Work Organisation and Working Time Arrangements
Eurostat Module 2004

COMMISSION REGULATION (EC) No 247/2003
of 10 February 2003 adopting the specification of the 2004 ad hoc module on work organisation and
working time arrangements provided by Council Regulation (EC) No 577/98

“In order to evaluate adequately progress under the pillars of the employment policy
guidelines and in particular under the third pillar on encouraging adaptability of businesses
and their employees, including with regard to quality in work, comparable structural statistics
are needed by the Member States and the Commission”

This module collects data on the working time patterns of employees and the level of
autonomy that employees have in their work.

A version of this module was previously carried on the QNHS in Q2 2001 and this represents
an update of the data collected on that module but also a revision of the module itself due to
some concerns about its construction.

There are 13 questions in all on the module and these are asked of all respondents (both direct
and proxy) who are in employment in the reference week. This includes everybody aged 15
years and over.

The questions refer only to the main job that the respondent does, if he/she has more than one.

Self-employed respondents will only answer a maximum of 4 questions

Employees will only answer a maximum of 9 questions
1. **PERM**
   
   *if CALC>=15*
   
   *If the respondent is aged 15 or over*

   *The following questions*

2. **WORKCON**
   
   *if JOBSTAT1=1*
   
   *If the respondent is Self-employed (with or without employees)*

   *In your work do you control?*
   
   1. .....WHEN the work is done
   2. .....HOW the work is done
   3. .....NEITHER WHEN nor HOW the work is done

   *Note: Multiple choice answers allowed*
   
   *Note: 3 can only be selected if neither 1 or 2 are selected*

   No control over when and how to do the work this variable helps to determine which elements of the self-employed are similar to the conditions of an employee. There are three elements to take into account: is it laid down what is to be done, the way in which it is done and the time when it is done.

   - The first element is not within the discretion of the self-employed because the customer determines the output or product or a mission statement determines the objectives.
   - Therefore only how and when are observed in this variable. (C209=0): the employed person can not determine when (when to start and finish work and when to take breaks) and how to do the work.
   - The working times are within the discretion of the self-employed even when a deadline is agreed or when the harvest season is given *ex ante*.

3. **WORKSNGL**
   
   *if JOBSTAT1=2 or (JOBSTAT2=1 AND LOCUNIT=1,7)*
   
   *If the respondent is Self-employed with no more than 10 employees*

   *Do you work regularly for just one client or customer?*
   
   1. Yes
   2. No

4. **OVERTIME**
   
   *if JOBSTAT1=2*
   
   *If the respondent is an employee*

   *How many, if any, hours overtime (both paid and unpaid) did you do in the week ending ^refweek?*

   [0-80]
Note: Overtime includes all hours, both paid and unpaid, in excess of the hours worked in a flat week. DO NOT include extra hours worked for FLEXI time or hours worked that can be claimed back.

Error Check: if ^variance (ACHR>USHR) and OVERTIME =0 then

“You said you worked ^variance hours more than usual in the week ending ^refweek, was any of this overtime?”

Overtime (C211_212) includes all hours worked, paid or unpaid, in excess of normal hours, which are the number of hours fixed in each country by or in pursuance of laws, regulations, collective agreements or employment contract… or where not so fixed, the number of hours in excess of which any time worked is remunerated at overtime rates or forms an exception to the recognised rules or custom of the establishment or of the process concerned (Reduction of hours of work recommendation (n° 116), ILO, 1962). Hours compensated at long term in hours or days off are excluded, for example, in the case of working time banking or working time reduction when the number of usual weekly working hours is above the number of hours according to the contract but these additional hours are compensated in extra days off.

5. PAID_OT
   if JOBSTAT=2 and OVERTIME > 0
   If the respondent is an employee and worked overtime in the reference week

   How many of these hours were paid overtime?

   [ 1-40 ]

   if PAID_OT > OVERTIME then Signal [Hard error]

   “The number of hours paid overtime exceeds the total number of hours overtime worked”.

   Go back to OVERTIME

Note: This refers to the number of hours paid overtime worked and NOT the rate at which overtime was paid (i.e. time and a half or double time)
6. **SHFT_PAT**  
*if SHIFTWK=1,2 or xSHIFTWK=1,2*  
*If the respondent does shift work*

You have indicated that you do shift work. Can you tell me what sort of shift pattern your organisation operates? Is it?

1. Continuous shift work (7 days 24 hours a day)  
2. Semi-continuous shift work (5 week days, 24 hours a day)  
3. Two-shift system (double day-shift – early morning and late afternoon starts)  
4. Sometimes night, sometimes day-shift  
5. Other type of shift-work pattern

**Note: The pattern refers to work that is done in the workplace**

A person is working shift (C204) when her/his work consists of a work organisation where different groups of workers succeed each other according to a certain rotation pattern at the same work site to perform the same operations (Council directive 93/104/EC concerning certain aspects of the organisation of working time).  
- Continuous shift work (C215=1): covers 7 days, 24 hours/day  
- Semi-continuous shift work (C215=2): covers 5 weekdays, 24 hours/day  
- Double day (C215=3): early morning and late afternoon
7. WORK_PAT

if JOBSTAT1=1
If the respondent is an employee

Now I want to ask you about the way your working day is organised and whether you can choose when you start and finish work.

Which of the following best represents the pattern of your working day?

1. Fixed start and finish times
2. Start and finish times vary within defined bands, but CANNOT build up hours to claim back
3. Start and finish times vary, and only HOURS can be claimed back
4. Start and finish times vary, and DAYS can be claimed back
5. Start and finish times vary by agreement with employer
6. Start and finish times are at discretion of EMPLOYEE
7. Other arrangement

Note: ‘Other’ could include a fixed start time but the job only finishes when the work is done.

1. Fixed start/end of the working day (C216=1): a regular (not necessarily constant) long-term pattern of fixed daily working times without the possibility to start or end the working day later/earlier.
2. Staggered working hours (C216=2) (≠ fixed start/end of the working day): workers may start earlier and finish later outside a range of hours according to regulation or collective agreement when presence is compulsory. But there is no account systems of credit and debit hours allowing employees to take time off - this being the case of working time banking. The number of hours worked each day is equal to the contractual number.
3 / 4 Working time banking (≠ fixed start/end of the working day): a system of accumulation and settlement of debit and credit hours around the standard number of weekly or monthly working hours. Over a longer period, the average number of working hours is equal to the number of contractually agreed working hours. Working time banking should not be interpreted as an arrangement of total autonomy when to start and finish work.
5. Start/end of the working day varying by mutual agreement (C216=5): the start and end of the working day usually vary daily or weekly and they are individually agreed with the employer. This is a residual category and it applies only when the regulations in the cases 1 - 4 do not apply.
6. Other: (C216=7): this includes the frequent case of a fixed start of the day until the work is finished because no category is specified which precisely matches this case.
8. **ANLHRS**

if JOBSTAT=2 and WORK_PAT <> 6
If the respondent is an employee and does not determine own work schedule

*Do you have an ‘annualised hours’ contract?*

1. Yes
2. No

Note: An annualised hours contract is where the annual no. of hours is specified but the weekly no. of hours worked varies during the year.

Annualised hours contract (C217): only the annual number of hours, for example 1600 hours, is specified but the distribution of the weekly number of hours worked varies throughout the year. [Alternative contracts that are not annualised hours, usually specify a weekly number of hours]. This number of weekly working hours is usually determined by the employer dependent on production or service needs.

9. **ONCALL**

if JOBSTAT=2 and (SHIFTWK = 3 or xSHIFTWK=3)
If the respondent is an employee and does not do Shift Work

*Do you only report to work when called (on-call work only)?*

1. Yes
2. No

Note: This is NOT the same as being ‘on-duty’ and waiting for emergency calls

On-call work (or “zero hours” contract; C218): on-call work is an open-ended contract without a guarantee for a fixed number of hours, workers are called into work and report to work at a short notice only when needed. [Although the employer has no obligation to provide work, a minimum number of hours may be agreed in some cases between the employer and the worker.] On-call workers can be scheduled to work for several days or weeks in a row but they do not have a regular schedule. This situation is different from stand-by hours when the person “on duty” is waiting for an emergency call
10. **PART_PAT**

\[ \text{if JOBSTAT} = 2 \text{ and (FULLPART} = 2 \text{ or PREPTI}=1) \]

If the respondent is an employee and works part-time

You have indicated that you work part-time, in general how do your weekly working hours differ from the hours of someone working full-time in the same job?

1. I work less hours per day
2. I work a half day less per week
3. I work less days per week
4. I work less hours per day and less days per week
5. I work on a week on-week off basis
6. Other

Note: If no full-time equivalent in the same job exists then compare with a regular five day working week

**Working time patterns of part-timers (C219)**

Part-time employed persons should compare their own schedule with a full-time equivalent schedule in their job. If no equivalent full-time schedule exists, the personal schedule should be compared with a five days schedule of normal working hours.

11. **VAR_HRS1**

\[ \text{if PAIDWORK}=1 \text{ and JOBSTAT}=2 \text{ and (HOMEWORK}=3 \text{ or } x\text{HOMEWORK}=3) \text{ and } \text{WORK_PAT}=(1,2,3,4) \]

If the respondent worked in the reference week and is an employee and does not work from home and has some access to flexible working practices

*Did you work less hours than usual in the week ending ^refweek? If so how?*

1. Took a few hours off (not holidays) or worked shorter days
2. Took half or full days off
3. Took a few hours off (not holidays) AND also took a half or full days off
4. Worked more than contracted number of hours
5. Worked less hours because of enforced absence (not by choice)
6. Worked same hours as usual

Note: Do not include absences due to work-related illness/injury

**Possibility to work variable hours in the reference week (C220):**

This variable should capture all situations when somebody has taken hours or days off independently when they are compensated. Therefore, it is not a simple copy of the information about the reasons why somebody has worked less in the reference week than usually. For example, a person may have taken a half day off but the total working hours may be longer in the reference week than usually due to overtime. The information of C220 refers to the half day off (C220=3)
12. VAR_HRS2
   if PAIDWORK=1 and JOBSTAT=2 and (HOMEWORK=3 or xHOMEWORK=3) and WORK_PAT=(1,2,3,4) and (VAR_HRS1=4 or VAR_HRS1=5 or VAR_HRS1=6)
   If the respondent worked in the reference week and is an employee and does not work from home and has some access to variable working hours BUT did not take any time off in the reference week

   You have indicated that you did not choose to take any time off in week ending ^refweek, was this because even though you wanted to, you were not allowed?

   1. Yes
   2. No

Note: Person wanted to take time off but was not able to do so because employer wouldn’t allow it

13. CONVHRS
   (if SHIFTWK=1,2 or SHIFTWK=1,2 ) or ONCALL=1
   If the respondent does shift work or on-call work

   You have indicated that do shift-work/On-call work, would you say that this type of work suits your personal life/circumstances?

   1. Suits personal circumstances
   2. Does not suit personal circumstances

Note:

14. CONVHRS2
   if (EVENWORK=1,2 or xEVENWORK=1,2) or (NIGHTWK=1,2 or xNIGHTWK=1,2) or (SATWORK=1,2 or xSATWORK=1,2) or (SUNWORK=1,2 or xSUNWORK=1,2)
   If the respondent does evening work or night work or Sunday work or Saturday work

   You have previously indicated that do night/evening/Saturday/Sunday work, would you say that this type of work suits your personal life/circumstances?

   1. Suits personal circumstances
   2. Does not suit personal circumstances

Note: If the respondent does some combination of evening, night, Saturday or Sunday work 1 should be selected if ALL of these suit personal circumstances, and 2 should be selected if ONE of these does not suit personal circumstances.

Note: As some of the variables in this module are filtered from the SHIFTWK, EVENWORK, NIGHTWK, SATWORK and SUNWORK variables it is necessary to ask them again for those in Waves 3, 4 and 5.