Young women in service sector occupations

Bookkeepers, call centre operators, receptionists, housekeepers, IT-programmers, sales persons, secretaries, travel agency clerks

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DECISIONS FOR LIFE
WHAT WORKING WOMEN WANT

About WageIndicator Foundation

The independent non-profit Wage Indicator Foundation aims for transparency of the labour market by sharing and comparing data through its network of national websites.

Wage Indicator has operations in many countries worldwide. See for the full list www.wageindicator.org.

Wage Indicator Foundation was established in the Netherlands in 2003. The Foundation is based in Amsterdam. It has regional offices in Ahmadabad, Bratislava, Buenos Aires, Cape Town/Maputo and Minsk. Its headquarters and postal address are:

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Executive summary

The DECISIONS FOR LIFE project targeted women aged 15-30 in eight large occupational groups in the service sector. These occupations are: bookkeepers, call centre operators, receptionists in hotels, housekeepers in hotels, IT-programmers, sales persons/cashiers in retail, secretaries, and travel agency intermediaries.

This report gives insight in the socio-demographic characteristics of the target group, such as household composition, presence of partner and children, age and education. It describes the wages earned per occupation and per country. Finally, it explores the working hours in the eight occupations, focusing on the length of the working week, as well as on shift and evening work and on working Saturdays and Sundays.

The data used stem from the *WageIndicator* survey, which is a multi-country, continuous survey, posted at the national *WageIndicator* websites in these countries. The survey data cover the period between January 2008 and April 2011.The selection regards women aged 15-30 in the eight service sector occupations in seven Decisions for Life countries. These countries are Belarus, Brazil, India, Indonesia, Kazakhstan, South Africa, and Ukraine.

Table of contents

1 Young women in service sector occupations

1.1 Introduction

The DECISIONS FOR LIFE project aims to raise awareness amongst young female workers about their employment opportunities and career possibilities, family building and the work-family balance. The lifetime decisions adolescent women face, determine not only their individual future, but also that of society: their choices are key to the demographic and workforce development of the nation.

DECISIONS FOR LIFE is awarded a MDG3 grant from the Netherlands Ministry of Foreign Affairs as part of its strategy to support the United Nations' Millennium Development Goals no 3 (MDG3): "Promote Gender Equality and Empower Women". DECISIONS FOR LIFE more specifically focuses on MDG3.5: "Promoting formal employment and equal opportunities at the labour market", which is one of the four MDG3 priority areas identified in the Ministry's MDG3 Fund. DECISIONS FOR LIFE originally ran from October 2008 until June 2011, and received extension to December 2011.

DECISIONS FOR LIFE focuses on 14 developing countries, notably Brazil, India, Indonesia, the CIS countries Azerbaijan, Belarus, Kazakhstan, Ukraine, and the southern African countries Angola, Botswana, Malawi, Mozambique, South Africa, Zambia and Zimbabwe. Project partners are International Trade Union Confederation (ITUC), Union Network International (UNI), WageIndicator Foundation, and University of Amsterdam/AIAS.[1]

1.2 The target group: women in service sector occupations

In the DECISIONS FOR LIFE project, the target group has been limited to women aged 15-30 in the service sector. This choice was made for several reasons. First, the focus on women aged 15-30 was chosen because the adolescents still have a life span ahead of them, which makes the returns on investments in the project's awareness raising activities relatively high. Second, the focus on the service sector was chosen as in many countries this sector is offering the largest employment opportunities for women in the target group, and the sector is growing worldwide and part of a global economy. Therefore, in the selected countries the women in these occupations are expected to be at the forefront of setting wage and employment standards for the decades ahead. In addition, the project's strategy is in part to use the Internet for dissemination, as the outreach of Internet is many times larger than any other medium or promotional activities. Workers in the service sector are the most likely group to have access to the Internet. Finally, compared to workers in other industries workers in the service sector are less likely to be illiterate, which is a requirement for Internet dissemination.

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[1] See http://www.wageindicator.org/main/projects/decisions-for-life.

The DECISIONS FOR LIFE project was further limited to eight large occupational groups in the service sector, having in common that their employment share is growing and that they are performed by relatively well educated, literate women. Moreover, within these occupations the share of adolescent women is relatively high. It may well be the case that some occupations are hardly found in some countries, but in general these eight occupations cover the bulk of women employed in the service sector. These service sector occupations are: bookkeepers, call centre operators, receptionists in hotels, housekeepers in hotels, IT-programmers, sales persons/cashiers in retail, secretaries, and travel agency intermediaries.

1.3 Outline of the report

This report is part of the inventories, made by the University of Amsterdam/AIAS. For all 14 countries, inventories with the underlying gender analyses have been prepared (see the References). Three more reports will be prepared by the University of Amsterdam/AIAS, namely on eight service sector occupations, on domestic workers and on minimum wages for women. This is the first report of the three. The main data source for this report is the *WageIndicator* survey. This is a multi-country, continuous survey, posted at the national *WageIndicator* websites in these countries. Appendix 2 includes a methodological explanation of this survey.

The outline of this report is as follows. Section 2 details the concept of the eight service sector occupations. Section 3 gives more insight in the socio-demographic characteristics of the young women, such as household composition, age and education. Section 4 describes wages in the eight occupations. It does so per occupation and per country. Section 5 explores the working hours in the eight occupations, focusing on the length of the working week, as well as on shift and evening work and on working Saturdays and Sundays. Section 6 draws conclusions. The three Appendixes comprise a list of all occupational titles included, a methodological explanation of the survey, and all tables underlying the graphs in the main text.

2 The eight service sector occupations

2.1 Defining the eight service sector occupations

Eight service sector occupations are central in this report. These occupations are bookkeepers, call centre operators, receptionists in hotels, housekeepers in hotels, IT-programmers, sales persons/cashiers in retail, secretaries, and travel agency intermediaries. Information about these occupations stems from the *WageIndicator* web-survey. This survey asks in detail about the occupation of the respondent. For this purpose, a search tree with some 1,700 occupational titles has been developed. These 1,700 occupational titles have been translated into the many languages of the web-survey. From these 1,700, a list of service sector occupational titles has been selected and grouped into the eight service sector occupations under study. Table 2.1 presents details about the occupational titles included in the eight service sector occupations under study. Appendix 1 provides the detailed crossover table used for the mapping of the selected occupations from the list of 1,700 titles into the service sector occupational groups.

Table 2.1 The eight service sector occupations included in the analyses

Service sector occupations	Occupational titles included:
Bookkeepers	bookkeeper; bookkeeping clerk; accounts clerk
Call centre operators	call centre manager; call centre agent inbound; telephonist; call centre agent outbound; first line supervisor call centre agents
Front office workers / receptionists in hotels	first line supervisor front-office tellers; hotel front desk receptionist
Housekeepers in hotels	first line supervisor housekeeping workers; the housekeeper in hotels; offices or other establishments; cleaner in hotels
IT programmers	IT manager; IT department manager; IT trainer; IT auditor; IT systems analyst; IT consultant; IT project leader; IT information analyst; IT software engineer; IT applications programmer; IT systems administrator; IT network specialist; IT software tester
Sales persons and cashiers in retail	commercial, sales or marketing manager; sales department manager; technical or medical sales professional (not in it); sales engineer; sales representative pharmaceutical and medical products; it sales professional; sales representative; after sales manager; sales representative agricultural products; sales representative chemical products; sales representative civil engineering; sales representative computer equipment or components; sales representative construction buildings; sales representative construction equipments or components; sales representative construction installation activities; sales representative educational materials; sales representative electrical equipment or components; sales representative financial products; sales representative food, beverages, tobacco products; sales representative glass, glass products; sales representative machines, appliances, vehicles; sales representative metal goods, metalware; sales representative clothing, leatherwear; sales representative rubber, plastic products; sales representative technical products; sales representative, all other products; finance or sales associate professional, all other; sales clerk; stall sales person; kiosk sales person; sales assistant agricultural retail, pets and flowers; sales assistant construction equipments or components; sales assistant consumer electronics, household equipment; sales assistant drugstore; sales assistant food, beverages, tobacco products; sales assistant jewellery, luxury goods; sales assistant newspapers, books, music, videos, games; sales assistant clothing, leatherwear; sales assistant sporting equipments, leisure products; sales assistant automotive parts or fuel; sales assistant supermarket, department store, sales assistant, all other; ticket-clerk and cashier; sales demonstrator; door-to-door salesperson; driver-salesperson

Secretaries	legal secretary; administrative secretary; director's secretary; medical secretary or receptionist; minutes secretary; project secretary; team or department secretary; secretary clerk; secretary; secretary all other
Travel agency intermediaries in tourism	travel agency manager; travel organiser; travel agency clerk; travel consultant; travel guide

2.2 Data selection and the number of observations

The *WageIndicator* web-survey is a continuous survey. For this report, the survey data covers the period between January 2008 and April 2011. Table 2.2 shows that 7,581 women in the eight occupations in the fourteen DECISIONS FOR LIFE countries completed the survey. The last column in the table shows that the countries with less than 100 respondents are not included in the remaining part of this paper. The one-last column shows the first quarter in which observations from this country enter in the database. A late start of the survey is one of the reasons for excluding a country from the analysis. Another reason is that in some countries data-intake is overall insufficient. The remaining part of this report is based on 7,478 observations in seven of 14 countries, namely Belarus, Brazil, India, Indonesia, Kazakhstan, South Africa, and Ukraine.

Table 2.2 Number of observations of women aged 15-30 in the eight occupations jointly, breakdown by country. Column on inclusion in the analyses and on the quarter of the year the survey started in the country.

	Frequency	Percent	Start survey	Included in this report
Angola	19	.3	2009Q2	No
Azerbaijan	26	.3	2010Q1	No
Botswana	3	.0	2010Q1	No
Brazil	3,042	40.1	2008Q1	Yes
Belarus	1,305	17.2	2008Q1	Yes
India	443	5.8	2008Q1	Yes
Indonesia	178	2.3	2009Q2	Yes
Kazakhstan	376	5.0	2008Q2	Yes
Malawi	1	.0	2011Q2	No
Mozambique	33	.4	2009Q2	No
South Africa	1,553	20.5	2008Q1	Yes
Zimbabwe	10	.1	2009Q4	No
Ukraine	581	7.7	2008Q2	Yes
Zambia	11	.1	2009Q3	No
Total	7,581	100%		

Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 14 DfL countries.

When limiting the sample of the survey data to seven countries, how many women have completed the survey in each occupation and each country? Table 2.3 details the number of respondents and the percentages.

The occupation showing up most frequently in the database is the salesperson/cashier in retail, followed by the secretary. Both occupations offer employment prospects for many young women. In Brazil and Indonesia, those in the retail occupation and the secretaries make up almost four out of five respondents in the database. In contrast, the IT programmers make up two third of all respondents in India. This is due to promotional activities of UNITES, a trade union for IT staff. The table shows also that only few housekeepers in hotels have

completed the survey, followed by the receptionists in hotels, currently sometimes called front office workers. Particularly for these last two occupations, the findings should be interpreted with care.

It should be noticed that the data of the young women in these eight occupations are not representative and that the differences not necessarily reflect differences across countries with respect to the share of these occupations in the female labour force. The survey is not randomly drawn from a sampling frame, because such a sampling frame is not present in many countries. Therefore, the survey is not representative for the population at large, and the conclusions drawn from this report apply to the survey sample only.

Table 2.3 Number of observations of women aged 15-30 in the eight occupations, breakdown by country and occupation.

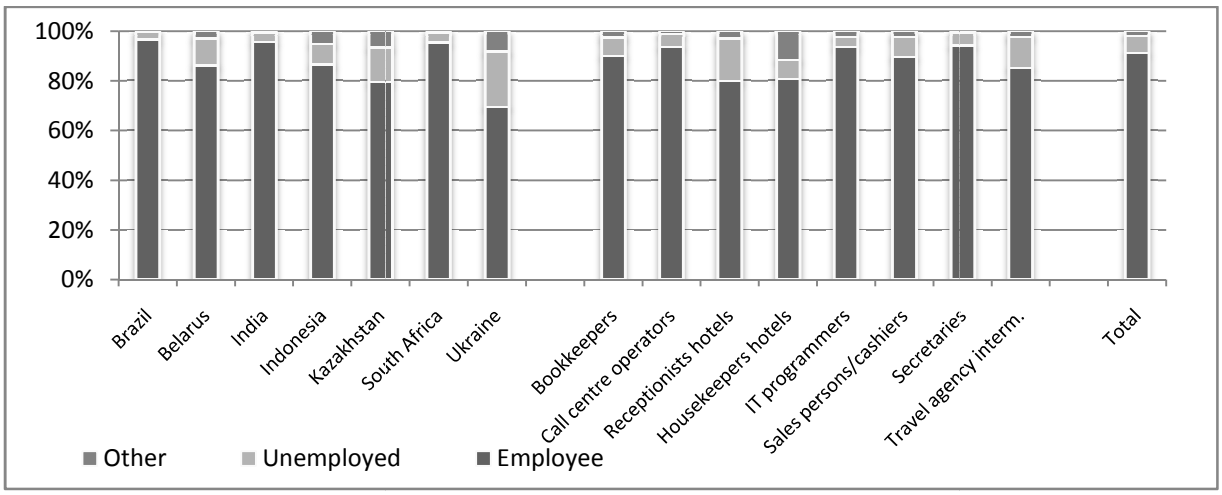
	Book keepers	Call centre operators	Front office workers / receptionists in hotels	House keepers in hotels	IT pro gram mers	Sales persons and cashiers in retail	Secre taries	Travel agency interme diaries in tourism	Total
Brazil	139	145	29	13	149	1237	1290	40	3042
Belarus	466	14	7	2	125	485	148	58	1305
India	27	5	0	3	297	56	49	6	443
Indonesia	9	1	6	1	14	75	64	8	178
Kazakhstan	150	2	3	2	45	106	49	19	376
South Africa	435	94	16	3	161	360	413	71	1553
Ukraine	222	5	9	2	19	221	88	15	581
Total	1448	266	70	26	810	2540	2101	217	7478
Brazil	4.6%	4.8%	1.0%	0.4%	4.9%	40.7%	42.4%	1.3%	100%
Belarus	35.7%	1.1%	0.5%	0.2%	9.6%	37.2%	11.3%	4.4%	100%
India	6.1%	1.1%	0.0%	0.7%	67.0%	12.6%	11.1%	1.4%	100%
Indonesia	5.1%	0.6%	3.4%	0.6%	7.9%	42.1%	36.0%	4.5%	100%
Kazakhstan	39.9%	0.5%	0.8%	0.5%	12.0%	28.2%	13.0%	5.1%	100%
South Africa	28.0%	6.1%	1.0%	0.2%	10.4%	23.2%	26.6%	4.6%	100%
Ukraine	38.2%	0.9%	1.5%	0.3%	3.3%	38.0%	15.1%	2.6%	100%
Total	4.6%	4.8%	1.0%	0.4%	4.9%	40.7%	42.4%	1.3%	100%

Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.

2.3 Employment status

What are the employment statuses of the young women in eight occupations? Graph 2.1 indicates that nine in ten women are an employee, whereas less than one in ten is unemployed and a small minority falls in the category 'other', which includes trainees, students, disabled persons, and alike. The graph shows that particularly in Ukraine, Belarus and Kazakhstan, the percentages employees are below average. In Ukraine only seven in ten is an employee. In this country, more than two in ten is unemployed, whereas this is more than one in ten in Belarus and Kazakhstan. Unemployment levels are lower for the remaining countries. The large differences found across the countries are to some extent reflected across the occupations. Particularly the receptionists reveal a high percentage unemployed of almost two in ten, whereas unemployment is lowest among the IT programmers, with less than one in twenty reporting so.

Graph 2.1 Distribution over three employment status categories of young women in the eight occupations, breakdown by country and by occupation



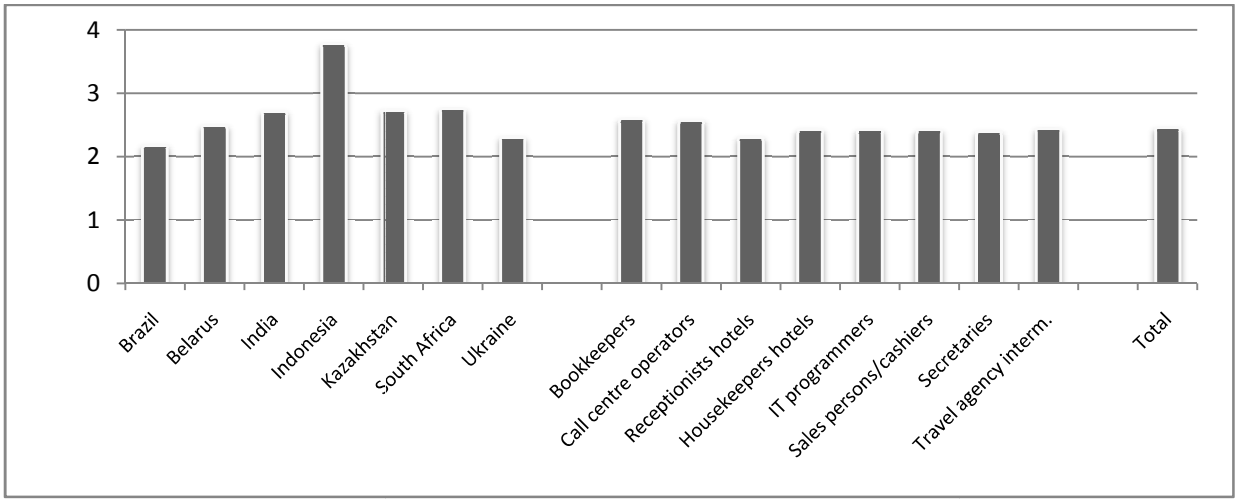
Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.

3 Socio-demographics of the young women

3.1 Household composition

What are the main socio-demographics of the young women in eight occupations? A first analysis focuses on the household composition. On average, the women in the survey sample live in a household with 2 to 4 members, as graph 3.1 indicates. The largest households are found in Indonesia with on average 3.8 household members, and the smallest ones are found in Ukraine and Belarus, with 2.5 respectively 2.3 members. The large differences found across the countries are not reflected across the occupations. Here the number of household members ranges from 2.3 for the receptionists to 2.6 for the bookkeepers.

Graph 3.1 Average members in households of young women in the eight occupations, breakdown by country and by occupation

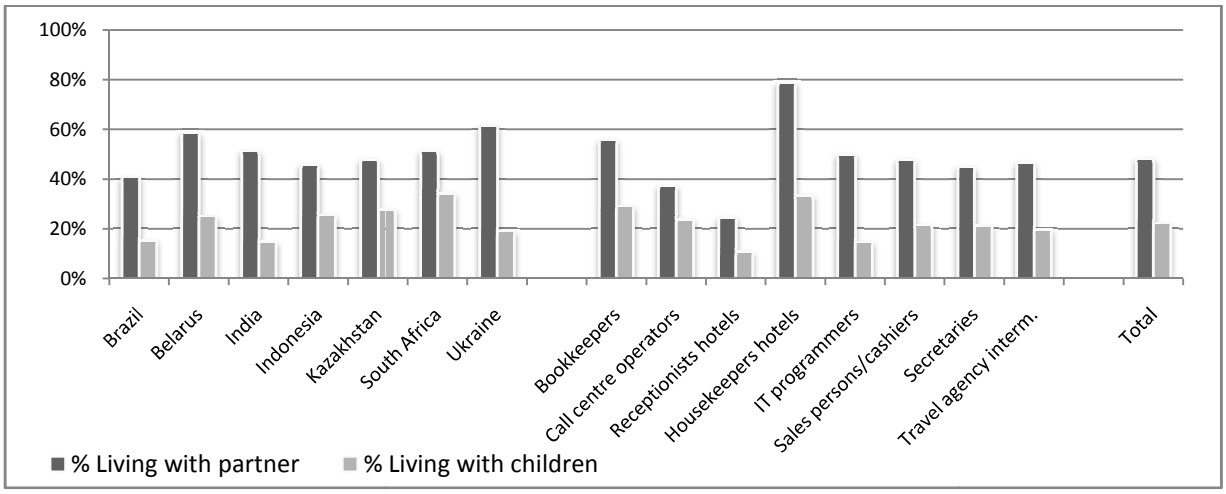


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

A second analysis focuses on the young women in the eight occupations living with a partner. Almost half of them live with a partner. In Belarus and Ukraine this share is even six in ten, as graph 3.2 indicates. In contrast, it is four in ten in Brazil. In all other countries it is in between. Across occupations, the differences are larger than across countries. Whereas almost eight in ten housekeepers live with a partner, this is only one in four for the receptionists and one in three for the call centre operators, with the remaining occupations in between.

A third analysis focuses on the women living with one or more children. More than two in ten women live with children. In South Africa this is even one in three, as graph 3.2 indicates. In contrast, this share is less than two in ten in Brazil, India and Ukraine, with the remaining countries in between. Across occupations, the differences are similarly large as across countries. More than three in ten housekeepers live with children. In contrast, this share is only one in ten for the receptionists. The IT programmers have slightly more often children. The remaining occupations remain in between.

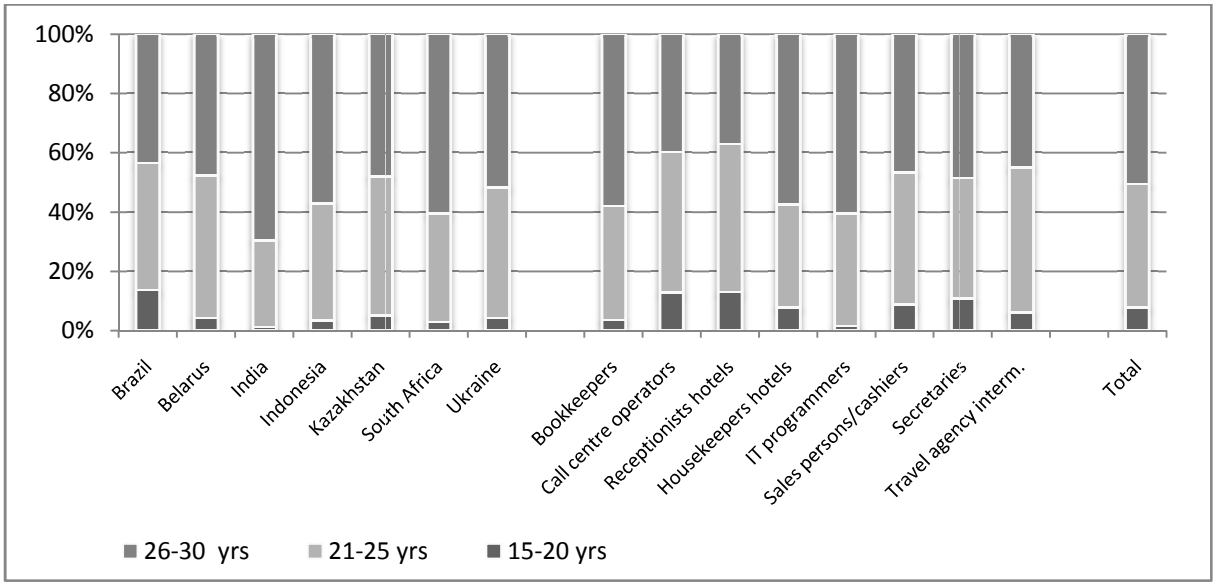
Graph 3.2 Percentages of young women in the eight occupations living with partner and living with children, breakdown by country and by occupation



Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

A fourth analysis focuses on the age of the young women in the eight occupations. Their average age is 25.3 years. In India and South Africa, the women in the sample are slightly older than in the remaining countries, as graph 3.3 shows. Nearly seven in ten women in India are between 25-30 years of age. In contrast, in Brazil more than one in ten women are aged 15-20, as graph 3.3 indicates. Across occupations, the differences are larger than across countries. Whereas almost six in ten housekeepers and IT programmers are between 25-30 years of age, this share is only four in ten for the receptionists and the call centre operators, with the remaining occupations in between.

Graph 3.3 Distribution over three age categories of young women in the eight occupations, breakdown by country and by occupation



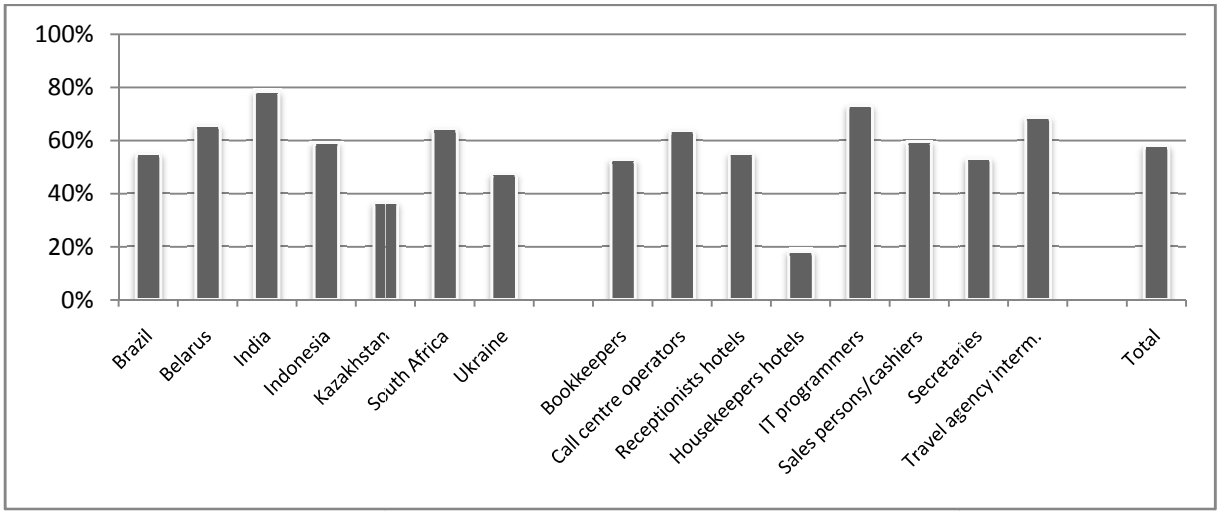
Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

3.2 Regional characteristics

The young women in the eight service sector occupations in this study live predominantly in the urban areas, hardly in rural areas. Graph 3.4 shows the percentages indicating that they live in a city with more than 1 million inhabitants. More than half of the women live in such cities. The most frequently mentioned cities are Sao Paulo (Brazil), Minsk (Belarus), Cape Town (South Africa), Kyiv (Ukraine), Almaty (Kazakhstan), Mumbai (India), and Jakarta (Indonesia).

Looking at occupations, the graph shows that in contrast to the other occupations the housekeepers do not live in large cities. The IT programmers do live in large cities.

Graph 3.4 Percentages of young women in the eight occupations living in a city with more than 1 million inhabitants, breakdown by country and by occupation

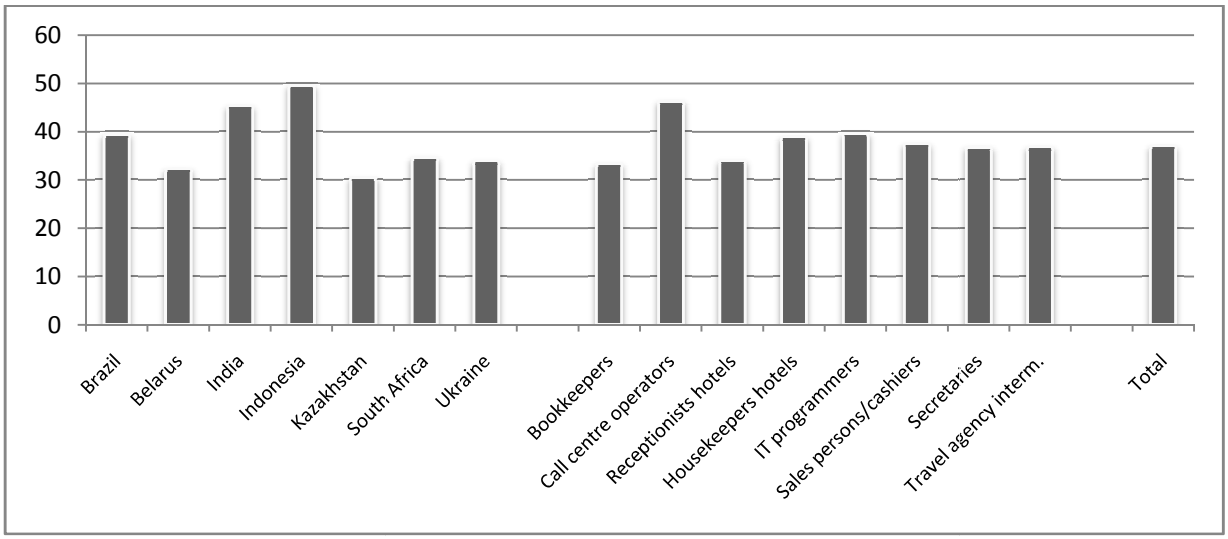


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

On average, the women spend 36 minutes for commuting one way, thus more than one hour per day is needed for traveling to and from work. This is shown in Graph 3.5. In Indonesia the reported commuting times are longest, in Kazakhstan they are shortest. Very few women, less than 2%, work from home. One in five women commutes less than a quarter of an hour one way, and one in four does so between one quarter and half an hour.

Compared to differences across countries, the commuting times vary to a smaller extent across occupations. Call centre operators reveal the longest commuting time, whereas the receptionists in the hotels reveal the shortest time.

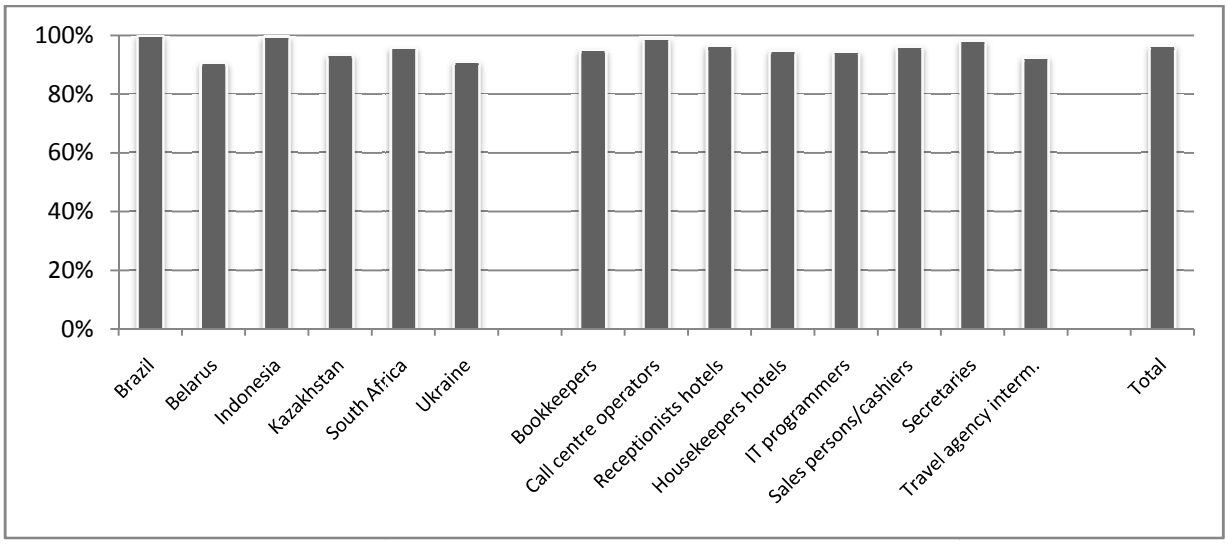
Graph 3.5 Average one way commuting time in minutes, breakdown by country and by occupation



Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

One question in the survey asks whether the woman is born in or outside the country, thus if she is a migrant. In the large countries, Brazil and Indonesia, almost all women are natives (Graph 3.6). In India, the survey question isn't even asked. In contrast, almost one in ten young women in Belarus, Kazakhstan and Ukraine were not born in these countries. The vast majority of them were born in the Russian Federation. Here, this is not due to migration, but to the break-up of the Russian Federation. In South Africa, one in twenty has not been born in this country. The vast majority of them were born in Zimbabwe.

Graph 3.6 Percentages of native born young women in the eight occupations native born, breakdown by country and by occupation



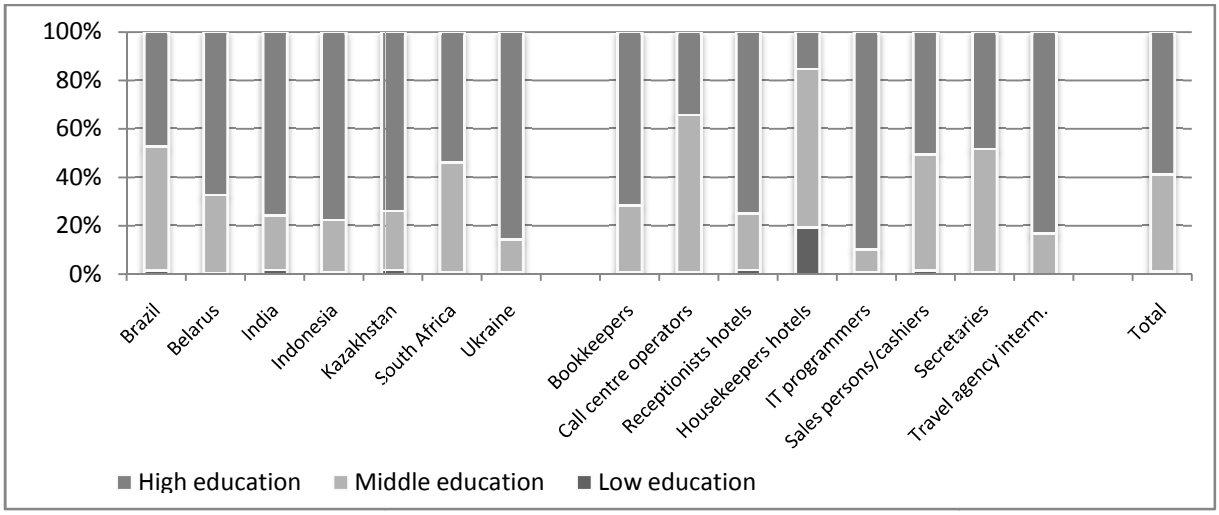
Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

3.3 Education

The young women in the eight service sector occupations in this study are well educated. Very few have a low education. This is not surprisingly, because completing the survey assumes reading skills. Four in ten have a middle-level education. Almost six in ten have a high education. Note that the survey asks about the highest educational level, to be ticked from a list of national educational categories. These categories are recoded into a standardized classification, ISCED, maintained by UNESCO. This classification is in turn recoded into categories high, middle, low. However, national educational categories are not necessarily fully comparable through the ISCED classification.

Graph 3.7 shows that the women in Ukraine have the highest educational levels, followed by Indonesia and India. In Brazil and South Africa half of the women have a middle education. Looking at occupations, the graph shows that almost two in ten housekeepers have a low education, and less than two in ten have a high education. This occupational group obviously has the lowest education of the eight occupations under study. In contrast, the IT programmers are highly educated. Nine in ten programmers have a high education.

Graph 3.7 Distribution over three educational categories of young women in the eight occupations, breakdown by country and by occupation



Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

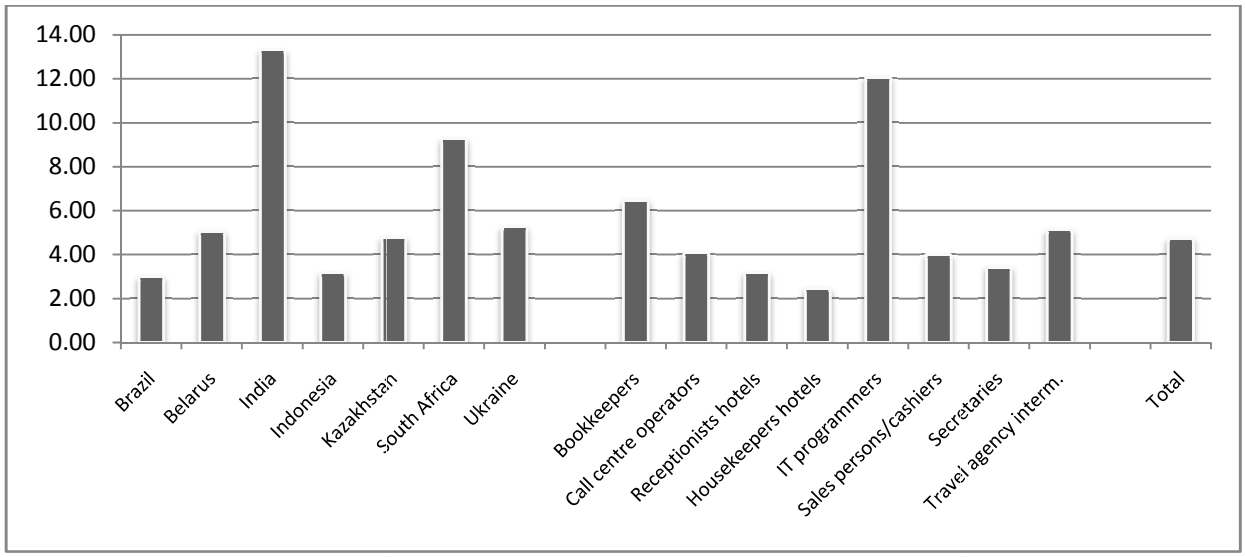
4 Wages in the eight occupations

4.1 Wage levels

What do the young women earn in the eight occupations? To provide an answer to this question, all wages have been converted into standardized US dollars and subsequently converted into the level of 2010, allowing a cross-country comparison. Appendix 2 includes a detailed description how the hourly wages and the subsequent standardised US dollars have been computed. This section gives insight in the wage levels in the eight occupations per country. No information can be provided for occupations with less than 20 observations in a country. Unfortunately, not sufficient data is available for the housekeeper for any country. Section 4.2 and following present the median wages per occupation per country. Note that for reasons of visibility the vertical axes are scaled differently across occupations.

The first results of the analysis are shown in graph 4.1. The IT-programmers clearly have the highest median earnings, followed by the bookkeepers and the travel agency intermediaries. At the bottom of the distribution, the housekeepers in hotels are found, followed by the receptionists in hotels, the secretaries and the salespersons/cashiers. Note that the median hourly wage in India is relatively high, because the IT-programmers make up a large group within the Indian sample.

Graph 4.1 Median wages of young women in the eight occupations, expressed in Standardized US Dollars level 2010, breakdown by country and by occupation.

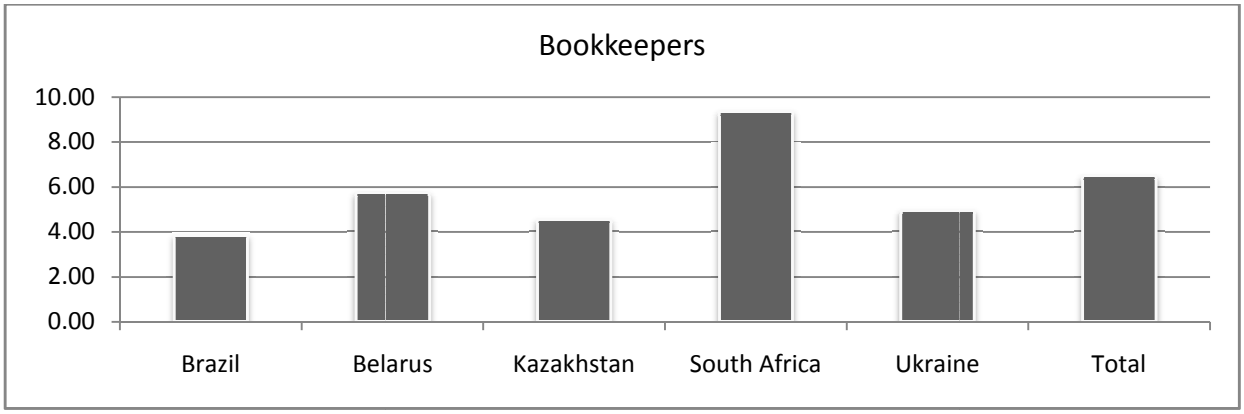


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

4.2 Wages of bookkeepers

The young women in the occupation of the bookkeepers have relatively high earnings, compared to the other occupations. Particularly in South Africa their wages are high, whereas they are lowest in Brazil.

Graph 4.2 Median wages of bookkeepers, expressed in Standardized US Dollars level 2010, breakdown by country.

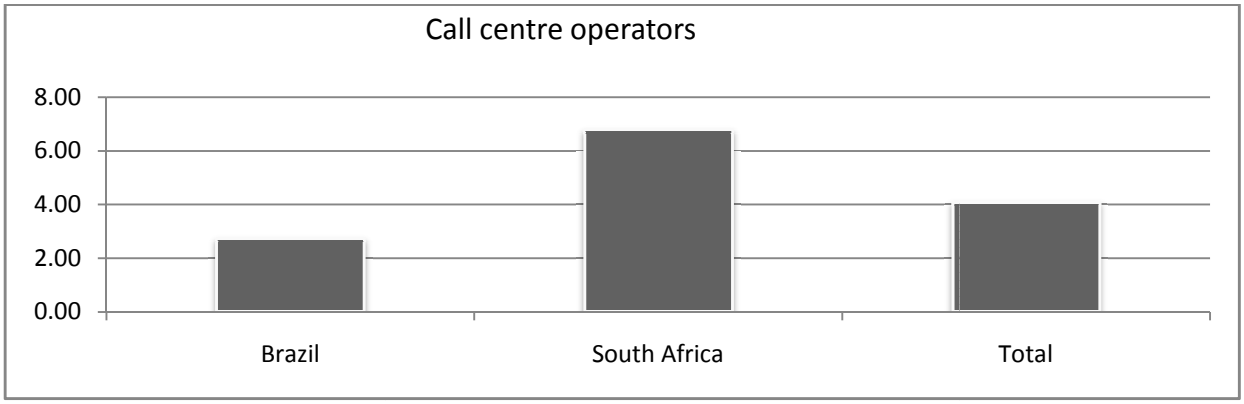


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

4.3 Wages of call centre operators

The young women in the occupation of the call centre operators are in the middle earnings group, compared to the other occupations. Whereas in South Africa their wages are relatively high, they are low in Brazil.

Graph 4.3 Median wages of call centre operators, expressed in Standardized US Dollars level 2010, breakdown by country.

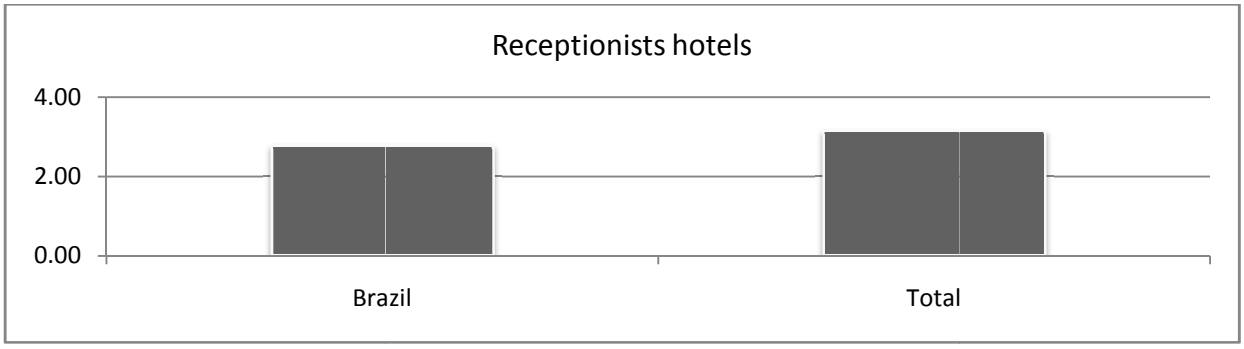


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

4.4 Wages of receptionists in hotels

The young women in the occupation of the receptionists in hotels have relatively low earnings, compared to the other occupations. In Brazil, they are even lower than the median earnings for all receptionists in the seven countries.

Graph 4.4 Median wages of receptionists in hotels, expressed in Standardized US Dollars level 2010, breakdown by country.

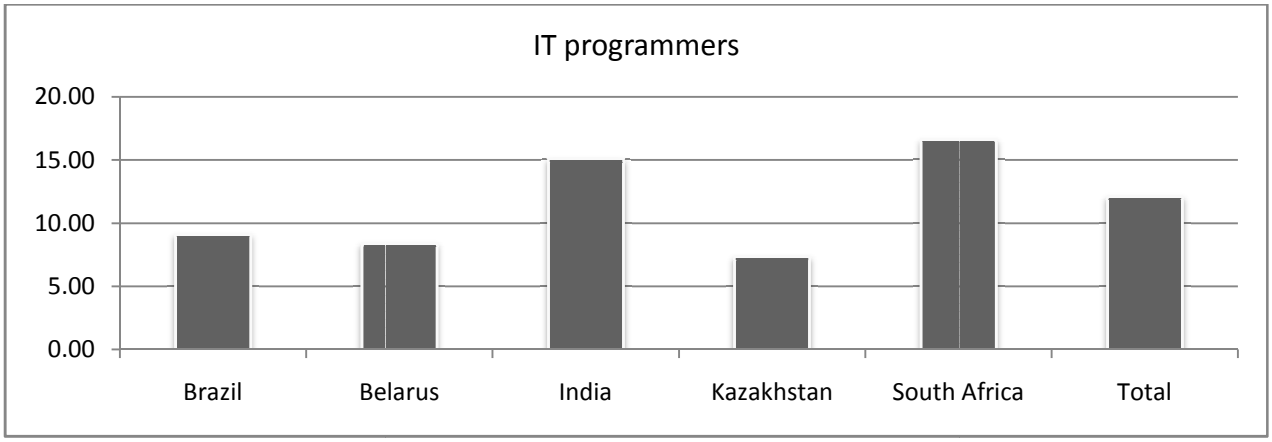


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

4.5 Wages of IT programmers

The young women in the occupation of the IT programmers have the highest earnings, compared to the other occupations. In South Africa and India their wages are relatively high, whereas they are relatively low in Belarus and Kazakhstan, all compared to the overall median wage.

Graph 4.5 Median wages of IT programmers, expressed in Standardized US Dollars level 2010, breakdown by country.

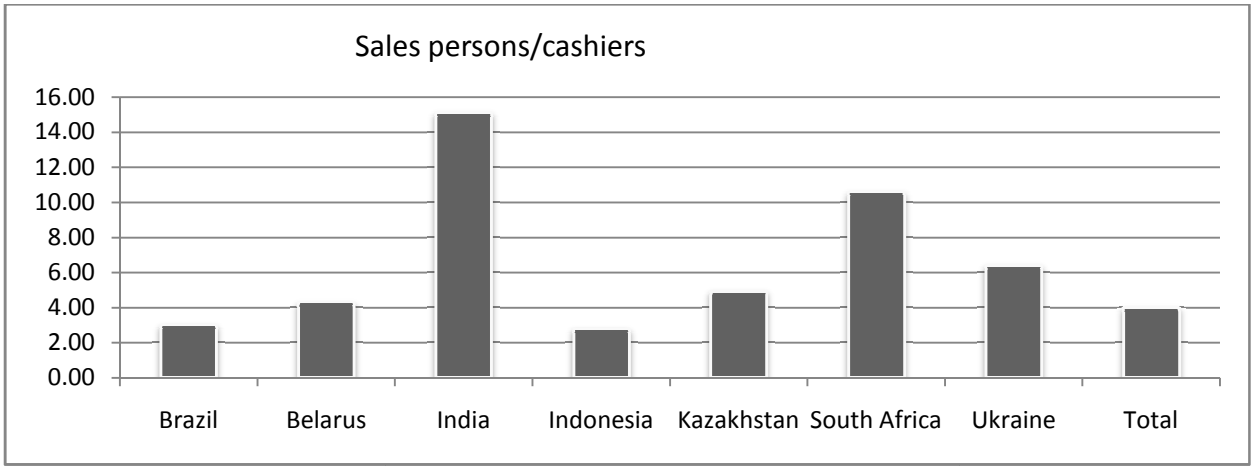


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

4.6 Wages of sales persons/cashiers

The young women in the occupation of the sales persons/cashiers in retail are in the middle earnings group, compared to the other occupations. In India their wages are relatively high, followed by South Africa, whereas they are relatively low in Indonesia and in Brazil.

Graph 4.6 Median wages of sales persons/cashiers in retail, expressed in Standardized US Dollars level 2010, breakdown by country.

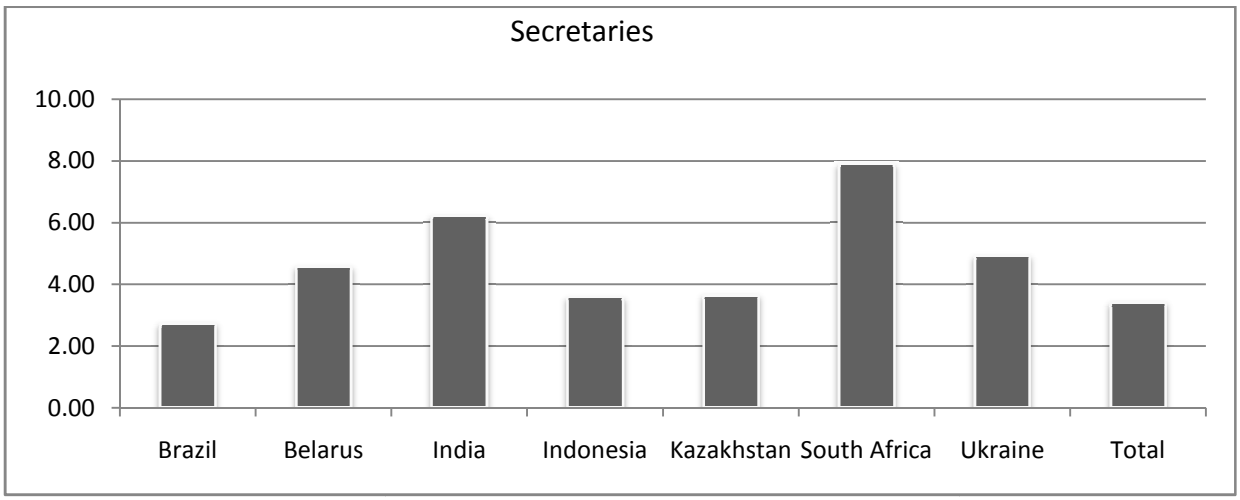


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

4.7 Wages of secretaries

The young women in the occupation of the secretaries are in the middle earnings group, compared to the other occupations. In South Africa their wages are relatively high, followed by India, whereas they are relatively low in Indonesia and in Brazil.

Graph 4.7 Median wages of secretaries, expressed in Standardized US Dollars level 2010, breakdown by country.

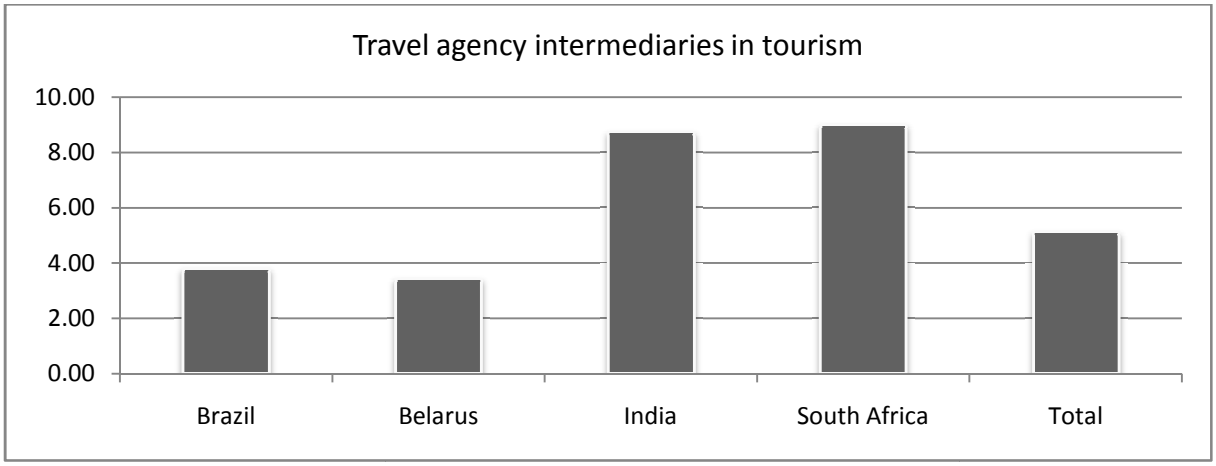


Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

4.8 Wages of travel agency intermediaries in tourism

The young women in the occupation of the travel agency intermediaries in tourism rank third in the overall earnings across countries (graph 4.1). In South Africa and in India their wages are relatively high, followed by Brazil, whereas they are relatively low in Belarus.

Graph 4.8 Median wages of travel agency intermediaries in tourism expressed in Standardized US Dollars level 2010, breakdown by country.



Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

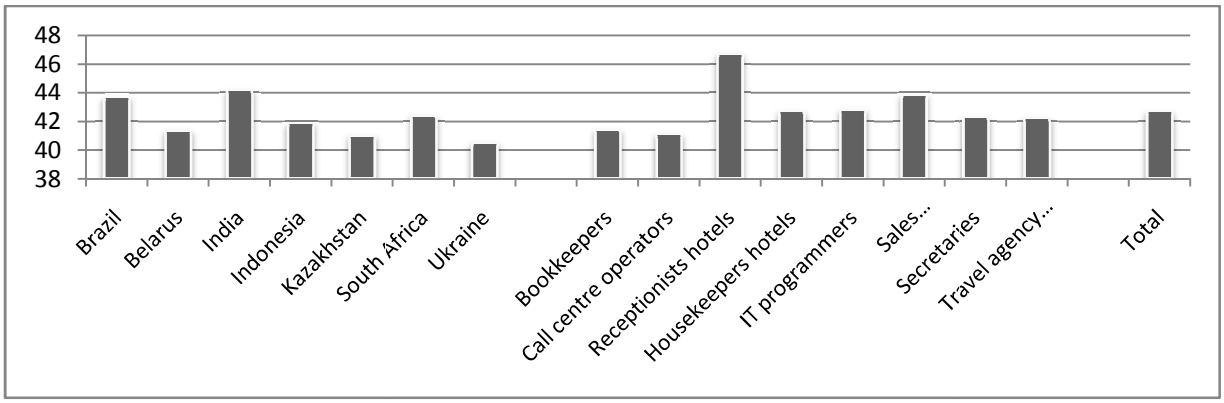
5 Working hours in the eight occupations

5.1 Length of the working week

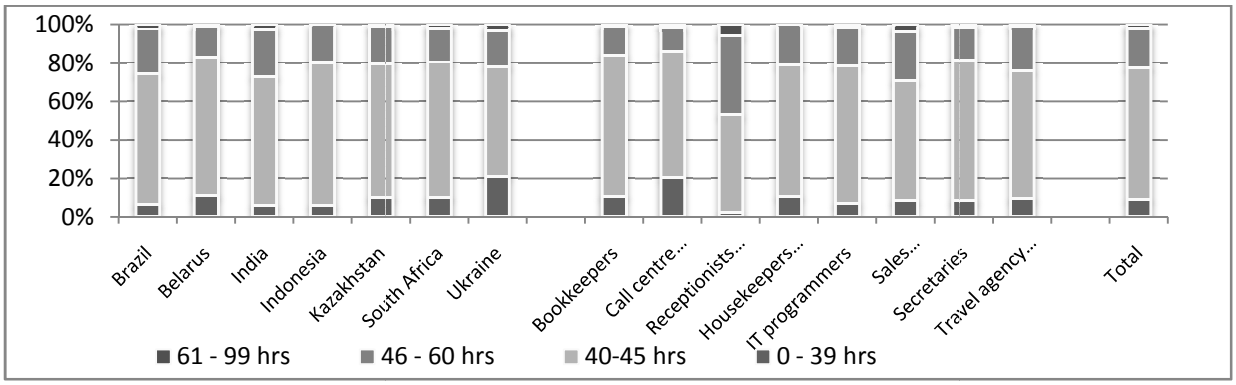
How long is the usual working week in the eight occupations? The survey has a question about usual working hours. Graph 5.1 shows that the longest average working hours are found in India, followed by Brazil. The shortest working week is noticed in Ukraine, followed by Kazakhstan. Comparing occupations, the graph shows that with an average of 46.7 hours the front-office workers in hotels have the longest working hours. In contrast, the call centre operators have the shortest hours, working on average 41.1 hours per week.

Graph 5.2 shows the distribution over four categories of working hours. Compared to other countries, the largest group working 40-45 hours per week is found in Belarus, the largest group working less than 40 hours is found in Ukraine, and the largest group working more than 45 hours can be noticed in India. Compared to other occupations, the largest group working 40-45 hours can be noticed among the secretaries and the bookkeepers. The largest group working more than 45 hours is the receptionists in hotels. The largest group working less than 40 hours is the call centre operators.

Graph 5.1 Average working hours of young women in the eight occupations, breakdown by country and by occupation



Graph 5.2 Distribution over four working hours categories of young women in the eight occupations, breakdown by country and by occupation



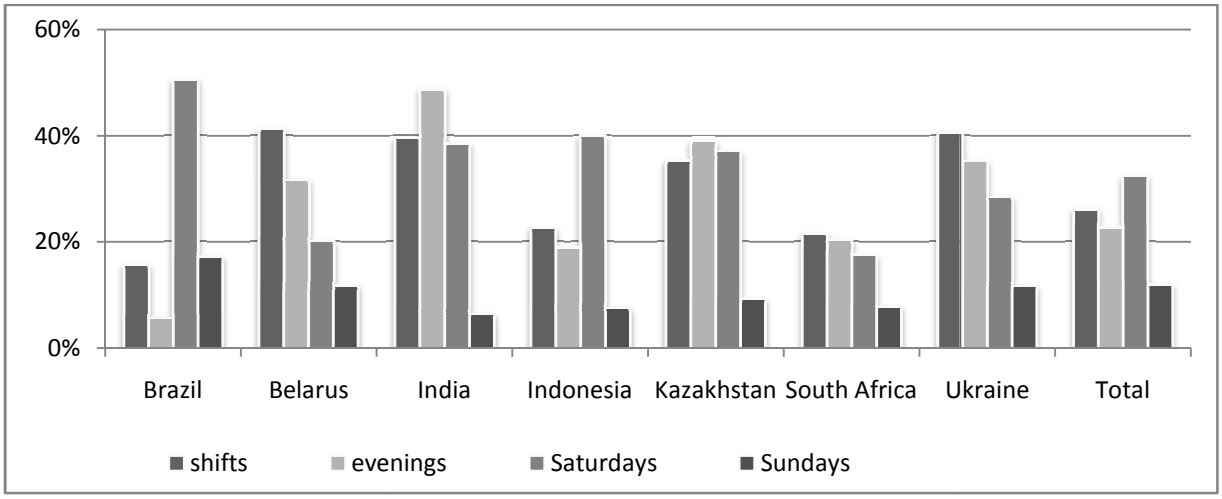
Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.The data underlying this table can be found in the Appendix.

5.2 Shift work

The survey includes a question asking if one works regularly in shifts or on irregular hours, and about the incidence of regular work in the evenings as well as on Saturdays and Sundays. Thus, the incidence of working irregular hours is self-defined. Graphs 5.3 and 5.4 show the percentages of those regularly working in the evening, broken down by country respectively occupation.

Looking at countries, the incidence of working shifts or irregular hours is highest in Belarus and Ukraine (both 41%), closely followed by India. The comparable shares in Brazil, South Africa and Indonesia are much lower (16%, 22%, respectively 23%). Working evenings is particularly reported in India, followed by Kazakhstan. Working Saturdays and working Sundays most frequently occurs in Brazil.

Graph 5.3 Percentages of young women in the eight occupations reporting shift work, evening work, and working at Saturdays and at Sundays, breakdown by country.



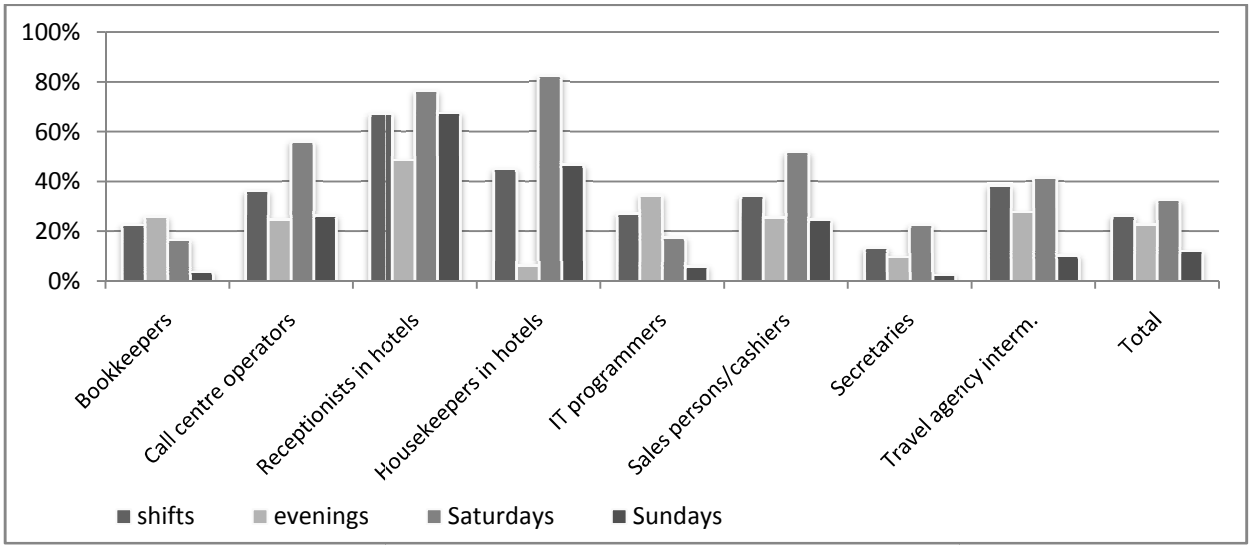
Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

Looking at occupations, not surprisingly the front office workers in hotels report most often to be working shifts or irregular hours: almost seven in ten do so. In contrast, secretaries and bookkeepers hardly report shift work: only one in ten secretaries reports so, and two in ten bookkeepers. The front office workers also report most often to be working in evenings: almost five in ten do so. Housekeepers in hotels and secretaries hardly work in evenings. Less than one in ten of them reports to do so.

When it comes to working Saturdays, the housekeepers in hotels most often work Saturday: more than eight in ten report to do so. Receptionists in hotels also work often Saturdays, namely almost eight in ten. The sales persons/cashiers in retail rank third with five in ten reporting to work Saturdays. In contrast, bookkeepers and IT programmers hardly work Saturdays, namely less than two in ten. When it comes to working Sundays, the receptionists in hotels report most often to do so, namely seven in ten. Housekeepers rank second with

five in ten reporting to do so. In contrast, secretaries, bookkeepers and IT programmers hardly work Sundays.

Graph 5.4 Percentages of young women in the eight occupations reporting shift work, evening work, and working at Saturdays and at Sundays, breakdown by occupation.



Source: WageIndicator data 2008Q1-2011Q2, selection: women aged 15-30 in the eight occupations in 7 DFL countries.
The data underlying this table can be found in the Appendix.

6 Conclusions

The DECISIONS FOR LIFE project targeted women aged 15-30 in eight large occupational groups in the service sector. These occupations are: bookkeepers, call centre operators, receptionists in hotels, housekeepers in hotels, IT-programmers, sales persons/cashiers in retail, secretaries, and travel agency intermediaries.

This report gives insight in the socio-demographic characteristics of the target group, such as household composition, presence of partner and children, age and education. It describes the wages earned per occupation and per country. Finally, it explores the working hours in the eight occupations, focusing on the length of the working week, as well as on shift and evening work and on working Saturdays and Sundays.

The data used stem from the *WageIndicator* survey, which is a multi-country, continuous survey, posted at the national *WageIndicator* websites in these countries. The survey data cover the period between January 2008 and April 2011.The selection regards women aged 15-30 in the eight service sector occupations in seven Decisions for Life countries. These countries are Belarus, Brazil, India, Indonesia, Kazakhstan, South Africa, and Ukraine.

The occupation showing up most frequently in the database is that of salesperson/cashier in retail, followed by the secretary. Only few housekeepers in hotels have completed the survey, followed by the receptionists in hotels, currently sometimes called front office workers. It should be noticed that the data of the young women in these eight occupations are not representative and that the differences not necessarily reflect differences across the countries at stake with respect to the share of these occupations in the female labour force.

Nine in ten women are employees, whereas less than one in ten is unemployed. In Ukraine only seven in ten is an employee and more than two in ten is unemployed. Particularly the receptionists reveal a high percentage of unemployed of almost two in ten, whereas unemployment is lowest among the IT programmers, with less than one in twenty reporting so.

With respect to household composition, the women in the survey live in a household with 2 to 4 members, with the largest households in Indonesia and the smallest in Ukraine and Belarus. Almost half of the women live with a partner. More than two in ten women live with children; in South Africa this is one in three and it is less than two in ten in Brazil, India and Ukraine. More than three in ten housekeepers live with children. In contrast, this is only one in ten for the receptionists. The women's average age is 25.3 years. In India and South Africa, the women are slightly older than in the other countries.

The young women in the eight service sector occupations in this study live predominantly in the urban areas, hardly in rural areas. On average, they spend 36 minutes for commuting one way. In Indonesia the reported commuting times are longest, in Kazakhstan they are shortest. Call centre operators reveal the longest commuting time, whereas the receptionists in the hotels reveal the shortest time.

The young women in the eight service sector occupations in this study are well educated. Very few have a low education. The women in Ukraine have the highest educational levels,

followed by those in Indonesia and India. In Brazil and South Africa half of the women have a middle-level education. The housekeepers have the lowest education and the IT programmers the highest.

The IT-programmers clearly have the highest median earnings, followed by the bookkeepers and the travel agency intermediaries. At the bottom of the distribution the housekeepers in hotels are found, followed by the receptionists in hotels, the secretaries and the sales-persons/cashiers. The report details the earnings per occupation and per country.

The longest average working week is found in India, followed by Brazil. The shortest working week is noticed in Ukraine, followed by Kazakhstan. The incidence of working shifts or irregular hours is highest in Belarus and Ukraine, closely followed by India. Working evenings is particularly reported in India, followed by Kazakhstan. Working Saturdays and working Sundays most frequently occurs in Brazil. The front office workers in hotels report most often to be working shifts or irregular hours, whereas secretaries and bookkeepers hardly report shift work. The housekeepers in hotels work most often Saturdays, followed by the receptionists in hotels and the sales persons/cashiers in retail. The receptionists in hotels report most often to work Sundays, followed by the housekeepers.

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Appendix 1 Mapping occupations

Table 1 Crossover table WageIndicator occupations into eight service sector occupations.

ISCO code source list_20090606	OccupLabel3_EN source list_20090606	DFL 8 occupations
3313040000000	Bookkeeper	bookkeepers
4311020000000	Bookkeeping clerk	bookkeepers
4311010000000	Accounts clerk	bookkeepers
1439010000000	Call centre manager	call centre operators
4222020000000	Call centre agent inbound	call centre operators
4223020000000	Telephonist	call centre operators
5244010000000	Call centre agent outbound	call centre operators
5244020000000	First line supervisor call centre agents	call centre operators
3341010000000	First line supervisor front-office tellers	front office workers / receptionists in hotels
4224010000000	Hotel front desk receptionist	front office workers / receptionists in hotels
5151010000000	First line supervisor housekeeping workers	housekeepers in hotels
5151020000000	Housekeeper in hotels, offices or other establishments	housekeepers in hotels
9112020000000	Cleaner in hotels	housekeepers in hotels
1330010000000	IT manager	IT programmers
1330020000000	IT department manager	IT programmers
2356010000000	IT trainer	IT programmers
2411050000000	IT auditor	IT programmers
2511010000000	IT systems analyst	IT programmers
2511020000000	IT consultant	IT programmers
2511040000000	IT project leader	IT programmers
2511050000000	IT information analyst	IT programmers
2512010000000	IT software engineer	IT programmers
2514010000000	IT applications programmer	IT programmers
2522010000000	IT systems administrator	IT programmers
2523010000000	IT network specialist	IT programmers
3512020000000	IT software tester	IT programmers
1221020000000	Commercial, sales or marketing manager	sales persons and cashiers in retail
1221040000000	Sales department manager	sales persons and cashiers in retail
2433010000000	Technical or medical sales professional (not in IT)	sales persons and cashiers in retail
2433020000000	Sales engineer	sales persons and cashiers in retail
2433130000000	Sales representative pharmaceutical and medical products	sales persons and cashiers in retail
2434010000000	IT sales professional	sales persons and cashiers in retail
3322000000000	Sales representative	sales persons and cashiers in retail
3322010000000	After sales manager	sales persons and cashiers in retail
3322050000000	Sales representative agricultural products	sales persons and cashiers in retail
3322060000000	Sales representative chemical products	sales persons and cashiers in retail
3322070000000	Sales representative civil engineering	sales persons and cashiers in retail
3322080000000	Sales representative computer equipment or components	sales persons and cashiers in retail
3322090000000	Sales representative construction buildings	sales persons and cashiers in retail
3322100000000	Sales representative construction equipments or components	sales persons and cashiers in retail
3322110000000	Sales representative construction installation activities	sales persons and cashiers in retail
3322120000000	Sales representative educational materials	sales persons and cashiers in retail
3322130000000	Sales representative electrical equipment or components	sales persons and cashiers in retail
3322140000000	Sales representative financial products	sales persons and cashiers in retail
3322150000000	Sales representative food, beverages, tobacco products	sales persons and cashiers in retail

3322160000000	Sales representative glass, glass products	sales persons and cashiers in retail
3322170000000	Sales representative machines, appliances, vehicles	sales persons and cashiers in retail
3322180000000	Sales representative metal goods, metalware	sales persons and cashiers in retail
3322210000000	Sales representative clothing, leatherwear	sales persons and cashiers in retail
3322220000000	Sales representative rubber, plastic products	sales persons and cashiers in retail
3322230000000	Sales representative technical products	sales persons and cashiers in retail
3322990000000	Sales representative, all other products	sales persons and cashiers in retail
3339980000000	Finance or sales associate professional, all other	sales persons and cashiers in retail
4110080000000	Sales clerk	sales persons and cashiers in retail
5211010000000	Stall sales person, kiosk sales person	sales persons and cashiers in retail
5223010000000	Sales assistant agricultural retail, pets and flowers	sales persons and cashiers in retail
5223040000000	Sales assistant construction equipments or components	sales persons and cashiers in retail
5223050000000	Sales assistant consumer electronics, household equipment	sales persons and cashiers in retail
5223060000000	Sales assistant drugstore	sales persons and cashiers in retail
5223070000000	Sales assistant food, beverages, tobacco products	sales persons and cashiers in retail
5223070127600	DEU Sales assistant food, beverages, tobacco products	sales persons and cashiers in retail
5223080000000	Sales assistant jewellery, luxury goods	sales persons and cashiers in retail
5223100000000	Sales assistant newspapers, books, music, videos, games	sales persons and cashiers in retail
5223110000000	Sales assistant clothing, leatherwear	sales persons and cashiers in retail
5223130000000	Sales assistant sporting equipments, leisure products	sales persons and cashiers in retail
5223150000000	Sales assistant automotive parts or fuel	sales persons and cashiers in retail
5223160000000	Sales assistant supermarket, department store	sales persons and cashiers in retail
5223990000000	Sales assistant, all other	sales persons and cashiers in retail
5230010000000	Ticket-clerk and cashier	sales persons and cashiers in retail
5242010000000	Sales demonstrator	sales persons and cashiers in retail
5243010000000	Door-to-door salesperson	sales persons and cashiers in retail
5249010000000	Driver-salesperson	sales persons and cashiers in retail
3342010000000	Legal secretary	secretaries
3343010000000	Administrative secretary	secretaries
3343020000000	Director's secretary	secretaries
3344010000000	Medical secretary or receptionist	secretaries
4120020000000	Minutes secretary	secretaries
4120030000000	Project secretary	secretaries
4120040000000	Team or department secretary	secretaries
4120050000000	Secretary clerk	secretaries
4120060000000	Secretary	secretaries
4120990000000	Secretary, all other	secretaries
1439130000000	Travel agency manager	travel agency intermediaries in tourism
3332030000000	Travel organiser	travel agency intermediaries in tourism
4221020000000	Travel agency clerk	travel agency intermediaries in tourism
4221040000000	Travel consultant	travel agency intermediaries in tourism
5113010000000	Travel guide	travel agency intermediaries in tourism

Appendix 2 Methodological explanation

The *WageIndicator* web-survey data

The data used in this paper stem from the *WageIndicator* web-survey. This is a multi-country, continuous surveys, posted at the *WageIndicator* websites in an increasing number of countries. In 2000, the *WageIndicator* project started as a paper-and pencil survey for establishing a website with salary information for women's occupations in the Netherlands, but quickly developed into an online, multilingual data collection tool which on an ongoing basis pulls occupational information for hundreds of occupations through more than 60 national websites as of early 2011. A national website hosting the survey tool consists of job related content, labour law and minimum wage information, an anonymous questionnaire with a prize incentive, and a free and crowd-pulling Salary Check presenting average wages for occupations based on data from the questionnaire. Additionally, the project includes search engine optimization, web-marketing, publicity, and answering visitors' email. Most countries have their own web-manager. Coalitions with media groups and publishing houses with a strong Internet presence contribute to the large numbers of visitors to the websites. The websites are consulted by employees, students, job seekers, individuals with a job on the side, and alike for their job mobility decisions, annual performance talks, occupational choice or other reasons. More information can be found at www.wageindicator.org. All web-visitors are asked to complete voluntarily the web-survey, in return to the free information provided. Importantly, approximately 1.5% of the visitors start completing the questionnaire. The web-survey is comparable across countries, it is in the national language(s) and it has questions about wages, education, occupation, industry, socio-demographics, and alike (Tijdens *et al* 2010). The survey has a prize incentive and it takes approximately 10 minutes to complete part 1 and 10 minutes for part 2.

Tackling the selectivity of the volunteer web-survey

Apart from its many advantages, the *WageIndicator* questionnaire has one major flaw: it is a volunteer web-survey. Thus, individuals select themselves for the survey. Therefore, the data are not representative for the population, i.e. the labour force. Selectivity is threefold. The first selectivity is associated with Internet access: in many countries this access is rather limited, mostly to groups of better educated people. Second, the individual's selection of a *WageIndicator* website may be related to his/her interest in wages, job mobility or occupational choices, and therefore also be related to the key variable. Third, once visiting the *WageIndicator* website, self-selection into the web-survey may be related to his/her availability of time, satisfaction with the website or altruism to contribute to the project, all factors which may be related to the key variable (De Pedraza *et al* 2007).

Although the *WageIndicator* web-survey is a volunteer survey, for two reasons we have not weighted the sample used for the analyses in this book. First, compared to the means of

demographic variables known from other sources the sample variable means do not deviate to a large extent. The most underrepresented groups are found in rather small marginal groups, for example workers with a part-time job of less than 10 hours per week. Weighting to correct for these groups will hardly affect the means of the variables under study. The choice has been made not to weight the data.

From a scientific perspective, concerns have been raised in relation to the quality and reliability of web survey data (Couper 2000). The problem of sample bias arises when those not covered, not recruited, and/or not surveyed are different from those who are covered, are recruited and respond (Groves 2004). To minimize such bias, researchers have traditionally attempted to create samples that provide a reliable cross-section of a given population allowing the drawing of probability-based samples which produce representative results for the entire population. In the case of the *WageIndicator* web-survey, which is a non-probability or volunteer survey, the most serious problem is related to the self-selection recruitment method of respondents, and the related question of to what extent the results are representative for the general population. To deal with this problem, different weighting techniques have been proposed to adjust a "biased" web sample to the population under consideration (Lee and Vaillant 2009). The efficiency of different weights in adjusting biases has also been considered in the case of the WageIndicator data (Steinmetz *et al* 2009). Specifically, un-weighted and weighted results of WageIndicator data from the year 2006 for selected countries (Germany, the Netherlands, Spain, the US, Argentina and Brazil) have been compared using representative reference surveys for the same year. Similar to findings from previous studies (Lee 2006; Loosveldt and Sonck 2008) the results showed that all web samples deviated from the reference samples with regard to the common variables age, gender and education. However, the impact of the applied weights seems to be very limited and does not make web survey data more comparable to the general population. This argument can also be supported by a detailed comparison of the *WageIndicator* data to other so-called representative surveys (such as the Labour Force Survey or the World Values Survey) using the distributions over 36 categories (2 genders * 2 workinghours *3 agegroups *3 educationgroups). As Steinmetz *et al* (2009, p. 22) show in their analysis, for most of these categories it would be exaggerated to speak of a fundamental selection bias in the case of the volunteer data set. It seems worthwhile to note the argument of Couper and Miller (2008) that it is better not to treat survey quality as an absolute, but to evaluate it relative to other features of the research design and the stated goals of the survey.

Defining wages

The *WageIndicator* web-survey asks respondents about their earnings (Tijdens *et al* 2010). In the survey, the employees and the self-employed are routed differently through the pages with questions on wages. The employees are asked if they are paid per month or per week, whichever is most common in the country of survey. If the answer is 'no', the next question asks them to tick the pay period. In countries where it is deemed necessary, a question asks about the currency in which the wage is paid. Then, the employees are asked 'Do you know your gross and your net wage?'. Depending on the answer, questions follow for the last gross

and/or net wage. Here, a hint suggests to include bonuses, if these were received in the last wage. The next page presents a list of bonuses and benefits that may have been included in the last wage, ranging from shift and commuting allowances to tips and performance bonuses. These questions are default set to no. If ticked yes, a question pops up asking for the amount of the bonus. The self-employed receive a question about their gross annual income, followed by a question whether this income was earned in 12 months or less, and if less, in how many months. For the computation of the hourly wages the hours input is based upon the contractual hours for workers in dependent employment with agreed working hours in their employment contract, and the usual working hours for all other categories. The wages input is taken from the survey question about gross wage or net wage, which have been tested against the minimum and maximum values, applicable for the country and for the reported pay period. Then the total of reported bonuses is deducted from the reported wages. Next, the hourly wages are computed from the weekly hours, the wage period and the gross wages minus the bonuses. For the cases with information about net hourly wages only, the gross hourly wages are computed based on the annual country average between gross and net wages.

Then the hourly wages are converted into a standardized hourly wage in US dollars, using purchasing power parities (PPP) from the World Bank Database with their projections for the years up to 2011. The purchasing power parity theory uses the long-term equilibrium exchange rate of two currencies to equalize their purchasing power for a given basket of goods. Using a PPP basis is arguably more useful when comparing differences in living standards on the whole between nations because PPP takes into account the relative cost of living and the inflation rates of different countries, rather than just a nominal Gross Domestic Product (GDP) comparison. In the data cleaning, the standardized hourly wages are tested for their reliability. Indexed hourly wages lower than 1 standardized PPP US dollar or over 400 standardized PPP US dollars are considered outliers. Odd values in the reported gross and/or net wages are set to missing. Similarly, this is done if the sum of bonuses is larger than 2/3 of the reported gross wage, or if the reported gross wages are larger than 100* the reported net wage.

For this study, to compare the hourly wages over the survey years, the 2008 wages have been augmented with the ratio of the national PPP-2010/PPP-2008, and similarly for 2009 and 2011. Thus all wages have been indexed to the 2010level. In case a HRH occupation in a country had less than 5 observations over these years, the wages in this occupation were set to missing. In the remaining, the words standardized USD wages will be used to refer to the PPP standardized wages in US dollars, indexed to the 2010level.

Appendix 3 Tables underlying the graphs

Graph 2.1 Distribution over three employment status categories of young women in the eight occupations, breakdown by country and by occupation

	Low education	Middle education	High education	Total	N
Brazil	1%	51%	47%	100%	2977
Belarus	0%	32%	68%	100%	1271
India	2%	23%	76%	100%	437
Indonesia	1%	22%	78%	100%	157
Kazakhstan	2%	24%	74%	100%	368
South Africa	1%	45%	54%	100%	1542
Ukraine	1%	14%	86%	100%	566
Bookkeepers	0%	28%	72%	100%	1425
Call centre operators	1%	65%	34%	100%	264
Receptionists hotels	2%	23%	75%	100%	64
Housekeepers hotels	19%	65%	15%	100%	26
IT programmers	1%	9%	90%	100%	793
Sales persons/cashiers	2%	48%	51%	100%	2475
Secretaries	1%	51%	48%	100%	2061
Travel agency interm.		17%	83%	100%	210
Total	1%	40%	59%	100%	7318

Graph 3.1 Members in households of young women in the eight occupations, breakdown by country and by occupation

	Members in household	N
Brazil	2.2	3015
Belarus	2.5	1305
India	2.7	442
Indonesia	3.8	178
Kazakhstan	2.7	376
South Africa	2.7	1261
Ukraine	2.3	581
Bookkeepers	2.6	1361
Call centre operators	2.6	237
Receptionists hotels	2.3	69
Housekeepers hotels	2.4	26
IT programmers	2.4	783
Sales persons/cashiers	2.4	2458
Secretaries	2.4	2021
Travel agency interm.	2.4	203
Total	2.4	7158

Graph 3.2 Percentages of young women in the eight occupations living with partner and living with children, breakdown by country and by occupation

	% Living with partner	N	% Living with children	N
Brazil	40.70%	2934	15.22%	2287
Belarus	58.75%	1052	25.06%	1297
India	51.21%	371	14.74%	380
Indonesia	45.75%	153	25.42%	177
Kazakhstan	47.85%	303	27.66%	376
South Africa	51.23%	1464	34.13%	1178
Ukraine	61.27%	408	19.06%	577
Bookkeepers	55.83%	1227	29.19%	1319
Call centre operators	37.30%	252	23.74%	198
Receptionists hotels	24.53%	53	10.77%	65
Housekeepers hotels	78.95%	19	33.33%	21
IT programmers	49.93%	697	14.59%	699
Sales persons/cashiers	47.79%	2289	21.39%	2076
Secretaries	44.93%	1961	21.15%	1707
Travel agency interm.	46.52%	187	19.79%	187
Total	48.12%	6685	22.16%	6272

Graph 3.3 Distribution over three age categories of young women in the eight occupations, breakdown by country and by occupation

	15-20 yrs	21-25 yrs	26-30 yrs	Total	N
Brazil	14%	43%	44%	100%	3042
Belarus	4%	48%	48%	100%	1305
India	1%	29%	70%	100%	443
Indonesia	3%	39%	57%	100%	178
Kazakhstan	5%	47%	48%	100%	376
South Africa	3%	37%	61%	100%	1553
Ukraine	4%	44%	52%	100%	581
	8%	42%	51%	100%	
Bookkeepers	3%	38%	58%	100%	1448
Call centre operators	13%	47%	40%	100%	266
Receptionists hotels	13%	50%	37%	100%	70
Housekeepers hotels	8%	35%	58%	100%	26
IT programmers	1%	38%	61%	100%	810
Sales persons/cashiers	9%	45%	47%	100%	2540
Secretaries	11%	41%	49%	100%	2101
Travel agency interm.	6%	49%	45%	100%	217
Total	8%	42%	51%	100%	7478

Graph 3.4 Percentages of young women in the eight occupations living in a city with more than 1 million inhabitants, breakdown by country and by occupation

	% Living in city > 1 mln	N
Brazil	55%	2671
Belarus	65%	1258
India	78%	185
Indonesia	59%	88
Kazakhstan	36%	360
South Africa	64%	1234
Ukraine	47%	551
Bookkeepers	53%	1290
Call centre operators	64%	211
Receptionists hotels	55%	60
Housekeepers hotels	18%	22
IT programmers	73%	583
Sales persons/cashiers	60%	2227
Secretaries	53%	1763
Travel agency interm.	69%	191
Total	58%	6347

Graph 3.5 Average one way commuting time in minutes, breakdown by country and by occupation

	Commuting time (mns) one way	N
Brazil	39.3	3041
Belarus	32.2	1218
India	45.3	343
Indonesia	49.5	166
Kazakhstan	30.4	329
South Africa	34.6	1179
Ukraine	33.8	455
Bookkeepers	33.3	1232
Call centre operators	46.2	234
Receptionists hotels	34.0	58
Housekeepers hotels	38.8	23
IT programmers	39.5	692
Sales persons/cashiers	37.4	2346
Secretaries	36.7	1959
Travel agency interm.	36.8	187
Total	37.0	6731

Graph 3.6 Percentages of native born young women in the eight occupations native born, breakdown by country and by occupation

	% Born in country of survey	N
Brazil	100%	3039
Belarus	91%	1213
Indonesia	99%	166
Kazakhstan	93%	328
South Africa	96%	997
Ukraine	91%	453
Bookkeepers	95%	1152
Call centre operators	99%	227
Receptionists hotels	96%	54
Housekeepers hotels	95%	19
IT programmers	94%	452
Sales persons/cashiers	96%	2234
Secretaries	98%	1886
Travel agency interm.	92%	172
Total	96%	6196

Graph 3.7 Distribution over three educational categories of young women in the eight occupations, breakdown by country and by occupation

	Low education	Middle education	High education	Total	N
Brazil	1%	51%	47%	100%	2977
Belarus	0%	32%	68%	100%	1271
India	2%	23%	76%	100%	437
Indonesia	1%	22%	78%	100%	157
Kazakhstan	2%	24%	74%	100%	368
South Africa	1%	45%	54%	100%	1542
Ukraine	1%	14%	86%	100%	566
Bookkeepers	0%	28%	72%	100%	1425
Call centre operators	1%	65%	34%	100%	264
Receptionists hotels	2%	23%	75%	100%	64
Housekeepers hotels	19%	65%	15%	100%	26
IT programmers	1%	9%	90%	100%	793
Sales persons/cashiers	2%	48%	51%	100%	2475
Secretaries	1%	51%	48%	100%	2061
Travel agency interm.		17%	83%	100%	210
Total	1%	40%	59%	100%	7318

Graph 4.1 Median wages of young women in the eight occupations, expressed in Standardized US Dollars level 2010, breakdown by country and by occupation.

	Standardised USD_2010	
Brazil	2.97	2706
Belarus	5.05	888
India	13.29	346
Indonesia	3.14	90
Kazakhstan	4.74	267
South Africa	9.24	1256
Ukraine	5.24	375
Bookkeepers	6.47	1134
Call centre operators	4.07	218
Receptionists hotels	3.14	47
Housekeepers hotels	2.44	15
IT programmers	12.06	648
Sales persons/cashiers	3.97	1954
Secretaries	3.40	1750
Travel agency interm.	5.11	162
Total	4.72	5928

Graph 4.2 Median wages of bookkeepers, expressed in Standardized US Dollars level 2010, breakdown by country.

	Bookkeepers	
Brazil	3.83	124
Belarus	5.71	362
Kazakhstan	4.53	117
South Africa	9.32	365
Ukraine	4.92	145
Total	6.47	1134

Graph 4.3 Median wages of call centre operators, expressed in Standardized US Dollars level 2010, breakdown by country.

	Call centre operators	N
Brazil	2.72	125
South Africa	6.77	74
Total	4.07	218

Graph 4.4 Median wages of receptionists in hotels, expressed in Standardized US Dollars level 2010, breakdown by country.

	Receptionists hotels	N
Brazil	2.77	23
Total	3.14	47

Graph 4.5 Median wages of IT programmers, expressed in Standardized US Dollars level 2010, breakdown by country.

	IT programmers	N
Brazil	9.10	141
Belarus	8.36	91
India	15.04	238
Kazakhstan	7.31	30
South Africa	16.59	131
Total	12.06	648

Graph 4.6 Median wages of sales persons/cashiers in retail, expressed in Standardized US Dollars level 2010, breakdown by country.

	Sales persons/cashiers	N
Brazil	2.99	1088
Belarus	4.28	286
India	15.08	44
Indonesia	2.76	35
Kazakhstan	4.91	73
South Africa	10.56	284
Ukraine	6.38	144
Total	3.97	1954

Graph 4.7 Median wages of secretaries, expressed in Standardized US Dollars level 2010, breakdown by country.

	Secretaries	N
Brazil	2.73	1156
Belarus	4.57	98
India	6.20	38
Indonesia	3.58	38
Kazakhstan	3.64	33
South Africa	7.90	330
Ukraine	4.92	57
Total	3.40	1750

Graph 4.8 Median wages of travel agency intermediaries in tourism expressed in Standardized US Dollars level 2010, breakdown by country.

	Travel agency intermediaries in tourism	N
Brazil	3.78	38
Belarus	3.41	35
India	8.72	6
South Africa	8.97	59
Total	5.11	162

Graph 5.1 Average working hours of young women in the eight occupations, breakdown by country and by occupation

	Usual working hours per week	Std. Dev	N
Brazil	43.69	8.21	2560
Belarus	41.38	8.83	943
India	44.18	8.23	315
Indonesia	41.88	6.45	141
Kazakhstan	41.00	10.56	289
South Africa	42.42	8.68	1216
Ukraine	40.52	13.24	349
Bookkeepers	41.44	8.25	1082
Call centre operators	41.10	8.95	222
Receptionists hotels	46.68	8.94	51
Housekeepers hotels	42.74	7.80	19
IT programmers	42.81	7.73	617
Sales persons/cashiers	43.85	9.98	1981
Secretaries	42.28	8.32	1670
Travel agency interm.	42.21	8.87	171
Total	42.71	8.95	5813

Graph 5.2 Distribution over four working hours categories of young women in the eight occupations, breakdown by country and by occupation

	0 - 39 hrs	40-45 hrs	46 - 60 hrs	61 - 99 hrs	Total	N
Brazil	6%	68%	23%	3%	100%	2560
Belarus	11%	72%	16%	1%	100%	943
India	6%	67%	24%	3%	100%	315
Indonesia	6%	74%	20%		100%	141
Kazakhstan	10%	70%	19%	1%	100%	289
South Africa	10%	70%	17%	2%	100%	1216
Ukraine	21%	57%	18%	3%	100%	349
Bookkeepers	11%	73%	15%	1%	100%	1082
Call centre operators	20%	66%	12%	2%	100%	222
Receptionists hotels	2%	51%	41%	6%	100%	51
Housekeepers hotels	11%	68%	21%		100%	19
IT programmers	7%	72%	20%	1%	100%	617
Sales persons/cashiers	8%	62%	26%	4%	100%	1981
Secretaries	8%	73%	17%	2%	100%	1670
Travel agency interm.	9%	67%	23%	1%	100%	171
Total	9%	69%	20%	2%	100%	5813

Graph 5.3 Percentages of young women in the eight occupations reporting shift work, evening work, and working at Saturdays and at Sundays, breakdown by country.

	shifts	evenings	Saturdays	Sundays	N shifts	N evenings	N Saturdays	N Sundays
Brazil	.16	.06	.51	.17	2363	1088	1180	1126
Belarus	.41	.32	.20	.12	1124	853	849	834
India	.40	.49	.39	.06	230	203	205	187
Indonesia	.23	.19	.40	.08	146	127	140	132
Kazakhstan	.35	.39	.37	.09	294	223	229	215
South Africa	.22	.20	.18	.08	920	860	859	844
Ukraine	.41	.35	.28	.12	448	349	365	343
Total	.26	.23	.32	.12	5525	3703	3827	3681

Graph 5.4 Percentages of young women in the eight occupations reporting shift work, evening work, and working at Saturdays and at Sundays, breakdown by occupation.

	shifts	evenings	Saturdays	Sundays	N shifts	N evenings	N Saturdays	N Sundays
Bookkeepers	.23	.26	.17	.04	1054	899	866	850
Call centre operators	.36	.25	.56	.26	202	113	123	118
Receptionists in hotels	.67	.48	.76	.68	61	33	38	37
Housekeepers in hotels	.45	.06	.82	.47	20	16	17	15
IT programmers	.27	.34	.17	.06	552	436	435	426
Sales persons/cashiers	.34	.26	.52	.25	1967	1137	1236	1163
Secretaries	.13	.10	.23	.02	1512	957	991	956
Travel agency interm.	.38	.28	.41	.10	157	112	121	116
Total	.26	.23	.32	.12	5525	3703	3827	3681

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