

# Work organisation and working time arrangements

Labour Force Survey ad hoc 2004

## Interviewer instructions

### 1. Background of the survey and purpose of use

The survey is the so-called ad hoc survey made in all EU countries in connection with Labour Force Surveys. It aims to find out about the independence of small entrepreneurs and about the modes of working time of employees and self-employed persons and about the suitability of unusual working times to their life situation. A partly similar survey was conducted in 2001. The data will be used both in Finland and in the EU to support decisions concerning working life.

### 2. Research method and targets

Much of the data are obtained direct from the basic module of the Labour Force Survey and the rest are asked with additional questions placed inside the basic module of the Labour Force Survey. No separate target letter is sent about the survey.

The targets of the survey are all employees, entrepreneurs, self-employed persons and freelancers interviewed in the second quarter of the Labour Force Survey. Unpaid members of entrepreneur families (so-called assisting family members) are excluded from the survey. The targets are selected automatically according to Question T4 of the basic questionnaire, i.e. the occupational status of the respondent's main job.

These additional questions will take only a few minutes for most respondents because different questions are made to respondents who are in different circumstances.

### 3. Contacts

The contact persons for inquiries concerning the content of the survey are:  
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#### 4. Data content

##### TA1-TA7

The questions inquire about the independence of self-employment. The objective is to locate the entrepreneurs who are dependent on one customer and whose position is close to that of an employee. Questions are made to small entrepreneurs with not more than four employees.

##### TA8 – TA28

The questions ask more details about employees' different working time arrangements, about overtime worked and about flexibility of working times. Those working untypical working hours, both employees and self-employed persons are asked about the suitability of working time to their life situation.

##### TA29-TA31

Background questions concerning the household, asked of all belonging to rotation groups 1 to 4. (Data on those belonging to the fifth rotation group are derived from the household module.)

Because the questions are used to specify the questions in the first part of the Labour Force Survey, most of the additional questions are placed right after those concerning secondary jobs, before questions on under-employment. Background questions about the household are asked after the basic module of the Labour Force Survey.

#### 5. General instructions for interviews

Most of the questions are so-called factual questions, where the interviewee, if necessary, can be helped by utilising the guidance on the screen and work instructions. Only questions TA7 and TA20-TA24 are opinion questions (M), which are presented as such. Questions TA1-TA3 concerning the independence of small entrepreneurs' work are factual questions whose meaning can be explained to respondents although the interviewee makes the ultimate selection for the response on the basis of his or her personal opinion.

Where necessary, a proxy may be used. However, opinion questions (M) are not asked of proxies. In questions TA1-TA3 concerning the independence of small entrepreneurs' work CANNOT SAY is the correct alternative if the proxy is even a little unsure about the target person's opinion.

All questions concern only the main job. If the interviewee has just changed jobs, the questions relate to the job he or she had in the survey week.

Make question-specific comments only if no solution can be found on the basis of the interview. Call Heidi or Mirja if you think the problem has more general importance.

## 6. Question-specific instructions

*Questions about the independence of self-employed person's work to small entrepreneurs TA1-TA7*

### **TA1 Is the entrepreneur dependent on one customer**

Code 1= The entrepreneur works independently for several customers

Code 2 = The entrepreneur is dependent on one customer

Customer here means

- the purchaser of the entrepreneur's products or services, but also
- the parent company, etc. with whom the interviewed entrepreneur has an agreement: the interviewee sells the parent company's products or uses its business idea.

Here those working for one customer at a time but in succession for many customers are not considered dependent on one customer (e.g. an architect, a freelance artist)

The dependence of the entrepreneur on a customer is more essential than the number of customers. The entrepreneur can be dependent on the parent company, etc. although there are many individual customers.

The aim of this question is to identify these entrepreneurs dependent on one customer in one way or another, whose number is not known in different occupational fields. What is common to the entrepreneurs wanted is that their relationship to the customer resembles in some respects that of an employee to an employer.

Some entrepreneurs of this type may be totally satisfied with the situation but for some the dependence on one customer can be a social problem. For example, there is not enough work, the customer one-sidedly determines the terms of delivery and prices and/or the long-term service agreement can prevent from working for other customers or starting paid employment.

The question is not made to entrepreneurs with more than four employees. (Most of the interviewed entrepreneurs do not have any employees.)

FARMERS form the biggest single group. For them the question may appear confusing because they may think themselves as their own employers. However, the majority of farmers go under code 1 because they work independently and sell their products to many customers, e.g. dairies, slaughterhouses, farmers' central trade organisations, forestry companies. Among farmers only contract farmers or producers selling all their products to one customer are dependent.

The reasons for the dependence on one customer can be the following:

It may be a question of work that an enterprise, municipality, etc. has outsourced, that is, for saving or other reasons has bought the work previously done by its own employees from an outside entrepreneur. For an entrepreneur self-employment can be an alternative to being unemployed. The entrepreneur may well be the customer's former employee. Such outsourcing has occurred mainly in the following branches:

- cleaning and real estate management
- home help services and health care
- hairdressing and beauty care
- transport
- construction
- construction planning
- IT
- translation
- printing and publication-related work
- media and entertainment.

In cleaning, real estate management and home help services the entrepreneur's dependence on the customer enterprise (or municipality) is often based on that the customer enterprise supplies clients to the entrepreneur.

Entrepreneurs dependent on the parent company, etc. can be entrepreneurs tied to retail chains. The entrepreneur can be under contract to buy the products he or she sells (or most of them) from the parent company, and the parent company can decide on the pricing. This group also includes network sellers trading the parent company's products at homes or workplaces as entrepreneurs.

In so-called franchising enterprises the parent company owns the product idea which the entrepreneur is committed to follow and pay for its use. Such franchising enterprises are, for example: R-kiosks, Kotipizzas, McDonald's, Karkkipussis (sweet shops), Iki-vireä health shops, Top-Sports, Telerings (telecommunication) and Laatumakuu cleaning and real estate management entrepreneurs.

Dependence on one customer may be based on the customer owning the work premises and/or equipment. For example,

- the parent company of a retail chain or franchising enterprise owns the premises
- the customer of the transport entrepreneur for whose transport the entrepreneur is responsible, owns the vehicles, the lorry, etc. (or has sold them to the entrepreneur on credit).
- the hairdresser can self be an entrepreneur who "rents a chair" from the parent entrepreneur who owns the premises and equipment of the hairdressing salon.

This dependence on one customer may also appear in industrial work if the products are manufactured only for one customer, such as a retail shop or some other manufacturing enterprise as a sub-contractor.

If the entrepreneur has many customers and some kind of dependence on one customer enterprise, the respondent's personal opinion ultimately resolves which alternative is right for his or her work.

## **TA2 and TA3 Entrepreneur's independence with regard to determination of work methods and working time**

These questions are used to enhance the image of the small entrepreneur's independence. They are asked only of those farmers who say they are dependent on one customer. Among other small entrepreneurs all answer to these questions.

The object of the questions is the same as in question TA1, that is, they are used to establish those with some kind of subordinate relationship, or enterprises whose customer resembles a supervising or controlling employer.

### **TA2 Whether decides independently on work methods or does the customer give instructions**

It is not possible to give exact instructions for this question, because independence in deciding work methods means very different things in different occupational fields. The professional competence required by the work also influences how independent work is. For example, a doctor, a dressmaker and a cleaner can all work as entrepreneurs or employees. The customer can, however, control much more the work of a builder, a dressmaker or a cleaner working as a sub-contractor than that of an architect or a doctor who have more professional competence.

Mostly it is part of the nature of the job that the customer gives instructions on the kind of product or service it wants. The questions here, however, refer to work methods and work organisation, that is, ways by which the entrepreneur aims to complete the product or service wanted by the customer.

In most cases the entrepreneur can select the work methods independently on the basis of his or her own professional skills. In some cases the entrepreneur may be bound by the instructions and directions given by the customer. The instructions can relate to work methods or the raw materials and supplies used in the work. For a retail shop belonging to a chain it can concern the selection of products on sale. The parent company can also give to the entrepreneur the whole product concept with all its details, as is often the case with the so-called franchising entrepreneurs.

If the selection of work methods is both independent and instructed, the interviewee can be requested to think about the work in that occupational field on the one hand as a fully independent entrepreneur and on the other hand as an employee. The selection of the alternative describing better one's own work is ultimately determined by the respondent's personal opinion, that is, how that person stresses the number of independent selections in relation to the customer's directions and instructions.

### **TA3 Whether decides independently on daily working time or does the customer determine it**

The question aims to find out whether the customer determines at what time work is started or finished every day or when breaks can be had, that is, at what time of the day the work is done.

Deadlines by which the work has to be done naturally affect the entrepreneur's use of working time. This does not refer to agreement on deadlines or their effect.

A retail shop naturally has to be kept open at times when customers are on the move. Opening times determined by the customer include only exact directions from the parent company, etc.

Another equal owner of the enterprise is not a customer. For example, reconciliation of business partners' working times is not determination by the customer.

#### **TA4-TA6 History of becoming an entrepreneur**

Those who are dependent on one customer (or answered CANNOT SAY to question TA1) are asked

- whether they previously worked as an employee in the same job (TA4),
- whether they previously worked as an employee for the present customer, and if yes,
- on whose initiative they became self-employed.

#### **TA7 (M) Satisfaction about being self-employed**

Small entrepreneurs are asked about their satisfaction about being self-employed by inquiring whether they would rather do the same job as an employee. The question is not made to independent (TA=1) farmers and to entrepreneurs with more than four employees. In case of proxy, enter CANNOT SAY without asking.

*Questions about working time to employees (TA8-TA28) and entrepreneurs (TA19 and TA22.24)*

#### **TA8 Mode of shift work**

Asked of employees who said they work in shifts (P12=1).

Refers to the mode of shift work done by the respondent, which can differ from the general system at the workplace.

Code 1: Continuous shift work. The person works alternately in the mornings, afternoons and nights, and also at weekends. There are usually four or five shifts. The enterprise operates 24 hours per day and on seven days a week, that is, without a daily break or a break at weekends or on public holidays.

Code 2: Non-continuous three-shift work. The person works alternately in the mornings, afternoons and nights, but not at weekends. The enterprise operates 24 hours per day without a daily break but the work is interrupted at weekends.

Code 3: Two-shift work without night work. The person works in two shifts beginning either in the morning or afternoon. The person does not work night shifts and neither shift ends nor starts at night time (between 11 pm and 6 am).

Code 4: Two-shift work with night work. The person works at times the day shift, at times the night shift (at least partly between 11 pm and 6 am).

Code 5: Permanently a certain shift. The person works permanently a certain shift (e.g. a nurse only the night shift). The respondent works regular hours despite the fact that the work at the workplace is shift work (answered P12=1).

Code 6: *Some other form of shift work*. Enter here those whose working time does not suit any of the above.

### **TA9 Time of work**

Asked of employees who do not do shift work or have said they do a certain shift only (TA8=5).

This concerns working time under *normal circumstances*, that is, if the respondent in principle has a day job but at times works overtime in the evenings, he or she classified as a day worker.

Code 1. *Regular day work*: Work mainly starts and ends between 6 am and 6 pm.

Code 2. *Regular evening work*: Part of work after 6 pm, but mainly before 11 pm

Code 3. *Regular night work*: Part of work after 11 pm, but mainly before 6 am.

Code 4. *Regular morning work*: Work starts before 6 am, but main part of work after 6 am.

Code 5: *Regular weekend work*: The person works only at weekends.

Code 6. *Some other form of working time*: Classify here those respondents whose work does not suit any other category, that is, those with free working time, irregular working time, a combination of codes 1-5, etc.

### *Flexibility and variability of employees' working time TA10-TA17*

The question aims to find out

- how generally employees can influence their working time (TA10-TA14), and
- how general are working times differing from normal ones that are flexible according to the nature of work or work situation (need for labour force) (TA15-TA17).

### **TA10 Whether has strictly set working times**

Asked of employees. Refers to the manner of determining working times under normal circumstances.

This is a so-called filter question aiming to find those who have strictly set working times. Specifying questions TA11-TA14 are made to others.

Code 1. Include here those with set times for starting and finishing work, although the times can be flexible in exceptional situations. Starting and finishing times are not necessarily always the same (as in shift work, for example). Teachers whose lessons taught are determined by the timetable are also included here.

Code 2. Enter here all who can self influence their starting and finishing times one way or another by at least 30 minutes (within agreed rules). Also those with varying, independently agreed starting and finishing times which they can personally have influenced.

If both, select the one concerning most of working days.

Part-time workers (including those on part-time pension) are placed according to the manner of determining starting and finishing times. Part-time workers with varying working times are entered under code 1 if the employer determines working times (without consulting).

### TA11 In what way can influence starting and finishing times

Asked of employees who do not have exactly set times for starting and finishing work. Refers to the manner of determining working times under normal circumstances.

Code 1. Flexible working time or so-called working time bank. A special working time arrangement giving the employee the right to decide the daily starting and finishing time of work within a certain flexible time period. Daily flexible time and the length of the adjustment period vary by employer.

Code 2. The length of working day is always the same, although the starting and finishing times can be influenced by at least 30 minutes. Working time cannot be transferred from one day to another. Possibly a rare system in Finland, replaced by flexible working time. Concerns an agreed, not unofficial system.

Code 3. Varying, individually fixed starting and finishing times. The employee and employer have mutually agreed daily or weekly varying starting and finishing times so that the employee can have influenced them as well.

Code 4. Free working time. The employer does not limit the starting and finishing times in any way.

Code 5. Some other arrangement of working time. Enter here cases where the starting time of work is fixed, but one can leave work once the work is completed.

If is determined in several ways, select the one concerning most of working days.

Part-time workers (incl. those on part-time pension) are placed according to the manner of determining the starting and finishing times. For example, a part-time pensioner may follow flexible working time (Code 1), although he or she was absent from work on certain days agreed with the employer. Variable working times of a part-time worker are also individually agreed (Code 3) if they have been agreed together (not determined by the employer without consulting).

### TA12-13 Adjustment period of flexible working time

If the respondent has flexible working time or a working time bank, the length of the adjustment period of working time is requested here. The adjustment period is the time period during which average working time is adjusted to the length of regular working time. At the end of the adjustment period, the accumulated working time has to be within the agreed limits.

### TA14 Can flexible working time be used to collect whole days off

Collecting of days off means that changing accumulated hours into days off belongs to the system, that is, it is a question of normal use of the system (not any exceptional arrangement).

## TA15-TA17 Special, less usual, working time arrangements

The terms relating to the following working time arrangements are unfamiliar to many, but those who have such working times will probably identify them. Where necessary, read the definitions on the screen.

### TA15 Period work

Certain branches have the right to use the so-called period work where the daily or weekly maximum working time (8 h per day or 40 h per week) may be exceeded. The number of hours worked is adjusted for average (at most to 40 hours per week) for a longer time period (in periods of at most 52 weeks).

Period work has concerned branches where the availability of services has to be guaranteed (such as police, telephone and radio companies, medical care, transport, hotels). Now this group also includes so-called new working time models where daily and weekly working hours are adapted by national collective bargaining agreements to be in line with demand within working time adjusted for average.

This is different from flexible working time.

### TA16 Condensed work week

Refers to such shift work system where a longer shift is worked on a few days, followed by several days off. This can be done so that shifts of ten hours are worked on four consecutive days, followed by three days off (e.g. firemen).

### TA17 Comes to work only when called in

The question aims to find employees who are called in to work only when needed. This group includes stand-ins or reserves. In practice, an on-call worker may have more or less work but the number of working hours and particularly the continuity of work are not ensured. (The agreement concerning such work can still be continuous.) Such work exists in restaurants and health care, for example.

The word 'continuous' is used in the question as opposite to on-call work. Stress the end of the question ("...only when called in to work"), so the question is understood correctly.

Code 1 (continuous work) is used for all who are not working only when called in, also those with a fixed-term employment relationship.

Code 2 (works only when called in to work) is used for all working when called in.

*Regular weekly working time, mode of part-time work, suitability of untypical working time and overtime work TA18-TA28*

### **TA18 Agreed, regular weekly working time**

Question P2 of the Labour Force Survey inquires about the employee's usual working time per week including regular unpaid or paid overtime work. Question TA18 concerns agreed, regular weekly working time without overtime or additional work. Agreements about regular (average) weekly working time are usually made in the collective agreement in that branch or in the person's employment contract. The employment contract may also be local (enterprise-specific). One's employment contract can also be verbal.

Record 0 as working time if the length of weekly working time is not agreed. Enter here work to which the Working Hours Act is not applied. Such jobs include:

- tasks of senior managers of enterprises and administration
- part of church employees' work, e.g. most of clergymen
- part of soldiers' and frontier guards' work
- work performed at home and other independent work (e.g. trade representatives, fieldwork in different branches,) and
- headmasters' and most of teachers' work.

### **NB TEACHERS: Make sure what the hours worked given by teachers cover**

- For all teachers, of whose working time only hours taught are agreed, enter 0 here as working time. This includes **most of teachers**.

- Also, if a teacher gives annual working hours (e.g. 1,600 h per year) instead of weekly working time, enter 0 as weekly working time.

- Regular (average) weekly working time recorded for teachers covers only such agreed weekly working time also including other work than compulsory teaching ( i.e. preparation for lessons, revision of tests and other teacher's work). **There are very few such teachers** (e.g. teachers of vocational adult education centres).

If the respondent has a period or shift work where the weekly working time varies within the period, the average weekly working time according to the contract can be calculated with a counter.

### **TA19 Form of part-time work**

The question is also made to entrepreneurs. The respondent's part-time work is compared with full-time work of the same job. If there is no corresponding full-time job, compare the respondent's working time arrangement with an ordinary five-day work week where working days are full-time.

If the respondent works full-time only when called in (e.g. as a stand-in), enter code 6 (some other part-time arrangement).

## **TA20 (M) -TA24 (M) Suitability of untypical working time with life situation**

These questions are made to:

- those who said in questions P12 – P17 of the basic module that they had done shift work, been called in to work, worked in the evenings or at nights, or on Saturdays or Sundays, and
- also those who are known to work in those untypical hours on the basis of the mode of shift work or regular working time they reported.

Questions TA23-TA25 (evening, night or weekend work) are also asked of entrepreneurs.

The present life situation refers to the current situation, not the situation when the person started in that job. If the respondent is on maternity, paternal or parental leave or on long-term sick leave, this means the situation when returning to work.

In case of proxy, enter CANNOT SAY without asking.

## **TA25-TA29 How often works overtime**

Question P7 of the LFS inquired about overtime work in the survey week. The additional questions concern overtime work in general and how often the respondent works overtime. Similar questions are made of both compensated and non-compensated overtime work.

In order that the respondent would not feel that the same questions are asked again, questions are made in a slightly different way according to whether the respondent reported having worked such overtime hours during the survey week or not.

The reference time of work is the last 12 months. If has changed jobs, the reference time is the time in the present job.

The definitions of overtime work are the same as in the basic module of the LFS.

Compensated overtime work is overtime work made at the employer's request, which is compensated either as money or time off (usually raised according to certain rules).

Non-compensated overtime work is what the respondent considers to be such. Here the respondent's own opinion is accepted about working non-compensated overtime hours, although the work did not have agreed working time (cf. TA18).

Flexible working time and overtime work: Use of flexible working time on one's own initiative is not compensated overtime work. Instead, it is a question of compensated overtime work (despite flexible working time) if the respondent stays at work at the employer's requests for over eight hours per day or over 40 hours per week. Non-compensated overtime work is done outside the flexible time limits and that part of the accumulated working time balance, for which corresponding time off cannot be had (working hours 'lost' at the end of the adjustment period, exceeding a certain limit).

**TA29 – TA31 Family situation**

- TA29** Refers to the actual situation, not the official marital status. This means that people living as a couple are separated from those living alone and single parents. For example, a cohabiting partner may be officially married to someone else, divorced or widowed.
- TA30** Please take care especially in case of proxy to enter here only the target person's or his or her partner's children aged under 18 – not other children living in the family, such as siblings of a young target person.
- TA31** Refers to the age of the youngest child at the time of responding (0-17).