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Work organisation and restructuring in the Knowledge Society

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**Deliverable 5.1**  
**WORKS policy pillar - Workshop summary**

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# **Deliverable 5.1 - WORKS Policy Pillar Workshop Summary**

*Monte de Caparica, Portugal, 28-29 November 2005*

**works**  
CHANGES IN WORK

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# Introduction

On November 28th and 29th 2005, the WORKS policy pillar launched a workshop to get an overview on developments in institutions, policy trends and social dialogue in the EU specifically dealing with issues of changes of work in the knowledge society. The goal of the workshop was twofold: (1) to assemble information from experts which could give the project partners of WORKS information on countries not covered in WORKS, or not covered by the policy pillar partners, information on other projects funded by the Commission which are highly relevant for the policy pillar and can provide synergy effects, and information from other organisations and institutions in the EU which are dealing with issues related to institutional change, policy and social dialogue; (2) have partners report on their review of various topics to be examined in the policy pillar toward the task of mapping and developing a concept for analysing policy in WORKS.

The workshop was divided into two parts: the first being the general presentations from experts and the second being the partner presentations. In distributing tasks for the policy members before the workshop, there were two alternatives possible for determining the topics of the partner presentations: geographical dispersion or thematic responsibility. Given the small size of the policy pillar and the relatively sparse geographical representation, we decided on the latter strategy. We chose the topics: industrial relations, labour and work regulation, labour market and market orientations, education and training, gender, race and ethnicity, and innovation strategies or policy. The partners were asked to summarise the most important trends in their thematic area, and to identify potential indicators for the qualitative case studies to be carried out in 2006. This information would then be used to map trends in the policy area, and begin developing a conceptual framework for understanding the role of institutions and policy for changes at work in Europe and the individual EU nations.

# Part I

The papers or presentations are available on the WORKS website.

## **1.1 Report on Dynamo project – Jörg Flecker, FORBA**

The EU financed dynamo project contains important synergy effects with the policy pillar of WORKS, and our partner Jörg Flecker is also a partner in Dynamo. The Dynamo project looks at national models of employment in ten different countries of the EU and how drivers for change are affecting these models. The goal is to analyse the adaptation process of national models of employment and to determine how well they are meeting the targets of the Lisbon strategy.

The areas relevant to employment models being examined in Dynamo are employment protection and industrial relations, the production regime around which the employment model is organised, the welfare regime in which the employment model operates, the gender regime, the training and education system for supplying skills, and corporate governance. In many of these areas, typologies of national models exist. However, these typologies do not take into account the always-existent heterogeneity within countries. Another problem is that existing typologies do not capture the dynamic shifts that have been occurring in the various aspects of the employment models, and the project will attempt to monitor and analyse the character of these changes. The next operational step in Dynamo, after the conceptional phase is over, is to look at life transitions such as school-to-work or work-to-retirement in a 'life course' approach, and to examine the differences in these transitions under different national models of employment.

One of the main differences between Dynamo and WORKS is that much of the analysis will be carried out at the macro and meso levels, with sector level case studies used to fill in information gaps appearing after the first round of analysis. However, Dynamo's results on national institutional shifts can be of great use to WORKS.

## **1.2 Report on new forms of work organisation – Georgia Petraki, KEKMOKOP**

Georgia Petraki from KEKMOKOP in Greece gave a report on new forms of work organisation as conceived by the EU in the mid to late nineties, for example in the Green Paper, partnership for a new organisation of work. The original goal of the EU's initiatives was to promote 'high trust and high skill' workplaces that would nonetheless be competitive and flexible. It is argued that even in the original conception for the new forms of work organisation, the emphasis was more toward flexibility of work rather than really up-

grading work or improving the quality of life. An example is the Green Paper's support of individual contracts versus collective agreements.

Several initiatives from the EU were implemented such as the European Work Organisation Network (EWON), funding from the social funds to support training and innovation, and the programs EQUAL and ADAPT which, among other aims, were designed to promote the modernisation of work organisation.

In response to some criticism to these proposals, the EU invited the participation of social partners in modernising the work organisation, with an eye toward simultaneously ensuring adequate security for employees and satisfying the needs of enterprises. Generally a major critique point was the thesis that changes in work organisation away from Taylorism and hierarchical forms of work were inevitable. Other critique points involved strategies of implementation.

The discussion pointed out that the initiatives to promote new forms of work organisation had, since the beginning of the decade, fizzled out. The path that the discussion and implementation took opens several questions about what influence institutional support at the EU level has on the work level and what kinds of co-ordination mechanisms are needed for EU policy.

### **1.3 The new dynamics of social collective bargaining in Spain - Francesc Gibert Badia, Autonomous University Barcelona**

Spain is an important model of Latin pluralist industrial relations and labour policy which is not included as a country study in WORKS. Therefore a paper on conditions in Spain was invited at the Lisbon workshop, given by Francesc Gibert of the Autonomous University in Barcelona. The paper provided an historical overview of social collective bargaining in Spain. The first period of national level social collective bargaining reviewed began in 1978-88; the second between 1989-1996 in which there was no social collective bargaining (SCB), and again when it was reinstated in 1997 (under a conservative government).

SCB began in Spain dealing with its fascist past, and for both the State and industrial relations institutions, the first period was characterised in coming to terms with a democratic transition. The level of regulation was low, and the actors involved were the State, Business/Employer Organisations and Unions in a tripartite bargaining pattern.

In the second period of SCB, there was no national level regulation, rather the period was dominated by regional pacts. The State concentrated on compliance with EU requirements, the employers worked toward achieving greater flexibilisation in working contracts and time, and the unions had only an opposition role: there were two state-wide general strikes in this period.

In the current cycle of SCB in Spain, there is national level regulation again - mostly of a bipartite nature between employer associations and unions. Pensions, training, labour contracts, and collective bargaining are the main issues of negotiation.

In the second part of the presentation, the various economic and political reasons for particular trends in SCB, were analysed. For instance, the expansive economic cycle in certain industrial branches after 1997, and the governance function of the European directives. The political and economic policy was, however, quite restrictive with emphasis on private sector growth and tax deductions to promote employment.

Employment rates in general grew between 1995-2004 both among women and the elderly in Spain in a growing economy, although the other side is that unemployment among women and migrants was high relative to other groups and temporary employment grew rapidly.

The State has a central role in industrial relations in Spain due to the weakness of national level unions and employer associations, as well as the low presence of union representation in, for instance, SMEs and the relatively low rates of union membership (currently about 18 per cent). On the other hand, collective bargaining on traditional issues takes place through worker's committees/representatives in large companies.

#### **1.4 Foreign and non-white workers in the knowledge society - Kalapi Roy, London Metropolitan University**

In WORKS an important crosscutting topic is race and ethnicity which should, like gender, be integrated in our thematic areas. Given the importance of the topic, we invited a paper from Kalapi Roy from London Metropolitan University, to deal specifically with the topic for the policy pillar.

One topic that was addressed was how difficult it is to gather data on race and ethnicity in European countries, not to mention engage in comparisons across Europe. This is because the way race and ethnicity is defined differs greatly between country.

Another message of the paper is that it is necessary to look more closely at the issue of how immigration policy is used as a labour market policy; making workers available for either highly skilled, specialised work or low-skilled routine and sometimes dangerous work which. Labour market restrictions on immigration regulations, the use of temporary residence status, limiting the changing of employers, and restrictions on permanent residency control the flow and status of both types of workers.

The paper ends with questions for further study on the issue of how immigration policy potentially works to maintain labour market segregation in the knowledge society and to examine the relationship between restructuring and immigration: does immigration cheapen jobs or do standardised, unskilled jobs prompt immigration policies?

#### **1.5 Levels of policy analysis and trends in Scandinavia - Per Tengblad, ATK**

In the background paper presented by Per Tengblad from the Swedish consulting firm ATK, there is an attempt to differentiate different levels of analysis and different types of actors involved in policy and social dialogue. It is advised that public policy and social dialogue can be looked at from two main dimensions: policy areas and actors/stakeholders. By distinguishing between the two, you can identify different stakeholders in different areas. Important for the analysis is also that stakeholders can appear at different levels and use different means of intervention. Various stakeholders include: elected representatives, institutions, researchers, and in working life, employer's organisations and unions, and the owners of business and capital. Although there are a number of different levels at which public policy occurs, the national level is still where most public policy gets determined.

The Scandinavian model of developing policy and social dialogue has some distinctive characteristics:

- a political situation more or less dominated (since at least World War II) by social democratic parties (and other parties adjusting to this);
- a strong union movement with high level of organisation and a positive attitude towards structural change based on an active labour market policy;
- a tradition of co-operation between management and union - central and local level;
- small internal home markets and a great dependence on trade and export;
- a domination of (a limited number of) large enterprises;
- a large public sector combined with high taxation 'the great society';
- a high degree of employment among women;
- equal distribution of income.

There have been a number of changes occurring in the Swedish model and also new challenges to it. Some issues are: re-regulation and privatisation in the public sector, decentralisation of negotiation, individualised wage formations, human resource management at the workplace taking over roles once left to organised industrial relations institutions.

Challenges on the labour market and the economy include: off-shoring, creating new jobs and lowering unemployment, intensified work, a co-ordinated labour policy for elderly workers, regional development, and integration of immigrants on the labour market.

It is recommended to look at shifts in the character of social dialogue in the last years, for example from negotiation to a more co-operative oriented model in Sweden since the nineties, or the types of non-traditional agreements that social partners are making, for instance to deal with redundancy resulting from restructuring.

## **1.6 Social responsibility in network enterprises: the future of social dialogue in new forms of work organisation – Brigitte Rorive, Lentic**

This presentation summarises the results of the Relier project, a co-operative project involving researchers, social partners, and trainers in Belgium, France, Spain and Sweden in which case studies on the future of social dialogue in network enterprises were carried out and a training package was developed. This project and its results have very high synergy effects with the policy pillar of WORKS.

First the presenter, Brigitte Rorive, pointed out that network enterprises reveal two main trends: the introduction of the market into the organisation, and the intrusion of the organisation inside the market. The first leads to a blurring of internal boundaries and the latter a blurring of external company boundaries. The network firm which emerges is characterised by: a blurring of boundaries, a disassociation between legal and organisational envelopes, an active role of customers, hybrid forms of organisation and HRM policies, a weak human resources department, and the growing influence of an external labour market.

Four critical issues were identified for social responsibility and labour relations regulation in networked enterprises: three-way labour relations; segmentation of the labour

market and the workforce; the problematic of flexibility and stability; and the future of social dialogue and labour regulation under the new conditions.

The first issue involves the three-way relationship that emerges in networked forms of organisation, for instance between the employer, the workers, and additionally the partner firms of the enterprise, thus bringing a new dimension to the traditional relation between worker and employer. It also involves a fragmentation and segmentation of employment through different working contract types.

These trends have a number of effects on worker protection and the legitimacy of actors in the social dialogue process. In general, regulation becomes more individualised with powerful, core workers having greater bargaining capacity than their counterparts in peripheral work relations. This raises a number of questions on who, what and how social dialogue should be approached in the future given new forms of work organisation.

It means that the State, the organisations of interest representation (e.g. unions), and the enterprises have to rethink their strategies given an altered production model away from Fordism.

Some new practices were revealed in the project's case studies for dealing with the new work organisation and situation, for example new actors of interest representation and new spatial concepts for interest representation (e.g. zone workers).

In conclusion it is suggested that new regulation frameworks have to take the high diversity of working situations into account. What is needed is not necessarily higher levels of rigid protection, but rather regulation that is sensitive to what is happening at the workplace.

## Part II

The partners reported on the areas of work and labour regulation, labour market and market policy, education and training institutions, industrial or labour relations, innovation policy. The written reports or presentations are available on the WORKS website.

### **2.1 Labour market regulation – Duco Bannink, Willem Trommel, Marcel Hoogenboom, University of Twente**

The paper gives an outline of labour market policies as they might emerge in response to the pressures that a shift to the knowledge economy will produce. The primary aim is to structure empirical research. A *framework* of labour market policies in the knowledge society is presented, merely specifying which labour market policies are possibly related to the knowledge society. The framework is devised in order to structure observation.

To develop the framework, theory-making on labour in the knowledge society and theory-making on social policy is considered. The first section begins with the risks and opportunities the shift-to-knowledge society engenders in a general sense. In section 2, labour market policies from the perspective of Esping-Andersen's regime concept are discussed. Two arguments are made: the pressures of the shift-to-knowledge society differentially affect the regimes and regimes react differently to these pressures. In section 3 a differentiated framework of labour market policy responses is offered.

It is argued that such a differentiated framework is required when making an assessment of social and labour market policies in relation to the shift to a knowledge society, in which it will be necessary to observe regime differences in order to determine if they function differently. Therefore, we need to devise an instrument that not only structures data collection on labour market policy per se, but also structures the observation of regime differences.

### **2.2 Labour relations: Csaba Makó, Péter Csizmadia, Miklós Illéssy, Emőke Palócz, ISB**

The authors present a brief overview of the most important actors and institutions of the labour relations systems (LRS), the recent features and trends in the development of LRS and a proposal for the dimensions, possible research questions, variables and data sources concerning the thematic issue.

The following analytical dimensions were used to map the changing characteristics of the labour relations system:

1. *social actors*: that is trade unions, employers' organisations, and other types of interest representatives associations;
2. *institutions*: that is collective agreements (e.g. coverage rate, levels and forms of co-ordination, wage bargaining, institutions of employees' participation, national tripartite institutions, industrial actions);
3. *reciprocal conditioning relation* between social actors and institutions.

This refers to the reciprocal interaction between the institutions and actors in the LRS. Maurice (1998) identifying the various types of the international comparative approaches distinguishes the following criterion:

1. *level of analysis*: in this relation we make a distinction between macro and 'infra-societal' levels (e.g. meso, micro) indicating the locus of the objects investigated (status of society);
2. *continuous or discontinuous* character of the objects investigated from one to another country (status of comparison).

After describing recent trends in developments in the LRS, the authors point out that the growing importance of the knowledge economy and especially of the small and medium-sized enterprises (SMEs) calls the attention to the asymmetric character of the LRS. The traditional though permanently changing forms of the labour relations are mainly restricted to the medium- and large-sized companies, while the SME sector can be characterised by the strong informality of LRS. There are also large differences between areas of Europe, particularly between EU-15 and the new member states.

They conclude that having considered the character of the changes occurring in the LRS, it is necessary to identify the current institutions and actors shaping the development of LRS, the different organisational patterns of interest representations both in the old member states and the new member states, and to create a typology to understand both the differences and similarities between the various type of LRSs in Europe and the dynamics of the strong mutual interplay between the institutions and actors of LRS at both European and regional level.

### **2.3 Education and training institutions – Petros Linardos, UPSPS**

Changes in the work organisation, innovation and the evolution towards a knowledge based economy, do not, in the majority of activities, combine with an improvement of the quality of work and life for the employees. The case studies presented in this paper, about enterprises in sectors of the Greek economy, show that new forms of organisation tend to maintain, and in some cases intensify Tayloristic divisions of labour. Education and training do not efficiently support the upgrading of the workers' or employees' knowledge, and the enterprises resist in the majority of cases, to the application of more knowledge intensive and co-operative forms of work organisation. It can be supported that such practices have a negative influence on the quality of products and the innovation process itself, and more generally on the productivity gains expected from knowledge based pro-

duction activities. Policies in the education and training field are deeply marked by a dominant market driven activity of the institutions, and by the tendency of training to move away from a professional logic toward competence learning and building. These tendencies, at least in the case of Greek policy making, maintain a very weak basis of knowledge for the new forms of work organisation, and the new needs for education and training. This situation has a negative effect on the capacity to develop a social dialogue on these issues.

## **2.4 Labour and work regulation – Pamela Meil, ISF**

First an overview of the general direction being taken by the European Union to meet the Lisbon goals was given. There has been a noticeable shift in orientation away from promoting new forms of work organisation toward employment generation, life-long learning and equality measures for gender and older workers. Another new development is the introduction of quantifiable goals, part of the open co-ordination measure of the Commission, which takes on the firm-based orientation of management by objectives.

Once goals at the European level are set, National Action Plans are developed to implement the goals. There is a question as to how effective these plans are. For one, there are very different approaches across the EU regarding how seriously the need to make plans to meet the Commission's directives is seen. Some countries seem to use existing national measures and describe them in a way that meets the demands of the EES. For another, the way to achieve goals varies greatly across the EU, with some nations taking a more market-oriented approach and others one more geared to social policy initiatives. Some successes have been apparent, for example with regard to the integration of disabled workers, or greater integration of the young unemployed in the labour market. Generally though, there seem to be few sanctions with not being able to achieve the set targets in guidelines.

This was underlined in a second part of the presentation, in which data on certain indicators targeted in the guidelines was shown in European comparison. The data included: relative change in employment for two time periods, employment rates of older workers, participation in life-long learning, employees with temporary contracts, usual hours worked per week. It was shown that major efforts are necessary to reach the goals in most areas and that there is great diversity across Europe in work trends.

In terms of areas of regulation for labour and work issues, possible indicators for the qualitative case studies were offered: working time (duration of work); working conditions (such as pay, contract status, social protection); work-life balance (timing of work); health and safety; types of work organisation both within and between companies. A difficult relationship exists between types of flexibility that employers try to achieve through different dimensions of labour and work regulation in order to increase competitiveness and the strategies to improve security and quality of worklife on the part of interest representatives.

Different categorisation schemes have been developed to analyse changes in work and its regulation patterns at various different levels of analysis: macro, meso and micro. The challenge in WORKS is to see the interactive relationship between these levels as well as policy, institutions and work itself, rather than viewing them abstractly or in isolation. One question is whether traditional modes of regulation can deal with networked, dis-

tributed or non-standard forms of work, which are on the rise. At the level of the workplace, it is important to examine how various aspects of work, such as levels of control, autonomy, work-life balance arrangements, flexibility, etc. move in a larger environment of lawmaking at the EU and national levels, institutional context, and labour market conditions, including supply.

## **2.5 Government incentives and innovation policy – António B. Moniz, IET**

The presentation began with a review of the goals facing the policy pillar, and goes on to address for the specific topic area, which policies exist which are relevant to the regulation of labour, labour market policy, and welfare policy. Indicators chosen for looking at innovation policy are: qualification and knowledge (education in science and technology and human resources in value-added activities); science and technology (investment in per cent GDP and firms in high technology sectors, innovation and competitiveness as measured by employment in science and technology and patents or exports of high-tech products).

A new programme launched in Portugal, the Plano tecnológico was described in detail, its aims being the promotion of scientific culture, increasing the public investment on R&D, stimulating scientific employment, increasing the internet access of households, providing training of HR on innovation management, developing clusters in alternative technologies, getting industry to value R&D activities more, providing a legal framework for the innovation system.

Another issue addressed was which data sources should be used to look at innovation policy across Europe? How should the various levels of policy (Lisbon strategy, National Action Plans, national initiatives, regional and sectoral initiatives) be seen as working together to form an innovation policy and how should their effect at the company level be determined? Can policy instruments improve innovation speed and management?

## Part III

We asked the participants at the beginning of the workshop to name trends associated with the five topic areas we choose to examine in their particular nations, since a number of different countries were represented at the workshop, who are not formally in the policy pillar. The results of this brainstorming are given in the table below.

**Table 3.1** Brainstorming: national comparison of trends

	Germany	Britain	Belgium	Spain	Netherlands
Industrial relations	<ul style="list-style-type: none"> <li>Decrease in union membership</li> <li>Decentralisation</li> </ul>	<ul style="list-style-type: none"> <li>Decrease in union membership</li> <li>Difficulty in organising new membership</li> </ul>	<ul style="list-style-type: none"> <li>National system under pressure due to regional differences</li> <li>Sectoral system under pressure due to centralised active labour market policies and globalisation</li> <li>No central collective agreement</li> <li>Government makes decision</li> <li>Strikes</li> </ul>	<ul style="list-style-type: none"> <li>Collective bargaining (the role of meso-/micro levels)</li> </ul>	<ul style="list-style-type: none"> <li>Tripartite model under pressure</li> <li>Institutional capacity decreasing</li> <li>Members</li> <li>Shadow of hierarchy</li> </ul>
Innovation policy	<ul style="list-style-type: none"> <li>High levels of research funding for technical topics</li> </ul>	<ul style="list-style-type: none"> <li>Absence of innovation/-incentives for SME specifically in the area of bank credit (purported)</li> </ul>			<ul style="list-style-type: none"> <li>'Window dressing'</li> </ul>
Labour and work regulation	<ul style="list-style-type: none"> <li>Large scale dismissals</li> <li>Change in unemployment law</li> </ul>	<ul style="list-style-type: none"> <li>Delay of state pension disbursement by 2 years (age 67)</li> </ul>	<ul style="list-style-type: none"> <li>Big debate on how to activate older workforce</li> <li>Early retirement systems under pressure 'generation pact'</li> <li>Problem of globalisation competition - pressure on wages and working time</li> </ul>	<ul style="list-style-type: none"> <li>Precariousness of work relation</li> <li>Amsterdam 'open co-ordination'</li> </ul>	<ul style="list-style-type: none"> <li>Managed decentralisation</li> </ul>
Education and training	<ul style="list-style-type: none"> <li>Emphasis on learning at work process level</li> <li>European vocational training requirements</li> </ul>	<ul style="list-style-type: none"> <li>Popularisation of the concept of 'life-long' learning</li> </ul>	<ul style="list-style-type: none"> <li>Public-private partnership</li> <li>Problem of unqualified - outflow/ -inflow</li> <li>Enterprises are under pressure to offer life-long learning</li> </ul>		<ul style="list-style-type: none"> <li>Growing emphasis on firm-level education and training</li> </ul>
Labour market and market	<ul style="list-style-type: none"> <li>High unemployment</li> <li>More market-based orientation in large companies</li> </ul>		<ul style="list-style-type: none"> <li>Problem of low activity rates of older workers and migrants</li> <li>Concerns of inflow from NMS - delocalisation</li> </ul>	<ul style="list-style-type: none"> <li>Problems for unskilled young people on l.m.</li> </ul>	<ul style="list-style-type: none"> <li>Outsider: activation</li> <li>Insider: flexibility, protection of labour relation, closed exit option</li> </ul>
Gender, race, ethnicity	<ul style="list-style-type: none"> <li>Promotion of immigration of high-skilled labour (now de-creating again)</li> <li>Full-time schools and better childcare arrangements to improve chances of women on l.m. (only discussion)</li> </ul>	<ul style="list-style-type: none"> <li>Closure of gender pay gap in the top income tiers</li> <li>Entrenched unemployment and income gap between ethnicities</li> </ul>	<ul style="list-style-type: none"> <li>Poor performance re: immigrants activity rates</li> <li>Gender - not a societal issue</li> </ul>	<ul style="list-style-type: none"> <li>High and growing migration (competition for entry)</li> <li>Increasing segregation for women on l.m.</li> </ul>	<ul style="list-style-type: none"> <li>Worklife: managed decentralisation</li> <li>Closing borders</li> </ul>

	Austria	Greece	Hungary	Portugal	Sweden
Industrial relations			<ul style="list-style-type: none"> <li>Asymmetrical institutional development (large vs. small firms)</li> <li>Cont'd strong trend towards fragmentation of trade union movement</li> </ul>		<ul style="list-style-type: none"> <li>Unions: back to basics 'wage insurance companies'</li> <li>individual support</li> <li>Employers: HRM</li> </ul>
Innovation policy		<ul style="list-style-type: none"> <li>'Enterprise controlled', using economic incentives, without co-ordination with other policies</li> </ul>	<ul style="list-style-type: none"> <li>Growing focus on organisational innovation (networking, clustering)</li> <li>Efforts to improve value-added partnership between business/research, education/govt. institutions</li> </ul>	<ul style="list-style-type: none"> <li>'Plano tecnológico' (Nov. 2005)</li> <li>Levels of S&amp;T investment (relation R&amp;D to GDP)</li> </ul>	<ul style="list-style-type: none"> <li>Clusters-/triple helix</li> <li>New techn. support</li> </ul>
Labour and work regulation		<ul style="list-style-type: none"> <li>Delocalisation</li> <li>No local labour policies</li> <li>Flexibility of working time</li> </ul>			<ul style="list-style-type: none"> <li>Decentralised wage determination</li> <li>From part-time to full-time</li> </ul>
Education and training		<ul style="list-style-type: none"> <li>Reform of the public univ. system</li> <li>Create systems of life-long learning</li> <li>Increasing the demand for youth for higher (univ.) education</li> <li>Skills not available</li> </ul>	<ul style="list-style-type: none"> <li>Bologna process (implementing new structures into the high education system)</li> <li>SMEs: growing awareness of non-techn. innovations and related knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Life-long learning</li> <li>Families and levels of internet access</li> </ul>	<ul style="list-style-type: none"> <li>Life-long learning</li> <li>Vocational training</li> </ul>
Labour market and market	<ul style="list-style-type: none"> <li>Rising unemployment</li> <li>Liberalisation of markets</li> <li>Internationalisation</li> <li>Transnational labour markets</li> <li>Immigration</li> </ul>	<ul style="list-style-type: none"> <li>Deregulation of the labour market</li> <li>Unemployment of 2nd degree and 3rd technical degree diplomas</li> <li>Outsourcing</li> <li>Cheap migrant labour</li> </ul>			<ul style="list-style-type: none"> <li>Increasing mobility 'de-locking in, de-locking out'</li> <li>Creating sustainable, healthy workplaces</li> </ul>
Gender race and ethnicity		<ul style="list-style-type: none"> <li>Racism against the most numerous labour force</li> <li>Insufficient legalisation of immigrants</li> <li>Racism against immigrants</li> </ul>			<ul style="list-style-type: none"> <li>Diversity in the workplace</li> <li>Equality plans: representation and equal pay/equal job</li> </ul>

## Next steps

A task of the policy pillar is to map national and European employment policies and the institutional and social dialogue landscapes that can influence changes in work and its effects on quality of life. The final part of the workshop involved addressing the question of how we understand this task. There are a number of classification schemes available on how policy and regulation differ across nation, for instance the three different worlds of welfare capitalism, varieties of capitalism, production regimes, industrial relations models, etc. All partners in WORKS recognise the difference between national contexts and institutional systems. Using existing models however, presents some problems because the coherence of national systems are in flux as a result of, among others, global value chains, European integration, shareholder value orientations, network organisation of firms. Also, there are a number of national contexts in the new member states or southern Europe that were not considered in existing typologies. Moreover, the strength of WORKS is to be able to look at developments at the sectoral and workplace level, rather than staying at the macro levels often dealt with in classification systems. We want to find out how changes of work in the knowledge society are really affecting workers and their work life and what role policy and social dialogue play in this interaction.

In order to develop a conceptual framework that helps select the topics and analyse the information that will be available given the diversity in sector, institutional context and worker types in this project, it is necessary to create a mapping instrument that links various levels of analysis, allows room for change and overlap between systems, takes a variety of different topic areas and actor types into consideration. This will necessitate combining useful criteria in existing schemes and societal effects, but making a more dynamic framework than exists up to now. This is the next major step in that the partners in the policy pillar will work on to prepare for the qualitative research step.