

# Job satisfaction and satisfaction with pay and working hours

*Report 8 of the WICARE project, February 2015.*

What about job satisfaction 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 has several questions asking how satisfied workers are with their job. Here we discuss five measures, namely satisfaction with pay, satisfaction with the job, satisfaction with the job security, satisfaction with the working hours, and finally satisfaction with life as-a-whole. Figure 1 displays the average score on the first four questions, namely satisfaction with pay, the job, job security, and working hours. Overall, satisfaction with pay receives the lowest rating in almost all countries, while satisfaction with the job, job security and working hours receive considerable higher ratings.

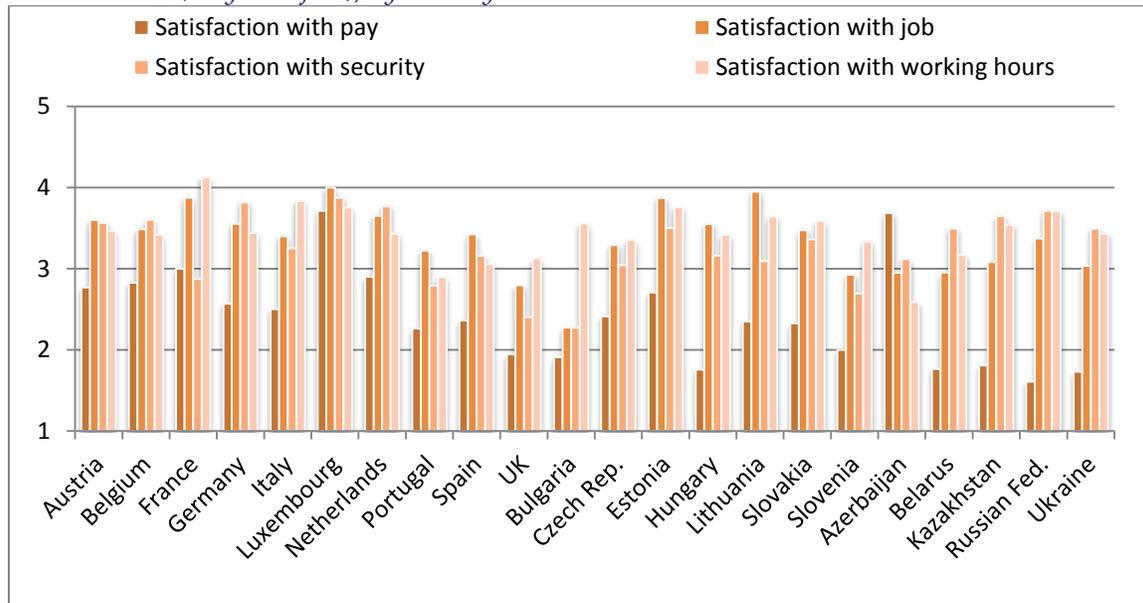
In all countries the satisfaction with pay receives the lowest rating, apart from France and Azerbaijan, where it receives the one-lowest rating. Further analysis – not in the Figure – reveals that this is particularly due to the fact that the rating ‘highly dissatisfied’ is ticked often. In seven countries, namely Bulgaria, Hungary,

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. 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.

Slovenia, Belarus, Kazakhstan, Russian Federation, and Ukraine, more than five in ten workers state that they are highly dissatisfied about their pay. In another three countries - Italy, Portugal, and UK- four in ten workers indicate that they are highly dissatisfied about their pay. In three countries - Spain, Lithuania and Slovakia – this holds for three in every ten workers. Only in Belgium, less than one in ten is highly dissatisfied with their pay.

As said, compared to satisfaction with pay, satisfaction with the job, job security and working hours receive higher ratings in all countries. Satisfaction with the job receives the highest rating in seven countries: Austria, Luxembourg, Portugal, Spain, Estonia, Hungary, and Lithuania. Satisfaction with job security receives the highest rating in seven countries, namely Belgium, Germany, Netherlands, Azerbaijan, Belarus, Kazakhstan, and Ukraine. Satisfaction with working hours receives the highest rating in eight countries, namely France, Italy, UK, Bulgaria, Czech Republic, Slovakia, Slovenia, and the Russian Federation.

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

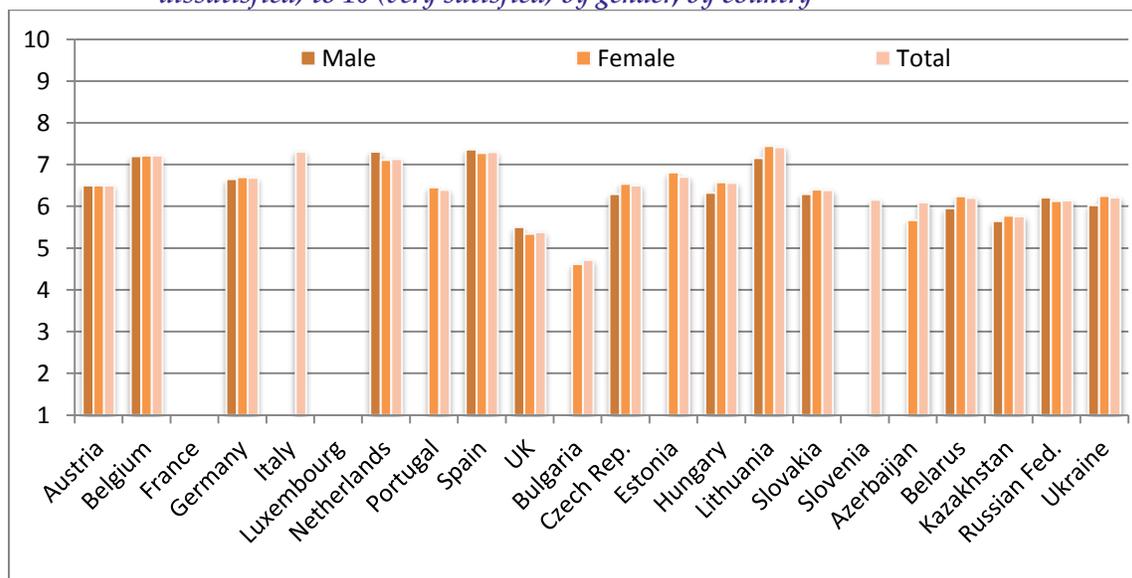


Source: WageIndicator data 01-Jan-2013 - 30-Sep-2014 (AZE, BEL, BLR, KAZ, RUS, UKR: 31-Jan-2015). Selection workers in social services in 22 countries.  
 N = 4,285 for satisfaction with pay; N = 4,261 for satisfaction with job; N = 3,938 for satisfaction with security;  
 N = 4,275 for satisfaction with hours.

We end with an overview of the satisfaction with life-as-a-whole. Here, scores could be given from 1 (highly dissatisfied) to 10 (highly satisfied). Figure 2 points

out that in a few countries workers are not so satisfied with their life, namely in the UK and Bulgaria, whereas in the seven countries the workers in the social services reveal a score above 7, namely in Belgium, France, Italy, Luxembourg, Netherlands, Spain, and Lithuania. In another 13 countries the scores are between 6 and 7, namely in Austria, Germany, Luxembourg, Portugal, Czech Republic, Estonia, Hungary, Slovakia, Slovenia, Belarus, the Russian Federation, and Ukraine. Overall, men and women do not differ largely with respect to life satisfaction. In the Netherlands, United Kingdom, and Russian Federation, men are more satisfied with life, whereas in Lithuania, Belarus, Kazakhstan, and Ukraine women are so.

**Figure 2** Average scores on the satisfaction with life question, ranging from 1 (highly dissatisfied) to 10 (very satisfied) by gender, 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 = 4,777.

In conclusion concerning the satisfaction issues in the social services, in all but two countries satisfaction with pay receives the lowest rating of the five satisfaction measures questioned. The rating 'highly dissatisfied with pay' is ticked often, in particular in Bulgaria, Hungary, Slovenia, Belarus, Kazakhstan, Russian Federation, and Ukraine. Satisfaction with the job, job security and working hours receive higher ratings in all countries. Concerning satisfaction with life-as-a-whole, we find that in Sweden, UK and Bulgaria respondents are not so satisfied with their life.

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