures and skills in the social services. Regarding the occupational composition in the social services we found large differences across countries. The care workers, including personal care and child care workers, form the largest occupational group in almost all countries. Except for two countries, about three in ten workers are in nursing and other health professional occupations.

Concerning training, in almost all countries at least two in ten workers in social services have received any training. The UK shows up with high scores on training. The answers on employer-provided training show a wide variation across countries.

Promotions are reported more frequently in a number of CEE and CIS countries than elsewhere, if the answer that a respondent has had more than one job with his/her current employer may be taken for a promotion.

Concerning (mis)matches between job and education, the vast majority of respondents perceives to have the right skill level for their current job in social services, whereas between two and four in every ten workers perceive to be overqualified. Underqualification hardly turns up as a problem.

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