

# Employment, Family and Community activities: A new balance for women and men

## Austria

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## **Foreword**

This study describes the development, current situation and future prospects of household services in Austria. Areas examined are childcare and care of the elderly, gardening, meal preparation and delivery and cleaning and repair services. After a survey of the general environment for these services in Austria as a whole, detailed analyses were conducted in two specific areas, i.e. in three districts of Vienna and in the provincial capital of Linz.

Both persons employed in household services and experts working on innovative model projects and in social organisations and municipal authorities were asked for their views and assessments of the situation and development potential of this sector. Literature searches and the secondary processing of statistics completed the information base, which finally enabled the project team to draw up a catalogue of measures for the differentiated promotion of employment in household services.

We take this opportunity to thank the employees and experts for their helpful supply of information and for their cooperation. We also thank the Austrian Federal Ministry for Labour, Health and Social Affairs, which helped to ensure the quality of this report through the additional funding it granted.

## Summary

It became clear in the course of this study that working conditions, training facilities and earnings potential vary from one area of the household services sector to another. This applies both to social protection and to income potential, career choices, recognition and prestige. Employees in household services are at a distinct disadvantage in regard to income, career and social recognition of their activities, compared with workers in other sectors. Common to all areas of the sector is the high proportion of female employees and of atypical employment relationships, and a notable feature is the lack of differentiation hitherto in training courses.

Even so, jobs in household services cannot be written off simply as "McJobs", since at least a proportion of these workers have deliberately chosen the sector because of the possibilities it offers of reconciling work with family commitments (and/or community activities). There are thus strong grounds for more uniform regulation of training and the improvement of qualification prospects. In particular, a modular structure for training facilities should be developed. With the creation of a more varied system of training courses, offering scope for subsequent transfer to other sectors, any awareness-raising measures to increase the prestige and recognition of these activities would have a better chance of success.

At the same time as professionalising the sector however, it is important to maintain freedom of manoeuvre for the benefit of those employees, for example, who consciously prefer atypical employment in household services. Excessively rigid regulation without any room for manoeuvre could result in a flight of many employees into illegality. The aim would seem to be to provide a mix of possibilities and, in this context, an improvement in the outline conditions of atypical employment - for example, an increase in social security cover - would be expedient. In addition however, the basic conditions and possibilities should be created for regular employment, hence professionalisation. Ideally this would be achieved by the development of structures akin to those of the socio-economic projects described in this report.

It is to be noted in principle that the situation in the household services sector mirrors, perhaps in an extreme form, the basic division mechanisms present on the labour market. It is a product of these fundamentals and, in particular as regards equal opportunities for men and women, is unlikely to be alleviated to any degree by isolated measures as long as the general inequality on the labour market persists.

## Introduction

The report consists of three parts. First the national section describes the development of “household services” (child care, care of the elderly, gardening and cleaning services, general repair services, meal preparation and delivery) for Austria over the past twenty years, ending with a presentation of the current situation of the sector. As throughout Europe, the service sector has grown over this period in Austria, although the country lags consistently behind other countries in its degree of tertiarisation.

Special features of the household services sector, such as the high proportion of women, predominance of atypical employment, strong competition from the informal market, poor social protection and low earnings, are also presented, along with relevant aspects of the policy environment (care allowance schemes, parental leave allowance, National Action Plan for Employment (NAP) etc.) which are having or have had an influence on this sector.

The regional part is organised in two sections. The first describes the household services situation in the provincial capital of Linz, the second is devoted to three districts of Vienna. Both the development of the sector and the factors favourable to employment in it are covered. Three innovative “good practice models” are then described for each region.

This is followed up by some case studies for the two regions, Vienna and Linz. In addition to experts, self-employed persons and persons in paid employment were asked about their work in the fields of child care, care of the elderly or cleaning services. Equal opportunities as well as working conditions and reconciliation of work with family life were addressed in the course of these contacts. The potential of the sector for growth and barriers to growth were also dealt with.

In the last section, finally, a general review of the findings is followed by a presentation of measures likely to bring about an improvement in the situation (the basic environment as well as working conditions) in the household services sector.

It should be noted that the term “household services” as used in this study diverges from the customary usage in Austria, in that normally it denotes only cleaning services and does not cover child care and care of the elderly.

# 1. National report

## 1.1 Historical review of the role of the State as provider and promoter of household services

Just as they are today, employees in the domestic sector were in the past also disadvantaged and suffered low prestige compared with other workers. Domestic workers were some of the last to be covered by social legislation. While standards of social provision, such as sickness and unemployment insurance, already applied to other workers in 1888, this was not the case for domestic servants even in 1920, when the first legislation on domestic staff was introduced. It was not until 1962 that a substantial degree of equality was achieved in terms of labour law and social provisions (Melinz, 1999). While for a long time (up to the 1950s) household services seemed to be dying out as a field of employment, new lifestyles and demographic changes (such as the growing number of single-person households, rising levels of female employment, increasing numbers of elderly in the population) have contributed to a renaissance of household services in recent years.

The low status of services in the household area already mentioned certainly has to do with low social valuation of housework in general. Housework is not viewed as productive work in the economic sense. Hence activities in and around the house are poorly paid, not recognised, and so forth.

### 1.1.1 The Austrian context

In the following paragraphs the structure and interaction of State, private und NPO bodies<sup>1</sup> in Austria are briefly outlined in order to arrive at an understanding of the specific situation of household services in the country<sup>2</sup>.

- Although the federal structure is not as well defined as in Switzerland, it is clearly discernible. Thus the Provinces (*Länder*) or municipalities enjoy extensive autonomy in the matter of health and social provisions. But in terms of mentality too, the regions show a will to take charge of their own affairs and safeguard their autonomy.
- The representation of occupational interests offers a further example of autonomy and self-determination. It is of course important to distinguish between independent professional associations and legal bodies for the representation of interests, such as the Chambers (which, unlike the former, form part of the state sector). The significance of these interest bodies is fairly considerable and extends beyond the representation of professional interests.
- The two major political parties in Austria, steeped in their respective traditions<sup>3</sup>, exert a powerful influence on the NPO sector: a large number of the more important NPOs, for historical reasons, operate directly under the influence of one of the two parties. This historical background helps to explain the interaction between politics and the NPOs. In recent years there have been moves to make the organisations more independent, but the obstacles are still fairly formidable. Churches and religious communities to some extent

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<sup>1</sup> NPO = non-profit organisation.

<sup>2</sup> The following presentation is drawn in the main from Badelt (Badelt, 1997).

<sup>3</sup> *Volkspartei* [People's Party] (with a conservative Christian-social orientation) and *Sozialdemokratische Partei* [Social-Democratic Party] (with a Socialist background).

take on a dominant role as providers of social services: church-based NPOs control large parts of the NPO sector.

- Finally, it should be mentioned that Austria has a thriving network of independent associations. These associations play a prominent role in everyday cultural life as vehicles for the social involvement of the population.

Of the three sectors considered (NPOs, public and private sectors), the NPO sector calls for a word of explanation: in Austria it is highly heterogeneous in terms of organisations, size, aims, legal form, self-perception and political orientation. It includes small self-help groups as well as large welfare associations, social-interest groups and initiatives and socio-economic companies<sup>4</sup>. The interconnections between NPOs and the State are determined, on the one hand, by organisational and personal interaction and, on the other hand, by the party-political affiliations of many NPOs. A further aspect to mention in this context is the financial dependence of many NPOs on the public purse - the State to a large extent finances NPOs by means of subsidies or the purchase of services (of course, that is not exclusively an Austrian phenomenon).

The NPO sector in the German-speaking countries has roots extending far back into social history. The network of associations and societies is a key feature of this area. It differs extensively from the American or British system of voluntary work. The function of the NPOs in Austria is complementary rather than substitutive.

In the past the welfare associations were the preferred providers of social services. By way of example, public welfare provision lagged behind them in the years after Second World War. Population groups who were “unusable” on the labour market were secondary. The welfare associations, on the other hand, took on vital social services during this period. The church-linked sponsoring bodies in turn always offered these services out of religious conviction. Voluntary work, played a key role in social services, as it still does, although the bulk of these services were actually supplied by employees as their main job and attempts were made relatively early on in Austria to introduce training and hence professionalisation.

It is difficult to estimate the relative **sizes** of the **State**, **NPO** and **private sectors**, since it is virtually impossible to gauge the scale of the NPO sector in the overall economic context because of its heterogeneity. The closest one could get to an estimation of the NPO sector in Austria would be by way of the figures for persons employed in it. Over 9.5% of persons working in the service sector and around 6.2% of all persons in paid employment in Austria work in the NPO sector. Within the NPO sector, most of those employed are to be found in the areas of social services and education and research (see Table 17).

More precise data are available on individual subsectors, however:

The education system in Austria is dominated by the public sector. In the school system, NPOs are the only non-state providers, as regards the regular school system: NPOs provide about 6% of the schools and a little over 6% of school pupils are educated at NPO establishments. As regards nursery schools and day nurseries, NPOs account for approximately 25% of the total provision, the public sector for around 70% and the private

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<sup>4</sup> The term socio-economic company (*sozialökonomischer Betrieb* - SÖB) denotes an (active) labour market policy instrument intended to promote the integration into the labour market of persons otherwise difficult to place, by the provision of market-based, yet relatively sheltered jobs of limited duration. Apart from these labour market policy objectives, the SÖBs also pursue economic aims.

sector for some 3-4% (see Table 18). As regards the health service and care of the elderly (see Table 19), commercial operators only arise in the residential care field: around 20% of establishments are operated by profit-making enterprises, over half by the public sector and 26% by NPOs. Otherwise the public sector, followed by and jointly with the NPO sector, dominates this area. With regard to cleaning services the commercial sector is quite clearly the dominant player as far as services for business customers are concerned: according to ECOTEC (ECOTEC, 1996) the number of persons employed is around 40 000. The number of self-employed in this sector is very small. Cleaning services for private households, on the other hand, are provided by private individuals (indeed mostly within the informal economy): the number of those officially employed here is about 4 700 (Miklaszevic, 1997). However, there have been attempts recently to place these services on a professionalised and qualified footing: socio-economic projects (which can be assigned to the NPO sector) are worth mentioning here. As these represent a new development, the number of such projects is still very small (see Table 20). The private sector is the dominant player here overall. Catering and meal delivery services, on the other hand, are a domain of the private or commercial sector. There are isolated socio-economic projects in the food preparation field (especially cafés) which offer services. In the domain of the State and the major welfare organisations, social services such as meals on wheels are worth mentioning.

### 1.1.2 Means of regulating incomes in the household services sector

In Austria there is no uniform regulatory system applicable to this area, i.e. covering all employees in the household services sector: whether a collective agreement or a minimum wage scale is applicable, or what collective agreement is relevant to the employees, depends on the employer's field of work.

For employees directly engaged by **private households** pay is not determined by collective agreement, but by the minimum wage scale of the Province in question.

As far as employees of **associations** are concerned, large organisations can be given authorisation to conclude collective agreements (for example, *Caritas* and the Red Cross, see Table 26).

The earnings of employees of other associations, on the other hand, are subject to the minimum wage regulations. According to information from the Federal Ministry for Labour, Health and Social Affairs<sup>5</sup>, associations are increasingly seeking either collective agreement status (this is conferred by the Federal Conciliation Board) or are joining larger organisational groups which are authorised to conclude collective agreements.

There are currently minimum wage scales for workers in social service enterprises, for housekeepers and caretakers, for employees in private child care establishments, for child care assistants in private nursery schools, crèches and day nurseries and for domestic employees (BMAGS et al., 1998b: 236).

For **enterprises** active in these areas, deciding what particular collective agreement should cover the firm's employees depends on what trade licence the firm holds.

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<sup>5</sup> Interview with Mr Binder, Section V, Labour Law and Social Policy, Federal Ministry for Labour, Health and Social Affairs (*Bundesministeriums für Arbeit, Gesundheit und Soziales* - BMAGS), on 27.7.1999.

## 1.2 Employment trends and working conditions

For a presentation of household services in Austria it is necessary to put together an overall picture made up of individual subsectors and areas, since there is no subsector for “household services” covering all the areas dealt with here in the official statistics. It should be said at the outset that a continuous presentation covering the past 20 years is rendered difficult by the changeover from the old statistical reporting system for Austria (BS - *Bundessystematik 1968*) to the ÖNACE system, since it gives rise to a break between 1994 and 1995 (see Table 30). In any case presentation by economic categories only allows a rough estimation and description. In order to present developments in more detail, occupational groups (or occupational divisions) were also considered.

Below the economic categories relevant to household services, personal hygiene and cleaning services, private households and health and social services, are discussed (see also Tables 4 and 5).

The health and social services area shows the greatest growth in employment. The number of persons employed increased here by 4.6% p.a. between 1971 and 1981 and by 3.6% p.a. between 1981 and 1991. In household services (housekeeping and caretaking), on the other hand, demand has increased because of the greater involvement of women in working life. However, because of cost and because it is possible to procure the relevant services at more favourable rates in the informal economy, regular employment and hence the number of persons in paid employment fell in the period considered (Mesch, 1997: 186). In the area of personal hygiene and grooming and cleaning services, there has also been an increase of 2.8% p.a. since the 1970s. Even so, the expansion in demand here was moderated by the availability of technical aids, such as washing machines and the like.

The proportion of part-time workers<sup>6</sup> is generally higher in the household services sector: in the NPO sector as a whole it was 14.3% in 1997, compared with 11.7% in the economy as a whole (see Tables 7 and 8).

In all sectors considered the share of part-time work rose continuously between 1986 and 1993: in the personal hygiene and cleaning services area from 11.1% to 18.1% and in health and social services from 12.3% to 17.7%. The area with the highest proportion of part-time workers, however, is clearly that of household services, with 40% part-time employment in 1993. In 1997 the share amounted to almost 52%, although this figure is only partially comparable because of the changeover to the ÖNACE statistical system. Between 1994 and 1997 the greatest increase in part-time workers occurred in the health and social services area, at close on 14%.

For marginal part-time employment relationships (see Table 6)<sup>7</sup>, the same trends apply as for part-time work: the largest proportion of persons, but also the highest growth rates, are to be found in household services, i.e. around 40% part-time workers and 17.1% growth between 1995 and 1997. An increase in these forms of employment is also to be noted overall. In June

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<sup>6</sup> Until 1984 part-time work (i.e. jobs amounting to between 12 and 36 hours of work) was not recorded by economic categories. Also since 1994 a different definition of gainful activity has been used (based on the Labour Force concept, in which marginal part-time employment amounting to 1 hour or more per week is counted as gainful activity).

<sup>7</sup> Marginal part-time employment relationships are those up to an income level of ATS 3 740 (EUR 217.80) per month.



1999 a record figure of 193 907 was noted. Women are much more strongly represented than men in this form of employment (June 1999: 139 051 women and 54 856 men). Admittedly, the data stock is decidedly sparse, since it has only been compulsory to report such employment relationships since January 1994. The remuneration of caring relatives by care allowance claimants should also be mentioned here as a form of atypical employment alongside marginal part-time employment (see Section 1.4.1).

The proportion of women in all areas considered is higher, amounting to between 75% and 80%. This also applies when a breakdown by individual occupations (instead of by economic categories) is undertaken (see Table 1).

Standards of education in the personal hygiene and cleaning services category are concentrated on the compulsory schooling and apprenticeship levels. There have hardly been any changes here since 1981. On the other hand, a raising of the qualification level is to be noted in the two other economic categories discussed here<sup>8</sup>.

As regards pay levels the lowest earnings are to be observed in the household services areas (Lutz, 1998). Of a total of nine low-pay areas, five are to be found in the service sector: of a total of eight high-pay areas, on the other hand, only one is in the service sector<sup>9</sup>. There was also hardly any change or none at all here between 1980 and 1994: already in 1980 the lowest earnings were recorded in the personal hygiene and cleaning services area. Only in the health and social services area did pay levels rise to such a degree that it can now be assigned to the middle-range pay segment (see Table 25). A characteristic feature of this low-income area is the high proportion of women.

In addition the number of establishments in this area was recorded. Here too there was clear evidence of growth (see Table 10 for child care establishments, Table 9 for establishments for the care of the elderly, establishments for medical and nursing care, care homes and cleaning firms). This growth is particularly evident in the field of “other health care establishments”, covering in particular persons working on a self-employed basis in the health sector, and in that of “other welfare establishments”<sup>10</sup>.

Coverage of the categories, gardening and repairs or maintenance jobs in private households, is a difficult matter. No figures are to be found in official surveys, since these areas are not covered in such detail. Indeed, as a study from 1996 shows, the share of work done by people on their own account is extensive: hardly 1% of such activities are performed by professionals. Only major maintenance jobs are more usually carried out by firms (see Figure 3). On the other hand, because of the demographic and “lifestyle” changes of recent years already mentioned, there has been an increase in such services, which were previously

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<sup>8</sup> In the domestic services area the proportion of persons with compulsory school-leaving certificates fell from 86% to 60.5%, whereas the proportion of apprenticeship certificates rose from 9.3% to 27.2%. In the health and social services area there was a marked increase in lower secondary school (from 24.7% in 1971 to 32% in 1991) and apprenticeship (from 12.4% to 18.6%) qualifications, also slight increases in proportions of further education qualifications, while the proportion of employees with compulsory school-leaving certificates fell. The health and social services area is thus that with the highest level of qualifications.

<sup>9</sup> Those areas in which median earnings fall short of the median for all economic categories by at least 10% are assigned to the low-pay area. Areas in which mean earnings were at least 10% above this median were defined as high-pay areas (Lutz, 1998).

<sup>10</sup> This category includes various charitable associations and advice centres for mothers as well as day-care centres. This method of classifying the individual service areas is thus less than satisfactory.

performed by people in their own homes: some initiatives and projects (see Table 20), albeit isolated ones, operate in this area. As this is a new development, no trend is discernible as yet.

“Meal preparation and delivery”, finally, as well as catering, includes the supply of meals to homes and the production of semi-finished and finished products. Catering in Austria may be offered by both food stores and restaurant businesses as an additional service. Hence there is no statistical coverage of these figures. An attempt was made to arrive at valid figures through professional associations or the Chamber of Commerce and Industry: to the extent that data were collected or could be estimated, the proportion of enterprises offering catering must be about 10% of restaurant businesses and between 4% and 9% of food stores. As applied to catering, home delivery services were offered by about 9% of food stores. As regards social services, such as meals on wheels, no figures are available for Austria as a whole.

The official statistics only show the number of enterprises active in catering as their main business (1995: 42 Unternehmen; source: ÖSTAT, 1995).

Finally, although the consumption of deep-frozen, semi-finished and finished products is lower in Austria than in other countries<sup>11</sup>, it is generally considered to be an area with future potential (see Friedrich, 1992; Pohl, 1994; Koffler, 1995; Koffler, 1998; Pohl, 1997).

### **1.2.1 The hidden economy**

Studies of more recent date estimated the volume of undeclared or “cash-in-hand” work in 1998 at ATS 233 billion (EUR 16.932 billion), or about 9% of GDP (Schneider, 1999). Of course, the amounts vary depending on the estimation method used<sup>12</sup>. Between 1975 and 1995, the volume of undeclared work in Austria rose from 2.04% to 7.32% of the official GDP and in absolute terms from ATS 13 billion. (EUR 0.944 billion) to ATS 170 billion (EUR 12.354 billion; see Table 14).

The growth in the hidden economy is to some extent attributable to tax increases or changes in social security regulations. As, for example, when in 1997 overtime and service contracts were first taxed and in 1998 compulsory social security was introduced for marginal part-time employees (Schneider, 1998). In an international comparison, the scale of the hidden economy is smaller in Austria than in other countries (see Table 14).

Undeclared work is most prevalent in the services, crafts and independent trades sectors (see Table 15). It is estimated that the share of undeclared work in the field of “personal services”, i.e. in occupations such as beautician work, hairdressing, private tuition, babysitting and domestic service, amounts to some 30% (Schneider, 1998). Whereas hardly 5 000 persons were officially employed in Austrian households, estimates put the number of illegal employees at something between 60 000 and 300 000 (Miklaszevic, 1997). The attraction for a person engaging a service is the huge difference between the formal and the informal price (in the cleaning area, for example).

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<sup>11</sup> Austrian average annual consumption of 14 kg contrasts with the European average of 22 kg per person per year.

<sup>12</sup> The volume of the informal economy is calculated by way of the so-called cash in circulation approach. This approach is based on the notion that goods and services are traded in the informal economy “for cash” and the fact that it is possible to estimate these transactions with the aid of a cash demand function and so to calculate the volume of undeclared work.

### 1.3 Overview of family and community activities

Activity devoted to common interests can take a variety of forms, ranging from work on own account within and outside the family, through voluntary the work of a relatively well developed network of associations and societies in Austria.

No real figures are available covering voluntary work, or “**voluntary duties**”<sup>13</sup>. According to the only study hitherto carried out on this subject the volume of voluntary work can be estimated at 5.4% of the total volume of work of persons in paid employment (Badelt, 1985). Over half, i.e. 53%, of all adult Austrians performed voluntary duties at least occasionally. A relatively high proportion of these duties are performed in the NPO sector. Thus in 1994, of a total of 246 631 persons employed in NPOs, 94 450 were paid and 151 681 worked on an voluntary basis (Bachstein, 1997).

Clubs and associations form one of the main channels for voluntary work, not least because they can be formed easily and without any great input of capital. Associations provide a low threshold for a commitment to be made

in legally tenable forms, hence also with minimum of formal organisation  
(Badelt, 1997b: 57).

In 1995 there were close on 90 000 associations in Austria, the commonest being gymnastics and sports associations along with cultural societies and savings associations (see Table 21). The time budget surveys of the Austrian Central Statistical Office (ÖSTAT) of 1981 and 1992 showed an increase in the percentage of active persons from 1.65% to 2.33%. An increase is to be noted among women in particular, although overall the proportion of men active in clubs and associations is 2.41% greater than that of women (1.4%; status 1992).

Voluntary work also arises in the context of self-help groups: these range from small initiatives with local coverage to umbrella associations with national coverage. In terms of content, health problems are the main focus of concern of these self-help groups.

A special form of voluntary work, finally, is civilian service. Since 1975 in Austria, it has been possible to perform civilian service instead of military service. A relatively high proportion of civilian service personnel perform their service in NPO organisations: more specifically, of 8 900 civilian service personnel in 1998 (i.e. 22.9% of persons required to do national service), 35% were active in welfare organisations and 15% in the care of elderly and disabled persons<sup>14</sup>.

In what areas and activities is voluntary work particularly prevalent?

Social services for elderly, disabled or disadvantaged persons, alongside neighbourhood assistance and cultural work, account for a major share of voluntary work. Apart from that, child care is one of the most important areas of voluntary commitment (see Table 16). The proportion of women in social services is particularly high: 27% women, 23% men. Men, on

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<sup>13</sup> The concept of voluntary duties is understood to refer to work or services carrying no monetary remuneration (although voluntary work is often rewarded in non-monetary ways, for example by information, power, influence etc.). It is difficult to locate the boundary between voluntary and formal work, if compensation is given for expenses or costs are refunded. The line beyond which it becomes paid work is thus blurred.

<sup>14</sup> The duration of civilian service, at 12 months, is 4 months longer than national service in the armed forces.

the other hand, are distinctly more active in the field of political work: 11% compared with 3% of women. In a similar way, women predominate in the field of executive functions and men in the managerial field.

Around 13% of all persons performing voluntary work are active in child care (Strümpel, 1996). Voluntary work in this area only arises in organisations with a religious or political bias, but not in children's day centres or in child minding services. This kind of work is usually taken on by young people or young adults (Faltner, 1997: 49).

Parent work - i.e. work done by parents on a voluntary basis - is an important element in the field of autonomous parent-initiative facilities. The only data available for any quantitative assessment of this area are from the *Dachverband der Wiener Kindergruppen* [Association of play groups in Vienna]: parents contribute about 3 hours' work per week. The costs of the play groups would rise by about 19% without the parents' services (Faltner, 1997: 50).

Only a small proportion (10-15%) of all persons needing care are cared for in institutions; all others are looked after in private households. The care is mostly provided by close relatives, predominantly women: 80% of all carers are female (Badelt, 1997a).

There is an interaction between voluntary work and state activities. On the one hand, the State can promote voluntary work, for example through contact and referral services (these are only just beginning in Austria, in contrast to the "Volunteer Bureaux" of English-speaking countries), or it can offer financial incentives (the care allowance may serve as an example here). On the other hand, there is a danger of displacement: if the State provides certain services itself, this can lead to a decline in readiness to take on voluntary duties, because the need for a private solution is no longer so pressing.

Of course, the promotion of voluntary work attracts criticism from many commentators, who argue that voluntary work reinforces rather than diminishes existing patterns of social inequality:

The disadvantaged situations caused by lay activity affect women; on the other hand, the discrimination suffered by women in economic and social respects causes women to seek help within the system of lay provision precisely because alternatives are less readily available to them (Badelt, 1995b: 493).

As regards the scale of **work on own account** - i.e. work carried out by people for their own benefit - some information is available from time budget studies: to date such studies have been conducted on an Austria-wide basis in 1981 and 1992 (ÖSTAT, 1995). However, these two studies only have limited comparability because of different surveying methods (see Tables 12a and 12b).

The studies show that housework, child care and child rearing are the province of women. Men do not even spend half as much time on home and children as women. Other studies (Frauenbericht, 1995; Doblhammer et al., 1997) also repeatedly confirm that household activities are seen as women's work and that, at most, only the beginnings of a change are discernible.

Similarly caring for the sick in their homes is predominantly a job for women. The time devoted to that has increased since 1981. The study of the Fessler-GFK Institute mentioned

above (Fessler-GFK, 1996; cit. in Blumberger, Dornmayr, 1997) shows that adults in 95% of cases and children in 97% of cases are cared for by members of the household. In 4% of cases (care of adults) and in 2% of cases (child care) the care is provided by others privately and without payment; i.e. through neighbourhood assistance.

Maintenance, repair and refurbishment jobs in and around the house - uniquely among the various household activities - are the domain of men. The time budget studies show a slight decline in this area, as in that of gardening, between 1981 and 1992. These activities are likewise performed almost exclusively by the household itself (Fessler-GFK, 1996; cit. in Blumberger, Dornmayr, 1997).

## **1.4 Important policy environment factors in the promotion of household services with particular reference to equal opportunities**

### **1.4.1 Care allowance provisions**

The care allowance provisions should be mentioned here as a measure conducive to employment. The Federal Care Act (*Bundespflegegesetz*) was passed in 1993. The intention was, on the one hand, to give persons in need of care freedom of choice in the provision of the care (whether it should take place within or outside the home). On the other hand the legal position, which differs considerably from Province to Province, would be placed on a uniform footing: before the care allowance provisions were introduced, the level of payments available and conditions for claiming them varied considerably. The care allowance provisions are relevant not least because studies show that the care only takes place in about 10-15% of cases in institutions outside the home; in others it is provided within the family, by private individuals or by social services. Eighty per cent of non-institutional care is provided by family members: 42% of persons are cared for by their own children and 28% by their partner. Eighty per cent of these informal carers are women. Thirty-two per cent of female and 84.6% of male carers also have a job as well (see Badelt, 1997a; Badelt, 1995a).

Indeed the care allowance provisions made possible an effective improvement in the situation of care allowance claimants, but also in that of the carers. The carers are generally satisfied with the provisions. In particular, the remuneration of these previously unpaid services has increased recognition of the activity and readiness to value it as work (Badelt, 1997a).

Even so the burden on the carers (particularly on caring relatives) is clear. Apart from specialised knowledge, they lack social contacts and opportunities to articulate their concerns. The carers feel physically and/or mentally overloaded. Moreover a displacement of responsibility from the public services to a lay system (as is the case in the care of relatives) is seen as a displacement of the financial burden from the State to the individuals who perform this unpaid work; and they are mostly women. A consequence of this is that women without a job take on caring duties more readily and more easily. This may put such women in a weaker position in relation to the labour market, which gives rise in turn to a further deterioration in employment opportunities (Badelt, 1995b: 493).

Incentives to persuade more men to take on caring duties can be discerned in an improvement of social protection, such as occurred with the inclusion of caring relatives in the social security system in 1998 (see Section 1.4.3.). In the same way better facilities for the coordination of informal care with professional activity (for example, by enabling employees to claim care leave or by extending time off for caring duties which is currently only available on a short-term basis) could lead to an increase in the male contribution. On the part of

employers too there is still a lack of recognition, in contrast to the situation as regards child care, of the demands on employees caring for others and of the need to develop appropriate facilities for these employees.

#### **1.4.2 Child care: parental leave and child care vouchers**

As the above-average rate of unemployment among women can be seen to have a direct relationship with the birth and care of children (Frauenbericht, 1995: 363), provisions for parental leave are also relevant in this context. They influence the chances of women on the labour market just as much as the availability of child care institutions. More recent measures or changes in the provisions for parental leave allowances, however, rather indicate a negative effect on chances of women on the labour market:

Thus the second year of leave introduced in 1990, which meant an extension of the period of time off work, made it more difficult for women to return to the labour market (Biffli, 1996; Wiederschwinger, 1995; Neyer, 1996). New elements are that the leave of absence can in future be used up in stages until the child starts school and that the parents can share the period of leave twice: this was only decided in Parliament on 16.7.1999. Hence the effects of this change in terms of labour market policy remain to be seen. It can be assumed however that - to judge from the studies cited above - a return to work will be made more difficult by the lengthening of the period of time off.

Since July 1997 the parental leave allowance is only granted for 1.5 years. Only if the parents share the time off can two years' parental leave (and allowance) be claimed. Despite these provisions, fathers only take advantage of parental leave in exceptional cases (in 1997, 0.99% of persons claiming parental leave allowance were men). Thus the period for claiming parental leave allowance was effectively shortened by half a year, bringing about a saving for the State but a loss of income for the claimant (see Table 29).

In contrast, the availability of part-time parental leave, on the one hand, to some extent favours work-sharing with the fathers and, on the other hand, helps to avoid long periods of separation from working life (Wörister, Talós, 1995: 405). Yet up to now hardly any use has been made of this facility<sup>15</sup>.

The current discussion in Austria on child care vouchers or "care leave allowances for all" also points more in the direction of a "subtraction" of women from the labour market. For a discussion of this topic, see Schattovits, 1998 and the journals *beziehungsweise* 4/99 and *beziehungsweise* 14/98.

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<sup>15</sup> In 1995, of 120 271 persons claiming parental leave allowance, 2% were on part-time parental leave (AMS, 1995).

Lack of child care facilities is often a reason for the non-acceptance of a job. It has been shown that the number of women in gainful activity correlates with the availability of qualitatively suitable child care facilities (Wolf, 1993: 64). Efforts are indeed being made to secure an expansion of child care institutions<sup>16</sup>. In addition the Public Employment Service (AMS) supports the institutional care of children by providing a child care grant<sup>17</sup>. The Minister for Women's Affairs also recently called for a legal claim to child care (interview in the newspaper *Der Standard*, 16.7.1999). An assessment of the child care grant and the "nursery school billion" has shown that these measures facilitated the creation of 2 500 direct jobs in 1998 (BMAGS et al., 1999). Even so increasing numbers of women or mothers have recently been losing entitlement to unemployment benefit because their child care duties are no longer accepted as a reason for refusing a job offer and there is still a lack of adequate child care places (newspaper *Der Standard*, 21.6.1999). The take-up rate for the child care grant has also fallen because of a more rigid interpretation of the rules for claiming it by the AMS (BMAGS et al., 1999; newspaper *Der Standard*, 21.6.1999).

### **1.4.3 Improvements in the field of welfare and social insurance legislation**

Improvements in welfare and social insurance legislation in the field of household services may also make a contribution to the stimulation of employment, since the attractiveness of the job could be enhanced by greater social protection or the provision of protection which does not yet exist.

One change worth mentioning here is the inclusion of marginal part-time employees in the social security system: whereas until 1997 marginal part-time employees were not covered by social security, since 1998 workers have had the option of making voluntary provision for their social protection. Even so, they can only contribute to sickness and pension insurance; they cannot make contributions to unemployment insurance or draw unemployment benefit.

On the subject of part-time employment, it should be mentioned that the framework agreement concluded by UNICE, CEEP and ETUC on 6.6.1997 prohibiting discrimination of part-time workers vis-à-vis full-time employees has already been implemented in Austrian labour law. In addition, from 1 September 1999 older workers will have a legal entitlement to part time work (where the employer will pay 50% of the salary and the AMS an additional 20%). The intention of this measure is to protect employment for this group.

Also relevant is the newly introduced social protection of relatives caring for care allowance claimants: in order to create additional regular jobs a change in labour law and social provisions, effective since 1.1.1998, made it possible for persons caring for a close relative entitled to care allowance on steps 5, 6 and 7 to be covered by the legal pension insurance system (BMAGS et al., 1999).

#### **1.4.3.1 Collective agreement and minimum wage tariff**

As regards improvements in respect of collective agreement coverage or the introduction of minimum wage scales, it may be mentioned that in 1997 a number of organisations were accorded the right to conclude collective agreements: *Dachverband für ambulante Alten- und*

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<sup>16</sup> In 1997/98 the Federal Government spent EUR 43.6 million for this purpose and the Provinces provided the same amount of funding; 18 800 new care places were created.

<sup>17</sup> This assistance is offered to women and men with child care duties if they wish to take a job or follow a course of initial or continuing training. The rate of the payment depends on the gross income of the applicant. The intention is to promote care by the hour or on a whole or half-day basis in nursery schools, day nurseries, crèches or play groups or with child minders and other private individuals (except family members).

*Heimhilfe* [Association of ambulatory services for assistance to the elderly and home-help services] (Steiermark), Interessensvertretung karitativer *Einrichtungen der Katholischen Kirche in Österreich* [Representation body for charitable institutions of the Catholic Church in Austria], the Austrian Red Cross, *Niederösterreichisches Hilfswerk* [Lower Austrian welfare organisation] and *Arbeitgeberverband der Diakonie Österreich* [Employers' association of Austrian parish welfare services].

The *Berufsvereinigung von Arbeitgebern für Gesundheits- and Sozialberufe* (BAGS - Association of employers in the health care and social service professions) and the welfare organisation *Caritas* have also enjoyed collective agreement status since October 1997. As over 75 employers with more than 13 000 employees belong to BAGS and Caritas employs about 5 000 persons, almost 50% of the workforce in the social services sector are covered by this measure (see Table 26).

Particularly worthy of mention in this context is the collective agreement of the *Dachverband für ambulante Alten- und Heimhilfe in Steiermark*, which represents an advance on the provisions of the Domestic Employment Act (*Hausgehilfengesetz*) in every area of concern: pay is higher, the Salaried Employees Act (*Angestelltengesetz*) is applied and the provisions contain three different working time models which regulate working time in a clear and unambiguous manner (Kasperek, 1998: 29ff).

There are also moves at regional level to bring the remuneration situation into line. For example, it is known that the *Dachverband "Tagesmütter Oberösterreich"* [Association of child minders in Upper Austria] is currently working on a uniform pay scale for child-minders.

A minimum wage scale for workers in social service enterprises was introduced for the first time in 1997. For the other occupational groups of relevance here (housekeepers and caretakers, staff in private child care institutions, maids etc) there has been a minimum wage scale for decades (although with the inequality feature that the scale for maids is updated every two years, whereas all the others are adjusted every year).

#### **1.4.4 Demand and development plans in health care**

Under the rules issued on health care and welfare, the Provinces undertake to provide a minimum standard of ambulatory, semi-institutional and institutional services (BGBl. [Federal Law Gazette] No 866/1993). Building upon existing structures, these services would be offered on a decentralised basis and have full area coverage. Work began on the production of demand and development plans, containing both a description of the existing situation and plans for making good the deficit by 2010. Such plans have now been produced by all the Provinces, albeit lacking in uniformity and defying comparison. The *Österreichisches Bundesinstitut für Gesundheitswesen* (ÖBIG) [Austrian Federal Institute for Health Services] is currently working on a comparative overview. The first results will be available in autumn 1999.

The shortfall, in terms of both quantity and quality of care, will be reduced with respect to the existing situation. In many Provinces there is a shortage of care personnel with appropriate qualifications. At present the Provinces are taking initiatives to build up their health institutions, which will make a contribution to the expansion of employment in the health sector.



#### **1.4.5 Standardisation and introduction of training**

In Austria training in the health and social field is very uneven, and this situation is unsatisfactory for those who work in the field: to some extent, as regards the professional profile and training of qualified nursing staff and auxiliary nurses, the Federal Government is the responsible body. It also regulates training establishments, which count as “schools” (for example, specialised colleges for the social professions or colleges for health and nursing care).

On the other hand, training and the professional profile for specialists in care of the elderly, family helps and home helps are a matter for the Provinces. Laws relevant to these areas, hence an improvement in the situation, have so far been introduced in Upper Austria (1992), Styria (1995), Lower Austria (1996) and Vienna (1997). In the other Provinces, training is still unregulated.

Some initiatives are being taken to bring about an improvement in the situation: for example, it may be mentioned that in the field of child minding, in the context of the “Cinderella” project, a professional profile and training are being offered for the first time, which will doubtless enhance the attractiveness of this occupation (see Section 2.2.3.2).

The association *Kinderdrehscheibe* is currently working on the creation of a professional profile for nannies and gives them training (interview with Edith Wilner, manager of *Kinderdrehscheibe*, on 22.6.1999).

#### **1.4.6 National Action Plans**

National Action Plans (NAP) are a further important building block in this context. In 1998 the first National Action Plan was presented by the Federal Government with the general aim of creating jobs and bringing down the unemployment figures. Special areas for action in the implementation of the 1999 NAP are the situation of older persons on the labour market, the development of employment in the service sector and an increase in the establishment of new enterprises.

In the context of the NAP, in addition to the inclusion already mentioned of persons caring for relatives under the social security provisions, measures have been introduced to increase demand for services in this area: thus on 1.1.1999 an amendment to the Federal Care Allowance Act (*Bundespflegegeldgesetz*) came into force, reducing the degree of care required for entitlement to the care allowance on step 4 (see Table 31). Around 12 000 care allowance claimants have benefited from this since the start of 1999, which will generate additional demand. In this context the activities of the Public Employment Service (AMS) aimed at opening up new job opportunities with appropriate sponsoring agencies may also be mentioned. In 1998, 12 560 new employment promotion measures were approved by the AMS, including 7 157 for women. The area of health and social services and other public and private services accounted for 3 478 of these measures (including 2 512 for women).

Under the NAP for 1999 (BMAGS et al., 1999: 29), further initiatives will be taken in the field of welfare, nursing care and medical services: keywords here are increased use of the care allowance mechanism to create more jobs, infrastructure investment in the field of child care and care of the elderly, development of new professional profiles and establishment of adequate minimum quality standards in the social service and health care professions. The extension of repair service networks will also be examined.

The reduction of the burden of taxes and charges on labour costs and the lowering of the VAT rate for labour-intensive services have been announced in declarations of intent, but no concrete measures have as yet been drawn up (BMAGS et al. 1999: 31, 32).

As an incentive to encourage the establishment of new enterprises, NAP 99 includes measures to reduce overheads and administration costs for enterprises: thus in future only one official approval will be needed for operating facilities, instead of several as hitherto.

Other measures are aimed at removing obstacles to self-employment. Incentives for the establishment of new enterprises are to be created, not least because, in an international comparison, figures for the establishment of businesses in Austria are rather low. An amendment to the Unemployment Insurance Act [*Arbeitslosenversicherungsgesetz*] passed by the National Council on 16 June 1998 will enable persons setting up a business to retain entitlements built up in their unemployment insurance. Previously, these entitlements were lost.

An amendment to the Commercial and Industrial Social Insurance Act (*Gewerbliches Sozialversicherungsgesetz - GSVG*) will also lower the minimum social security contribution for self-employed workers during the start-up years of their first business establishment, which will help to keep down the burden of charges. These provisions apply from January 1999. The effectiveness of this measure is open to question however, because the social security contributions tend to be low precisely during the start-up phase and this will do little to provide relief from the burden of charges. There was indeed an increase in new business launches from 1997 to 1998. Likewise, there was a growth in the number of self-employed (see Tables 27 and 28). While there was a trend favouring knowledge and technology-based sectors at the beginning of the 1990s, this sector is now also in decline, along with consumption-related services (of which health and social services also form part). Start-ups in the traditional sectors of business, on the other hand, are on the increase again (Almus et al., 1999).

Measures specific to women form an essential part of the National Action Plan. Alongside measures aimed at improving qualifications and training and promoting a return to working life (see BMAGS et al., 1999: 35ff), there are also special measures to boost the formation of enterprises by women, as women are in a minority here too. In addition, there are 17 projects forming part of the Community initiative Employment NOW, concerned with the provision of advice on setting up a business and corresponding tailor-made qualification measures exclusively for women. The project "Minerva" may serve as an example here.

One note of criticism is that, although these various measures in the National Action Plan for 1998, but also that for 1999, may have improved the chances of women on the labour market, this will not prevent a concentration of women in poorly paid jobs - particularly in the social sector (BEIGEWUM, 1998). There is a complete absence of measures to counteract the unequal division of labour between men and women. Possible steps in this direction might be an individualisation of tax and benefit systems or a move to discard the (male) family breadwinner model, which the social security and pension insurance legislation invariably takes as a basis.

#### **1.4.7 Territorial employment pacts (TEPs)**

Territorial employment pacts (TEPs) are also promoted within the framework of the National Action Plan in Austria, one of the few countries in the EU where this is done. Since 1997,

when for the first time four Provinces were approved by the EU for employment pacts, such pacts have gradually been set up in every Province of Austria. So far Burgenland and Styria have not been covered, but by the end of 1999 there will be a TEP in each of the nine Provinces.

The general aim here is to concentrate the forces of employment policy in the regions, to decentralise measures and to bring them closer to those affected by them. The idea of “mainstreaming” is thus introduced to the individual regions. TEPs take very different forms from region to region, both as regards the definition of the target groups and measures and the numerical targets and goals to be attained. Utilisation of local measures and social services, alongside qualification and continuing training, are a core focus of most TEPs. Work is currently in progress on appropriate quality standards and characteristics.

Among the concrete measures, an example worth noting is the project *häusliche Hilfe* in Upper Austria; in Tirol, a survey of the demand for household services in the region - *Haushaltsservice* - is being conducted.

#### **1.4.8 Measures to facilitate the reconciliation of family and working life**

Among the new initiatives worth noting here is the Family Audit launched in 1998 by the Federal Ministry of Environment, Youth and Family. It is a further development, adapted to Austrian conditions, of an auditing procedure developed in the USA aimed at encouraging enterprises, on a voluntary basis, to examine their family-friendliness, to evaluate the results and to introduce measures to increase family-friendliness within three years. Criteria, alongside flexible working hours, are special life. So far, ten enterprises have taken the opportunity to participate in the pilot phase.

One major obstacle, if not the greatest one, to reconciling family and working life is the organisation of work in relation to time. This was shown by a study carried out by the *Institut für Konfliktforschung* [Institute for Conflict Research] (Amesberger, 1996; see also Kränzl-Nagl et al., 1998). Persons questioned on this subject as part of the 1996 Family and Fertility Survey (Doblhammer et al., 1997) cited in the first instance an improvement in working conditions for working parents, followed by more and qualitatively superior care facilities.

Measures to make working hours more flexible and the partial decoupling of working hours from presence at the place of employment would also provide a means of making family and working life more compatible. Activities in this direction are enshrined in NAP 1999 (BMAGS et al., 1999) but, as regards part-time work, are mainly informative in nature. In addition (see more above), the expansion of child care facilities is being promoted. In this context, the “family service” of the *Kinderdrehscheibe* project in Vienna is worthy of mention (see section 2.2.3.3).

#### **1.4.9 Undeclared work**

Measures to combat undeclared work contained in NAP 1999 focus rather on increased inspection and more sanctions, but do not offer any tax incentives. The bill for the Act on undeclared work described in the NAP has not been finalised to date because of disagreements in Parliament.

Nor have any measures been announced to assist the removal of obstacles arising from the trade regulations. A study by the *Institut für Berufs- und Erwachsenenbildungsforschung* [IBE - Institute for vocational training and adult education of the University of Linz] (Blumberger,

Dornmayr, 1997) shows that the trade regulations pose some obstacles to persons wishing to conduct business in the field of household services: they are severely restricted in their fields of activity by the limitations of trading licences, which make it difficult to accommodate the requests of customers legally. On the other hand, associations are not subject to the trade regulations because of their NPO status.

As regards the development and implementation of alternative models, such as household service vouchers, there have indeed been some studies and discussions (Blumberger, 1997; Gehmacher, 1998), but no concrete measures have so far been devised in this area.

## 2. Local reports

### 2.1 Linz

#### 2.1.1 General structural data

After Vienna, the choice of a second region of Austria fell on Linz<sup>18</sup> where, as in Vienna, innovative projects have also been launched in the field of household services and where special attention has for a long time been focused on the areas of child care and care of the elderly.

Of a total of 209 254 persons in Linz, 10.7% are of foreign origin (status at 1 January 1998; see Tables L1 and L4). Women make up slightly over half, i.e. 52.2%, of the resident population. 33.2% of the population are over 50; with 11.9% over 70 (see Table L2). Single and married persons account for around 40% each; the proportion of divorced or widowed persons is about 7.5% (Tables L1 and L6). Thirty-four per cent of the population live alone, and the percentage of those living as a couple is roughly the same<sup>19</sup>. In addition, more people commute to Linz than from Linz to the surrounding area; daily commuters and men clearly predominate here (see Table L3).

A comparison with Austria as a whole shows that more workers and firms in Linz are active in the economic categories of interest here than the average in Austria<sup>20</sup>. The number of those providing services to private households corresponds in the main to the Austrian average (see Figures 4 and 5). A breakdown by economic divisions also shows that the service sector, together with industry which has traditionally been important in Linz, is and has in the past been the biggest employer (see Tables L7 and L8; for a comparison with Austria as a whole, see Tables 22 and 24).

A more detailed breakdown by sex and employment status is only available according to economic categories, but is of very recent date: in Linz too, the dominance of women is reflected in the service occupations (see Table L9). Female white-collar workers only predominate in the health and social services fields. In the two other economic categories, the proportion of female blue-collar workers - who are in a less favourable legal position - is, at around 80%, distinctly larger than the average for Linz (Tables L11 and L9). Women also account for a disproportionately large share of the total of marginal part-time workers, just as in Austria as a whole (see Table L10).

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<sup>18</sup> Linz is the capital of the Province of Upper Austria.

<sup>19</sup> Admittedly these latter data are only available from the 1991 Population Census. Although data are collected on household structure in the Microcensus carried out annually, the random sampling error at city level is so great that it is not possible to present reliable data.

<sup>20</sup> Health and social services and the provision of other public and personal services.

The unemployment rate in Linz, at 4.0% in June 1999, is lower than the Austrian average (in June 1999: 5.3%). Thirty-six per cent of the unemployed are women. The unemployment rate is particularly high in the trades and industry sector, however<sup>21</sup>. 16.4% of those unemployed had previously worked in the service sector (see Table L12a), 18.5% of the total number of unemployed were over 50. The number of long-term unemployed fell from 7.8% in the previous year to 2.3%, i.e. by almost three quarters (see Table L13).

## 2.1.2 Growth in employment and development of household services

### 2.1.2.1 Description of the providers of household services

For Linz too, as for Austria as a whole, it is not really possible to trace the development of services in the fields of cleaning, gardening and meal preparation. Although the most diverse sources of information were consulted, for a variety of reasons none had suitable data to offer<sup>22</sup>.

The area of **meal preparation** can be split up into a commercially based (catering and delivery services) and a social segment (meals on wheels). Two firms in Linz offer catering as their main business. To these may be added 9% of food stores in Upper Austria (186 in absolute figures; no estimate for the City of Linz could be given). Restaurateurs may also engage in catering. As this arises from a secondary right, the number of providers here cannot be indicated, so that no overall estimate is possible. However, insofar as these services are offered at all, they are covered by the private sector with the exception of one socio-economic project (*B7 Kulinarium*; see Table L16). In contrast, meals on wheels and similar services in Linz are provided with full area coverage by the public authorities in cooperation with welfare organisations. Since July 1998 one firm, *Mahlzeit GmbH*<sup>23</sup>, has also been operating in this field. Both the City of Linz and *Mahlzeit GmbH* employ permanent staff to operate these services. The welfare organisations in Linz, on the other hand, use voluntary workers for these tasks (see Tables L14a, L14b). Finally, 20 restaurants in Linz have been operating a luncheon club scheme, *Treffpunkt Mittagstisch*<sup>24</sup>, in cooperation with the City of Linz since 1993.

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<sup>21</sup> Broken down by main occupational groups in June 1999, the number of unemployed domestic service workers rose by 9.4% over the previous year but, at 35 persons in absolute terms, this is still a rather low figure. The number of unemployed in the cleaning area fell by 7.3% compared with the previous year and is currently 345. 153 employees in the health occupations were out of work in June 1999, 4.1% up on the previous year. Compared with the unemployment figures in trade (674) or in the clerical professions (975), the situation in these occupations is relatively favourable (see also Table L12b).

<sup>22</sup> On the one hand, the Microcensus would be a good source except that, when the data are broken down at city level, the sampling error becomes too great, so that no reliable conclusions can be drawn from the figures. The HVSV (Association of social insurance institutions) or the regional health insurance funds collect data on employee numbers, but only broken down by economic categories (and the three subsectors of concern here are not specified); the AMS only has statistics on the unemployed to hand. The only possibility seemed to be to rely on the trade associations and the trade sections of the Upper Austrian Chamber of Commerce and Industry, but here too the difficulty arose that data for these areas were only collected on an occasional basis or that, at most, only estimates were available. Figures on individual self-employed persons in all 5 service subsectors, again, were not available either via the Chamber of Commerce and Industry or from association records or the trade register.

<sup>23</sup> A cooperative venture involving the following voluntary organisations: *Linzer Volkshilfe*, Red Cross, *Arbeitersamariterbund* and *OÖ Hilfswerk*.

<sup>24</sup> For the price of a meal from the meals on wheels service *Aktion Essen auf Räder* (i.e. between EUR 2.25 and 5.15), menus put together specially for senior citizens can be taken at these venues.

According to information from the Chamber of Commerce and Industry<sup>25</sup>, 10 enterprises were active in the field of gardening and **landscaping** at 31.12.1998. However, the proportion of private customers among those served by these firms was not known. The number of employees was estimated at no more than four persons on average. No more precise information was available. In addition, six persons in Linz offer services as lawn-mowers or hedge-cutters. As they pursue their trade as a sideline or work on a self-employed basis, they do not employ any workers. Two socio-economic companies in Linz are also active in this sector. More detailed information on persons employed is given in Table L16. Only city-owned green spaces are maintained by the public authorities. Thus the private sector has the upper hand in this area.

The field of **cleaning services** is also dominated by the private sector, if building cleaning firms and laundry services are included<sup>26</sup>. Here too, however, it was not possible to derive the proportion of enterprises serving private customers. No services are provided for private customers by the public authorities. As far as the third sector is concerned, three socio-economic companies serve mainly private individuals (see Table L16).

**Child care** on the other hand is an area in which the public sector is the primary provider, as far as nursery schools and day nurseries are concerned (see Tables L17b and 17d). Crèches are mainly run by private interests, and play-groups and child minding services exclusively so. However, the City of Linz provides financial support for organisers of play-groups and child minding services<sup>27</sup>. While there have been play groups in Linz since the late 1980s (the first was set up in 1988), care by child minders has already been offered since 1979.

**Care of the elderly** in Linz, finally, is a product of cooperation between the public and private sectors: the Linz area is divided up into five social service districts, each with its own “social station”, from which ambulatory care is provided<sup>28</sup>. The City of Linz (Department of care for the elderly) is the coordinating body here, offering financial support to the various providers with which it concludes a contract. This ambulatory care has been the subject of active development for several years based on the Demand plan for Upper Austria (OÖ Landesregierung, 1996). Alongside these services, institutional care is also provided: in addition to four public establishments, six private senior citizens’ and homes for the care of the elderly and two day centres are also in operation.

#### 2.1.2.2 Employment and training in the field of household services

Information on the number of persons employed in the fields of cleaning, meal preparation and gardening cannot be given for the reasons stated above. Insofar as information was

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<sup>25</sup> Crafts and trades division of the Chamber of Commerce and Industry: conversation with the head of office IV (Gardeners and Florists), Mr Stadler, in March 1999.

<sup>26</sup> 48 building cleaning enterprises and 11 enterprises in the field of laundry, ironing and pressing services were active in Linz at 31.12.1998.

<sup>27</sup> The two associations active in Linz are *Treffpunkt Tagesmütter des Verein Pflege- and Adoptiveltern OÖ* [Centre for child minders in the Upper Austrian association for foster and adoptive parents] and *Aktion Tagesmütter* [Action child minders]. Child minders see themselves as a complementary care option, whereas play-groups seek to offer an alternative to the nursery school (alternative educational methods are practised, group sizes are smaller, parent participation is required, opening and closing times are more flexible, and mixed age groups have always been standard in play groups).

<sup>28</sup> From these “social stations”, people in need of care are served by carers, home nurses and social workers, but also by voluntary workers and civilian service personnel. The same care is provided in each social service district, ranging from visiting services, through ambulatory care for the elderly and home nursing to meals on wheels. In each district, one or more welfare associations act as providers (see Table L14a).

available, however, it was already given in section 2.1.2.1. A presentation of persons employed in the socio-economic projects in the various service areas can be found in Table L16<sup>29</sup>.

Training: cleaning jobs, insofar as they are performed as part of a trade, are regulated by the Trade Regulations (*Gewerbeordnung*) of 1994. As such, they count as occupations which have to be learned through an apprenticeship (façade and building cleaning). Otherwise training facilities only arise in the context of socio-economic projects or of projects in which qualification facilities are being developed for the first time in these areas: for example, the project *häusliche Dienste* [household services] offers basic schooling.

**Child care** in crèches, day nurseries or nursery schools is almost exclusively a field of work for women. Full-time employment predominates; only in private crèches are there as many part-time as full-time employees. The level of education is relatively high (Tables L15a, L15b).

Only women work as child minders in the two associations in Linz; in 1998 a total of 208 child minders were employed<sup>30</sup>. Marginal part-time employment is fairly widespread in both associations, accounting for shares of 36% and 15%, respectively (see Table L20). Child minders come off considerably worse than other employees in the child care field, as regards pay but also in terms of social recognition.

On the other hand, no collected information on employees in play groups is available because the majority of play groups, though not all, are organised in provincial associations. From conversations with executive officers or founder members of the play groups *Rasselbande* and *Kunterbunt* and from conversations with the Austrian Association of Parent Initiatives (BÖE) it is clear that, as regards the training of group supervisors, great value is attached to training as a nursery nurse or to supplementary training in the Montessori method. Such qualifications are not compulsory, however, in contrast to the situation for nursery nurses. Only women work in both play group associations, and part-time work is much more prevalent than in nursery schools. The proportion of workers employed on a part-time basis was between 70% and 80%. All employees are employed on an open-ended basis without limitation as to contract term.

Training and qualifications are a matter for the Provinces and are therefore regulated by the Upper Austrian Nursery School and Day Nurseries Act (*Kindergarten- und Hortgesetz*). Training for nursery nurses forms part of a five-year school course leading to higher education entry level or is provided in a special two-year course. Supplementary training which is also available in the context of training for nursery nurses requires employment in day nurseries or crèches. Supplementary qualifications are also available for those wishing to

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<sup>29</sup> A feature of this group, whichever area may be concerned, is that the employment is only provided on a fixed-term basis: mostly it is limited to one year, sometimes more. The target group generally consists of unemployed persons. Many projects moreover have defined specific target groups, such as the long-term unemployed, the disabled etc. These “employees in transit” are trained either for a particular field of work within the specified period or, in many projects, for more advanced qualifications. In addition these persons receive guidance and tutoring from a socio-educational point of view. At the end of this “period of transit”, the trainees either enter the regular labour market or go on to further training, at the end of which they will be guaranteed “job-ready”.

<sup>30</sup> The child minder is employed by the association on the basis of a child minding workload from 40 (or 35) hours per week; pay is set per hour per child and varies between ATS 22 and 28 (EUR 1.6 and 2.04) per child, plus a meal allowance.



work in the field of special or therapeutic education. Possibilities for advancement are limited to promotion as manager of a nursery school, day nursery or crèche. No specific qualifications are required for assistants. In the public sector however, it is necessary to have passed a recruitment examination. Pay is less than for nursery nurses because of the lower level of qualification required.

The legal regulation of child minders and crèches is also a matter for the Provinces and, in Upper Austria, is covered by the Upper Austrian Young People's Welfare Act (*Jugendwohlfahrtsgesetz*) of 1991<sup>31</sup>. Training for child minders as such is regulated by guidelines of the Upper Austrian Child Minders' Association. Currently however, there are moves to provide uniform and compulsory training in order to professionalise this field of activity (see Section 2.2.3.2 on the *Cinderella* project).

In **care of the elderly** there are differences depending on the field of activity (see Table L14b): meals on wheels<sup>32</sup> and visiting services<sup>33</sup> are activities performed on an voluntary basis. Mostly an amount for the reimbursement of expenses is paid and, after an initial induction period, workers are only employed for a few hours per week. Ambulatory care services for the elderly and home nursing, however, do require a qualification: the former are provided by specialists in the care of the elderly<sup>34</sup> or ordinary care workers providing care to the elderly; home nursing is performed by qualified nursing staff. Part-time employment and employment on an open-ended staff basis are commonplace. The proportion of men is very small here too, albeit somewhat higher than in the field of child care (see Table L14b).

As has already been pointed out, training as an ordinary care worker providing care to the elderly or specialist in the care of the elderly is a matter for the Provinces. A professional profile specifically for this area was developed in Upper Austria back in 1992. Before that, there was no legal regulation of training or qualifications for persons employed in the care of the elderly.

Ambulatory (home) nursing, finally, is regulated by federal legislation (Health Care and Nursing Act (*Gesundheits- und Krankenpflegegesetz*) 1997 and Health Care and Nursing Training Order (*Gesundheits- und Krankenpflege-Ausbildungsverordnung*)). In addition to the professional profile, duties, fields of activity and initial and continuing training of qualified nursing staff and auxiliary nurses, home nursing is also regulated. Moreover, auxiliary nurses are covered by the Order of the Ministry of Health, Sport and Consumer Protection on training and examinations for auxiliary nurses (Auxiliary Nursing Order (*Pflegehelferverordnung*)) of 1991.

A comparison of employee figures in the individual service areas shows that men are most likely to be found in ambulatory care for the elderly (in two associations in Linz, the

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<sup>31</sup> Here the requirement of accreditation for child minders and the supervision of care are regulated by the district administrative authorities. Training for child minders is offered directly by the associations. The criteria for selection of child minders are regulated by the Upper Austrian Young People's Welfare Act.

<sup>32</sup> i.e. the delivery of ready hot meals

<sup>33</sup> The purpose of these is to brighten up the everyday lives of elderly people; they involve mainly keeping the elderly person company, but also include light household duties or doing some shopping.

<sup>34</sup> An ordinary worker providing care to elderly persons in the psycho-social and household fields and assists with their personal hygiene needs. An specialist in care for the elderly will have completed additional training as an auxiliary nurse; the training is regulated by the Upper Austrian Act on care for the elderly.

proportion of men was 10% and 25%, respectively) and in socio-economic projects (particularly in the field of catering and gardening) (see Tables L14c, L15a, L15b, L16a).

### 2.1.2.3 Quality and qualification

Although quality can be broken down into quality for those cared for and quality for the employees, the two interact. As regards quality assurance and quality expansion, the first to be mentioned are the improvements to social provisions for employees described in the national part of the report, which of course also affect the Linz area<sup>35</sup>.

In the Upper Austrian Public Welfare Act (*Sozialhilfegesetz*) of 1998, which came into force in January 1999, the objectives of the Province of Upper Austria in the social welfare field were redefined<sup>36</sup> and a welfare plan was developed. The “Demand and Development Plan (BEP) for the provision of care” which followed on from that, in a comparison of the target and current situations in capacity for the care of the elderly (OÖ Landesregierung, 1996: 65), shows that, while the overall capacity is available, it is not structured in an optimum manner. Even so, Linz plays a leading role in the provision of ambulatory services and home nursing<sup>37</sup>.

In 1990, the “Social Programme for Linz” was adopted by Linz City Council. The aim is to enhance the social quality of civic life by the expansion with broad area coverage of child care institutions, ambulatory services, day centres, short-term care places, senior citizens’ and nursing homes. A large part of this programme has since been implemented<sup>38</sup>. In addition, from 1997 to 1998 the Social Affairs Office implemented the project “Quality management, cost and benefit accounting“.

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<sup>35</sup> Measures such as the inclusion of caring relatives or marginal part-time employees in the social security system, incentives to boost self-employment etc.

The authorisation of the *Berufsvereinigung von Arbeitgebern für Gesundheits- und Sozialberufe* (BAGS) [Association of employers in the health care and social service professions] to conclude collective agreements means that *Tagemütterverband OÖ* [Upper Austrian child minders’ association], *Aktion Tagesmütter OÖ* [Action child minders Upper Austria], *Verein Pflege- und Adoptiveltern OÖ* [Upper Austrian foster and adoptive parents’ association], members of the *Bundes- und Landesverband Österreichischer Elterninitiativen* [Federal and Provincial association of Austrian parents’ initiatives] (hence also the children’s play-groups in Linz) and *Verein Lebenswertes Leben* [Association for life worth living] are also covered by this ruling.

<sup>36</sup> For example, the emphasis will be placed on personal assistance rather than on assistance in the form of monetary or material provision or welfare in institutional establishments. The Upper Austrian Act further regulates the tasks and objectives of social welfare, entitlements, providers of welfare etc. and welfare planning. The welfare plan lays down the qualitative and quantitative minimum standards of social welfare in Upper Austria and aims to improve and secure provision.

<sup>37</sup> In home nursing, the degree of development in Linz is about 70%, compared with an average of 54%; in the ambulatory area the average rate of cover is 45%; in Linz, however, it is almost 70% (see Table L20).

<sup>38</sup> In the field of child care institutions, for example, Linz can boast comprehensive provision for the 3-6 age group. In the field of municipal child care facilities, there has been a qualitative improvement - introduction of additional educational models, such as the Montessori method, edu-kinaesthetics, more flexible opening times, intensification of cooperation with parents, mixed-age groups (information from a conversation with the head of the nursery schools section, Chief Administrative Officer Mrs Madlmayr, on 28.5.1999). A parent-child centre has been set up. As regards care of the elderly, ambulatory services and the provision of places in senior citizens’ and nursing homes have been expanded (Holzhammer, 1999).

In order further to improve quality in care, a monthly workshop has since taken place with the directors and deployment managers of the social welfare associations<sup>39</sup>.

In the field of child care too, the quality standards model developed by the Linz City Authority in 1993 was adopted and implemented (Holzhammer, 1999). In the same way, the Federal Association of Austrian Parents' Initiatives (BÖE) drew up a set of target quality standards for play-groups to be implemented in order to guarantee parents quality care for their children.

A new venture in the field of child care is the pilot project *mobile Hauskrankenpflege für Kinder* [Ambulatory home nursing for children], launched at the start of 1999 (see Section 2.1.3.2). In the child minding field, thanks to more comprehensive training, there has been an increase in the quality of care and an expansion in the scope of the provision.

With regard to the second point, qualification and training, among significant innovations in the care field, Upper Austria now follows Lower Austria, Vienna and Styria in providing a professional profile for home helps<sup>40</sup>. Furthermore, the project *Häusliche Hilfe* [Domestic help] for the first time offers training in the field of cleaning by way of a 50-hour basic qualification, intended to stand as a first module in subsequent training for work as a home help.

#### 2.1.2.4 Client and customer structure

No more than a partial description can be given of the user-group for services in the fields of gardening, cleaning and meal preparation: in that of meal preparation, figures can be given for *Aktion Essen auf Räder* [Action meals on wheels]. As regards catering, cleaning and gardening, the customer structure of the socio-economic companies is known. Typical of this area is a mix of private and commercial customers (B7, Proba, Exit). Only the two projects in the field of cleaning services have exclusively private individuals as their target group, with households receiving care - i.e. elderly persons claiming old-age relief or a care allowance - representing a major customer circle (see Table L 18d).

In the field of nursery school provision (see Tables L17c and L17e), the City of Linz is able since 1996, in cooperation with the private care institutions, to guarantee a nursery school place to every child from the age of three. As regards day nurseries too - in contrast to the provision of crèche places - there is full coverage. According to information from the two associations concerned, around 360 children per year are cared for by child minders<sup>41</sup>. The care here is concentrated on 1½ to 4-year-old children, although in principle child minders can look after all age-groups up to 10 years. Hence this form of care in Linz complements care in crèches and helps to reduce the provision deficit. Also where play-groups are

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<sup>39</sup> For one thing these workshops define the quality of services - for example, how ambulatory care of the elderly should look; for the purpose of quality vetting, uniform documentation is required for each visit to a client. The group discusses and defines how a certain quality can be achieved, and what costs will result; the performance figures of the individual associations are compared for self-monitoring purposes (Benchmarking).

<sup>40</sup> The emphasis in the work of the home help, in contrast to that of the worker providing care to the elderly, lies in the area of household activities (she/he has to assist persons in need of help in keeping house and in performing other everyday chores), whereas the worker providing care to the elderly performs duties more akin to nursing care. The training for a home help amounts to 400 hours, as opposed to the 1200 hours for the worker providing care to the elderly.

<sup>41</sup> Estimates from 1995 also indicate 350 children, cared for by about 230 child minders (Denk, Schattovits, 1995).

concerned, it is possible on the basis of the conversations previously mentioned with the Federal Association of Austrian Parents' Initiatives (BÖE) and members of the governing bodies of play-groups to estimate that, as the ratio of children to supervisors is more favourable in all play-groups than in nursery schools, the number of children looked after must be around 140 to 170. Further characteristics of care in play-groups are the mix of ages, which is gradually being introduced in nursery schools too, and the "alternative" educational methods.

Figures for the clients of services for the care of the elderly can be found in Tables L18a-e in well structured form: typical for all care areas, with the exception of home nursing, is that women form a clear majority of those cared for. A high proportion are widowed, claim care allowance and belong to the oldest section of the population, those over 85. Only home nursing patients are mostly men and somewhat younger. As regards institutional care, the four municipal senior citizens' and nursing homes offer 962 places and the six private establishments 978. The capacity of the two day-centres is 80 places (status in 1998, source: Press and Information Office; see Table L21 for data on the client structure).

#### 2.1.2.5 Growth in the field of household services in Linz

In the field of cleaning services it may be assumed that the demand already present in the past, which was almost entirely satisfied via the informal market (for an estimation of the scale of this market, see Schneider, 1998), will still be there in the future. An important step therefore would be to switch undeclared work to the legal market. Given the right background conditions, there are good chances for achieving this - something the project *Häusliche Hilfe* bears out<sup>42</sup>. It is also worth mentioning the Resolution of the Upper Austrian Provincial Assembly of January 1997, calling for the creation of jobs in private households. Following on from this, a service centre was set up in Vöcklabruck in 1998 as an entrepreneurial initiative - something of a novelty - rather than as a social project<sup>43</sup>.

On the subject of care of the elderly, we refer again to the Demand and Development Plan for the provision of care, drawn up following the entry into force of the Upper Austrian Public Welfare Act in 1999 (see Section 2.1.2.3). As this Demand Plan is implemented, the number of persons employed in the nursing and care field may be expected to rise. Reference may also be made here to the implementation of the Social Programme of the Linz City Authority of 1990 (see Section 2.1.2.3), under which ambulatory services, senior citizens' and nursing homes have been continuously expanded in recent years.

In view of the fact that there is already full provision of care places for children aged 3-6, the City has no plans for an expansion in this area; efforts will instead concentrate on quality

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<sup>42</sup> The growth in employee numbers from 55 in 1997 to 113 in 1999 demonstrates this. Other experience from this project is also relevant to the cleaning services area: a key consideration is the price of the service offered, which must not be very much higher than that on the informal market (20% higher than the informal market is acceptable). In addition, a special form of service must be offered which sets it apart from what can be obtained on the informal market: as far as the employees are concerned, social protection and security of employment; as far as the clients are concerned, work of better quality (because of introductory training) and cover for workers on holiday or off sick. It was further emphasised that a price for these services able to compete with the informal market cannot be offered without public support! (Conversation with the scientific director of the project, Karl Osterberger, on 18.5.99).

<sup>43</sup> It employs and sends out domestic workers to households for help by the hour in child minding, housekeeping and care. This model is to be supplemented by a system of service vouchers (Watzl, 1999: 20ff).

improvements<sup>44</sup>. As regards the expansion of care institutions for children under three, the City of Linz is awaiting the results of the discussion on child care vouchers<sup>45</sup>. An expansion of child minding services is only needed in rural areas. In Linz itself the demand will remain constant because of the well developed care network. There has been sustained demand for places in play-groups, which cannot always be satisfied because of a shortage of capacity. Hence there is job potential here too<sup>46</sup>. However, according to information from the umbrella organisation for play-groups, the BÖE<sup>47</sup>, there is a need for measures to ease the establishment formalities.

On the other hand, no information on measures to promote alternative (non-monetary) models is available. Nor have any activities been launched to date in order to curb the informal market, although the Austrian political parties have put forward some proposals for the reduction of undeclared work<sup>48</sup>.

#### 2.1.2.6 Comments regarding equal opportunities in household services

In Linz too, occupations in the field of household services are characterised by part-time employment and performed almost exclusively by women. Only in voluntary activities in the field of care for the elderly, in ambulatory services for the elderly and in socio-economic projects are rather more men to be found. In socio-economic companies (SÖB) in particular, in which qualification is an ultimate objective, and in catering and gardening (hence following the traditional role pattern) men are relatively numerous. One obstacle to equal opportunities is the traditional role perception which is still upheld by both men and women (Holzmann-Jenkins, 1998)<sup>49</sup>. Furthermore there is evidence to suggest that for men a certain prestige and training are relevant as well as a satisfactory income (Delpos, 1999: 230-236) and precisely these factors are largely absent in domestic service occupations. Bacher (Bacher, 1999: 85ff) points out that there is a need for role patterns which support the idea of engaging outside services to get housework done.

The conclusion is that efforts to achieve more equality of opportunity could focus on qualification, the creation of a professional profile, training and improvement of pay. Thus socio-economic projects which offer qualifications in these areas could be promoted. A change in the marginal situation of child minders in regard to pay and recognition is just as

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<sup>44</sup> For children under three, “pre-kindergartens” have been set up at seven nursery schools in recent years (source: Press and Information Service, editions for 1996 and 1999 compared; see also Tables L19a and 19b as regards development; conversation with the head of the nursery schools department, Mrs Madlmayer, Chief Administrative Officer, on 28.5.99).

<sup>45</sup> Information from a telephone conversation with Mr Kobler, head of the office for day-care centres in March 1999

<sup>46</sup> conversations with members of the board of governors of the Linz play-group *Rasselbande* on 8.6.99 and one of the founders of the play-group *Kunterbunt* on 15.6.99, and conversation with Mrs Kronbetleitner on 18.8.1999

<sup>47</sup> conversation with Mrs Kronbetleitner on 18.8.1999

<sup>48</sup> These proposals range from social protection for work performed in households, through measures to promote socio-economic projects, discussion of service vouchers, reform of the trade regulations, reduction of labour costs, to a partial unemployment model (see Gampenrieder et al., 1997: 16-23). This study also cites the opinions of experts (representatives of social organisations, political representatives, leading figures in the care field) on the reasons for undeclared work (briefly: women have a “natural” gift for caring work, easier access to work, no training needed, financial need on the part of those working “for cash”, transitional solution, no work permits for foreigners, idealism, compassion).

<sup>49</sup> For example, it is seen as odd when men do the laundry; it made a difference to customers of house-cleaning services, in terms of acceptance, whether a man or a woman did the work.

relevant here as the creation of a professional profile or training in the field of gardening (although a relatively large number of men work in this area).

Service agencies<sup>50</sup> also constitute a model with potential and promise for the future (Bauernberger-Kiesl, 1999). Above all however, role patterns rooted in society need to be changed so that the idea of making use of household services becomes more acceptable. Perhaps it would help here, taking up a proposal from Bacher (Bacher, 1999), to extend ambulatory care services to include services for the performance of housework. This would offer the advantage of tying in with a service provision which already has a positive image.

Notz (Notz, 1997) points out, however, that employment in this area may actually help to reaffirm the “old order” of the sexes. A “housemaid model” is revived because working women increasingly refuse to take on the housework, men hardly if ever share in the housework and recourse to outside help becomes the obvious solution. Yet, precisely for women, employment in this area can become a dead-end option: keywords here are the traditional role allocation, the dual burden of duties and the consequent need for flexible working time. Nor do better training, qualifications and working conditions solve the problem of high unemployment among women with caring commitments. A completely new employment sector, for example with flexible duty time arrangements, would be required to meet these needs adequately.

### 2.1.3 Model projects in the field of household services in Linz

#### 2.1.3.1 The Häusliche Hilfe (domestic help) project of Volkshilfe Oberösterreich<sup>51</sup>

The project *Häusliche Hilfe*<sup>52</sup>, launched in September 1997, contributes to the creation of jobs in a sector dominated by undeclared work through the provision of a range of household services. The aim is to place or resettle unemployed persons or emergency assistance claimants in regular jobs by way of fixed-term employment and qualification. In its essentials the project is sponsored by the Upper Austrian welfare organisations, *Volkshilfe OÖ* and *OÖ Hilfswerk*. Additionally, the *Institut für Gesellschafts- and Sozialpolitik* [Institute for social policy] of the University of Linz carries out progress evaluations of the project.

The special advantage of this project for the participants lies, on the one hand, in the social and insurance-related protection it offers and, on the other hand, in a basic qualification which constitutes a first module for (subsequent) on-the-job training as a home-help. At the end of the project the participants thus have several possibilities of employment open to them,

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<sup>50</sup> In service agencies the employer's function is taken over by agencies which, on the one hand, provide a regular contract of employment subject to social security obligations for the employees and, on the other hand, relieve households of the employers' obligations (payment of wages, social security).

<sup>51</sup> Sources: expert interview with Karl Osterberger, *Volkshilfe*, project manager  
Karl Osterberger, *Hauswirtschaftliche Dienste in Oberösterreich. Ein Modell für die Qualifizierung und Beschäftigung von arbeitslosen Personen in Oberösterreich. Eine Diskussionsgrundlage* [Household services in Upper Austria. A model for the qualification and employment of unemployed persons in Upper Austria. A discussion basis]. Linz 1999 (unpublished)  
*Volkshilfe OÖ, Durchführung der Pilotaktion “Drittes System und Beschäftigung”. Der Vorschlag.* [Implementation of the pilot project “Third system and employment”. The proposal]. Linz, Volkshilfe OÖ, 1997

[www.europa.eu.int/comm/dg05/empl&esf/3syst/index\\_de-.htm](http://www.europa.eu.int/comm/dg05/empl&esf/3syst/index_de-.htm) (Date: 28.7.99, 11:00)

[www.europa.eu.int/comm/dg05/empl&esf/3syst/tsept\\_de.htm](http://www.europa.eu.int/comm/dg05/empl&esf/3syst/tsept_de.htm) (Date: 28.7.99, 11:05)

<sup>52</sup> The project *Häusliche Hilfe* is an action research project in the context of the initiative “Third system and employment” of DG V of the European Commission.

ranging from work in ambulatory care of the elderly to jobs with cleaning firms or in private households. There is a need for these household services. The strong growth in numbers of workers and customers shows that the demand for these services in private households is particularly high<sup>53</sup>. These now represent a larger customer group than that of households receiving care<sup>54</sup>. An important factor of course is an appropriate price structure. At present it is only possible to offer prices able to compete with the informal sector with support from public funds.

#### 2.1.3.2 Ambulatory home nursing care for children and young people sponsored by *OÖ Hilfswerk*<sup>55</sup>

This project has been in existence since February 1999 and is currently scheduled to continue until the first evaluation, which will take place in about six months. It covers the home care of children in the 0 - 18 age group by a qualified nurse; the peak age range is that of babies and younger children. The project initiator, *oberösterreichisches Hilfswerk*, cooperates financially with the association *Verein Kinderbegleitung*. The Linz children's clinic and the Wels and Rohrbach hospitals also refer patients to this ambulatory nursing project for children. Financing is mainly provided by *OÖ Hilfswerk*. Following a successful evaluation, there is a prospect of financial participation by the Province of Upper Austria. The regions currently served are Linz, the Linz area, Wels and Rohrbach, but an extension to Upper Austria as a whole is planned.

The project is unique to the extent that, unlike other institutions providing ambulatory nursing care for children in Austria, it is targeted explicitly at non-oncological patients. The aim is to shorten or avoid stays in hospital without any loss of nursing or medical care. The provision of nursing care at home also helps to stabilise a family situation under stress from the illness of a family member (this applies in particular in cases of chronic disability, terminal illness etc.).

The trend in nursing care is currently towards shorter stays in hospital and more nursing and care at home. Thus a gap in care can be closed and new jobs created by offering new nursing and care services. Experience shows that there is a particular need for the provision of advice, information and support to parents of sick children.

#### 2.1.3.3 Project *Rasselbande* play-group<sup>56</sup>

*Rasselbande*, the first play-group in Linz, was set up by committed mothers in 1988 because of the lack of adequate child care facilities. The group was financed by the City of Linz, the Province of Upper Austria and the parents at a rate of one-third each; the parents' contributions are scaled at between EUR 145.35 and EUR 290.69, according to income.

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<sup>53</sup> The number of employees grew from 55 in 1997 to 113 in December 1998. The number of customers rose from 410 in the period September to December 1997 to 997 persons in December 1998 alone.

<sup>54</sup> 289 households receiving care compared with 682 private households in December 1998.

<sup>55</sup> Sources: expert interview with Mr Muhr, head of care services of the welfare organisation *OÖ Hilfswerk*, Interview with Mrs R. Koblmüller, qualified nurse in ambulatory nursing care for children, *OÖ Hilfswerk*, *Mobile Hauskrankenpflege für Kinder and Jugendliche*. Project leaflet. *OÖ Hilfswerk*, Linz

<sup>56</sup> Sources: expert interview with Dr Schwarz, chairman of the *Rasselbande* play-group association Gabi Deckert, *Kindergruppe "Rasselbande"*. *Organisation und pädagogisches Konzept [Rasselbande play-group. Organisation and educational concept]*, in *Entdeckungskiste. Fachliteratur für Vorschul-Pädagogik*. No 1 (1998); abridged and updated by Fritz Schwarz, association chairman. (unpublished)

Play-groups such as *Rasselbande* are organised by the parents themselves, are constituted as associations and are based on a model situated between institutional and private child care. Each individual group has an educational concept which allows the children a high degree of self-determination<sup>57</sup>. Play-groups are also distinguishable from institutional establishments by the group size and the more favourable ratio of carers to children. Age-mixing, which is only now being introduced in nursery schools in Linz, was standard practice from the beginning in play-groups. For parents there are advantages stemming from better facilities for participation in the structuring of the groups than is the case in institutional forms of care. In play-groups it is easier to change basic organisational aspects, such as opening and closing times, or to introduce or alter care facilities offered. Of course, play-groups are dependent on the active participation of parents or only work well when it is assured. For the carers employed, there are also advantages arising from the more favourable care ratio: working with fewer children makes it possible to respond in a more individual way to the children's needs. It is also quite possible for the employees to exert an influence on the basic organisational aspects.

Greater freedom in the provision of care, in the influence that can be exerted and in structuring activities, however, contrasts with the lack of any binding rules or legal regulatory basis. Thus binding quality standards, which are now being worked out, would guarantee the quality of care.

The demand for this form of care is considerable. The fact that *Rasselbande*, along with other play-groups, has for some years been obliged to keep waiting lists for new admissions bears witness to this.

## 2.2 Vienna

### 2.2.1 General structural data

In Vienna, Districts 6 (Mariahilf), 15 (Rudolfsheim-Fünfhaus) and 16 (Ottakring) were selected. These three districts together have a total population of about 200 000 and form a loosely cohesive urban environment with some variability in structures as regards population and employment.

The districts selected are all characterised by a very high proportion of foreigners in their populations<sup>58</sup>.

The age structure of the three districts is similar to that of Vienna as a whole (see Table W1). According to the 1991 Population Census, 40.3% of women and 47% of men in Vienna were married, 10.4% of the female population and 7.4% of the men were divorced<sup>59</sup>. Clear sex-specific differences emerged in 1991 with regard to educational structure: there were more men with a higher standard of education and distinctly more women with vocational school or compulsory school-level qualifications. At district level, the highest number of poorly qualified persons in Vienna as a whole was to be found in the 15th and 16th Districts (see Tables W1-W5).

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<sup>57</sup> In contrast to establishments for institutional care, the daily routine in play-groups is relatively unstructured.

<sup>58</sup> The 15th District had the highest percentage (33.3%) of foreigners in Vienna in 1997; in Districts 16 (25.9%) and 6 (22%) the percentages were smaller, but far above the average for Vienna.

<sup>59</sup> Source: ÖSTAT, Population Census. According to information from the Statistical Office of the City of Vienna, no more up-to-date figures are available on civil status.



In Vienna - as in most large cities - single-person households (women predominate here), childless married couples and one-child families are over-represented. The same picture is reflected at district level (see Table W11). In terms of family type, of 436 000 families in Vienna in 1997 (average for year), around 40% were married couples with children and 15% were single-parent families (see Tables W6-W10). As regards commuter movements, according to the 1991 Population Census there were more inward commuters from other Provinces than outward commuters to the surrounding area (see Table W19).

In terms of averages for 1997, women accounted for 49.5% of the 755 890 persons in paid employment in Vienna, the proportion of women being higher than average among white-collar workers and roughly even among blue-collar workers and established public servants. In terms of economic activities<sup>60</sup> a dominance of women is apparent in the service subsectors health, veterinary and social services<sup>61</sup>, education<sup>62</sup>, other services<sup>63</sup> and private households<sup>64</sup>. In January 1999, 38 020 persons in Vienna were in marginal part-time employment; this figure also includes a high percentage of women: (63%)<sup>65</sup> (see Tables W12-W15). Just as in Vienna as a whole, most female workers in the three districts selected are employed in personal, social and public services. The growth in Vienna as a whole in the period 1981/1991 was 21.5% among those employed<sup>66</sup>. The unemployment rate<sup>67</sup> in February 1999 was 9.6% overall, 10.9% for men and 8.5% for women (Tables W22a-W25, Figure W6-7). Women are worse affected by long-term unemployment (and at a younger age) than men (Holzmann-Jenkins, 1998).

## 2.2.2 Growth in employment and development of household services in Vienna

### 2.2.2.1 The providers

The five areas of household services investigated<sup>68</sup> are contained within very disparate sectors of the economy and industry and in the non-profit sector.

Providers in the **cleaning** area may be private-sector cleaning firms<sup>69</sup>, social services (home-helps and cleaning services for the elderly) and projects to reintegrate (long-term)

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<sup>60</sup> When Austria joined the EU, in 1995 the statistical system used until then (*Betriebsstatistik 1968*) was replaced by the Austrian version of the Classification of Economic Activities (*Systematik der Wirtschaftstätigkeiten - ÖNACE 1995*).

<sup>61</sup> ÖNACE 1995: Health services (hospitals, medical practices, home nursing, other health services), veterinary services, social services (residential establishments, homes for the elderly, social services).

<sup>62</sup> ÖNACE 1995: nursery schools and play groups, primary schools, continuation schools.

<sup>63</sup> ÖNACE 1995: laundry and dry-cleaning, hairdressing, beauticians, chiropodists, funeral directors, therapeutic and medicinal baths, services.

<sup>64</sup> ÖNACE 1995: babysitters, servants, maids, domestic staff.

<sup>65</sup> Monthly earnings less than ATS 3 740.-- (EUR 271.8).

<sup>66</sup> In district terms it may be noted that the growth rate for employees is above the Vienna-wide level in districts 1150 and 1160 (23.4% and 21.6%), but far lower (9.8%) in district 1060 (Tables W17-18).

<sup>67</sup> Unemployment rate: unemployed persons as a percentage of the potential labour force (i.e. persons in paid employment and persons on the unemployed register).

<sup>68</sup> Figures for workplaces and enterprises in the three districts selected date from the 1991 Population Census, in many cases from special assessments of more recent date (1995) (Tables W17-18, 20). More up-to-date figures for employees at district level cannot be given, however.

<sup>69</sup> In the Chamber of Commerce system the services are grouped in 12 occupational divisions (gardeners, florists, photographers, pest control specialists, monument and building cleaners, launderers and dyers, chimney sweeps, undertakers, dental technicians, chiropodists, beauticians and masseurs plus the general trades group); this classification differs from that of the ÖNACE system..

unemployed persons in the labour market. At the end of the 1980s there was a surge in both employment and the number of enterprises. In the first half of the 1990s, although the trend slowed down, positive movement was discernible overall.

**Housekeeping** is offered in a mix of so-called “complementary” services “in and around the house”<sup>70</sup>. The “home service” branch of the General Trades group of the Vienna Chamber of Commerce and Industry<sup>71</sup> currently includes 36 firms<sup>72</sup>. Many calls and ideas for such services appear in business establishment programmes<sup>73</sup>, but not so many businesses are actually launched, partly because of the trade regulations. There is considerable demand for services in the pet care field; clearly a gap in the market has been discovered here<sup>74</sup>. Innovative developments are the labour market policy schemes for home services. Examples are the *HomeService* project (sponsored by the NPO *Sozial Global*) or *Haus- und Heimservice* (sponsored by the NPO *Wiener Hilfswerk*).

Simple **gardening services** are provided by trading enterprises such as those mentioned above in the home services field, but also by some 120 gardening and landscaping firms (Tables W26-31 and W34-35). Gardening is also taken on by three socio-economic companies (see Table W57).

Providers in the field of **meal preparation and delivery** in the private sector include the 103 catering firms and 259 firms offering delivery services (status 1995), plus cafés and restaurants and two socio-economic companies offering a catering service. The City of Vienna has an agreement with three major welfare organisations providing “meals on wheels” all over Vienna. Deliveries of meals on wheels have declined somewhat in recent years, because of the growth in commercial undertakings supplying deep-frozen and ready meals (BEP 1997; Leichsenring, Stadler, 1998; Tables W47, W50 and W55).

Because of the large number of single parents, the demand for **child care institutions** in Vienna is very high; these are operated in the “welfare triangle” between market, State and community / family (Leichsenring, Stadler, 1998, Figure W8). The City of Vienna occupies a key position in the provision of care: it is at one and the same time an organiser of institutions, a provider of funding and a supervisory authority, and operates in conjunction with various private providers or independent institutions for the welfare of young people (see Tables W37-W40).

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<sup>70</sup> These cover “simple services in homes and gardens”, e.g. airing the home, tending to indoor plants and pets, house-sitting, simple gardening work etc.

<sup>71</sup> This trade group is very heterogeneous and is essentially dominated by surveillance services, agency services and private investigation.

<sup>72</sup> according to estimates of the officer in charge of the General Trades group at the Vienna Chamber of Commerce, Aug. 1999. No proof of qualifications is necessary to obtain a trading licence.

<sup>73</sup> Job creation by the establishment of firms is one of the four main pillars of the NAP. Funding providers are the Vienna Employment Promotion Fund (WAFF) and the Public Employment Service (AMS); the ÖSB business advisory service and the *Wirtschaftsförderungsinstitut* (WIFI - Institute for the promotion of trade and industry) are responsible for content-related coordination.

<sup>74</sup> The information is based on conversations with Mrs Ebner (ÖSB Business advisory service, Vienna), Mrs Schlenz (WIFI Vienna) and Mr Knaller (Vienna Employment Promotion Fund - WAFF). Some founders of businesses were not prepared to give interviews, as they were “in a grey area” with respect to the trade regulations; one firm had to withdraw from the market after a short period, as the burden of costs (expenditure for health insurance) was too high.

The system for **care of the elderly** can generally be broken down into a “pre-institutional” system of help (from family members, neighbours etc.), in which the greater part of care of the elderly is provided, supported by an “institutional” system of ambulatory and residential/semi-residential services, in which the great majority of providers are NPOs (Tables W47-48)<sup>75</sup>.

#### 2.2.2.2 The employees

**Meal preparation and delivery services:** 607 persons were employed in the 13 catering businesses operating commercially in 1995, 48% of them women<sup>76</sup>. In the “meals on wheels” area in 1996 some 2 million meals were delivered by 126 teams; after a rise over the period 1987-1993, the number of teams is now back to the level of 1983 (Tables W50, W55). The two socio-economic companies employ about 15 temporary workers for a term of one year in addition to their core workforce on indefinite contracts of employment.

**Gardening:** in the 171 commercial gardening firms men are dominant overall, but among the florists women account for 80% of the workforce (Table W34)<sup>77</sup>.

**Housekeeping:** the firms newly launched under business establishment programmes in the field of “services in and around the house” are run predominantly by men. Those involved are often individuals with a trading licence or family members taking a share in the running of the business<sup>78</sup>.

The **cleaning occupations** in 1991, at 38%, accounted for the major share of service jobs (cf. Figure W5 and Table W21). They are characterised by a high proportion of poorly qualified workers and women and, at 40%, show the highest share of employment for foreigners (Hochgerner, Höglinger, Haberfellner, 1997: 129). The labour market policy projects in the home services field are all staffed predominantly by poorly qualified women; indeed, the provision of a basic qualification forms part of the idea behind these projects. In the cleaning operations of social services in 1997, 197 persons were employed by a wide range of member organisations (Table W51).

**Child care** constitutes an expanding job market, with about 8 000 employees; that represents growth in the workforce of about 40% over the last 10 years. About 60% of child care workers are employed in nursery schools and 20% each in the infant care and day nursery fields (Table W42). The occupational groups employed in child care are nursery nurses and assistants in children’s day centres, nursery care workers (with varying training background) in the autonomous play-groups and child minders, nannies and babysitters. Child care is a predominantly female employment area (Table W43). Male nursery nurses and care workers are more likely to be found in the autonomous play-groups, which mostly have an alternative ideological background. Almost 100% of child minders are women.

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<sup>75</sup> The *Dachverband Wiener Pflege- und Sozialdienste* [Association of care and social services in Vienna] was set up in 1992 by the City of Vienna and eight private welfare organisations as an NPO and currently comprises 22 member organisations. The aim is to coordinate and support the care and social services provided (Table W48).

<sup>76</sup> No up-to-date figures could be obtained for catering and delivery services in the food trade and restaurant business.

<sup>77</sup> It is of course assumed that the activities of interest here, simple gardening duties, lawn-mowing, hedge-cutting etc. are performed by gardeners rather than florists.

<sup>78</sup> This is based on estimates; no precise figures were available.

In the remuneration of nursery nurses and assistants, most associations and NPOs follow the salary scales of the City of Vienna. In private nursery schools, the lower limit for the pay of employees is based on the minimum wage scale. The remuneration of child minders is usually based on the minimum wage scale fixed by the Federal Conciliation Office (Tables W45-46).

### **Care of the elderly:**

The workers employed in care and social services are for the most part qualified nursing staff, auxiliary nurses, home-helps and visiting service personnel<sup>79</sup>. The nursing and auxiliary nursing staff are predominantly employed on a salaried-staff basis (white-collar workers), whereas home-helps mostly have manual-worker (blue collar) status. Almost two-thirds of the qualified nurses are employed on a full-time basis, whereas over 60% of the auxiliary nurses and home helps are employed on a part-time basis. Two-thirds of persons carrying out visiting services are employed by the hour (doing this as a secondary job). Pay is regulated in seven member organisations through service agreements and in a further four associations on a largely uniform basis. Prospects for advancement are rather meagre in the four occupational groups covered by the study. The home-helps are numerically the largest occupational group in the social services area (3 300 in 1997). The workforce in social services, after an increase in 1992-1994, has been in decline since 1995 (BEP, 1997: 227f).

### **Voluntary workers:**

Voluntary work with children - apart from neighbourhood help and help within the family - is mostly performed by young people or young adults in the children's organisations (Faltner, 1997: 98). A further important voluntary input is the activity of parents in the autonomous play-groups in Vienna (Faltner, 1997: 49, 87).

Voluntary work also plays an important role in the care of the elderly provided by social services. Even so, the volume of voluntary work is appreciably smaller than that of paid employees working in this field. More recent empirical data put the view prevalent in public perception, which equates "independent welfare provision" with "voluntary work", in a more relative perspective (Bachstein, 1997, Badelt, 1999: 442f; Bronneberg et al., 1997; see also Table W49).

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<sup>79</sup> The employment situation in ambulatory care and social services in Vienna was covered for the first time by a study of the *Österreichisches Bundesinstitut für Gesundheitswesen* (ÖBIG - Austrian Federal Institute for Health Services) in 1997.

### 2.2.2.3 Quality, quality assurance, qualification

#### **Child care:**

Child care institutions in Vienna are regulated by the Vienna Young People's Welfare Act (*Jugendwohlfahrtsgesetz*) and the Vienna Children's Day-Centre Act (*Kindertagesheimgesetz*). The Children's Day-Centre Act, amongst other things, lays down group size and staffing<sup>80</sup>. There are the following occupational profiles in the child care field: Qualified nursery nurses<sup>81</sup>, play-group supervisors<sup>82</sup>, child minders<sup>83</sup> and nannies<sup>84</sup>. The quality standards and quality assurance procedures of the individual providers also vary according to their ideological background (ranging from the open concept of play-groups, which is individual to each group, through staff-based quality assurance geared to continuing training concepts, to organisation-based quality assurance supplied by outside experts).

#### **Care of the elderly:**

As regards the legal position, qualified nursing staff and auxiliary nurses are governed by legislation covering Austria as a whole. There are no legal provisions for visitors. For home-helps one provincial law was enacted in 1997.

Quality aspects are to be assured by the federal and provincial governments together through "care agreements"<sup>85</sup>. As a follow-up to this "15a-Contract" the City of Vienna drew up a Demand and development plan covering institutions for persons in need of care (BEP, 1997). An important aspect of quality assurance is the initial and continuing training of employees. The *Dachverband der Wiener Pflege- und Sozialdienste* [Association of care and social services in Vienna] had already produced a home-help manual in 1994. The professional profile and activity of the home-help and requirements for the initial and continuing training of home-helps were laid down with the adoption of the Vienna Home-Help Act (*Heimhifegesetz*) in the summer of 1997<sup>86</sup>. The inclusion of continuing training in this provincial legislation is particularly relevant to employees in smaller organisations, because

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<sup>80</sup> Crèches (children from age 8 weeks to 3 years; group size max. 18 children)  
nursery schools (children of pre-school age, i.e. 3-6, group size max. 28, staff: as a rule one qualified nursery nurse and one assistant per group)  
day nurseries (supervision facility alongside school for children of school age, sometimes including learning assistance, group size max. 28 children)

<sup>81</sup> Training, as in Linz, in higher vocational schools

<sup>82</sup> In order to provide services, these require a care-place authorisation.

<sup>83</sup> Within this group there are differences relating to contractual status and professionalism. The project *Cinderella* (see also below) has developed a curriculum for a standardised modular training course, a bill to integrate the professional profile of a child minder into the Austrian structure of social professions is before Parliament. Negotiations with the trade unions on collective agreement coverage will presumably be concluded by the end of 1999.

<sup>84</sup> The project *Kinderdrehscheibe* has trained 14 "nannies". This activity is regulated by the Domestic Staff Act (*Hausangestelltengesetz*).

<sup>85</sup> These agreements oblige the Provinces to provide a minimum standard of social services and assigns responsibility for the compliance of the welfare organisations with the provisions of labour and social security law to the Provinces. Quality criteria in ambulatory welfare are - in addition to staff development, service quality, smooth transitions between ambulatory and institutional services, provision of service on Sundays and public holidays and client and employee satisfaction - above all cooperation and coordination between social service providers and the promotion of community-based networks for the creation of a new health care infrastructure.

<sup>86</sup> This consists of 400 hours of training, including 200 hours of theory and 200 hours of practical work, and concludes with an examination. There is compulsory further training, involving at least 10 hours per year.

continuing training had not previously been regulated in such organisations (Bronneberg et al., 1997). Since 1994 it has been possible for home-helpers to train as auxiliary nurses.

There is no talk of the creation of professional profiles and quality assurance in the field of commercial **cleaning services**. A basic qualification process for the household duties field, comprising job instruction, personal stabilisation and socio-educational guidance, however, forms an integral part of the concept of the two labour market policy projects *HomeService* and *Haus- und Heimservice*. The various service agencies in Austria currently have a variety of qualification measures.

#### 2.2.2.4 Client and customer structure

The users of “**simple services in and around the house**” are private individuals, but also firms (e.g. for house clearance and small repair jobs). No more detailed information can be supplied for this area, or on the private customers of **meal delivery services**. Data exist on the number of meals delivered by meals on wheels services, but not on the persons supplied (Tables W50 and W55).

There are no concrete data on the customers and users of private-sector **cleaning services** and their distribution as to private households and public institutions. The cleaning service provided by social services in 1997 covered 9 043 clients (Table W51).

The evaluation of the service agency *HomeService* on the other hand gives precise details of the customer structure: *HomeService* has about 1 000 customers and is mainly used by higher-income households<sup>87</sup>. The second project in Vienna, *Haus- und Heimservice*, covered about 800 persons as customers. Ninety per cent of the customers are elderly persons, the remaining 10% overstretched professional people.

In 1996 about 62 000 **children** were enrolled in children’s day-centres in Vienna, including 37 400 with a working mother, 10 164 with a single mother and 586 with a single father. Around 63% of these 62 000 children were looked after in nursery schools, 27% in day nurseries and just under 10% in crèches (Statistisches Jahrbuch Wien, 1997).

The highest attendance rate was in the 3-6 age group in 1995/96. On average the total rate of coverage in Vienna was 25.4%, thus amply exceeding the overall figure of 17.5% for Austria as a whole (Leichsenring, Thenner et al., 1997: 82). About 430 children were cared for in the 40 or so play-groups in 1997; around et al., 1997700 children were looked after by child minders (employed and free-lance) in 1995 (Leichsenring, Thenner: 46; Faltner, 1997: 87f).

### Care of the elderly

In Vienna some 65 000 persons were drawing care allowances in 1997. Over two-thirds of them were women (BMAGS, 1998a: 27, 30). Altogether over 17% of all care allowance claimants live in Vienna. A high proportion of persons in need of care are cared for by

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<sup>87</sup> In comparison to the structural data for Vienna, it emerges clearly that white-collar workers and established public servants but especially self-employed businesspeople are considerably over-represented among the households covered by *HomeService*. Slightly over a quarter of the households surveyed are single-person households, and pensioners live in some 20% of the households. Most (60%) customers got to know of *HomeService* through information in the media, about 25% through recommendations of acquaintances/friends. For 91.3% of customers, the fact that the workers are covered by labour law and social security provisions is a reason for calling on *HomeService* (Holzmann-Jenkins, 1998: 50f. and 109f.). Of the customers 36% are white-collar workers, 10.5% established public servants, 26% self-employed workers and 12.6% pensioners (Holzmann-Jenkins 1998: 51ff.).

relatives, supported by ambulatory social services (Badelt, 1997a). Tables W52 to W54 give an overview of the clients of ambulatory social services. There is a predominance of female care recipients, the majority of them widowed. A very high percentage of home-help recipients (85%) live alone. Almost half of them (47.5%) are aged 81-90 and 10% aged 91-95.

#### 2.2.2.5 Growth and demand in the field of household services in Vienna

##### **Care of the elderly and nursing services:**

The Demand and Development Plan (BEP) considers the following development trends for Vienna: with the introduction of the cost contribution system in care and welfare services, there has been a drop in the demand for “housekeeping” services. This has affected the provision of home-helps and, even more, cleaning and visitor services (cf. Table W50). It may be expected that the demand for services such as house and flat-cleaning provided by social services will continue to decline, as it can be met by private providers more cheaply, and that the latter will displace the services supported by public funds. However, there is and will continue to be additional demand for qualified, ambulatory care for the elderly and nursing assistance and for ambulatory therapeutic services (e.g. ergotherapy).

The response to this could be a gradual reduction in traditional “housekeeping” services (by 15%) and, in parallel, a gradual increase in ambulatory care for the elderly and nursing care and therapeutic services (BEP, 1997: 253f).

As regards **cleaning services** in private households the main concern will be to transform undeclared work into legal employment<sup>88</sup>. The employment effects achieved through labour market policy initiatives would be considerable even if only part of the demand currently satisfied by the informal market could be “re-routed” to the organised household services sector (Holzmann-Jenkins, 1998: 20). The entire demand for household services in Vienna could be satisfied by some 4500 persons employed in service agencies, working an average of 120 hours per month. The positive reaction of customers noted in the evaluation raises optimistic expectations with regard to the prospect of displacing the informal market by the development of such projects and agencies (Holzmann-Jenkins, 1998: 111).

The expansion of **children’s day-centres** in Vienna over recent years has been “rapid, but unspectacular”. Most of the expansion has occurred in the infant care and day nursery fields. There is a shortfall in provision for children under three and for pre-school children in particular. For children of nursery school age there are no great gaps in provision in Vienna (Leichsenring, Thenner et al., 1997: 101f). A key criterion for parents in reconciling work with family life are suitable opening times for child care facilities. Compared with Austria as a whole, Vienna is in a more favourable position as regards the improvement of infrastructure and opening times, because its approach is more user-friendly. Almost 90% of all children’s day-centres are open all day.

#### 2.2.2.6 Comments regarding equal opportunities

Household and cleaning services are incontestably a women’s job market, characterised by the prevalence of atypical employment relationships (part-time work, marginal part-time employment); a majority of cleaning workers still have poor qualifications or none at all. The

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<sup>88</sup> The annual expenditure of Viennese households on maids can be estimated at something in the region of ATS 500 to 700 million (EUR 36 336 417.08 to 50 870 983.92), the bulk of which passes into the informal market.

main feature of the employment situation in the household services sector is the high prevalence of illegal employment, i.e. undeclared work.

Keywords for an improvement in the existing situation in household services, which were repeatedly mentioned in the interviews: professionalisation, legalisation, qualification, financing.

Professionalisation of household services would certainly bring about improvements in some areas, but it cannot be assumed that undeclared work would completely disappear as a result (see Blumberger, Dornmayr, 1997). The establishment of service pools or service agencies, which would transform existing marginal part-time employment situations into regular employment subject to social security, would improve both the social protection of those affected and their income position. The inclusion of an accompanying qualification process would improve the qualification level of the employees and hence the quality of the services provided. On the other hand, the danger should not be overlooked that the sex-specific division of labour may be reinforced, rather than broken down, by socially compatible models such as service agencies (Seckauer, 1999: 83). Women's groups and organisations have strong reservations on these models.

The development of professionalisation and qualification must be accompanied by a change in the residence and work permit entitlements for foreign residents (so that the large numbers of foreign women working in households can be employed under social security protection) and, in particular, a change in role perceptions and attitudes.

Consideration should also be given to integrating men into existing labour market policy projects in the field of household services. That could lead to greater acceptance of men in ordinary household and child care activities and to a change of role perceptions in public awareness. In child care and in non-institutional care and nursing for the elderly, men have gained rather more of a foothold but even in these areas are rather rare exceptions.

What prevents men from working in those areas? The experts interviewed mentioned: "peer-group pressure" (E. Lutter), lack of prestige conferred by the job and inadequate pay for a man as sole breadwinner and family provider.

The establishment of a professional profile, which would enhance the image of the job, an improvement in the marginal pay (which to some extent makes it impossible to do the job without a partner income), the creation of qualification prospects which would also offer the possibility of transferring to other occupations, hence avoiding a "dead end" employment situation, are examples of measures which would counteract sex-specific segregation in the development of a market for organised services in the household sector.



## 2.2.3 Model projects in the field of household services in Vienna

### 2.2.3.1 *HomeService*: a service agency model in the field of household services<sup>89</sup>

*HomeService* was developed in 1997/98 as a pilot project of the welfare organisation *Sozial Global* and has been promoted since the start of 1999 as a joint initiative<sup>90</sup>. The organisational form of *HomeService* as a service agency is an advantage, since service agencies are better equipped to counter the risks of the spread of marginal working conditions in the household service sector than existing service voucher models (Blumberger, Dornmayr, 1997).

Services “in and around the house”<sup>91</sup> are offered. The aim of *HomeService* is to create jobs in the field of household-related services and thereby to facilitate the return of unemployed persons, particularly women with caring duties and older persons, to working life. The various personal development and qualification facilities on offer are a further specific feature of this initiative.

Jobs with *HomeService* cannot be dismissed as “McJobs” because of the job security, social protection and socio-educational back-up provided and the respect with which employees are treated by the project management (Holzmann-Jenkins, 1998: 90f). The employment effect is generally considered positive. Organised employment with *HomeService* is displacing the offer of services on the informal market. On the other hand, it will not displace regular employment among the welfare organisations, since *HomeService*, in the range of services it offers, is opening up a new market strictly demarcated from the area covered by social services. The customer segment addressed is not identical to the client circle covered by social services (Holzmann-Jenkins, 1998: 101).

*HomeService* has succeeded in opening up a new market and in tapping the demand for household-related services, which would otherwise be satisfied by the informal market, in order to create new jobs<sup>92</sup>. An evaluation of *HomeService* carried out in 1998 noted positive labour market policy aspects; even so, *HomeService* jobs can only be safeguarded by continued public funding.

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<sup>89</sup> Sources:

expert interview with Mrs Verena Orlicek (project management) in May 1999  
brochures and leaflets, website.

Holzmann-Jenkins, Andrea: *Evaluation der Arbeitsmarktpolitischen Maßnahme HomeService in Wien* [Evaluation of the labour market policy measure *HomeService* in Vienna]. Research project commissioned by AMS Vienna and WAFF, Vienna 1998.

<sup>90</sup> The project is being promoted by the Vienna Employment Promotion Fund (WAFF) and Public Employment Service (AMS) Vienna as part of the National Action Plan for Employment (NAP), with funds from the Federal Government, the City of Vienna and the European Social Fund (ESF).

<sup>91</sup> Cleaning, washing and ironing, shopping, child minding, pet care, gardening, care of indoor plants, house and flat-sitting, running errands, keeping company.

<sup>92</sup> In the first years of its existence *HomeService* has taken on more than 1 000 customers. Services are regularly and repeatedly requested by households.

### 2.2.3.2 Child care and qualification: project *Cinderella* (*Verein Initiative Pflegeeltern*)<sup>93</sup>

*Cinderella* is an employment and qualification project forming part of the EU Community initiative EMPLOYMENT/NOW. An Austrian sponsorship consortium (*Eltern für Kinder*) was entrusted with the execution of the project. This consortium groups non-profit organisations of child minders and foster parents from Vienna and some other Austrian Provinces. The aim is to develop a common solution for two “burning issues”: to create jobs for women with training and qualified child care places.

The target group consists of women with child care duties who want to take a job or return to work. *Cinderella* offers these re-entrant women flexible, family-friendly and need-oriented child care places (so that parents can concentrate on their jobs) and/or qualified training in child care (child minding, fostering) with prospects for employment with a private non-profit organisation.

The aims are to develop and establish in law a professional profile with nation-wide validity for the occupation of a “child minder” (or the job title “family educator”) and corresponding minimum standards of vocational training for child care in the family environment. The training programme is organised in modules which are comparable to related training courses (social educator, family help, elder help) and facilitate the mutual recognition of these courses and transfer to them. This gives women long-term prospects on the labour market.

*Cinderella* was selected by the European Commission as a model for the reconciliation of work and family life and has been adopted for inclusion in the National Action Plan (NAP) for Employment. A bill drafted by *Cinderella* for legislation to integrate the professional profile of a child minder into the range of social service professions in Austria is before Parliament. Negotiations with the trade unions on collective agreement coverage will presumably be concluded by the end of 1999. A panel of experts on quality assurance in child care has drafted a bill for Austria-wide legislation on child care. The facilities offered by *Cinderella* are targeted on a gender-neutral basis at child minders and foster parents, both men and women. Even so the training facilities offered are mainly taken up by women; participation of men is minimal (two foster fathers are employed).

### 2.2.3.3 Child care, advice, family service: *Kinderdrehscheibe* <sup>94</sup>

*Kinderdrehscheibe* [Children’s carousel] was founded in 1990 and is a labour market policy advisory centre to assist reconciliation of work and family life. The services offered include information free of charge, referral and advice (covering the availability of independent, private child care places, guest places in holiday periods, babysitter services), guidance for free-lance child minders, problem-specific advice for women, advice on family and social concerns, mother-tongue advice, seminars and continuing education for child minders, parents’ seminars and family service. The aims link together aspects related to policy on the labour market, women and children: under contract to the Public Employment Service (AMS), *Kinderdrehscheibe* draws up measures to facilitate the successful entry or return of

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<sup>93</sup> Sources:

expert interview with Dr Elisabeth Lutter (*Cinderella* project management, Director of *Verein Initiative Pflegeeltern* [Foster parents’ association] in Vienna and *Bundsdachverband der Tagesmütter and Pflegeelternvereine* [Federal organisation of child minders’ and foster parents’ associations]) in May 1999  
Material for the interim report for the EU *Cinderella* project  
*Cinderella* News, various issues, 1998 and 1999.

<sup>94</sup> Sources: expert interview with Mrs Wilner (Director) in June 1999; Annual Report 1998  
leaflets, brochures, newspaper articles on the family service (*Kurier*, 13.9.1997, *Standard* 29/30.11.1997).

persons with care duties to education or working life. The networking of existing facilities and a competent advisory service serve the purpose of locating child care places to suit needs.

*Familienservice* [Family service] is a new project of *Kinderdrehscheibe*. In order to counterbalance the increasing double burden borne by young parents, a service package was developed in 1997 for family and women-friendly firms/undertakings. The Federal Ministry for the Environment, Youth and Family Affairs gave substantial support for the launch phase of *Familienservice*; in January 1998 it was already possible to conclude a first cooperation agreement with a family-friendly enterprise for workplace child care; by the end of 1998 there were already contracts with eight reputable firms.

The range of services offered to employees of the firms under contract comprises personal advice (marriage counselling, mediation, crisis intervention), information and referral in the field of child care (care places, holiday care, babysitter services), intensive support to employees on parental leave until their return to work and information on the availability of services to look after relatives in need of care. The service package for the enterprise comprises: need assessment, advice and development of child care models to suit the firm which meet the need, location, planning or creation of care institutions (e.g. clarification of infrastructure and legal aspects, contact with subsidising agencies etc.).

The effects of family-friendly and family-supportive measures manifest themselves, amongst other things, in reduced stress levels, in the reduction of staff turnover and absenteeism, in the maintenance and enhancement of the corporate image. The care workers provided, however, are almost exclusively female. Increased involvement of men in childcare can clearly only be achieved through financial upgrading, qualification, creation of professional profiles and hence image enhancement.

### 3. Employees in household services - case studies

#### 3.1 Findings from the expert interviews

##### 3.1.1 Overview

In both regions, in order to gain an overview of the project or service area in question, interviews were conducted with experts, project directors or department managers. Another reason for these approaches was to facilitate contact with the employees, which was also achieved except in the case of the cleaning trade (see Section 3.2.1.1). In the seven interviews for each region, the good practice examples were of more interest than organisations already in existence for a longer period because of their innovative value and are therefore given greater prominence. A breakdown by areas of activity can be found in Table A1. The aim was in principle to explore the special characteristics of the region. For example, although it may come as a surprise at first that play-groups in Linz (in contrast to Vienna) are cited as a good practice model, this can be explained by the fact that play-groups have only really existed in Linz since the end of the 1980s, whereas there is a longer tradition of them in Vienna. On the other hand, the *Cinderella* project in Vienna is cited as an innovative example because of its aims and intentions, whereas child minding services in this form are nothing new in Linz, indeed they are an established institution.

The activities of the organisations contacted are concentrated in the child-care and cleaning fields. To round off the regional picture, interviews were also conducted with two of the organisations active in the field of care of the elderly. It should be noted as well that, in the case of larger organisations (with the exception of *Sozial Global*, Interview 7), the questions did not cover the entire field of activity of the organisation but only projects or departments relevant to the area of interest.

Information on the exact level of the annual budget is only supplied in part (either because the interviewee refused to provide it or because it was not possible to give an indication in view of the project structure). However, information on financing partners is available: with the exception of the self-employed workers and the project *mobile Kinderkrankenpflege* [Ambulatory nursing care for children], all the organisations were receiving assistance or grants at the time of the interview. Apart from cases in which assistance is provided by the city administration concerned, the provincial governments and the Public Employment Service (AMS) are the main financing partners. In addition, the European Social Fund (ESF), the National Action Plan for Employment (NAP), the Federal Ministries and the Vienna Employment Promotion Fund (WAFF) were mentioned as sources of funding.

The organisations interviewed were all active throughout the region (Vienna or Linz). One project (*häusliche Hilfe*), covering the whole of Upper Austria, serves a wider catchment area. Ten of the fourteen projects are organised centrally, i.e. they only have **one** operating base in the area served. Only larger providers, such as the welfare organisations *Sozial Global* and *Volkshilfe Wien*, have several bases from which to serve an area.

Employee numbers vary considerably, ranging from one self-employed operator to 1524 employees (admittedly the entire organisation, not just one specific area of activity, was covered in this interview).

The proportion of women, both in the areas considered and on the individual staffs, at 93%, is very high. To some extent, women are employed exclusively because of the target group defined for the projects. In six cases, men are also employed; their representation in the total number fluctuates between 4% and 18%. Only in one project in the cleaning area, targeted at the long-term unemployed or those difficult to place, were non-Austrians also employed. In the other projects, the profile of employee requirements (for example, perfect German in the *Haus and Heimservice* project of *Wiener Hilfswerk*) appeared to prevent the recruitment of foreigners. In most organisations there is a predominance of part-time workers. Those who worked full-time were mainly self-employed persons in the cleaning and child care fields.

### 3.1.2 Quality of the institution

An indicator of the quality of an organisation is its commitment to its employees. The organisations interviewed make an effort on their behalf. A key element here is the assurance of a regular **exchange of communication** between the employees: the institutionalisation of team discussion meetings, or at least the fact that they are held, was mentioned by the experts. Also supervision or an opportunity for the assessment of work form part of that. Such consultations already take place at regular intervals in care of the elderly and in play-groups when required, whereas they are rather unusual in the cleaning area. In the case of child minders the situation varies from one employer to another. The key requirement in play-groups is a good exchange of communication with parents.

**Initial and continuing training** of the highest possible quality form a second element. The experts were in agreement on this too. There are differences here depending on occupation: whereas a professional profile and training courses (albeit of varying length in the individual Provinces) are already well established in care of the elderly and the prime concern in this case is for an improvement in quality, training in the cleaning area is still in the experimental stages. There is no **regulated** training or professional profile. Thus the projects offer, or are developing, training or basic instruction to differing degrees. More progress has been achieved in the field of child care, where a standardised professional profile for child minders has already been developed through the *Cinderella* project.

Differences in continuing training arise depending on whether an area of work is organised in the form of a social project or not. **Projects** (such as those launched by *Sozial Global*, *Volkshilfe* and *Hilfswerk*) make provision for basic instruction or training and have secured funding for the purpose, but the intention is that the employees should return to the labour market when their project service contract comes to an end. Otherwise further education or training depends on the (financial) resources of the initiative: for example, play-groups have a tight budget, the self-employed have no time for continued training. All the experts realise the importance of continuing training, however, and wherever possible provide it for their employees.

Making it easier for employees to **reconcile family and work** is also a quality criterion. There are considerable similarities between the ways and means chosen in all areas. The most frequently mentioned measures are: allowing the employees to arrange their working time to suit themselves through coordination with their colleagues, or giving consideration to their needs when time and duty rosters are drawn up, and the possibility of part-time work which can be extended where necessary. In the case of child minders, however, no special measures

were mentioned<sup>95</sup>. Working conditions in household services overall are still in need of improvement, but especially in the field of child minding.

Perhaps because of these unattractive working conditions, men are hardly to be found in household service occupations. As regards the performance of activities with reference to sex, it may be noted that men - where they are employed in a household at all - are soon called upon to do other, "heavier" jobs, such as gardening or furniture moving. In addition low pay and frequent part-time work are repeatedly mentioned by the experts as reasons for the low involvement of men. In the care of the elderly and cleaning fields, refusal on the part of clients is also often encountered. This points to a fundamental problem for the provider organisations, whose concern must be for both client satisfaction and staff development. The organisations anticipate customers' wishes (or react to them) and in so doing bolster the status quo. In contrast, men are positively sought after in child care and welcomed by the parents with open arms:

Men need no qualifications, it is enough to be a man.  
(Interview E10)

Not least, the traditional role patterns are a source of complaint:

It is just 'not the done thing' to walk away from a normal working environment and take up a job in child care.  
(Interview E11)

Accordingly, solutions proposed tend in the direction of higher pay, prestige, possibility of full-time employment, more qualifications or qualifications to start with, depending on the field of work, and a change in the role pattern (though the organisations do not see themselves in any position to bring about a change).

A further point in the expert interviews concerned the conditions for successfully **maintaining a position on the market**. In all the interviews correct treatment and consideration for the needs and wishes of the customers or persons receiving care were mentioned. The concrete approach varies from one field of work to another<sup>96</sup>. Thus it is crucial to provide appropriate job instruction and qualification, as well as to give employees some basic "social conditioning". All things considered, it is of fundamental importance to create and provide a high-quality service.

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<sup>95</sup> Reconciliation of family and private spheres here is a matter for the child minder, which she achieves indirectly by indicating when and for how long she can look after children. The association takes account of this when referring children. However there is pressure from the service provider, because of the heavy demand, to take more children for longer, as interviews with child minders to some extent showed.

<sup>96</sup> In child care, consideration of the wishes of the parents is critical. In welfare care it is important, after optimum success in the first contact, to see the person cared for as a customer or always to assign the same person as the carer.

Area-specific factors for successful implementation have to be considered in addition. In the cleaning area it is essential to offer the broadest possible range of services, in other words apart from just cleaning it should be possible to take on other jobs. It is, however, necessary to offer a commendable service which can stand up to competition from the informal market<sup>97</sup>.

### **3.1.3 Estimation of the development of the household services sector**

**Care of the elderly** as a whole is seen as an expanding sector. Experts from the field see an expansion of employment, in particular among the more highly qualified staff, in their institutions as a high probability. The reasons for this are demographic changes, such as the rising proportion of elderly persons in the population, and increasing awareness at political level. The trend points in the direction of an expansion in ambulatory care instead of care in residential establishments and hospitals. Staff will be needed in the future especially for the intensive provision of care in the home.

Similarly, it is obvious that considerable potential is seen in the **cleaning sector**. In effect, however, the projects surveyed have problems in employing more people because of limitations related to the target group and persons addressed. The self-employed in turn indicate obstacles due to trade regulations and legal provisions governing associations or to difficulties in cooperation with tax and other authorities.

We would rather just get on with our work, if they would only let us.  
(Interview E2)

Plans for geographic expansion are limited in the individual organisations interviewed, since they already cover a large catchment area. Likewise, as regards the range of services offered, little new is planned, since the scope allowed by the trade regulations has already been exhausted.

Expansion of employment in this sector thus depends on the creation of the right policy environment: capable, self-reliant and self-accountable employees sensitive to the needs of the clients (private sphere!), hence also appropriate training or at least some job instruction, are needed in this area. An increase in the number of persons working independently could be achieved by an expansion in advisory and support services.

There should be something like credits for newly self-employed persons which would help them keep a business afloat during the start-up phase; at the moment there is only support financing for machines and the like, but machines are not what I need.  
(Interview E1)

Something else that is needed in the cleaning sector is the removal of obstacles related to the trade regulations and legal provisions governing associations, in order to enable providers to offer a wide range of services legally. A further precondition is successful competition with the informal sector. As it is hardly possible to achieve competitive pricing in private-sector operations, price support through of AMS schemes is seen as a possible way of setting prices at appropriate levels.

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<sup>97</sup> Experts from the child minders' associations emphasised that their services should be cheaper than those offered by nursery schools but that appropriate funding from public sources was critical, so that parents should be able to choose freely whether to entrust their children to institutional or to individual care and that their choice should not be determined primarily by the price.

More recognition of these occupations, or some recognition to start with, on the part of society, together with action to encourage private households not to procure these services on the informal market, are a further factor. On the same theme, attention is drawn to the quasi “cultural” problem of the fact that delegating housework or letting strangers into the house in Austria is a rather sensitive issue, something that needs to be brought out into the open and discussed. On the other hand, tax incentives are seen by some experts as less appropriate, since they would presumably be more likely to benefit rich households.

In **child care**, estimates of development prospects vary. Although there are demographic trends which would tend to indicate an expansion in demand (more working women, a trend towards single-parent families, no “grandma generation” which automatically takes on the job of looking after the children), the birth-rate has been declining for years. Particular needs for the future were seen in the short-term care of children (supervision by the hour) and in longer opening times for care institutions.

Differences at regional level also emerged: while in Linz play-groups are still working on quality improvements and expansion in provision and - because of the high demand - could employ more staff, the peak has clearly already been passed in Vienna (stagnation or reduction of staff levels, no new provision). In principle, however, the experts considered that there is a need for such establishments, since they offer special services for which there is consistent demand on the part of parents.

As child minders are viewed rather as a complement to the existing and well developed range of child care services, the demand here is expected to remain constant. As in the past, changes in the parental leave rules would have an effect on demand. Even so, it is still difficult to find child minders. This has to do with the inconvenient working conditions and, in particular, the poor remuneration. Some hope is held out by the pilot project *Cinderella* discussed above which, in addition to providing standardised qualification-based training, is also contributing to an improvement in the fundamentals for this field of work: higher qualifications justify higher pay; prestige will be raised if it becomes possible through the NAP to define this area as a “new employment” area and to confer on it the political prestige of the NAP.

Professionalisation, training, in particular modular training and qualification, will promote employment in this sector. A change in the social role pattern (how women/mothers are seen) is the basis and a condition for that.

## **3.2 Findings from the employee interviews**

### **3.2.1 Statistical overview of the employees**

#### **3.2.1.1 General overview**

In both the selected regions of Austria, Linz and Vienna, semi-standardised interviews were conducted with a total of 34 employees from the service areas cleaning, child care and care of the elderly. In contrast to the expert interviews (see Section 3.1), the employees were active mainly (i.e. 19 of the 34; see Table A2b) in organisations which, in terms of their employee numbers and year of establishment, can be counted among the large and established providers.



The employees are characterised in outline below:

16 interviewees were from Vienna and 18 from Linz. 17 were employed in child care, 10 in care of the elderly and 7 in cleaning (see Figures A1 and A2). It should be noted here that overlaps arise in the assignment of employees to areas of activity<sup>98</sup>. It was difficult to find persons involved in cleaning services in the Vienna area: a total of eight organisations were contacted and two expert interviews were conducted, until finally the organisation *Seniorenhilfe Junge Panther* said it was willing to pass on two cleaning workers (for a characterisation of the organisation, see Table W59). In the Linz area, on the other hand, cleaning workers were found without any difficulty through the pilot project *Häusliche Hilfe*. In the field of child care and care of the elderly too, interviewees could be found without difficulty.

In the same way, attempts were made where possible to conduct interviews with men employed in household services: two child care workers and one home-help from Vienna and one worker providing care to the elderly from Linz were willing to give interviews; no male cleaning workers could be interviewed, however.

The middle group in the age range (between 30 and 50) was best represented, with 27 persons. Over two-thirds of the persons interviewed live with a partner (18 are married) and only two live alone (see Figure A2). As 16 interviewees also have children (13 of them children under 15), the majority live in households with two or three persons (see Figure A3). Only four make use of outside care facilities<sup>99</sup>. The carers (women) resolve the conflict between working and family life in a different way (see Section 3.2.5). Two interviewees also had other family commitments, as they had to care for their parents. One of the interviewees takes on the care needed herself. Little voluntary work is performed (by 4 persons). For this reason, no changes due to professional activities need to be indicated here.

The highest standard of education in the majority of cases is an apprenticeship; 21% have a certificate of upper secondary education. Even so, around 40% have undergone some vocational training. In all cases, the current job is the main source of employment, although six do other work as well. These activities - e.g. lift attendant or part-time proofreader - are mostly unconnected to the main job. 27 had done another job as a main source of employment before their current activity. Of these interviewees, almost all (i.e. 22) had been employed in a different field.

Membership of a trade union or professional association is rather uncommon in the field of household services: only 13 were members of a trade union at the time of the interview and six were active in professional associations.

The section which follows sketches a picture of the specific working conditions in the three areas, and salient differences are indicated.

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<sup>98</sup> The assignment was based on the primary activity performed: e.g. home-helps were assigned to care of the elderly since this is their primary field of activity, although cleaning work is also performed. Persons offering household services, such as one self-employed person from Linz, were partially active in the field of child-care but were assigned to the cleaning field for the same reason.

<sup>99</sup> The use of outside child care services is relatively common, compared with other outside services (cleaning, care of the elderly, gardening etc.).

### 3.2.1.2 Overview by area of employment

Of the seven persons employed in **cleaning**, one works on a self-employed basis and a second as an employee of an association which she has set up together with her partner. Although technically this interviewee is employed, she has autonomy in her decision-making functions and is therefore classed as self-employed.

Overall the majority are employed as manual workers<sup>100</sup>. Characteristic features are the low standard of education (five have completed compulsory schooling and two have completed an apprenticeship) and part-time employment: only the two self-employed persons work full time. All seven interviewees have worked in another job before their current employment (six in another field of work). None of those employed in cleaning services has worked for longer than two years in this area. Thus four of the interviewees regard their current employment as temporary, although six also expect to be doing the same job five years hence. Overall, satisfaction with the job itself, the organisation of working time and the pay is quite high. This is due to the broad range of main and ancillary activities performed and to the fact that the fundamentals of the job are right, less so to the nature of the work itself (see Section 3.2.2).

All employees in **care of the elderly** have some vocational qualification, but there are differences depending on the regulatory provisions of the individual Province<sup>101</sup>. Although, as is the case in the cleaning field, the majority of employees in care of the elderly have a different occupational background, they have worked for longer in their field than the cleaning workers in theirs<sup>102</sup>. Also, in this field of work (unlike cleaning), employment is not on a fixed-term basis, full-time working is much more common and the majority expect to be doing the same job five years on.

Although the dominant feeling here too is one of satisfaction with the job (and pay), it is not as clearly stated as among the cleaning workers. The workers are less independent than the cleaning workers as regards the organisation of time; accordingly satisfaction with working time arrangements is lower. On the other hand, the fundamentals of employment in care of the elderly are by and large more favourable: all have permanent contracts of employment<sup>103</sup>, training is much more widespread (although the training is to some extent seen as inadequate) and only in this area are additional medical welfare benefits available.

It remains to be seen why satisfaction here is not so high as in cleaning: is it due to the inconvenience of working time and duty arrangements and lack of ability to control them or is the stress element in the job simply greater, despite the welfare benefits?

Of the 17 employees in the field of **child care** two are male. All, with the exception of one self-employed child minder, are on a secure, open-ended contract of employment. The majority (and more compared with the two other fields of activity) work on a full-time basis, and the highest levels of education are to be found in this group<sup>104</sup>. Continuing education is also more common here than in the other two areas: all those interviewed had undergone some form of continuing training in the past year.

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<sup>100</sup> 5 manual workers, 1 staff employee, 1 self-employed

<sup>101</sup> Whereas the interviewees from Linz had received training as specialist workers in care for the elderly, those from Vienna had been trained as home-helps or had completed nursing training.

<sup>102</sup> The majority have worked for over two years in their current job, three of them for over five years.

<sup>103</sup> Seven are employed on a salaried staff basis and three as manual workers.

<sup>104</sup> All those with upper secondary school qualifications were employed in child care.

Fewer, i.e. “only” ten, of the total of 17 employees have previously done another job<sup>105</sup>. Similarly, the child care workers interviewed have also worked longer in this field than the others in theirs. Even so, five of the 17 interviewees (i.e. a larger proportion than in the other fields) do not expect to be doing this job in five years’ time. The reasons for this may, on the one hand, have to do with the long period for which they have been doing the job; on the other hand child minding, which also forms part of the child care field, is a typical “stop-gap” job.

Those working in child care are less satisfied with the job overall, as well as with working hours and pay, than those employed in the two other areas investigated.

### 3.2.2 Description of activities

Over half of the interviewees had between one and five years’ job experience, one-third even over five years (see Figure A6). Relevant factors in finding the job were own initiative and personal contacts. Almost all, i.e. 4/5, consider their current job to be secure and open-ended. Only three interviewees described their current job as an “interim solution” (see Figures A12a to A12c). Flexibility in working time, an important element in reconciling family and working life, is readily available. Social commitment and enjoyment of contact with people are key factors in the choice of the job and the main positive element in the daily round of duties, helping to banish routine (see Figure A11)<sup>106</sup>. This applies in particular to those employed in child care, rather less to those in the fields of cleaning and care of the elderly<sup>107</sup>. A key consideration in the choice and performance of the job is also good compatibility with the employee’s current circumstances in life. Child minders in particular stress this<sup>108</sup>, although there is room for improvement (see Section 3.2.5).

Overall job satisfaction is very high, but lowest in child care (see Section 3.2.4). Except in the case of cleaning workers<sup>109</sup>, the actual caring work performed plus a certain degree of autonomy were cited as **the** positive element in the job. The pay, when set against the work they have to do, is regarded by half of those interviewed (particularly the child care workers) as too low and hence amenable to improvement. In child care, problems with the parents due to varying demands, questions of child-rearing style etc. are mentioned. In the case of the child minders, there are also the drawbacks of working in their own home, such as the risk of isolation, problems when other family members are present, wear and tear on the home etc. In care of the elderly, there is criticism of duty schedules and short-staffing with too little time is allowed per patient. Both home-helps and child minders complained that their activity was not regarded as a profession or a job with appropriate recognition.

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<sup>105</sup> Eight of them in another field

<sup>106</sup> The child-care workers emphasise that being attentive to and responding to the needs of the children is a source of enrichment but also a reason to reflect on their own personal lives. Persons employed in the caring and cleaning areas stress the varied nature of their activities, which helps to keep routine at bay.

<sup>107</sup> Work in the field of care of the elderly is for some a dream job, for others a transitional solution, which nevertheless offers security. Positive elements of cleaning jobs are found in ancillary activities (talking to people). The more such activities arise in the course of the work, the greater is the degree of job satisfaction.

<sup>108</sup> A woman often chooses to be a child minder because she wants to stay at home with her child, and that is a good arrangement (with a small income on the side), as long as the family can afford it.

<sup>109</sup> In cleaning, the fact that the fundamentals are right (good working time arrangements and duty schedules) and the attraction of ancillary activities are cited as positive elements, but not the cleaning itself, see also Footnote 2.

The suggestions for improvement focused on these areas of criticism in working conditions<sup>110</sup>.

Child minders and nursery nurses have more of a free hand in the organisation of their job content than play-group workers; where the latter are concerned, the parents and board of governors influence the content of the work via working groups. Conversely the play-group worker has more influence on the organisation of the work through the same mechanism. Child minders also have the right to be consulted on the selection of children.

In care of the elderly, because of their better training, the specialist carers decide for themselves what action to take. As far as the care assistants and home-helps are concerned, care and attendance plans are drawn up by the deployment managers. Among specific difficulties mentioned was that of striking a balance between spontaneous client needs and the completion on time of the duties assigned<sup>111</sup>.

Within the time envelope allotted, child minders are more independent than child care workers and nursery nurses, which has both positive and negative effects: whereas in the case of the child care workers concrete duty times are worked out on a team basis, and no problems were mentioned here, where child minders are concerned, although the employers take into account as far as possible the wishes of the child minders as regards availability times, things do not always pass off without conflict<sup>112</sup>. Keeping to the duty times assigned (punctual collection of the children) is left to the child minder, in the same way as - in an association - the arrangement of holidays (how or whether the child minder manages to ensure that the parents of her children take their holiday at the same time). Accordingly, job satisfaction is lowest here. In care for the elderly, a deployment plan is usually drawn up in the team or by the deployment managers. Here too, the needs of the individual are taken into account as far as possible. Special welfare or social benefits are only provided in the field of care for the elderly (see Figure A8)<sup>113</sup>. A works council was relatively common in care of the elderly and in nursery schools and to some extent in child minding, but none was to be found in any play-group.

As regards future prospects, many in the child care field (fewest in the play-groups) plan to switch in the short or long term to mostly kindred occupations, such as midwifery or nursing, or to a management job. Child minders in particular see their activity as a “stop-gap” job. In care of the elderly, as in child care or cleaning, there do not seem to be any great career opportunities. On the whole, the job is regarded as secure and satisfying. Self-employed persons in the cleaning area also give a generally positive assessment of their prospects.

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<sup>110</sup> Child care workers would like higher pay, better cooperation with parents and support from employers on this point, child minders better holiday arrangements, play-groups the introduction of a quality manual. In care of the elderly, in addition to higher pay, workers would like more time to look after clients and generally more staff. The self-employed would like effective support and advice from the Chamber of Commerce and Industry.

<sup>111</sup> If the client insists on telling me something, I simply finish what I have to do another day: with the agreement of the client, that is not a problem (Interview W27)

<sup>112</sup> I myself wanted to have Friday afternoon off, but somehow it didn't work out. (Interview W1)

<sup>113</sup> The benefits range from a child-care allowance graduated according to income, through occupational medical care by the service doctor and courses (such as back posture tuition) offered by the employer, to low-cost injections and a clothing and laundry allowance.

### 3.2.3 Working conditions

In this Section we shall be looking at working conditions in the service areas investigated. Alongside particular features with respect to labour law, we also deal with the situation in continuing training.

In all the areas of employment, workers are predominantly employed on a **salaried staff** basis (white-collar workers), one person (in the cleaning field) was a marginal part-time employee and two were self-employed (one child minder and one cleaning worker). One other worker is formally employed by an association, but is effectively self-employed. The specific situation of the self-employed is described in more detail below. As Figure A7 shows, over 3/4 (26) of the interviewees' employment contracts are regulated by works agreements and five by collective agreement. It should be said in this respect that, on the one hand, many organisations which hitherto concluded works agreements have now been accorded collective agreement status and are currently negotiating collective agreements. On the other hand, service contracts for employees in social services are governed by minimum wage agreements<sup>114</sup>, and a minimum level of regulation is thus guaranteed here too going beyond non-individual accords.

The **welfare and social security benefits** available to employees arise from their contracts of employment, although Figure A8 shows that not all employees were aware of the scope of these benefits. The legally less advantageous position of marginal part-time employees becomes apparent here. But one self-employed person also does not enjoy full insurance protection. The range of miscellaneous (voluntary) benefits provided by employers included additional time off, discount shopping facilities, medical welfare (service doctor or health check-ups) and additional financial benefits (14½ months' salary, payment of a kilometrage allowance etc.). Employees in the child care field in particular mention financial advantages, whereas medical welfare benefits are cited most often by the care workers for the elderly. In addition, 29 employees are covered by liability insurance taken out by their employer, but these arrangements mostly serve for legal protection against claims from clients. For child minders liability insurance was normally also taken out to cover material damage caused by the children looked after.

**Earnings** understandably vary depending on hours worked (see Figure A9). Although the data only have limited comparability because they are based on different criteria, average hourly earnings have been calculated: employees in care of the elderly have the highest earnings; cleaning workers the lowest, apart from the self-employed and marginal part-time employees (because the insurance contributions, which may be paid by the person herself, are deducted here). Dissatisfaction with pay, on the other hand, is highest in child care and lowest in cleaning services (see Section 3.2.2). Pay levels are generally lower for manual (blue-collar) workers than for salaried staff (white-collar workers). As has already been pointed out, the (legally more disadvantaged) manual workers mainly come from the cleaning area, along with one marginal part-time employee.

Most workers are employed on a full time basis (particularly in child care), about half work a forty-hour week (see Figure A 10). **Hours actually worked** however are considerably higher, particularly in caring and cleaning services. Over one-third of those interviewed work 30 hours per week, so that the proportion of those working about 20 hours or less (4 persons) is

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<sup>114</sup> The difference with respect to collective agreement provisions is that, in minimum wage arrangements, only questions of remuneration, not overtime, duty prevention etc, are regulated.

only 15%. Satisfaction with working hours depends to a large extent on the field of work of the employees and on the concrete working conditions of the interviewees (see Section 3.2.2). Overall however, 79% of the interviewees were satisfied or very satisfied with their working hours, three less satisfied and four undecided (including three from the child care field and one worker providing care to the elderly).

As regards **initial and continuing training** the situation varies from one field of work to another (see Sections 3.1.2 and 3.2.1.2). Whereas in cleaning services continuing training is rather uncommon, all those employed in child care have taken some form of continuing training in the last year. In terms of content vocational continuing training is the dominant form (28), followed by supervision (17). Three employees took personal development courses in the last year. The costs of continuing training are generally borne by the employer, in six cases the employer and employee shared the costs; in one case the employee bore the training costs alone. The existence of a desire for continuing training is demonstrated by the fact that 18 interviewees intend to take a training course next year, compared with nine who are definitely not planning to do so. The quality and content of continuing training is considered adequate for the work they have to do by the great majority of the employees. Only one children's nurse and one home-help consider their training to be inadequate and three (one home-help and two child care workers) could not say for certain.

### **Self-employed**

The specific situation of the self-employed calls for brief comment here: the interviews show that self-employed activity, particularly in the start-up phase, is characterised by competition from large associations. Both self-employed persons in the cleaning field actually had customers referred to them by the city authorities in the start-up phase. These referrals, however, had the special features either that a higher quality of service was required or that the service time imposed (during the weekend) fell outside the normal range and could not therefore be delivered by the major associations. Hence the self-employed, particularly during the launch period, occupy niches on the market.

Mention is made, particularly in the build-up phase, of inadequate support and advice and of restrictions imposed by the trade regulations which are an obstacle to the provision of a broad range of services (see Section 3.1.3).

As regards particular features from the point of view of labour law, the two self-employed cleaning workers (unlike all the others in this business) work full time and their earnings are relatively high. Time for additional or continuing training, on the other hand, is in short supply. Taking on employees is difficult and only partially desirable: on the one hand because potential employees might lack the ability to help run an independent business, on the other hand recruiting new staff would increase the administrative burden and there would be a danger of losing the complete picture, hence the entrepreneurial risk would be greater.

### **3.2.4 Equal opportunities**

For almost all the women, cooperation with men in their field of activity is conceivable. The most frequent answer was: "Why not?". Most women would be quite happy to support male colleagues. Role-related doubts were only expressed in isolated cases:

Men lack the maternal instinct  
(Interview W1)

At the other end of the spectrum however, fears were raised: men would occupy the sphere of women and would take control of the area away from women, or women would feel threatened in their maternal role according to one play-group worker. It is also alleged that men are accepted in child care, even with inadequate qualifications, simply because they are a rarity in the caring services.

In a social policy perspective, nursery nurses would like to see more men in their profession. That would improve the male profile and profile of society as a whole.

Acceptance of men by customers or clients varies from one field of activity to another: children positively enjoy being looked after by male carers; as regards male child minders, there could be problems of acceptance on the part of parents due to fear of child abuse. A majority of young “alternative” parents and single mothers, on the other hand, rather welcome male child carers in play-groups. A more difficult area to some extent is that of contact with male employees in care for the elderly: female clients in particular have problems in allowing male carers to attend to their personal hygiene needs. Opinions diverge here however, since many interviewees in the care field think that it is quite possible to build up the trust among female clients which is necessary for them to accept male carers.

Among the obstacles to bringing more men into the fields of child care, care of the elderly or cleaning, the following points are mentioned:

- pay too low; no man can support a family on it
- inadequate image and prestige in the context of society as a whole and lack of recognition from other men, since men are afraid of being seen as unmanly. But there is also a lack of acceptance on the part of women:

up to now they have been men with a distinct feminine side, (who) came across as rather wimpish ...  
(Interview W32)

- too little information to ease access to these occupations
- too few opportunities for advancement, no career prospects

The male employees interviewed (two play-group workers, one specialist in care for the elderly, one home-help) generally had no problems working in a field traditionally dominated by women. Even so, reactions from their relatives, friends and acquaintances were not always uncritical (see Section 3.2.5).

In the child care field in particular, men have advantages since male carers are much sought-after and can get a job easily. Their problems lie rather in confronting reservations and “jealousy” on the part of female colleagues or in having to assert themselves in order to be able to take on certain activities at all (for example, men tend not to be trusted to look after very young children).

As far as sex-specific influences on the choice and performance of activities in the respective field are concerned, the interviewees focus consistently on differences between the sexes. On the one hand, men have a different “style”. On the other hand, they have a different approach to and way of dealing with children and old people, do different things or deal with different task areas. Moreover men perceive the field of activity differently:

what needs to be done ... it is probably mostly in the area of routine activities that the difference in ways of getting things done is to be seen  
(Interview W18)

Differences also arise externally in social perception:

men are seen differently, they are greeted with surprise (...) but it should not really make any difference  
(Interview W32)

Horizontal segregation is manifest: 99% of employees are women, but at the managerial level there are more men, or the male proportion rises,

the higher you go in the administration, the more men you find  
(Interview W17).

Women are evidently more anxious about hazarding the leap into self-employment, partly through justified concern as to how they are going to reconcile their double and triple burden, but also through lack of self-confidence.

As regards measures to increase the acceptance of men in these fields of activity, by analogy with the obstacles listed above, there was general agreement on the following:

- more financial incentives, or financial incentives to start with, and/or higher pay
- more public education work: measures to provide information and foster public awareness
- creation of possibilities to switch to another occupation

Many of the women interviewed would like men to be something normally to be expected in these occupations. One nursery nurse thinks:

men can only change the situation when men do the job  
(Interview W6)

### **3.2.5 Reconciling family and working life**

The burden of housework is heavy: 9 of the 36 interviewees do all of it alone. Almost as many shared the housework with their partner (see Figure A4). Delegating this work to outside services is unusual, however: the outside help most often taken up are childcare services.

Even when a person chooses to work as a child minder in order to achieve a better balance between family and working life, the burden of housework increases because of the job.

When there are a lot of children to look after, there is often no point in cleaning.  
(Interview W3)

Overall however, problems of compatibility were raised relatively infrequently. This is probably due, on the one hand, to the fact that a large proportion of the employees work part time and that the employer takes account of the family situation (in regard to the organisation



of actual working time, allowing children to be brought along to the group etc.). On the other hand employees, particularly those in care of the elderly, mention arrangements such as reorganising the housework or getting help from a neighbour. Also child minders developed personal strategies for dealing with the housework: for example, they put it off to the weekend, they do it a little less thoroughly etc. Housework is clearly still seen as a problem to be solved individually, and something for women to attend to. That is apparent from the fact that delegation of these activities is unusual.

I do almost everything; my husband helps me in minor matters, but we agreed that we would deal with it that way when I am at home.

(Interview W2)

Wishes in the direction of a better balance between family and working life focus on appropriately developed child care facilities and, in particular, on employers offering suitable working time models (part-time working, more flexible working hours) or arranging for child care in cooperation with other care agencies.

The attitudes of the families of persons working in child care are invariably positive and range from encouragement to admiration (“I don’t know how you stick it”). Only the two men employed in looking after children report negative reactions in their home circle, because earnings are lower and because a man in such a job is unappealing. In the care field, the attitude of family members ranges from satisfaction and acceptance to interest. Negative reactions were not mentioned.

The child care workers seek to balance those pressures and find a safety valve for the stresses of the job through facilities offered by the employer (e.g. supervision), through exchanges with colleagues and through leisure pursuits (sport was often mentioned as a means of relief). The support of the family is particularly relevant here. Only the workers providing care to the elderly emphasise that, apart from the above, it is mainly up to themselves to separate their private lives from work and to maintain a distance from it.

### 3.2.6 Comments

Access to the labour market varies depending on the fields of activity and occupations investigated here: activities in the commercial sector (catering, delivery services, gardening services) and in the non-profit sector (child care in its various forms, care for the elderly, nursing care, subsidised employment in the home service projects and agencies) offer points of entry to the labour market. These employment relationships are characterised by social and labour law protection, representation<sup>115</sup> and, in work involving childcare and care of the elderly, also by opportunities for qualification and quality assurance measures. Relatives of care allowance claimants who give up their job to devote themselves to caring duties, on the other hand, drop out of the labour market<sup>116</sup>. Possibilities involving the use of informal care

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<sup>115</sup> See on this point the remarks on the *Bundesvereinigung von Arbeitgebern für Gesundheits- und Sozialberufe* (BAGS - Association of employers in the health care and social service professions) formed in 1997 and its activities in the creation of uniform labour standards in the social and health care field.

<sup>116</sup> The study by Badelt on the effects of the care allowance notes that the care allowance has hitherto not been the critical factor in decisions to give up or limit gainful activity, although the care allowance could make the need to limit occupational activity easier to cope with (Badelt 1997a: 234). The Federal Government has undertaken to facilitate social security protection for carers. Since the beginning of 1998 there has been a special concession for continued pension insurance coverage of persons who have had to give up work in order to care for close relatives.

activity for further qualification have not so far been sufficiently explored, hence their effects have not been assessed. Labour market policy measures, such as socio-economic companies and employment projects promoted on a non-profit basis, create an intermediary sector of the labour market whose role is to offer qualification prospects to transient workers through fixed-term employment and to ease their passage from unemployment into employment on the “regular labour market”.

In principle there is a market for household-related services. Private households (would) demand services from persons outside their homes in return for payment. Labour market policy measures have reacted to this market segment and have launched model projects<sup>117</sup>. These are revealing very positive trends in demand and employment, but the jobs can only be maintained by continued public funding. Overall, because of the positive aspects of this form of employment (such as social protection, socio-educational guidance, basic qualification), the jobs cannot be dismissed out of hand as insecure “McJobs” (Holzmann-Jenkins, 1998: 90f).

The demand is currently satisfied to a large extent by the informal market or by persons living in the household doing the work themselves (Holzmann-Jenkins, 1998; Delpo, 1999). Organised employment in household service agencies and price acceptance by customers are displacing services offered by the informal market. The demarcation with respect to social services (home-helps, care assistance) is proving to be unproblematical, as the range of services offered addresses a specific customer segment by virtue of its special structure, and the displacement of regular jobs can be avoided in that way. In order to reach foreign women, large numbers of whom are employed illegally in household services (and to some extent in caring services), to get them out of the informal sector and to integrate them in the regular labour market, the extension of professionalisation and qualification must be accompanied in particular by a change in the situation of foreigners living in Austria as regards residence and work permits.

Future prospects and continued employment in the field of work in question vary from one area of activity and occupational group to another: whereas employment as a child minder is usually regarded as a transitional job and qualification and standardisation efforts take this as their starting point<sup>118</sup>, care of the elderly tends to be more of a profession planned for over the long term (see Section 3.2.2). Overall the time spent in these jobs seems to depend primarily on factors such as age and associated prospects on the labour market, education and training and care commitments. Thus, for example, qualified women take a distinctly critical view of the content of jobs in *Hauservice* projects and only take them in order to get out of unemployment and return to working life (Holzmann-Jenkins, 1998; Delpo, 1999).

Alongside their working life, many women continue to carry a heavy burden of housework, which is clearly still seen as a matter for the woman of the house. She has to seek individual arrangements and solutions to reconcile the job with her domestic duties.

For home-helps and care assistants in particular, weekend and evening duty are mandatory and scope for choosing between full-time and part-time working is often limited. In the labour market policy projects, on the other hand, hours and duty rosters are tailored to the needs of the employed target group (e.g. women with care commitments). A special situation is

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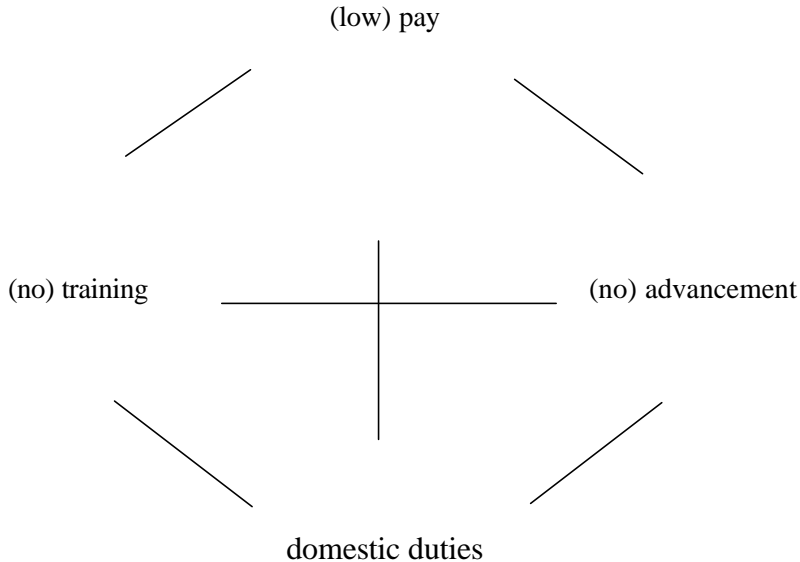
<sup>117</sup> The case studies described here - *HomeService* and *Haus- und Heimservice* in Vienna, the project *Häusliche Hilfe* in Linz - plus a few projects in other Austrian Provinces.

<sup>118</sup> The effect of a modular training programme standardised on a nation-wide basis will be both to establish a professional profile and to facilitate cross-over into other social service occupations.

experienced by child minders whose workplace is their own home. Despite that fact (or perhaps because of it), their activity is often not regarded by other family members as “work”. For the few interviewees who mentioned voluntary activities, the volume of the voluntary work has remained much the same. For Austria it is a fair assumption that welfare work in urban areas is mainly performed in organised forms (e.g. neighbourhood centres in Vienna, in which voluntary workers and social service professionals work alongside one another). In rural areas the infrastructure is often insufficient in the field of child care and other care provision, and those in need of services depend much more on neighbourhood help given on an individual and “voluntary” basis.

Housework and the care of children or old people emerge once more in our study as a domain of women, with very little commitment on the part of men. The jobs done by the women were often deliberately chosen because they seemed to, or did in reality, offer better possibilities of reconciling work with family life. This is reflected in the relatively high degree of job satisfaction of the interviewees; even so a desire is still felt for improvements on the points of flexibility of working hours and the expansion of child care facilities. Few of the women interviewed used outside domestic help or care services to relieve them of their own domestic duties<sup>119</sup>.

The demand for professional facilities in the field of household services reflects a basic complex of problems: women in particular get into a situation of having to find solutions in order to balance work, or a return to work, and family life. Jobs which facilitate this process are poorly paid, offer few prospects for advancement and present a picture of training requirements and facilities which is not at all clear. The result is generally low prestige. In addition women with domestic and family duties continue to bear the double burden which was the reason for choosing this particular job in the first place. This gives rise to a circle of factors having a determinative effect on each other which are of crucial significance to inclusion or exclusion:



<sup>119</sup> The reason is presumably lack of financial resources. Child-care facilities are used most readily, provided that such facilities are available at all, which is often not the case in rural areas.

Against the background of rising life expectancy, increased health consciousness, the break-up of traditional family patterns, with an increasing proportion of working women and more people living alone, there is no doubt that there is a growing need for household and caring services.

The key question is **how** these needs can be transformed into market demand and jobs. One important criterion is not only the creation of jobs, but also the protection of those jobs in terms of labour and social security law and the quality of the services offered.

This is where the challenge of bringing about a change in the existing situation arises:

- to offer household-related services as serious and socially protected employment opportunities but, by way of qualification measures, to save (men and) women from a dead-end outcome in the realisation of their occupational aspirations.

## 4. Conclusions

In the first part (Sections 4.1 to 4.4) we start with a synoptic presentation of household services in Austria: the situation of the providers, the employees and the customers is covered in detail and problem areas are indicated. A presentation of these problem areas in terms of their main characteristics follows in Section 4.5. The last part (Section 4.6) indicates possible solutions with particular reference to the political level.

### 4.1 Trends in employment in the field of household services

As was pointed out in the national report, the service sector in Austria has been employing increasing numbers of people for some years<sup>120</sup>. Women have always been and still are heavily over-represented in the service sector. This applies in particular to the economic categories of interest here. Even when broken down by modified occupational groups (see Table 31), the high proportion of women is still apparent<sup>121</sup>. A similar picture emerges when we look at the trend in some individual main occupational groups (see Table 1). Employment in household services shows marked divergence from the Austrian “standard employment relationship”: part-time working and other atypical forms of employment are more common in the service sector, in particular the field of household services, than in other sectors. On the other hand, the pay level is lower. The standard of education in the economic category “Personal hygiene and cleaning” is low throughout, whereas it has improved since 1971 in the categories “Health and social services” and “Household services”.

The fundamental conditions for employees in household services are generally poorer than in other sectors: jobs in social services are only partially regulated by collective agreements. There is also no collective agreement for workers employed directly by private households. However, the situation for the employees is also less favourable because of the large number of atypical employment relationships: an example here would be the lack of unemployment insurance protection for marginal part-time employees. Measures to improve the situation have only recently been drawn up.

### 4.2 Employees

In this section the employee side is considered in more detail: as has already been pointed out, **working conditions** in the field of household services (as regards social protection, working

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<sup>120</sup> A breakdown by economic categories shows that, as in the other subsectors, there has also been an increase in the category “Personal hygiene and cleaning” since the 1970s: up to the 1980s the growth was somewhat below average but since then the trend has been above average. The growth was moderated by the increasing availability of technical aids and devices (washing machines etc.). The area “Health and social services” is the one showing the highest growth in employment: the number of gainfully active persons in health and social services increased by 4.6% p.a. between 1971 and 1981, and by 3.6% p.a. between 1981 and 1991. In the field of “Household services” (housekeeping and caretaking) on the other hand demand has increased because of increasing numbers of working women. However, because of the cost and the possibility of obtaining such services more cheaply on the informal market, regular employment, hence also the number of those in paid employment in this subsector, fell in the period considered (Mesch, 1997: 186).

<sup>121</sup> In the highly qualified health professions the proportion increased by just under 30% to 53% between 1981 and 1991, in the social professions from 60% to 64% and in the personal hygiene and grooming occupations from 81% to 86%. In the health professions at the intermediate qualification level the proportion of women remained approximately the same at 88%.

time and pay) are poorer than in other fields of work. There are few opportunities for advancement or career prospects.

Recognition and **prestige** are lower than in other occupations: this is shown by interviews with the employees and experts and by other studies. The cleaning services area is particularly disadvantaged here. Moreover, employment as a domestic help or child minder is hardly perceived as a job, hence social recognition is low.

**Training** in the household service occupations is also unevenly regulated or not regulated at all. In care of the elderly and child care, training is predominantly a matter for the individual Provinces<sup>122</sup>. In the cleaning field there are only apprenticeships, which are required for certain jobs (façade and building cleaning), but this form of training is geared primarily to employment in large-scale cleaning operations and less to jobs in private households. Other training facilities only arise in conjunction with socio-economic projects.

Household services are a field dominated by women. There is no question of **equal opportunities**, in the sense of even approximately equal proportions of men and women, in this area. The reasons are to be found in the fundamental conditions for these jobs: low pay (keyword: ability to support and feed a family), poor prestige, lack of information facilitating access to these occupation, few opportunities for advancement or career prospects. In regard to care of the elderly, an aspect that also emerged from the interviews with the employees and experts is a lack of acceptance of men on the part of persons receiving care, but also on the part of the women employed in this field.

Another factor closely associated with the prevalence of female employees is **reconciliation of work and family life**: according to the interviews the job was mainly chosen by some of the women employed because of the possibilities it offers of balancing work and family life<sup>123</sup>. Jobs in this area often serve as “stop-gaps” - this applies in particular to child minders. Rather surprisingly, the employees give these jobs a relatively positive assessment, as is demonstrated, despite all the criticism, by the high degree of job satisfaction.

The possible consequences of an all too rigorous improvement in training facilities should therefore be balanced against the interest of reconciling work and family life: such an approach poses the risk that women may be displaced or forced to switch to another sector in which that interest is served.

The **informal market** (see also Sections 4.3 and 4.4) is a dominant feature of this area. A study carried out in 1993 estimates the proportion of domestic workers employed illegally at 70 % (Fassmann, Kohlbacher, Reeger, 1995). Those employed also derive benefits from the informal market: migrant workers in particular often have no other prospects of legal employment open to them. By evading tax and social security liabilities, an income level can often be achieved which would not be possible for women in a legal employment situation. The problem of insurance is mitigated for many women in particular by the fact that they are

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<sup>122</sup> The scope and duration of training for workers providing care to the elderly, home-helps, specialists in care for the elderly or child minders (in this case only accreditation, not training, is required by law) vary from one Province to another. That for qualified nursing staff on the other hand is regulated at Federal level.

<sup>123</sup> Working hours are flexible, part-time working is frequent. These jobs are easy to find. Jobs paid cash-in-hand in particular make it possible for women, who have been out of the labour market for some time, to return to some form of employment (Gampenrieder et al., 1997). On the whole little training is required, and they provide a (good) source of extra money.

usually covered by their husbands' insurance. Thus comparable benefits can be obtained, at least to some extent, without anything needing to be deducted from their own income. Moreover - under certain conditions and at least in the short term - there may be disadvantages in exchanging a lucrative income from the informal economy for a legal job. Employees consider immediate income advantages to be more important than long-term disadvantages in social protection. The risk of offences against employment legislation in the household services field being discovered is minimal.

### 4.3 Customers and demand

There are also **socio-demographic** reasons for the rising demand for household services: higher life expectancy, increasing involvement of women in working life and the increase in single-person households can be expected to generate a need for outside household services such as domestic cleaning, gardening etc. (Mesch, 1998)<sup>124</sup>.

On the basis of past **trends**, in addition to the areas "personal hygiene and grooming services and cleaning" and "housekeeping and caretaking", high growth is also probable in particular in the "health and social services" area in years to come, since all the factors which gave rise to employment growth in the past will continue to have an effect in the future (Beirat for Wirtschafts- und Sozialfragen, 1997). Similarly, it was apparent from the expert interviews that there are considerable prospects of growth in the areas of care of the elderly and cleaning. In particular, the demand for better and more highly qualified people will increase.

Secondary analyses also confirmed that recourse to a private service firm was conceivable for about 30% of households (Blumberger, Dornmayr, 1997: 50ff). It must be emphasised, however, that this potential of 900 000 households represents a theoretical value, since the extent of the demand is also influenced by the available supply<sup>125</sup>.

Thus the question has to be asked under what conditions or whether this potential can be exploited, since a number of factors militate against such a development: on the one hand, particularly in the area of caring services, the rate of **self-supply** is very high: the contribution of health and social services, provided for example by health-care professionals, only serves to supplement the care provided by the family and neighbours.

At the same time the **informal market** is very extensive. The bulk of care services provided by persons outside the family are procured via the informal economy. In addition, the demand indicated for the areas "personal hygiene and grooming services and cleaning" and

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<sup>124</sup> On the other hand there are also a few factors likely to depress demand. The study of the *Institut für Berufs- und Erwachsenenbildungsforschung* (IBE) (Blumberger, Dornmayr, 1998) cites the decline in general childlessness here, which in old age gives rise to increased dependence on external care agencies: childlessness is predominantly due to the war and is a phenomenon of women born before 1926 and now over 70, every fifth of whom is childless. On the other hand, among women currently aged 35-40, who could still have children, around 15% are childless. A further demand-inhibiting factor is the verticalisation of the family structure: although the number of generations per family is increasing because of longer life expectancy, each individual generation becomes "narrower" as the number of children (hence siblings) decreases.

<sup>125</sup> Alongside the problem of the social legitimisation of such needs, those which are present but unconscious cannot be determined by surveys. Furthermore the desire / demand for services can be influenced by how attractive a service is or whether it is available to start with (for example: as soon as an advantage offered by a service agency - e.g. no problem of workers not turning up - is mentioned in the questionnaire, willingness to accept a price for it which is higher by ATS 40 (EUR 2.91) increases.

“housekeeping and caretaking” is mainly covered by the informal market: according to estimates, a figure of barely 5 000 persons officially employed in Austrian households is matched by something between 60 000 and 300 000 working illegally (Seckauer, 1999: 74). The reasons for this are many and varied (see also Sections 4.2 and 4.4). On the demand side, in addition to the cost, the fact that there is little sense of wrongdoing and the high burden of tax arising in legal employment also play a role. Certain forms of supply (particularly care services overnight and at weekends) are seldom or never available legally, so that those needing them have to rely on the informal market or their own resources (Gampenrieder et al., 1997; Mesch, 1998: 187).

The **social legitimisation** of the procurement of household services is much less well developed in Austria than in other countries such as the USA, however. Certainly, restraints have diminished in recent years, as the example of pizza delivery services clearly shows: a few years back it was still considered a luxury to have a pizza delivered, whereas it is now everyday practice. Generally speaking however, inhibitions and reservations regarding such services still seem to be fairly strong in Austria.

In the same way, the fact that these services are primarily sourced within the household reduces the demand for them, although there are differences from one field of activity to another: whereas maintenance and repair jobs and delivery services seem to be relatively unproblematical, child care, house-cleaning and care services are trickier areas as they involve a greater degree of intrusion into the **private sphere** or require a higher degree of trust.

A further factor is the aversion of customers to any excessive **commercialisation** of this area. People are reluctant to entrust a sensitive job such as child care to “firms” because the quality expected from them is not high enough. The prospects of success for socio-economic companies or social services are better than for private sector companies, as the former do not operate to make a profit (Blumberger, Dornmayr, 1998: 26).

Socio-economic companies seek to reintegrate marginalised groups in the labour market (on the prospects and problems of socio-economic companies, see also Section 4.4). However, it should be borne in mind here that, for some fields of work, customers reject workers who are alien to them in some way (foreigners, former drug addicts, ex-convicts) (Blumberger, Dornmayr, 1998: 28).

#### 4.4 Providers

The difficulties for providers in this area are manifold: on the one hand, labour is subject to a high **tax burden**. Particularly in recent years, legal prices for these services have risen sharply. This is due amongst other things to the effects of the trade regulations, which are to some extent very restrictive. Also there has been little scope for productivity gains, and the burden of payroll charges and taxes has increased (Mesch, 1998: 187). Because of the high “price reactivity” of potential customers, this is a sensitive factor.

More than anything however, competition from the **informal market** is intense. The reasons for the great proliferation of services on the informal market are manifold but, from the employers’ point of view, result mainly from the fact that, apart from the high burden of taxes on labour, the cost factor is the key consideration. Weinkopf (Weinkopf, 1996) also mentions lack of clarity as regards the employer’s obligations and unwillingness to take on the burden of paperwork involved as arguments for the procurement of these services on the informal market.



The **trade regulations** also pose problems: firms wishing to operate in the field of household services are severely limited in their fields of activity because of restrictive trading licences, which makes it difficult to accommodate customers' wishes legally<sup>126</sup>.

On the other hand, associations are not subject to the trade regulations because of their non-profit status and, to that extent, enjoy an advantage. Although the argument usually put forward for retaining the trade regulations is to safeguard quality, this could be achieved by other means (such as standardisation, introduction of regular training schemes and creation of occupational profiles). In addition, according to the interviews with the **self-employed**, there is a lack of advice and support, particularly in the start-up phase.

In this connection, mention should be made of the special situation of the **socio-economic companies** (SÖB) and employment projects: they have an advantage in that they are better placed to compete with the informal market on price (because they receive financial support - the usual financial partner is the Public Employment Service (AMS)). Furthermore, working conditions and training facilities for the employees are better, compared with those in the more commercially private sector<sup>127</sup>.

On the other hand, there is in any case no primary labour market for household services. Hence the question also needs to be asked: what point is there in providing qualifications for an area in which there are no jobs? Critics of SÖBs also bemoan the fact that these projects contribute nothing to reducing the sex-specific division of labour or that there is a danger of women being herded into the cleaning sector on a large scale by some initiatives (such as *HomeService*) and that existing sexual inequalities will be increased.

#### **4.4.1 Problem areas**

The following problem areas thus arise in the field of household services:

##### **Employees**

- working conditions in household services are worse than in other service occupations as regards social protection, scope, pay, career prospects, recognition and prestige
- non-standard or non-existent regulation of training schemes
- no equal opportunities for women and men
- jobs are chosen because of the possibilities available for reconciling work and family life (or community activities)

##### **Providers**

The development of a broad market of providers is impeded in particular by

- the trade regulations,
- the heavy burden of taxes on the labour factor hence the high price of services provided legally
- intense competition from the informal market

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<sup>126</sup> The interviews with the self-employed workers (especially in the cleaning field) reflect these problems; it was emphasised, however, that the prospects of success in providing a wide range of services are better.

<sup>127</sup> Better in these initiatives because social protection for employees at least exists and because the particular problems and needs of the target group (such as persons returning to the labour market) are taken into account. Also in the context of these projects either training is provided or a qualification is being developed and offered for the first time on a trial basis.

## Customers

Generally speaking, there is a demand. Socio-demographic changes, amongst other factors, bear this out. Factors inhibiting demand in the field of regular employment on the other hand are:

- the great proliferation of services on the informal market and self-supply
- lack of full social legitimisation for the procurement of household services
- intrusion into the private sphere of the customer's own household is also an obstacle
- aversion to any blatant commercialisation of this area.

## 4.5 Measures recommended

On the basis of these problem areas, several areas of intervention were identified and possible measures developed.

### 4.5.1 Area of intervention: "balance of the sexes"

Measures to increase the proportion of men mentioned in the literature and in the expert interviews conducted as part of the project point in the direction of **professionalisation** and hence **higher pay** in this field of activity. In particular, the creation of **facilities for transfer** to other jobs and **modular training** are emphasised as desiderata (regarding the detailed assessment of the qualification aspect, see below). Men would then also have an incentive to take up employment in this area. Because:

it will only be possible to bring men in when the pay is better. Better pay creates a better image. Qualification turns activity into visible performance.  
(Int. E09)

**Public education** is also an area in which action needs to be considered: on the one hand, measures should be aimed at bringing about a change in the role pattern in order to increase acceptance of men in these occupations. Equally however, the **procurement** of household services needs to undergo a change of perception and to become something approved of or treated as a matter of course instead of being loaded with negative connotations<sup>128</sup>. The *Cinderella* project may serve as a positive example here<sup>129</sup>. Of course, such awareness-raising measures will only make any sense if working conditions are substantially improved.

As long as lack of balance persists in the rest of the labour market, the effects will not be of any great significance. Also there is the danger that some women (particularly those with higher qualifications) will succeed in integrating into the labour market while others, to some extent precisely in order to achieve that integration, will be forced to take insecure jobs in the traditionally female area of household services.

Who stands behind the successful professional woman - a house-husband taking up the rear, or a cleaning woman or nanny on a low income and without social protection? (Weinkopf, 1996)

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<sup>128</sup> Women should no longer be regarded as wicked stepmothers when they take their children to child care centres and should not see it as a personal failure (in their duty as a housewife) if they take on a cleaner.

<sup>129</sup> Increased involvement of men can be expected through better information provision, as well as an upgrading of the image of the field through professionalisation and establishment of uniform professional profile, if it becomes possible by way of the NAP to define this area as an area of 'new employment' and to confer on it the political prestige of the NAP.

#### **4.5.2 Area of intervention: qualification**

To transform insecure employment with no great performance requirements into a proper job with social recognition (with its own professional profile and training facilities) or to increase incentives for men, qualification is undoubtedly relevant. Also by this means a new “class consciousness” can be avoided and confidence of consumers in services can be raised (Seckauer, 1998; Beirat für Wirtschafts- und Sozialfragen, 1997).

On the other hand, one-sided emphasis on qualification is not desirable for a variety of reasons: many (female) employees were happy with the working conditions (extra money, “stop-gap” job with few qualification requirements, etc.) or had chosen the activity because of those conditions. Also the question has to be considered whether there is in fact any demand for such professionalised services. Hitherto, those requiring the services have been able to live with the existing situation quite happily (Seckauer, 1999: 75). Professionalisation (and the consequence of higher prices) may make the informal market even more attractive as far as prices are concerned<sup>130</sup>. Similarly, a raising of the qualification level will not bring about any reduction in the high unemployment rates among women with caring duties without flanking measures.

#### **4.5.3 Area of intervention: trade regulations**

According to Blumberger and Dornmayr (Blumberger, Dornmayr, 1997: 81), supply tailored to needs also means that combination and multi-service facilities must be offered, as well as a suitably structured individual service. The conclusion from this is that, in addition to providing more qualification, there is also a need to adapt the restrictive trade regulations. These have so far prevented or at least impeded the establishment of legal multi-service businesses.

#### **4.5.4 Area of intervention: informal market**

Possibilities arise here of developing services which **cannot** be provided by the informal market (Blumberger, Dornmayr, 1998: 29). Further options are to be found in emphasising the advantages of legal providers, such as greater reliability or quality assurance, as part of awareness-raising measures (public education work). The main problem, however, remains the price of the service<sup>131</sup>. Here possibilities should be investigated of generalising price support systems of the kind introduced in the socio-economic companies.

#### **4.5.5 Area of intervention: employment of foreigners**

In order to reduce the large numbers of persons working illegally, there is in any case a need to rethink the restrictive guidelines for the issue of work permits to non-Austrians or non-EU nationals (Seckauer, 1999: 83).

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<sup>130</sup> But efforts here could focus on raising the awareness of customers, and higher prices can be justified to a certain extent by better quality (see Section 4.3).

<sup>131</sup> In principle, two possibilities are discernible here. Reduction of relative prices is one possibility (Mesch, 1998). Measures would consist in lowering employers’ social security contributions, grants for company launches or wage subsidies (e.g. on recruitment of unemployed persons). The second alternative is to support demand at a specified cost level, for example by way of tax concessions for households, creation of tax incentives (facilities to offset expenses against tax) or the introduction of service vouchers. Admittedly, the first alternative is viewed somewhat negatively as such a measure would mainly benefit the higher-income households (Blumberger, Dornmayr 1998: 29).

## 4.6 Concluding summary

The situation in the household services sector area reflects, perhaps in an extreme way, the fundamental mechanisms of distribution on the labour market. It is a product of this basic environment and, particularly as regards equal opportunities for men and women, will only be amenable to limited improvement for as long as the general inequality remains unchanged.

Despite all these limitations there are many arguments in favour of a more uniform regulation of training and the improvement of qualification prospects. In particular, training facilities should be developed based on a modular structure. With the creation of better training, any awareness-raising measures to enhance the prestige and recognition of this field of activity would have better chances of success.

However, it should be emphasised again that professionalisation in household services needs to be approached with discretion. The guiding principle seems to involve a mix of provision: atypical employment should remain available, if it is wanted. Otherwise this group of workers would opt to stay in the illegal sector. A sensible solution here would be to improve the fundamentals of atypical employment - for example, by increasing social protection and the like. In addition, however, the fundamentals and possibilities for employment in regular jobs should be created, thus allowing scope for professionalisation. Ideally, this would be achieved through tying such jobs into structures on the lines of those adopted in the socio-economic projects.

The **agency model**<sup>132</sup> seems to be one with promise for the future, since it would provide net advantages for employees, customers and employers alike<sup>133</sup>. State support is needed for its implementation however, so that a price reduction for customers becomes possible and the services provided become affordable.

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<sup>132</sup> The basic principle of a service agency (or service pool) is to concentrate the employer's function within the agency, although the work itself would continue to be done in various enterprises or households (Weinkopf, 1996). Existing examples of this model are the projects *häusliche Hilfe* in Upper Austria, *Homeservice* in Vienna and the service agency *Heinzelfrauen* in Burgenland.

<sup>133</sup> For employees this has the advantage of a regular job subject to social security obligations, which is more stable than direct employment in a single household. Competence and acceptance as a regular worker, hence higher recognition, are acquired (Bauernberger-Kiesl, 1999: 214ff). Duty rosters can be adapted to the needs of the employees. Because the agency acts as a connecting link between the worker and the customer, the worker is less at the mercy of an employer. Also in such a framework qualifications can be better and more easily obtained. Households are relieved of a burden to the extent that they have no employers' obligations (administrative workload, social security). Also requests for short-term work can be covered. The quality of the work, its legal and correct performance and replacements in the event of absence are guaranteed (Bauernberger-Kiesl, 1999: 214ff). Disadvantages of this model, of course, are lower pay for the employees and a higher price for the service provided.

## 5. Annexes

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## 5.2 Tables

### 5.2.1 Tables for the national report

Table 1: All gainfully active persons <sup>134</sup> in selected main occupational groups (1976-1997)

Absolute numbers (thousands)

Year	1976			1982			1987			1992			1997		
	m	f	m+f	m	f	m+f	m	f	m+f	m	f	m+f	m	f	m+f
<b>Main occupational groups</b> <sup>135</sup>															
<i>Cooks, kitchen assistants</i> <sup>a</sup>	11.5	25.1	36.6	16.5	21.5	40.4	61.8	29.3	42.3	29.3	42.3	71.6	29.4	45.0	74.4
<i>Housekeepers, maids, etc.</i> <sup>b</sup>	7.4	36.3	43.7	7.7	10.0	35.0	45.0	9.7	32.7	9.7	32.7	42.4	9.8	35.0	45.0
<i>Dry cleaners, launderers, etc.</i> <sup>c</sup>	1.8	7.3	9.1	1.8	1.6	9.0	10.6	0.8	7.3	0.8	7.3	8.1	0.5	5.5	6.0
<i>Health professions</i> <sup>d</sup>	23.7	48.9	72.6	24.9	33.7	89.2	122.9	33.0	110.9	33.0	110.9	143.9	47.6	146.5	194.1
<i>Welfare, social workers</i> <sup>e</sup>	1.5	2.8	4.3	1.9	2.0	7.1	9.1	3.8	9.5	3.8	9.5	13.3	8.7	17.9	26.6

<sup>a</sup> e.g. domestic cook, kitchen help etc.

<sup>b</sup> e.g. housekeepers, domestic workers, etc.

<sup>c</sup> e.g. washerwomen, ironing maids, etc.

<sup>d</sup> e.g. uncertificated nurses, care workers, etc.

<sup>e</sup> e.g. home-helps, workers providing care to the elderly, etc.

Sources: ÖSTAT, 1978, Tab.9; ÖSTAT, 1983a, Tab. 19; ÖSTAT, 1988, Tab.20; ÖSTAT, 1993, Tab. 20; ÖSTAT, 1999, Tab. 49

<sup>134</sup> For the years 1976 and 1982 excluding employees in institutional housekeeping

<sup>135</sup> Occupational classification according to: *Systematisches Verzeichnis der Berufe. Ausgabe 1971* [Systematic classification of occupations, 1971 edition], published by ÖSTAT, 1972

Table 2: *Self-employed persons*<sup>136</sup> in selected main occupational groups (1976-1997)

Absolute numbers (thousands)

Year	1976			1982			1987			1992			1997		
	m	f	m+f	m	f	m+f	m	f	m+f	m	f	m+f	m	f	m+f
<b>Main occupational groups</b> <sup>137</sup>															
<b>Cooks, kitchen assistants</b> <sup>a</sup>	0.8	1.8	2.6	0.4	2.3	2.7	0.7	2.0	2.7	0.9	1.2	2.1	1.1	1.8	2.9
<b>Housekeepers, maids, etc.</b> <sup>b</sup>	0.1	1.5	1.6	-	0.4	0.4	0.1	0.1	0.2	0.1	0.4	0.5	0.1	0.7	0.9
<b>Dry cleaners, launderers, etc.</b> <sup>c</sup>	0.6	0.9	1.5	0.2	0.5	0.7	0.2	0.5	0.8	0.1	0.4	0.6	-	0.1	0.1
<b>Health professions</b> <sup>d</sup>	8.4	4.4	12.8	9.1	3.0	12.0	10.9	6.9	17.9	11.4	8.2	19.6	12.8	9.1	22.0
<b>Welfare, social workers</b> <sup>e</sup>	-	0.0	0.0	-	-	-	-	-	-	-	0.5	0.5	0.4	0.1	0.4

<sup>a</sup> e.g. domestic cook, kitchen help etc.

<sup>b</sup> e.g. housekeepers, domestic workers, etc.

<sup>c</sup> e.g. washerwomen, ironing maids, etc.

<sup>d</sup> e.g. uncertificated nurses, care workers, etc.

<sup>e</sup> e.g. home-helpers, workers providing care to the elderly, etc.

Sources: ÖSTAT, 1978, Tab.9; ÖSTAT, 1983a, Tab. 19; ÖSTAT, 1988, Tab.20; ÖSTAT, 1993, Tab. 20; ÖSTAT, 1999, Tab. 49

<sup>136</sup> Including family members helping in the business

<sup>137</sup> Classification of main occupational groups according to: *Systematisches Verzeichnis der Berufe. Ausgabe 1971*, published by ÖSTAT, Vienna 1972

Table 3: *Persons in paid employment*<sup>138</sup> *in selected main occupational groups (1976-1997)*

Absolute numbers (thousands)

Year	1976			1982			1987			1992			1997		
	m	f	m+f	m	f	m+f	m	f	m+f	m	f	m+f	m	f	m+f
<b>Main occupational groups</b> <sup>139</sup>															
<b>Cooks, kitchen assistants</b> <sup>a</sup>	10.8	23.2	34.0	16.1	28.2	44.2	20.7	38.4	59.1	28.4	41.1	69.5	28.3	43.1	71.5
<b>Housekeepers, maids, etc.</b> <sup>b</sup>	7.3	34.8	42.1	7.7	36.2	43.9	9.9	34.9	44.7	9.6	32.3	41.9	9.8	34.3	44.1
<b>Dry cleaners, launderers, etc.</b> <sup>c</sup>	1.2	6.4	7.6	1.6	7.9	9.5	1.4	8.5	9.9	0.6	6.9	7.5	0.5	5.3	5.9
<b>Health professions</b> <sup>d</sup>	15.3	44.5	59.8	15.8	61.5	77.3	22.8	82.3	105.0	21.6	102.7	124.3	34.7	137.4	172.1
<b>Welfare, social workers</b> <sup>e</sup>	1.5	2.8	4.3	5.5	7.5	13.0	2.0	7.1	9.1	3.8	9.0	12.8	8.4	17.8	26.2

<sup>a</sup> e.g. domestic cook, kitchen help etc.

<sup>b</sup> e.g. housekeepers, domestic workers, etc.

<sup>c</sup> e.g. washerwomen, ironing maids, etc.

<sup>d</sup> e.g. unqualified nurses, care workers, etc.

<sup>e</sup> e.g. home-helps, workers providing care for the elderly, etc.

Sources: ÖSTAT, 1978, Tab.9; ÖSTAT, 1983a, Tab. 19; ÖSTAT, 1988, Tab.20; ÖSTAT, 1993, Tab. 20; ÖSTAT, 1999, Tab. 49

Table 4: *Persons in paid employment in selected abridged economic categories*<sup>140</sup> (1976 - 1994)

Absolute numbers (thousands)

Economic categories	Personal grooming and cleaning <sup>a</sup>	Health and welfare <sup>b</sup>	Housekeeping and caretaking <sup>c</sup>	Total
<b>Year</b>				
<b>1970</b>	36.4	48.5	51.9	136.8
<b>1979</b>	42.5	76.4	44.0	162.9
<b>1982</b>	46.7	84.8	41.5	173.0
<b>1985</b>	50.1	88.9	39.7	178.7
<b>1988</b>	51.2	93.1	37.8	182.1
<b>1991</b>	56.3	106.5	35.7	198.5
<b>1994</b>	59.5	129.2	34.8	223.3

<sup>a</sup> e.g. house cleaning, personal hygiene and grooming services, room cleaning, etc.

<sup>b</sup> e.g. self-employed nurses, homes for the elderly, nursery school, etc.

<sup>c</sup> e.g. caretaking, domestic gardening, housekeeping, etc.

Sources: M. Mesch, 1998: pp.128-131

<sup>138</sup> For the years 1976, 1982 and 1987 including unemployed persons

<sup>139</sup> Classification of main occupational groups according to: *Sytematisches Verzeichnis der Berufe. Ausgabe 1971*, published by ÖSTAT, Vienna 1972

<sup>140</sup> Classification of abridged economic categories according to the 1968 System in: ÖSTAT, *Grundsystematik der Wirtschaftstätigkeiten* [Basic system of economic activities]. (*Betriebsystematik 1968*), Vienna 1988, p. 3

Table 5: *Persons in paid employment in selected abridged economic categories*<sup>141</sup> (1995 - 1999)

Absolute numbers (thousands)

Economic categories	Laundering, personal grooming, baths <sup>a</sup>	Household services <sup>b</sup>	Health and social services <sup>c</sup>	Total
<b>Year</b>				
<b>1995</b>	35.1	4.7	130.0	169.8
<b>1996</b>	34.5	4.7	135.0	174.2
<b>1997</b>	34.1	4.7	138.1	176.7
<b>1999</b>	34.6	4.3	140.4	179.3

<sup>a</sup> e.g. personal hygiene and grooming services, laundry services, etc.

<sup>b</sup> e.g. housekeeping, maids, etc.

<sup>c</sup> e.g. home nursing, homes for the elderly, private nursing, social welfare association, etc.

Sources: *M. Mesch, 1998, pp. 132f; Hauptverband der Sozialversicherungsträger, 1999, Tab. 14*

Table 6: *Marginal part-time employees in selected abridged economic categories (1995 - 1999)*<sup>142</sup>

Absolute numbers (thousands)

Economic categories	Laundering, personal grooming, baths <sup>a</sup>	Domestic services <sup>b</sup>	Health and social services <sup>c</sup>	Total	As % of employees
<b>Year</b>					
<b>1995</b>	3.2	2.8	12.2	18.2	10.7%
<b>1996</b>	3.3	3.0	12.8	19.1	11.0%
<b>1997</b>	3.8	3.2	14.1	21.1	11.9%
<b>1999</b>	4.1	4.3	15.2	23.6	13.2%

<sup>a</sup> e.g. personal grooming, laundry services, etc.

<sup>b</sup> e.g. housekeeping, maids, etc.

<sup>c</sup> e.g. home nursing, homes for the elderly, private nursing, social welfare association, etc.

Sources: *M. Mesch, 1998, p. 132f; Hauptverband der Sozialversicherungsträger, 1999, Tab. 52*

<sup>141</sup> Classification of economic categories according to: ÖSTAT, *Systematik der Wirtschaftstätigkeiten* [System of economic activities]. ÖNACE 1995. Vienna 1995

<sup>142</sup> Classification of economic categories according to: ÖSTAT, *Systematik der Wirtschaftstätigkeiten* [System of economic activities]. ÖNACE 1995. Vienna 1995



Table 7: *Part-time employees in selected abridged economic categories (1984 - 1993)*

Absolute numbers (thousands)

<b>Economic categories</b>	<b>Personal grooming and cleaning<sup>a</sup></b>	<b>Health and welfare<sup>b</sup></b>	<b>Housekeeping and caretaking<sup>c</sup></b>	<b>Total</b>	<b>As % of employees</b>
<b>Year</b>					
<b>1984</b>	5.3	18.2	15.6	39.1	16.2%
<b>1986</b>	6.2	21.7	14.1	42.0	15.8%
<b>1987</b>	7.2	23.0	15.8	46.0	16.7%
<b>1989</b>	9.8	28.2	18.0	56.0	18.5%
<b>1992</b>	10.2	38.9	14.7	63.8	19.6%
<b>1993</b>	13.4	43.4	15.5	72.3	20.4%

<sup>a</sup> e.g. house cleaning, personal grooming, room cleaning, etc.

<sup>b</sup> e.g. self-employed nurses, homes for the elderly, nursery school, etc.

<sup>c</sup> e.g. caretaking, domestic gardening, housekeeping, etc.

Sources: *M. Mesch, 1998, p. 136; ÖSTAT, 1985, Tab. 29; ÖSTAT, 1988, Tab. 29; ÖSTAT, 1990, Tab. 30; own calculations*

Table 8: *Part-time employees in selected abridged economic categories (1994 - 1997)*

Absolute numbers (thousands)

<b>Economic categories</b>	<b>Other consumer and public services<sup>a</sup></b>	<b>Domestic services<sup>b</sup></b>	<b>Health and social services<sup>c</sup></b>	<b>Total</b>	<b>As % of employees</b>
<b>Year</b>					
<b>1994</b>	17.4	5.1	38.3	60.8	17.9%
<b>1995</b>	17.2	5.6	44.4	67.2	19.1%
<b>1996</b>	19.7	5.9	49.4	75.0	20.6%

<sup>a</sup> e.g. personal grooming and hygiene, laundry services, etc.

<sup>b</sup> e.g. maid, housekeeping, etc.

<sup>c</sup> e.g. home nursing, homes for the elderly, private nursing, social welfare association, etc.

Sources: *M. Mesch, 1998, p. 137*

Table 9: *Workplaces in selected domestic service areas (1973 - 1991)*

Absolute numbers

Year	1973		1981		1991		1973-91 Wp / Em as %
	Work-places	Emplo- yees	Work-places	Emplo- yees	Work-places	Emplo- yees	
<b>Food businesses</b>	19882	60228	21748	71873	22191	79961	+11.6 / +32.8
<b>Personal grooming<sup>b</sup></b>	6411	23482	6490	26099	7911	29554	+23.4 / +21.2
<b>Laundering, cleaning, ironing and pressing<sup>c</sup></b>	2332	10093	1985	8834	1440	7667	-38.3 / -24.0
<b>Hospitals, therapeutic and nursing establishments<sup>d</sup></b>	381	55982	368	76995	380	110034	±0.0 / +96.6
<b>Other health-related establishments<sup>e</sup></b>	353	1231	412	2460	1648	7347	+366.9 / +553.7
<b>Care homes<sup>f</sup></b>	1124	17041	1001	15073	1410	26207	+25.4 / +53.8
<b>Other welfare- and charitable institutions<sup>g</sup></b>	196	1669	431	4149	853	11213	+335.2 / + 571.8
<b>Total</b>	30679	169726	32435	205483	35833	271983	+16.8/ +60.2

<sup>a</sup> e.g. buffets, snack-bars, etc.

<sup>b</sup> e.g. beauty care, personal grooming, etc.

<sup>c</sup> e.g. laundry services, iron and pressing, etc.

<sup>d</sup> e.g. care institutions, therapy centres, etc.

<sup>e</sup> e.g. private nurses, self-employed nurses, etc.

<sup>f</sup> e.g. homes for the elderly, pensioners' homes, etc.

<sup>g</sup> e.g. welfare organisations, Kolping (Catholic working mens') welfare organisation

Sources: *ÖSTAT, 1976, Tab. 1.2; ÖSTAT, 1983b, Tab.1.2, ÖSTAT, 1994, Tab. A3*

Table 10: *Children's day-care centres in Austria* <sup>143</sup>

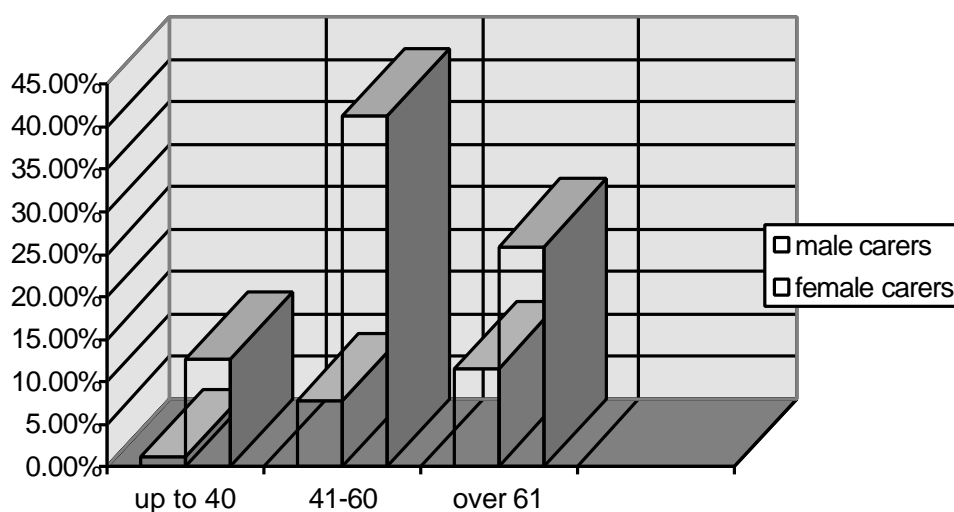
Absolute numbers

Reporting years	Type	Crèches	Nursery schools	Day nurseries	Total
1976/77	number	187	(2918)	422	(3527)
	children	4664	(144713)	22860	(172237)
	staff	848	(11787)	1672	(14307)
1982/83	number	217	3554	473	4244
	children	5690	158923	22803	187416
	staff	1078	13660	1993	16731
1986/87	number	267	3747	475	4489
	children	6429	182718	22835	211982
	staff	1263	15103	2011	4777
1992/93	number	316	4084	554	4954
	children	6751	192719	27093	226563
	staff	1488	18530	2525	22543
1996/97	number	403	4467	625	5495
	children	8145	215837	29142	253124
	staff	1916	22686	2922	27524

Source: ÖSTAT, 1998, Tab. 11

The figures shown in brackets are estimates.

Figure 1: *Age and sex of carers*



Source: Ch. Badelt, 1997a, p. 110

<sup>143</sup>

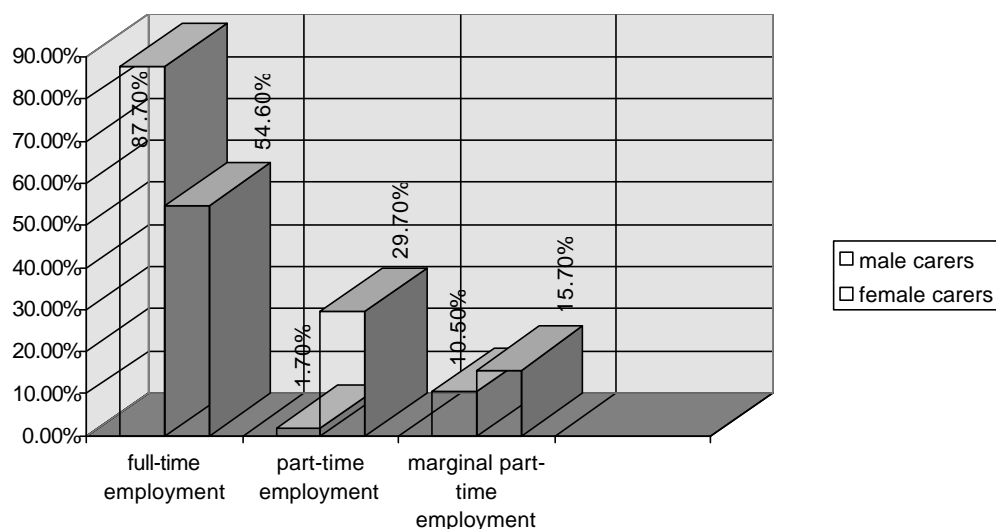
Reporting years for the surveys of the Austrian Central Statistical Office (ÖSTAT)

Table 11: *Breakdown of carers as to full-time and part-time employment*

Employment excluding care in the family	Male carers	Female carers
Full-time	87.7%	54.6%
Part-time	1.7%	29.7%
Marginal part-time	10.5%	15.7%

Source: Ch. Badelt, 1997a, p. 125

Figure 2: *Breakdown of persons with caring duties as to full-time and part-time employment*



Source: Ch. Badelt, 1997a, p. 125

Table 12a: *Time budgets 1981 and 1992 compared: percentages of those engaging in the activities shown*

Those engaging in the activity	All persons, %		Men, %		Women, %	
	1981	1992	1981	1992	1981	1992
<b>Type of activity</b>						
<b>Handicraft activities</b>	10.22	7.56	16.39	13.54	5.13	2.20
<b>Gardening</b>	12.42	13.30	10.34	12.34	14.14	14.15
<b>Work for own household, total</b>	57.32	78.54	21.39	60.06	86.94	95.09
<b>Work for other households</b>	1.55	2.58	0.50	1.48	2.42	3.58
<b>Child care, total</b>	13.60	18.69	6.88	12.06	19.14	24.63
<b>Child care by other persons</b>	2.01	3.45	1.07	2.04	2.79	4.71
<b>Care of invalids</b>	1.07	2.52	0.35	1.66	1.67	3.29

Source: ÖSTAT, 1995, Tab. 1a

Table 12b: *Time budgets 1981 and 1992 compared: number of hours allocated by those engaging in the activities*

Those engaging in the activity	All persons, %		Men, %		Women, %	
	hrs/mns per day		hrs/mns per day		hrs/mns per day	
Type of activity	1981	1992	1981	1992	1981	1992
Handicraft activities	3 34	2 30	3 49	2 36	2 55	2 01
Gardening	2 34	1 59	2 52	2 13	2 24	1 48
Work for own household, total	4 22	3 38	2 03	1 58	4 50	4 34
Work for other households	2 58	1 42	3 07	1 41	2 56	1 42
Child care, total	2 14	2 01	1 52	1 30	2 21	2 15
Child care by other persons	2 22	1 45	2 29	1 38	2 20	1 47
Care of invalids	2 29	1 43	2 17	1 51	2 31	1 39

Source: ÖSTAT, 1995, Tab. 1a

Table 13: *Hidden economies compared*

The scale of the hidden economy as a percentage of the “official” GDP of 16 OECD States in 1994 - calculated by the cash estimation method<sup>1)</sup>

Scale of the hidden economy as % of “official” GDP in the years						
Country	1994	1995	1996	1997	1998	1999
Italy	25.8%	26.2%	27.0%	27.3%	.....	
Spain	22.3%	22.6%	22.9%	23.1%	.....	
Belgium	21.4%	21.6%	21.9%	22.4%	.....	
Sweden	18.3%	18.9%	19.2%	19.8%	.....	
Norway	17.9%	18.5%	18.9%	19.4%	.....	
Denmark	17.6%	18.1%	18.3%	18.1%	.....	
Canada	14.6%	15.0%	15.1%	14.8%	.....	.....
France	14.3%	14.8%	14.9%	14.7%	.....	.....
Netherlands	13.6%	14.1%	14.0%	13.5%	.....	.....
Germany	13.1%	13.9%	14.5%	15.0%	14.7%	15.94%
Australia	13.0%	.....	.....	.....	.....	.....
United Kingdom	12.4%	12.6%	13.1%	13.0%	.....	.....
USA	9.4%	9.0%	8.8%	8.8%	.....	.....
Austria	6.7%	7.3%	8.3%	8.9%	9.1%	9.6%
Switzerland	6.6%	6.9%	7.5%	8.1%	8.0%	8.3%

<sup>1)</sup> It should be noted that an inter-country comparison of the scale of the hidden economy only has limited validity, since the cash demand functions were specified differently and the number of factors responsible for the hidden economy were not the same in each case.

Source: Prof. Friedrich Schneider, Institute for National Economy, Johannes Kepler University, A-4040 Linz.

Table 14: *Development of the hidden economy in Austria*

The scale of the hidden economy in Germany, Austria and Switzerland over the period 1975 to 1996- calculated on the basis of the cash estimation method

<b>Scale of the hidden economy (as a percentage of "official" GDP and in absolute values) in Austria</b>		
<b>years</b>	<b>%</b>	<b>ATS billion</b>
<b>1975</b>	2.04	13
<b>1980</b>	2.69	27
<b>1985</b>	3.92	53
<b>1990</b>	5.47	99
<b>1995</b>	7.32	170
<b>1996</b>	8.32	201
<b>(1997)<sup>1</sup></b>	8.93	220
<b>(1998)<sup>1</sup></b>	9.09	233

<sup>1)</sup> Projection or estimate, as the official statistics are not yet available.

Source: *Schneider, 1998*

Table 15: *Breakdown of undeclared work by economic activities and areas of the service sector in Austria*

<b>Sub-sector</b>	<b>Breakdown</b>
<b>Renovation work on flats and houses</b>	<b>23%</b>
<b>Car repairs</b>	<b>19%</b>
<b>Services of beauticians, hairdressers</b>	<b>14%</b>
<b>Repair of electrical appliances</b>	<b>13%</b>
<b>House construction</b>	<b>12%</b>
<b>Private lessons, coaching</b>	<b>6%</b>
<b>Domestic help</b>	<b>5%</b>
<b>Babysitting, child minding</b>	<b>5%</b>
<b>Overnight occupation during holidays</b>	<b>3%</b>

Source: Schneider (1998) and results of a market survey (June 1998) in Linz (commissioned by Friedrich Schneider).

Table 16: *Estimates of the volume of voluntary work in Austria 1982 (maximum variant)*

Voluntary work			Notional whole-day workers		
Field	Number of persons engaging in voluntary activity	Weekly volume of work in hours	Total	In organisations	Outside organisations
Social services	1 302 263	7 540 160	188 503	15 814	172 662
Culture and entertainment	810 572	2 854 106	71 128	42 677	28 451
Environment and recreation	454 146	2 225 317	55 633	25 288	30 345
Disaster relief work	324 023	952 627	23 816	21 762	2 054
Religious services	396 542	654 295	16 357	13 487	2 870
Political work	364 140	1 085 137	27 128	25 654	1 474
Neighbourhood assistance	1 997 113	6 191 049	154 776	5 976	148 800
<b>Total, all areas</b>			<b>537 341</b>	<b>150 685</b>	<b>386 656</b>
<b>Hyp. % of gainfully active persons</b>			<b>16.8%</b>	<b>4.7%</b>	<b>12.1%</b>
<b>Hyp. % of gainfully active persons in paid employment</b>			<b>19.2%</b>	<b>5.4%</b>	<b>13.9%</b>

Source: *Ch. Badelt 1997b, p. 367*

Table 17: *Employees of NPOs in Austria*

Area	Number	
	absolute	relative
Culture, sport, leisure	13 000	6.9
Education and research	40 455	21.4
Health	17 804	9.4
Social services	99 419	52.6
Environment	728	0.4
Local development and housing		
Legal services, representation, politics	7 029	3.7
Foundation work, charity collections, voluntary work		
International activities	1 200	0.6
Religion	7 339	3.9
Industrial and professional associations, trade unions	2 200	1.2
<b>Total</b>	<b>189 174</b>	<b>100 &amp;</b>

Source: *Ch. Badelt, 1999, p. 74*

Table 18: *Nursery establishments and schools in Austria (school-year 1996/97)*

	NPO sector		Public sector		Commercial sector	
	absolute	relative	absolute	relative	absolute	relative
<b>Nursery schools and day nurseries</b>						
Number of establishments	1 345	24.5%	3 905	71.7%	245	4.4%
Number of groups	2 898	24.8%	8 341	71.5%	731	3.7%
Number of children	62 097	24.5%	183 339	72.4%	7 688	3.1%
<b>Schools</b>						
Number of schools	384	5.9%	6 103	94.0%	7	0.1%
Number of classes	3 031	5.6%	50 997	94.3%	30	0.1%
Number of pupils	74 646	6.3%	1 106 586	93.7%	506	0.0%

Source: *Ch. Badelt, 1999, p. 80*

Table 19: *Health service and care for the elderly in Austria (1996/97)*

	NPO sector		Public sector		Commercial sector	
	absolute	relative	absolute	relative	absolute	relative
<b>Hospitals</b>						
Number of establishments	<b>36</b>	<b>20.0%</b>	<b>202</b>	<b>64.1%</b>	<b>50</b>	<b>15.9%</b>
Number of beds	<b>13 136</b>	<b>19.3%</b>	<b>51 372</b>	<b>75.6%</b>	<b>3 493</b>	<b>5.1%</b>
<b>Senior citizens', care for the elderly and nursing homes</b>						
Number of establishments	<b>185</b>	<b>26.17%</b>	<b>375</b>	<b>53.04%</b>	<b>147</b>	<b>20.79%</b>
Number of residential beds	<b>15 941</b>	<b>44.88%</b>	<b>16 157</b>	<b>45.48%</b>	<b>3 425</b>	<b>9.64%</b>
Number of care beds	<b>7 273</b>	<b>24.74%</b>	<b>19 763</b>	<b>67.24%</b>	<b>2 355</b>	<b>8.01%</b>

Source: *Ch. Badelt, 1999, p. 81*



Table 20: "Good practice" examples of socio-economic companies and organisations and non-profit employment projects in the field of household services in Austria as a whole

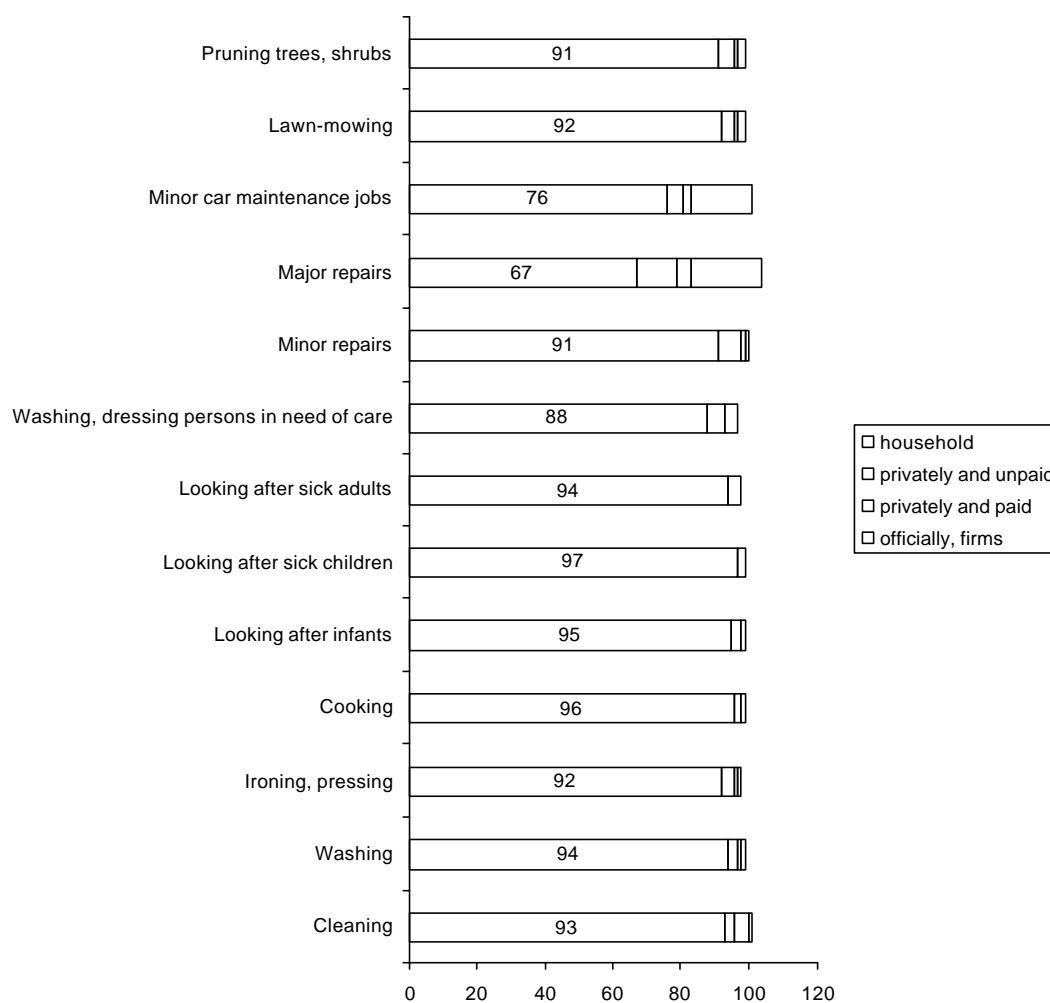
Gardening		Repair services		Cleaning		Care of the elderly or child care		Meal preparation	
	Prv		Prv		Prv		Prv		Prv
Donauwerkstatt-Arbeitstraining-Verkauf-Mobiler Dienst (AVM)	O Ö	Donauwerkstatt-Arbeitstraining-Verkauf-Mobiler Dienst (AVM)	O Ö	Donauwerkstatt-Arbeitstraining-Verkauf-Mobiler Dienst (AVM)	O Ö	Home Service	F	B7-Kulinarium	O Ö
Exit - Wasch- und Haushaltsservice	O Ö	Empowerment Schöpfwerk	F	Exit - Wasch- und Haushaltsservice	O Ö	Betreutes Wohnen am Bauernhof für Senioren	O Ö	Exit - Wasch- und Haushaltsservice	O Ö
Naturraum Freiwald-Werkstätten	O Ö	Arbeitsprojekt JAN	F	Chamäleon -Atelier für Textilarbeit and Dienstleistungen	St	Rifa - Mobile Altenhilfe	O Ö	Stadt-Beisl INIGO Café-Restaurant	F
Offene Tür Retz / Unteralb	N Ö	Werkstättenzentrum Ges.m.b.H., Stadlau	F	Sozialmediz. Nachbarschaftszent Unterpenzing (SMUP)	F	Mobile Heimhilfe	F	Kaffee-Restaurant Max	F
ÖKO Service GmbH	St	Hilfsworker - Haus- & Heimservice	F	Waldviertler Wechselseitige Wunscherfüllung	N Ö	Tageselternzentrum Eltern für Kinder	F	Café-Restaurant Zur Post	St
Kooperation Wirtschaftshof / BAN / Müllvermeidung / ÖKO-Service	St	Waldviertler Wechselseitige Wunscherfüllung	N Ö	Hilfsworker - Haus- & Heimservice	F	Kinderbauernhof Eschenau	N Ö	Home Service	F
Kompost-Tiger - Gruppe Grünraum	F	RUSZ Reparatur and Service Zentrum	F	Betreutes Wohnen am Bauernhof für Senioren,	O Ö	Sozialmedizinisches Nachbarschaftszent. Unterpenzing	F	"Tischlein deck dich" - Partyservice der Biobauern	O Ö
FAIR-wurzelt Frauen.Arbeit.Initiativ_Regional	N Ö	Jobfabrik	F	Startbahn	N Ö	Seniorenwohnheim Katzelsdorf	N Ö	Startbahn	N Ö
Startbahn	N Ö	basar - Reinigungs- und Reparaturdienst	O Ö	Frau und Arbeit	N Ö	Tagesmütterverein	St	Rifa - Mobile Altenhilfe	O Ö
Chamäleon Atelier für Textilarbeit und Dienstleistungen	St	Betreutes Wohnen am Bauernhof für Senioren, Bezirk Perg	O Ö	Home Service	F	Tagesmütterprojekt	T	Restaurant-Cafe "Zur Brücke" GesmbH.	O Ö
PAP - Pongauer Arbeitsprojekt Renaissance	Sb	Startbahn	N Ö	Insieme	T	Zentrum Frauen im Brennpunkt		Grenzland-Naturprodukten-Kreis GNK	N Ö
Verein für Arbeit and Umwelt VAU	Sb	Verein für Arbeit and Umwelt VAU	Sb	basar - Reinigungs- and Reparaturdienst	O Ö	Kinderhaus Gänseblümchen	N Ö	Jobfabrik	F
PROBA (previously Populus Naturraumpflege)	O Ö	Rifa - Mobile Altenhilfe	O Ö	Heinzelfrauen	B	Aktion Tagesmütter/-väter OÖ	O Ö	Schmankerl Gemeinnützige Gastronomie	Sb
Home Service		Handwerkerprojekt Kolping	F	"NEUE Arbeit"	Ktn			Cafe-Restaurant Fröhlich	St
Handwerkerprojekt Kolping	F			BAV Haushalts-Service	Vb			Werkstättenzentrum Ges.m.b.H.	F
Haushaltsservice	Vb			Beschäftigungs-initiative Frastanz	Vb			Seniorenwohnheim Katzelsdorf	N Ö
				Handwerkerprojekt Kolping	F			Südburgenländisches Bauernmobil	B
				Haushaltsservice	Vb				

Source: (in part) AMS, 1999

Key to Province abbreviations:

- B = Burgenland
- Ktn = Carinthia
- NÖ = Lower Austria
- OÖ = Upper Austria
- Sb = Salzburg
- St = Styria
- T = Tirol
- Vb = Vorarlberg
- W = Vienna

Figure 3: *Main means of getting household jobs done*



*Notes:*

The fact that the sum of some percentages exceeds 100 is presumably due to inconsistencies in answers, i.e. (unwarranted) double indications.

**Key to means of getting the work done:**

- household: by members of the household
- privately and unpaid: unpaid help given by other relatives or by neighbours
- privately and paid: help given by neighbours or private individuals in return for payment
- officially, firms: assistance provided by persons in an employed capacity, social services or private firms

Source: *F. Blumberger, H. Dornmayr, 1997, p. 41*

Table 21: *Associations in Austria (status 1.9.1995)*

Type	Number
Veterans' associations and other organisations of former military personnel	1 771
Savings clubs	12 558
Charitable and welfare associations	5 191
Social clubs	4 134
Students' associations	1 267
Parents' associations	3 539
Gardening clubs, allotment and housing estate associations, livestock breeding clubs	5 376
Professional associations	4 266
Religious associations	901
Cultural (musical, theatrical and choral) societies	12 834
Rotary Club, Lions Club, "Schlaraffia"	378
Work colleagues' associations	394
Gymnastic and sporting clubs	20 834
Other clubs and associations	16 495
<b>Total</b>	<b>89 938</b>

Source: *Ch. Badelt, 1997b, p. 61*

Table 22: *Enterprises and employees in the City of Linz*<sup>144</sup>

Enterprises and employees in Linz	Economic category	Enterpr. absolute	Enterpr. relative	Employees abs.	Employees rel.
Agriculture and forestry	a	21	0.34	159	0.11
Fisheries and fish breeding	b	-		-	-
Mining and quarrying	c	1	0.01	1	0.00
Goods production	d	556	9.03	27157	17.97
Energy and water supply	e	11	0.18	3677	2.43
Construction	f	295	4.79	11071	7.33
Trade in and maintenance and repair of motor vehicles and consumer durables	g	1576	25.61	24195	16.01
Hotels and catering	h	540	8.77	3151	2.09
Transport and communications	i	247	4.01	5119	3.39
Credit and insurance institutions	j	140	2.27	10369	6.86
Real estate, hire of movable property, supply of business services	k	1444	23.46	15890	10.52
Public administration, national defence, social insurance	l	19	0.31	25881	17.13
Education	m	89	1.44	6530	4.32
Health, veterinary and social services	n	483	7.85	7303	4.83
Supply of other public and personal services	o	631	10.25	10475	6.93
Private households	p	101	1.64	102	0.07
Extra-territorial organisations and bodies	q	2	0.03	3	0.00
<b>Total:</b>		<b>6155</b>	<b>100.00</b>	<b>151110</b>	<b>100.00</b>

<sup>144</sup> Source: GKK OÖ, status January 1999

Table 23: *Enterprises and employees in the City of Vienna*

<b>Enterprises and employees in Vienna</b>	<b>Economic category</b>	<b>Enterpr. absolute</b>	<b>Enterpr. relative</b>	<b>Employees abs.</b>	<b>Employees rel.</b>
<b>Agriculture and forestry</b>	a	261	0.39	2048	0.28
<b>Fisheries and fish breeding</b>	b	-	-	-	0
<b>Mining and quarrying</b>	c	14	0.02	1070	0.14
<b>Goods production</b>	d	4301	6.44	97843	13.15
<b>Energy and water supply</b>	e	29	0.04	3157	0.42
<b>Construction</b>	f	3502	5.24	48726	6.55
<b>Trade in and maintenance and repair of motor vehicles and consumer durables</b>	g	12311	18.43	112497	15.12
<b>Hotels and catering</b>	h	4441	6.65	28852	3.88
<b>Transport and communications</b>	i	2054	3.07	62061	8.34
<b>Credit and insurance institutions</b>	j	717	1.07	37757	5.08
<b>Real estate, hire of movable property, supply of business services</b>	k	23604	35.33	98573	13.25
<b>Public administration, national defence, social insurance</b>	l	2673	4.00	163198	21.94
<b>Education</b>	m	469	0.70	13966	1.88
<b>Health, veterinary and social services</b>	n	4034	6.04	27149	3.65
<b>Supply of other public and personal services</b>	o	7109	10.64	43606	5.86
<b>Private households</b>	p	703	1.05	746	0.10
<b>Extra-territorial organisations and bodies</b>	q	587	0.88	2636	0.35
<b>Total:</b>		<b>66809</b>	<b>100.00</b>	<b>743885</b>	<b>100.00</b>

Source: *Hauptverband der Sozialversicherungsträger, 1999, Tab. 17*

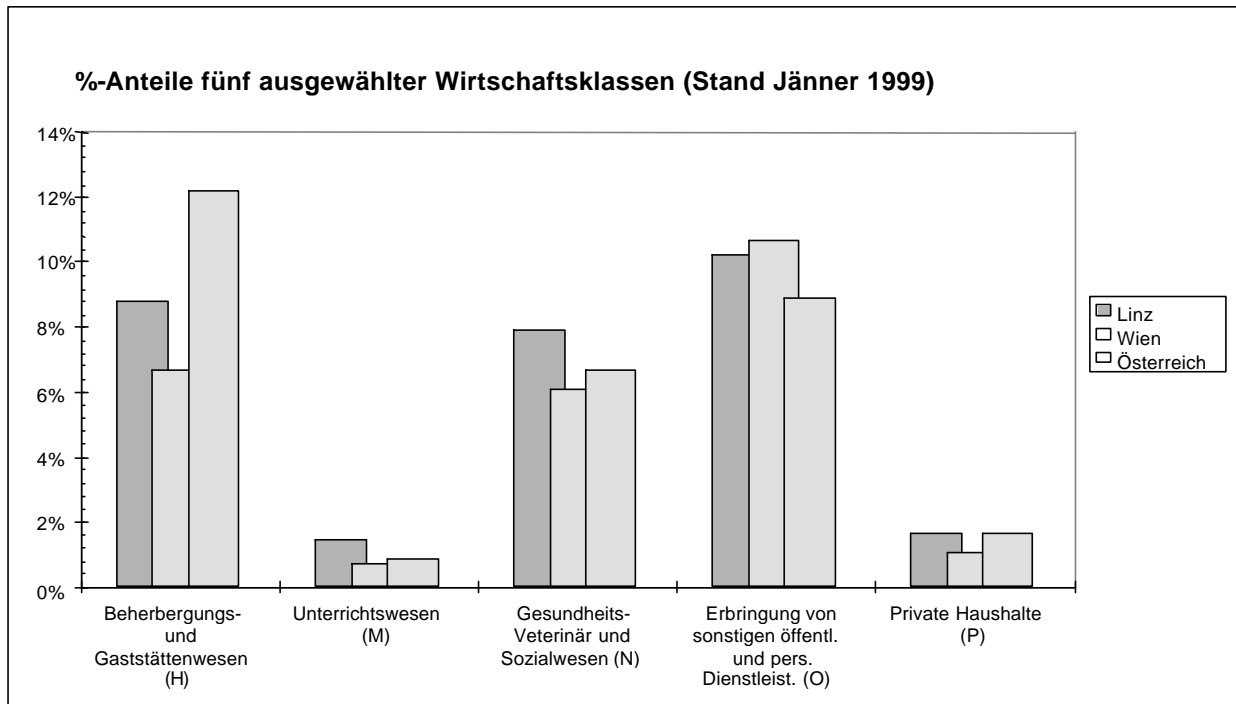
Table 24: Enterprises and employees in Austria<sup>145</sup>:

Enterprises and employees in Austria	Economic category	Enterpr. absolute	Enterpr. relative	Employees abs.	Employees rel.
Agriculture and forestry	a	5158	2.10	19009	0.65
Fisheries and fish breeding	b	33	0.01	81	0.00
Mining and quarrying	c	332	0.14	12927	0.44
Goods production	d	28137	11.44	604800	20.55
Energy and water supply	e	395	0.16	30580	1.04
Construction	f	17725	7.21	214989	7.30
Trade in and maintenance and repair of motor vehicles and consumer durables	g	55333	22.51	478931	16.27
Hotels and catering	h	29895	12.16	156371	5.31
Transport and communications	i	9370	3.81	223888	7.61
Credit and insurance institutions	j	2997	1.22	108558	3.69
Real estate, hire of movable property, supply of business services	k	45696	18.59	218207	7.41
Public administration, national defence, social insurance	l	5883	2.39	473152	16.08
Education	m	2044	0.83	121325	4.12
Health, veterinary and social services	n	16631	6.76	140367	4.77
Supply of other public and personal services	o	21579	8.78	132844	4.51
Private households	p	4007	1.63	4315	0.15
Extra-territorial organisations and bodies	q	638	0.26	2738	0.09
<b>Total:</b>		<b>245853</b>	<b>100.00</b>	<b>2943082</b>	<b>100.00</b>

Source: *Hauptverband der Sozialversicherungsträger, 1999, Tab. 14*

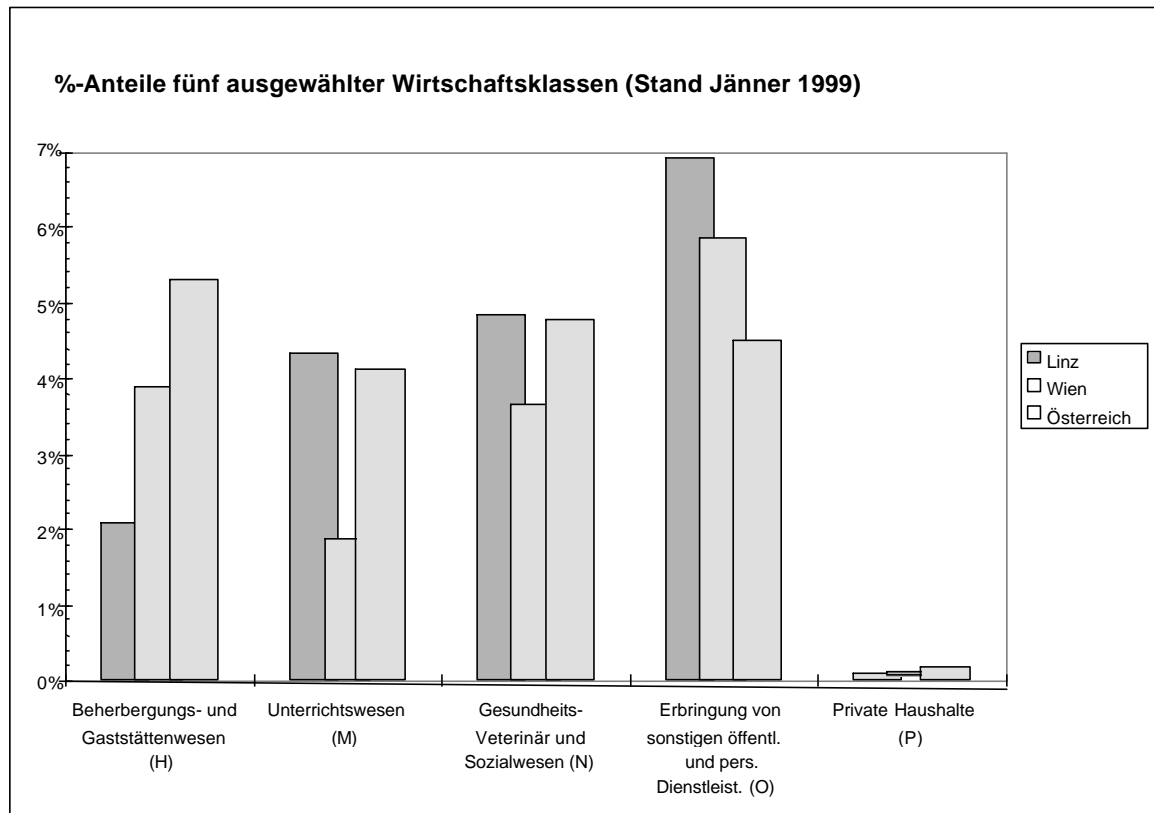
<sup>145</sup> Source: *Hauptverband der Sozialversicherungsträger* [Association of Social Insurance Institutions]: Statistical data on social security. Employees in Austria, January 1999

Figure 4: Comparison of relative numbers of enterprises in selected economic categories in Linz, Vienna and Austria as a whole



Source: Hauptverband der Sozialversicherungsträger, 1999

Figure 5: Comparison of proportions of employees in selected economic categories in Linz, Vienna and Austria as a whole



Source: Hauptverband der Sozialversicherungsträger, 1999

Table 25: *Subsector-specific earnings differences between 1980 and 1994*

Median income in individual sub-sectors (median of all economic categories = 100)

<i>Segment</i>	<i>1980</i>	<i>1994</i>
<i>Low-pay segment</i>		
<i>personal hygiene and grooming services</i>	60	62
<i>hotels and catering</i>	71	71
<i>health</i>	83	90
<i>trade</i>	88	89
<i>arts, entertainment</i>	91	91
<i>Middle earnings segment</i>		
<i>transport</i>	94	96
<i>legal advice, business services</i>	93	97
<i>education</i>	83	84
<i>public administration</i>	98	99
<i>High pay segment</i>		
<i>banking, insurance</i>	113	136

Source: G. Biffel, H. Lutz, 1998, p. 67

Table 26: List of professional associations and social service organisations authorised to conclude collective agreements

<b>Name</b>	<b>Since</b>
Verein für Bewährungshilfe und Soziale Arbeit	10.1995
Verband Steirischer Alten- und Betreuungsheime	10.1996
Niederösterreichisches Hilfswerk	02.1997
Dachverband für ambulante Alten- und Heimhilfe, Graz	03.1997
Berufsvereinigung von Arbeitgebern für Gesundheits- und Sozialberufe (BAGS) <sup>a</sup>	10.1997
Verein Interessensvertretung karitativer Einrichtungen der Katholischen Kirche Österreichs	10.1997
Österreichisches Rotes Kreuz (Austrian Red Cross)	01.1998
Arbeitgeberverband der Diakonie Österreich	03.1998

<sup>a</sup> The members of BAGS include the following organisations: *Aktion Tagesmütter OÖ, Arbeiter-Samariter Bund, Bundesverband Österreichischer Pflege-, Adoptiveltern und Tagesmütterverband, Bundesverband and Landesvereine der Österr. Elterninitiativen, Caritas Socialis, Österreichische Kinderfreunde, Österreichisches Hilfswerk, Sozial Global, Soziale Dienste der Adventmission, Tagesmütterverband Oberösterreich, Verein Wiener Kinder- und Jugendbetreuung, Volkshilfe Österreich, Wiener Hauskrankenpflege- und Seniorendienste, Wiener Sozialdienste* (status 06.1998)

Source: information from Mr Hans Binder, Federal Ministry of Labour, Health and Social Affairs, Section V; conversation on 27.7.1999

Table 27: *Business establishment figures 1997*

Chamber	Basis	Company launches
Chamber of Commerce and Industry	5% sample survey	19 296
Chamber of the Professions	estimates of the individual professional chambers	1 171
New self-employed	estimate of the trade and industry social insurance system	(2 995)
Total without new self-employed with new self-employed		20 467 (23 462)

Source: *BMAGS, 1999*

Table 28: *Establishment figures (in the area covered by the Chamber of Commerce and Industry) compared over time*

Year	1990	1997	1998 <sup>146</sup>
Number of new launches	12 500	19 300	20 400

Source: *BMAGS, 1999*

Table 29: *Trend in parental leave allowance claimants by sex*

Year	Total	Proportion of men	
		absolute	percentages
1998	64174	532	0.83
1997	75082		
1996	78915	490	0.62
1995	82951	499	0.57
1990	31771	27	0.08

Source: *HVSV, employees by economic category as an annual average*

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<sup>146</sup> Estimate



Table 30: Differences between the old statistical reporting system (Betriebssystematik 1968) and ÖNACE 1995 for the service sector

ÖNACE 1995	Betriebssystematik 1968
50 Motor trade, motor vehicle repairs, filling stations	partly (panel-beating, painting, tyre services etc.) in Goods production
52 Retail trade, repair of consumer durables	partly (repair of footwear, appliances, clocks and watches etc.) in Goods production
63 Warehousing, forwarding, travel agencies	Warehousing in economic category 77 "Warehousing and storage"
70 Real estate	Caretaking in economic category 99B
72 Data processing	partly (repair of office machines, DP equipment etc.) in Goods production
73 Research	in economic category "Education and research"
80 Education	incl. research (economic category 97 "Education and research")
90 Waste disposal	in economic category "Personal hygiene and grooming services and cleaning"
91 Representation of interests	in economic category 98 "Social insurance institutions, representation of interests and regional sickness insurance funds (GKK)"
93 Laundering, personal hygiene and grooming, baths	Baths in economic category 96 "Health and welfare services"

Source: Mesch, 1998, p. 160

Table 31: Levels of care

Steps in intensity of care	For persons ....	Care allowance claimants	Av. care allowance level
<b>Step 1</b>	whose average need of care exceeds 50 hours	31312	2331
<b>Step 2</b>	whose average need of care exceeds 75 hours	108928	3631
<b>Step 3</b>	whose average need of care exceeds 120 hours	49503	5557
<b>Step 4</b>	whose average need of care exceeds 160 hours	22413	8245
<b>Step 5</b>	whose average need of care exceeds 180 hours, when an extraordinary level of care is required	16716	11019
<b>Step 6</b>	whose average need of care exceeds 180 hours, when (1) care measures are required which cannot be coordinated in time and regularly need to be provided day and night or (2) constant attendance of a carer is required day and night because of the probability of internally or externally induced harm	3514	14921
<b>Step 7</b>	whose average need of care exceeds 180 hours, when (1) no controlled movements of the four extremities with functional effect are possible (2) a condition deemed equivalent is present.	2452	20025
<b>Total</b>		234838	5170

"Number of care allowance claimants" and "average level of care allowance": status at December 1997

Source: Federal Care Allowance Act (*Bundespflegegeldgesetz*) Art 2, Section 4 (BGBl I No. 111/1998)  
www.sozvers.at/statistik/pflege.htm (DATE: 27.08.99 12:30)

Table 32a: Male employees according to modified occupational groups, proportions 1981/91

	Male proportions as %	
	1981	1991
<b>Health professions (h)</b>	70.35	46.50
<b>Health professions (m)</b>	11.82	12.27
<b>Cleaning occupations &lt;firms&gt; (g)</b>	7.42	9.40
<b>Other cleaning occupations</b>	34.52	39.64
<b>Social professions</b>	40.17	35.63
<b>Personal hygiene professions</b>	18.88	13.58

Source: Prenner et al., 1998: 51

Table 32b: Female employees according to modified occupational groups, proportions 1981/91

	Female proportions as %	
	1981	1991
<b>Health professions (h)</b>	29.65	53.5
<b>Health professions (m)</b>	88.18	87.73
<b>Cleaning occupations &lt;firms&gt; (g)</b>	92.58	90.60
<b>Other cleaning occupations</b>	65.48	60.36
<b>Social professions</b>	59.83	64.37
<b>Personal hygiene professions</b>	81.12	86.42

Source: Prenner et al., 1998: 49

Table 32c: Coverage of the modified occupational groups

According to figures for occupational (sub)categories from the Population Censuses 1981 and 1991

	1981	1991
<b>Health professions (h)</b>	doctors, dentists, veterinarians, chemists, pharmacists	doctors, dentists, veterinarians, chemists, pharmacists, medico-technical personnel
<b>Health professions (m)</b>	Qualified nursing staff, nursery nurses, tutors and governesses	Qualified nursing staff, nursery nurses, tutors and governesses
<b>Cleaning occupations &lt;firms&gt; (g)</b>	building and interior cleaning occupations	building and interior cleaning occupations
<b>Other cleaning occupations</b>	housekeepers, dry cleaners, washerwomen, ironing maids, drain and street cleaners and other cleaning occupations	housekeepers, dry cleaners, washerwomen, ironing maids, drain and street cleaners and other cleaning occupations
<b>Social professions</b>	spiritual welfare professions, social welfare and social service professions	spiritual welfare professions, social welfare and social service professions
<b>Personal hygiene and grooming professions</b>	personal grooming and hygiene professions	personal grooming and hygiene professions

Source: Prenner et al., 1998: 25

## 5.2.2 Tables for the regional reports - Linz

Table L1: Breakdown by sex, national origin and civil status 1995 in absolute figures

Breakdown of the resident population by sex, national origin and civil status								
	national origin		sex		civil status			
	Austrian	foreign	male	female	single <sup>1</sup>	married	divorced	widowed
percentage	89.3	10.7	47.8	52.2	44.2	40.8	7.5	7.5
absolute	189913	22682	101541	111054	93886	86725	15983	16001

Source: *Statistisches Jahrbuch der Landeshauptstadt Linz [City of Linz Statistical Yearbook], 1994/95*  
<sup>1</sup>persons whose civil status was unknown were also included under the "single" heading.

Table L2: Age structure of the resident population 1995

Resident population by age groups:								
	up to 14	15-19	20-29	30-39	40-49	50-59	60-69	70 +
percentage	13.2	4.6	17.5	17.9	13.4	12.3	9.2	11.9
absolute	27986	9765	37124	38148	28532	26069	19624	35121

Source: *Statistisches Jahrbuch der Landeshauptstadt Linz, 1994/95*

Table L3: Commuter flows 1991

Inward commuters to Linz				
	total	of which male	daily commuters	non-daily commuters
absolute	80448	56369	68621	11827
Outward commuters from Linz				
	total	of which male	daily commuters	non-daily commuters
absolute	14587	9985	11203	3384

Source: *Statistisches Jahrbuch der Landeshauptstadt Linz, 1994/95*

Table L4: Foreigners in Linz

former Yugoslavia	59%
Turkey	14%
FR Germany	8%
Romania	5%
former Czechoslovakia	3%
Poland	3%
Hungary	2%
China	2%
Iraq	1%
Egypt	1%
Iran	1%
former USSR	1%

(status 1.1.1999, indications from the Press and Information Service)

Table L5: Educational structure of the resident population (age 15 and over) 1991

Breakdown in percentage terms

	Total (absolute)	Universities and equivalent establishments	General further education	Vocational education	Apprenticeship	Compulsory schooling
<b>Linz</b>	176 221	6.6	12.6	10.8	29.9	40.1
<b>Upp. Austria</b>	1 082 005	4.2	7.7	9.6	32.6	45.9

Source: ÖSTAT, Population Census 1991

Table L6: Household structure - number of private households 1991

	Private households with number of members shown								Institutional and group - households	Households all
	1	2	3	4	5	6	7	8 and over		
<b>Linz</b>	30 486	30 656	15 663	9 380	2 507	639	191	77	244	89 843
<b>UA</b>	122 042	130 852	89 394	82 025	34 711	13 738	5 630	3 254	1 587	483 233

Source: ÖSTAT, Population Census 1991

Table L7: Jobs (i.e. number of employees) in Linz 1999

In absolute numbers

<b>jobs</b>	<b>182 000</b>	<b>100%</b>
<b>Energy supply</b>	3 894	2.1%
<b>Trades, crafts and industry</b>	42 305	23.2%
<b>Trade</b>	24 813	13.6%
<b>Tourism</b>	3 327	1.8%
<b>Transport</b>	2 904	1.6%
<b>Financial and credit institutions</b>	5 821	3.2%
<b>Private insurance</b>	4 071	2.2%
<b>Private and public services</b>	87 064	47.8%
<b>Self-employed</b>	7 801	4.3%

Source: indications from the Press and Information Service, Mr Hubmann; status 1.1.1999

Table L8: Gainfully active persons<sup>1</sup> 1991 according to economic sector

	Agriculture and forestry	Energy and water supply	Mining and quarrying	Manufac- turing, industry	Construc- tion	Trade, warehous- ing, trades and crafts	Hotels and catering
<b>Linz absolute</b>	605	1 225	134	26 241	6 706	16 214	4 460
<b>Linz percentage</b>	0.6	1.2	0.1	25.6	6.5	15.9	4.3

Source: ÖSTAT, Population Census 1991

	Transport and communica-tions	Financial and credit institutions, business services	Pers. soc. & public services, house-keeping	Total
<b>Linz absolute</b>	7 255	9 208	30 503	102 551
<b>Linz percentage</b>	7.0	9.0	29.8	100

<sup>1</sup>) Gainfully active persons: self-employed persons, including family members helping in the business, and persons in paid employment. The category "gainfully active persons" also includes unemployed workers, persons performing military or civilian service and persons on parental or maternity protection leave.

Table L9: *Employees according to legal employment status, sex and economic category*

	Employees of whom		Salaried staff		Manual workers		Total
	male	female	male	female	male	female	
<b>Percentage</b>	23.1%	76.9%	20.4%	66.3%	2.7%	10.6%	
<b>Health, veterinary and social services</b>	1689	5614	1491	4841	198	773	7303
<b>Percentage</b>	11.80%	88.20%	3.4%	7.9%	8.4%	80.3%	
<b>Other services</b>	167	1248	48	112	119	1136	1415
<b>Percentage</b>	5.88%	96.12%		17.6%	5.9%	76.5%	
<b>Private households</b>	6	96	0	18	6	78	102

Source: GKK OÖ [Regional Sickness Insurance Fund - Upper Austria], status 1/99

Table L10: *Marginal part-time employment*

	Employees of whom		Salaried staff		Manual workers		Total
	male	female	male	female	male	female	
<b>Percentage</b>	27.8%	72.2%	13.9%	28.9%	13.9%	43.3%	
<b>Linz abs.</b>	2 101	5 459	1 049	2 187	1 052	3 272	7 560
<b>Percentage</b>	23.8%	76.2%	8.9%	26.1%	14.9%	50.1%	
<b>UA abs.</b>	6 923	22 178	2 591	7 589	4 332	14 589	29 101

Source: GKK OÖ; Data from GKK OÖ (i.e. not all those insured are covered), status: 1.1. 1999

Table L11: *Sex and employment status*

Non-self-employed workers in trade and industry according to sex and legal employment status 1999

	Employees of whom		Salaried staff		Manual workers		Total
	male	female	male	female	male	female	
<b>Percentage</b>	52.6%	47.4%	29.5%	35.6%	23.1%	11.8%	
<b>Linz abs.</b>	79 547	71 705	44 560	53 994	34 987	17 711	151 252
<b>Percentage</b>	57.7%	42.3%	22.7%	27.4%	35.2%	14.7%	
<b>UA abs.</b>	256 485	187 849	101 575	122 496	156 910	65 353	444 334

Source: GKK OÖ; Data from Hauptverband der Sozialversicherungsträger [Association of social insurance institutions], status: 1.1. 1999

Table L12a: *Unemployed by occupational sectors*

	Agriculture and forestry	Trades, crafts and industry	Trade, transport	Services	Technical professions	Administration, office work	Health, teaching professions	Total
<b>Linz abs.</b>	39	1927	878	1000	217	1022	344	5427
<b>as %</b>	0.7%	35.5%	16.2%	18.4%	4.0%	18.8%	6.3%	100.0%
								UR = 4.0
<b>Austria %</b>	1.0%	35.5%	16.1%	20.1%	3.3%	17.2%	6.6%	100.0%
								UR = 5.3

Source: AMS Linz; status 6/99

UR = unemployment rate

Table L12b: *Unemployed according to main occupational groups*

	<b>absolute</b>	<b>percentages</b>
<b>50-52</b>		
<b>Tourism</b>	550	47.8
<b>53</b>		
<b>Domestic staff</b>	35	3.0
<b>54-56</b>		
<b>Cleaning</b>	345	30.0
<b>57</b>		
<b>Hairdressers</b>	42	3.6
<b>58-59</b>		
<b>Other services</b>	26	2.3
<b>80-81</b>		
<b>Health</b>	153	13.3
<b>Total</b>	1151	100

Source: *AMS Linz; status 6/99*

Table L13: *Long-term unemployment*

	<b>Unemployed for less than 6 months</b>		<b>Unemployed for 6 months to 1 year</b>		<b>Unemployed for over 1 year</b>		<b>Total</b>
	male	female	male	female	male	female	
<b>percentage</b>	61.1	23.6	7.9	4.4	2.1	0.9	100
<b>Linz abs.</b>	3139	1209	405	224	110	48	5135

Source: *AMS Linz; status 6/99*

Table L14a: *Breakdown of care for the elderly in Linz by providers*

<b>Service Institution</b>	<b>Meals on wheels</b>	<b>Ambulatory assistance for the elderly</b>	<b>Visitor services</b>	<b>Home nursing</b>
<b>Amt f. soziale Angelegenheiten</b>		x		x
<b>Caritas</b>		x	x	
<b>Evangelische Diakonie</b>		x		
<b>Red Cross</b>	X	x	x	
<b>Arbeitersamariterbund</b>	X	x	x	
<b>Volkshilfe</b>	(x)*	x	x	X
<b>Mobiler Hilfsdienst des Vereins Miteinander</b>		x	x	

\* through the company MahlzeitGmbH

Table L14b: *Employees in the field of care for the elderly*

Meals on wheels:	Employees total	Employment status	Extent of employment		Sex	
			full-time	part-time	female	male
Arbeitersamariterbund	14	fee basis; expenses refunded	no data available	no data available	no data available	no data available
Red Cross	120	fee basis; expenses refunded	0	120 <sup>147</sup>	85	35
Amt für Soziale Angelegenheiten (coordination)	2	staff	2	0	2	0
Mahlzeit GmbH (Volkshilfe, Red Cross, Samariterbund, Hilfswerk Oberösterreich)	47	12 employed on perm. staff, 35 on service contract	12	35	73	28
Ambulatory care for the elderly:	Employees total	Employment status	Extent of employment		Sex	
			full-time	part-time	female	male
Amt für soziale Angelegenheiten	15	staff	7	8	15	0
Diakonie	15	staff	part-time is usual; proportion of PT work varies but often between		15	0
Arbeitersamariterbund	18	14 on perm. staff; 4 on fee basis	25 and 40 hrs. no exact percentage available;		no data	no data
Mobiler Hilfsdienst	39	staff	25	14	31	8
Caritas	39	staff	0	39	36	3
Red Cross	32	staff		32	29	3
Volkshilfe (data incl. home nursing)	100	staff	43	57	96	4
Home nursing:	Employees total	Employment status	Extent of employment		Sex	
			full-time	part-time	female	male
Amt für soziale Angelegenheiten	10	staff	4	6	10	0
Volkshilfe (see above under care of the elderly)						
Visitor services:	Employees total	Employment status	Extent of employment		Sex	
			full-time	part-time	female	male
Arbeitersamariterbund	14	expenses refunded; fee basis		14	no data	no data
Mobiler Hilfsdienst	13	expenses refunded		13	no data	no data
Volkshilfe	no data	no data	no data	no data	no data	no data
Caritas	11	expenses refunded; fee basis		11	6	5
Red Cross	26	expenses refunded; fee basis		26	24	2

<sup>147</sup> 3 hrs per day, 8 days per month

Table L15a: *Persons employed by the City of Linz in crèches, nursery schools and day nurseries*

	Employees total	Extent of employment		Sex	
		full-time	part-time	female	male
<b>Employees in public crèches</b>					
infant carers	29	23	6	29	0
crèche supervisors	4	4	0	4	0
crèche assistants	25	23	2	23	0
<b>Origin: foreign</b>	?	?	?	?	?
<b>Employees in crèches, total</b>	<b>58</b>	<b>50</b>	<b>8</b>	<b>56</b>	<b>0</b>
<b>Employees in pub. nursery schools</b>	<b>total</b>	<b>full-time</b>	<b>part-time</b>	<b>female</b>	<b>male</b>
nursery school supervisors	43	39	4	43	0
nursery nurses	215	130	85	215	0
nursery school assistants	127	96	31	127	0
<b>Empl. in nursery schools, total</b>	<b>385</b>	<b>265</b>	<b>120</b>	<b>385</b>	<b>0</b>
<b>Employees in day nurseries</b>	<b>total</b>	<b>full-time</b>	<b>part-time</b>	<b>female</b>	<b>male</b>
nursery supervisors	30	30	0	Rest	
nursery educators	157	136	21	Rest	10-12*
special nursery workers	1	1	0	1	0
<b>Day nurseries, total</b>	<b>188</b>	<b>167</b>	<b>21</b>	<b>176-178</b>	<b>10-12</b>
<b>Other employees**</b>	<b>total</b>	<b>full-time</b>	<b>part-time</b>	<b>female</b>	<b>male</b>
disabled children's specialists	4	3	1	4	0
speech therapists	6	5	1	6	0
cleaners	137	78	59	137	0
kitchen staff	90	76	14	?	?
kitchen apprentices	10	10	0	?	?
<b>Other employees, total</b>	<b>247</b>	<b>172</b>	<b>75</b>	<b>?</b>	<b>?</b>

Source: *Day centres office, status 31.12.1998*



Table L15b: *Persons employed in private crèches, nursery schools and day nurseries*

	Employees total	Extent of employment		Sex	
		full-time	part-time	female	male
<b>Employees in private crèches and mixed-age child care</b>					
<b>training:</b> educational studies.	17	7	10	17	0
other training	6	4	2	6	0
without training	3	1	2	3	0
auxiliaries	10	6	4	9	1
domestic staff	5	2	3	4	1
<b>origin:</b> foreign	2	0	2	2	0
<b>Employees in crèches, total</b>	<b>41</b>	<b>20</b>	<b>21</b>	<b>39</b>	<b>2</b>
<b>Employees in priv. nursery schools</b>	<b>total</b>	<b>full-time</b>	<b>part-time</b>	<b>female</b>	<b>male</b>
<b>training:</b> educational studies	118	94	24	118	0
other training	4	4	0	4	0
without training	0	0	0	0	0
auxiliaries	64	27	37	64	0
domestic staff	30	6	24	29	1
assistants	4	1	3	3	1
<b>origin:</b> foreign	3	0	3	3	0
<b>Employees in priv. nursery schools, total</b>	<b>223</b>	<b>132</b>	<b>91</b>	<b>221</b>	<b>2</b>
<b>Employees in priv. day nurseries</b>	<b>total</b>	<b>full-time</b>	<b>part-time</b>	<b>female</b>	<b>male</b>
<b>training:</b> educational studies	21	17	4	21	0
other training	3	2	1	2	1
without training	0	0	0		
auxiliaries	2	2	0	2	0
domestic staff	16	6	10	16	0
assistants	3	1	2	3	0
<b>origin:</b> foreign	0	0	0	0	0
<b>Empl. in priv. day nurseries total</b>	<b>45</b>	<b>28</b>	<b>17</b>	<b>44</b>	<b>1</b>

Source: *Statistical Service of the Upper Austrian Provincial Government, nursery school statistics*

Table L16a: *Persons employed in socio-economic companies*

Project	Year of establishment	Employees <sup>148</sup>		Extent of employment		Sex	
		transient workers	core staff	full-time	part-time	female	male
<b>Catering:</b>							
<b>B7 Kulinarium</b>	<b>1997</b>	20	6	25	2	14	13
<b>Gardening:</b>							
<b>Exit</b>	<b>1991</b>	25-30	4		25-30	no data	
<b>Proba</b>	<b>1991</b>	60	5	60	0	no data; mostly men	
<b>Cleaning:</b>							
<b>Exit</b>	<b>1991</b>	25-30	4		25-30	no data	
<b>basar</b>	<b>1996</b>	10	2	no data	no data	10-12	
<b>häusliche Dienste</b>	<b>1997</b>	84	2		84	84	

Project	Training outcome	Target group	Project sponsor
<b>Catering:</b>			
<b>B7 Kulinarium</b>	training as qualified auxiliary worker	unemployed and mentally ill	Verein Arbeitslosen-initiative B7
<b>Gardening:</b>			
<b>Exit</b>	none; introductory training and permanent employment	mentally ill	Verein Exit-Sozial
<b>Proba</b>	none; introductory training	long-term unemployed	Verein zur Förderung von Arbeit and Bildung (FAB)
<b>Cleaning:</b>			
<b>Exit</b>	none; introductory training and permanent employment	mentally ill	Verein Exit-Sozial
<b>basar Reinigungs- und Reparaturdienst</b>	none, introductory training	unemployed women	Volkshilfe Oberösterreich
<b>häusliche Dienste</b>	basic schooling, training as a home-help	unemployed women	Volkshilfe Oberösterreich
<b>Care of the elderly:</b>			
<b>none</b>			
<b>Child care</b>			
<b>none</b>			

<sup>148</sup> Transient workers are  
Core staff on the other hand are  
There is a special wage scale for the payment of transient workers; the general level is...

Table L16b: *Customer structure of socio-economic companies*

<b>Project</b>	<b>Customer structure</b>
<b>Catering</b>	
<b>B7 Kulinarium</b>	firms, trade unions, the City Authority, restaurants and food outlets, but also private individuals who make use of the services offered by B7 Kulinarium
<b>Gardening:</b>	
<b>Exit</b>	about 30 persons looked after Customers: private individuals, gardens in the local area (Auberg) Services are used both by private individuals (e.g. elderly persons) and by firms. Charges are scaled on the basis of social criteria.
<b>Proba</b>	about one third each: housing cooperatives, the social and educational sector, the private market
<b>Cleaning:</b>	
<b>Exit</b>	see above
<b>basar</b>	The target group consists of elderly persons whose houses and flats are cleaned as an extension to care of the elderly; the charges are scaled according to income.
<b>häusliche Dienste</b>	Of a total of 997 customers in Dec. 1998, 289 were households receiving care and 682 private households.
<b>Care of the elderly:</b>	
<b>none</b>	
<b>Child care</b>	
<b>none</b>	

Table L17a: *Crèches and mixed-age child care*

Status 1998

	<b>Total</b>	<b>Public</b>	<b>Private</b>
<b>Crèches</b>			
number	12	3 (25%)	9 (75%)
places			208
<b>Pre-kindergartens</b>			
number	3	3 (100%)	0
places (incl. crèche places)		298 (100%)	0
<b>Play groups</b>			
number	6	0	6 (100%)
places (estimate)*		0	140 -170?

Sources: Statistical Service of the Upper Austrian Provincial Government, nursery school statistics and Social affairs office of the City of Linz

\* own estimate of play group places - based on conversations with the supervisors or boards of governors of two play groups

Table L17b: *Private and public nursery schools*

Number of enterprises; status: 15.10.1998

	<b>Total</b>	<b>Public</b>	<b>Private</b>
<b>All-year nursery schools, of which:</b>	88	49 (56%)	39 (44%)
general nursery schools	84	48 (57%)	36 (43%)
exercise nursery schools	2	1 (50%)	1 (50%)
special nursery schools	2	0	2 (100%)
<b>Seasonal nursery schools</b>	1	0	1 (100%)
<b>Total</b>	89	49 (55%)	40 (45%)

Source: Statistical Service of the Upper Austrian Provincial Government, nursery school statistics

Table L17c: *Number of children*

Status: 15.10. 1998

	<b>total</b>	<b>public</b>	<b>private</b>
<b>All-year nursery schools, of which:</b>	5224	3404 (65%)	1820 (35%)
general nursery schools	5025	3343 (67%)	1682 (33%)
exercise nursery schools	144	61 (42%)	83 (58%)
special nursery schools	55	0	55 (100%)
<b>Seasonal nursery schools</b>	14	0	14 (100%)
<b>Total</b>	5238	3404 (65%)	1834 (35%)

Source: Statistical Service of the Upper Austrian Provincial Government, nursery school statistics

Table L17d: *Day nurseries*

Number of enterprises; status: 15.10.1998

	<b>total</b>	<b>public</b>	<b>private</b>
<b>All-year day nurseries, of which:</b>	39	30 (77%)	9 (23%)
general day nurseries	37	29 (78%)	8 (22%)
exercise day nurseries	1	0	1 (100%)
special day nurseries	1	1 (100%)	0
<b>Seasonal day nurseries</b>	0	0	0
<b>Total</b>	39	30 (77%)	9 (23%)

Source: Statistical Service of the Upper Austrian Provincial Government, nursery school statistics

Table L17e: *Number of children*

Status: 15.10.1998

	<b>total</b>	<b>public</b>	<b>private</b>
<b>All-year day nurseries, of which:</b>	3122	2672 (86%)	450 (14%)
general day nurseries	3024	2662 (88%)	362 (12%)
exercise day nurseries	88	0	88 (100%)
special day nurseries	10	10 (100%)	0
<b>Seasonal day nurseries</b>	0	0	0
<b>Total</b>	3122	2672 (86%)	450 (14%)

Source: Statistical Service of the Upper Austrian Provincial Government, nursery school statistics

Table L18a: Number of elderly care clients in Linz

number of elderly care clients 3/1999				number of visitor service clients 3/1999			
Service	Association	Clients	with care allowance	Service	Association	Clients	with care allowance
AB	AS	168	149	BD	AS	73	47
AB	CA	113	98	BD	CA	25	23
AB	ED	71	53	BD	RK	28	21
AB	RK	145	119	BD	SB	24	24
AB	SB	82	67	BD	VH	24	21
AB	VH	133	110	BD	VM	46	35
AB	VM	181	153				
<b>total:</b>		<b>893</b>	<b>749</b>	<b>total:</b>		<b>220</b>	<b>171</b>

number of meals on wheels clients 3/1999				number of home nursing clients 3/1999			
Service	Association	Clients	with care allowance	Service	Association	Clients	with care allowance
ER	AS	601	321	HK	AS	90	76
Heiß&Gut	VH	open	open	HK	VH	open	open
<b>total:</b>		<b>601</b>	321	<b>total:</b>		<b>90</b>	76

Source: *Social affairs office, Control department*

### Abbreviations

#### Services:

AB = care of the elderly; BD = visitor service; ER = meals on wheels; HK = home nursing

#### Organisations:

AS = Amt für soziale Angelegenheiten [Social affairs office]

RK = Red Cross

VM = Verein Miteinander

ED = Evangelische Diakonie

SB = Arbeitersamariterbund

HW = OÖ. Hilfswerk from 5/99

CA = Caritas Linz

VH = Volkshilfe Linz

Table L18b: *Client structure in ambulatory care for the elderly*

<b>Number of elderly care clients 3/1999</b>			
<b>Service</b>	<b>Association</b>	<b>Clients</b>	<b>with care allowance</b>
AB	AS	168	149
AB	CA	113	98
AB	ED	71	53
AB	RK	145	119
AB	SB	82	67
AB	VH	133	110
AB	VM	181	153
	<b>total:</b>	<b>893</b>	<b>749</b>
<b>Civil status of elderly care clients 3/1999</b>			
single	134		
married	181		
widowed	516		
divorced	62		
<b>total:</b>	<b>893</b>		
<b>Age structure of elderly care clients 3/1999</b>			
	<b>f</b>	<b>m</b>	<b>f+m</b>
up to 19	1	0	1
20 to 64	42	27	69
65 to 74	81	26	107
75 to 79	155	27	182
80 to 84	163	24	187
85 and over	292	55	347
<b>total:</b>	<b>734</b>	<b>159</b>	<b>893</b>

Table L18c: *Structure of visitor service clients in Linz*

<b>Number of visitor services 3/1999</b>			
<b>Service</b>	<b>Association</b>	<b>Clients</b>	<b>with care allowance</b>
BD	AS	73	47
BD	CA	25	23
BD	RK	28	21
BD	SB	24	24
BD	VH	24	21
BD	VM	46	35
	<b>total:</b>	<b>220</b>	<b>171</b>
<b>Civil status of visitor service clients 3/1999</b>			
single	39		
married	32		
widowed	130		
divorced	19		
<b>total:</b>	<b>220</b>		
<b>Age structure of visitor service clients 3/1999</b>			
	<b>f</b>	<b>m</b>	<b>f+m</b>
20 to 64	18	16	34
65 to 74	22	2	24
75 to 79	50	6	56
80 to 84	35	5	40
85 and over	59	7	66
<b>total:</b>	<b>184</b>	<b>36</b>	<b>220</b>

Table L18d: *Structure of meals on wheels clients in Linz*

<b>Number of meals on wheels clients 3/1999</b>			
<b>Service</b>	<b>Association</b>	<b>Clients</b>	<b>with care allowance</b>
ER	AS	601	321
Heiß&Gut	VH	830	open
	<b>total:</b>	<b>601</b>	321
<b>Civil status of meals on wheels clients 3/1999</b>			
single		178	
married		115	
widowed		270	
divorced		38	
<b>total:</b>		<b>601</b>	
<b>Age structure of meals on wheels clients 3/1999</b>			
	<b>f</b>	<b>m</b>	<b>f+m</b>
up to 19	0	0	
20 to 64	15	20	35
65 to 74	45	16	61
75 to 79	100	20	120
80 to 84	92	27	119
85 and over	207	59	266
<b>total:</b>	<b>459</b>	<b>142</b>	<b>601</b>

Table L18e: *Structure of home nursing clients in Linz*

<b>Number of home nursing clients 3/1999</b>			
<b>Service</b>	<b>Association</b>	<b>Clients</b>	<b>with care allowance</b>
HK	AS	90	76
HK	VH	open	open
	<b>total:</b>	<b>90</b>	76
<b>Civil status of home nursing clients 3/1999</b>			
	AS		
single		17	
married		19	
widowed		49	
divorced		5	
<b>total:</b>		<b>90</b>	
<b>Age structure of home nursing clients 3/1999</b>			
<b>AS</b>	<b>f</b>	<b>m</b>	<b>f+m</b>
up to 19	0	0	0
20 to 64	5	3	8
65 to 74	6	3	9
75 to 79	25	4	29
80 to 84	10	2	12
85 and over	28	4	32
<b>total:</b>	<b>74</b>	<b>16</b>	<b>90</b>

Source: *Social affairs office, Control department*

Figure L1a: Development of care provision for 3-6 year-olds in Linz, total number of available nursery school places

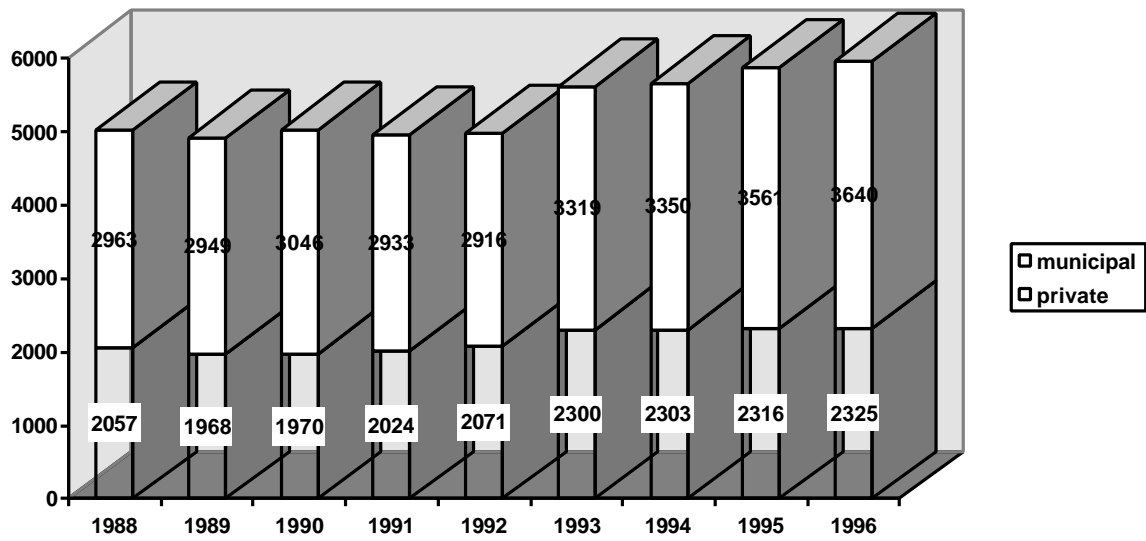


Figure L1b: Development of care provision for under 3-year-olds in Linz in nursery schools, crèches, prekindergartens and child minding facilities;

Total number of places available in nursery schools

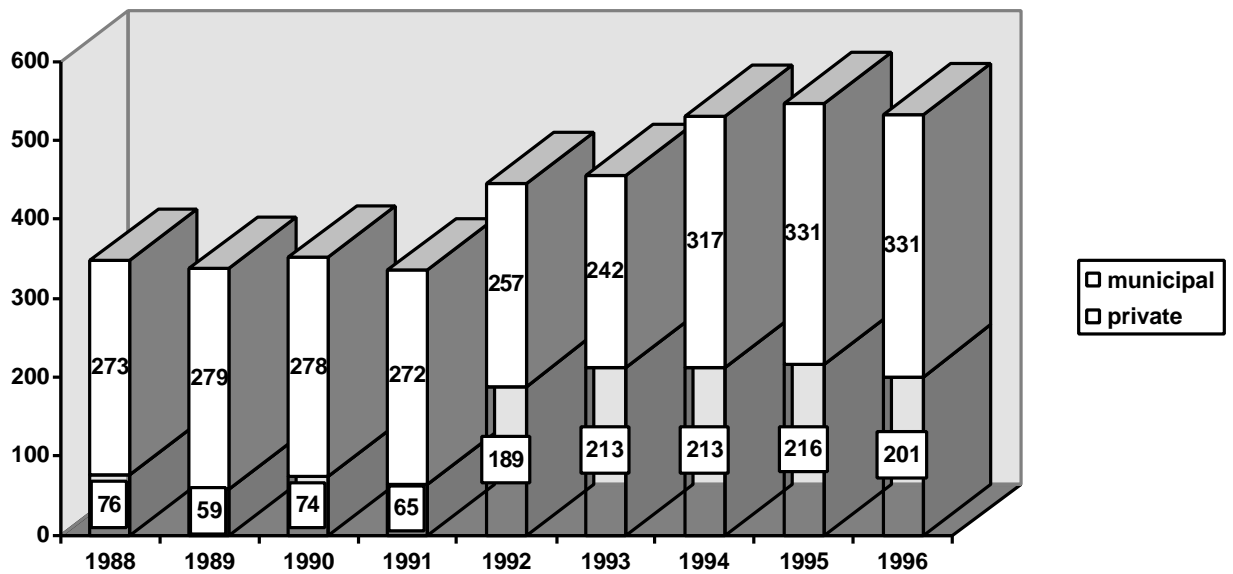




Table L19: Senior citizen care: target/actual comparison

Serviced housing is virtually 100% absent, as its provision is extremely patchy in Upper Austria.

	Home places			Short-term care places			Home nursing			Ambulatory assistance		
	actual	target	current cover	actual	target	current cover	actual	target	current cover	actual	target	current cover
<b>City of Linz</b>	1779	1732	103%	23	52	44%	26	37	70%	63	89	71%
<b>Upper Austria</b>	10775	8581	126%	123	257	48%	112	214	52%	192	424	45%

Source: Upper Austrian Provincial Government, 1996: 65.

Table L20: Child minders in the organisations Aktion Tagesmütter and Treffpunkt Tagesmütter in Linz

	full-time	part-time	marginal part-time	total	per child, 40 hrs/wk
<b>Aktion Tagesmütter</b>	52	-	8	63 <sup>a</sup>	ATS 3910 (EUR 284.15)
<b>Treffpunkt Tagesmütter</b>	23	-	13	46	ATS 3610 (EUR 262.35)

<sup>a</sup> Three child minders are currently on parental leave

Source: information by telephone from Aktion Tagesmütter in Linz and expert interview with Mrs Helga Stadlbauer from Treffpunkt Tagesmütter of Verein Pflege- und Adoptiveltern

Table L21: Homes for the elderly in Linz

Name	Legal responsibility			Home places	Residents according to degree of care							
	City	relig. order	private <sup>b</sup>		total	0	1	2	3	4	5	6
Senior citizens' residential and care home - Muldenstr./ Glimpfingerstr	X			511	53	43	228	82	46	42	8	7
Senior citizens' residential and care home - Dauphinestr.	X			132	17	15	45	33	7	12	0	
Franz-Hilinger Senior citizens' residential home	X			176	54	13	58	32	10	5	3	1
Ing-Sternstr	X			120	2	22	38	19	25	12	1	1
Hospice of the Sisters of the Cross		X		15	36	17	47	24	11	11	3	1
Old people's home of the Sisters of Mercy of St Charles Borromeo		X		113	40	3	39	17	6	7	1	0
Senior citizens' residential home of the Franciscan Sisters		X		105	40	8	30	16	4	3	0	4
Sonnenhof care home		X		472	15	16	104	116	60	91	25	19
Seniorenhotel Waldegg <sup>a</sup>			X	105								
Kursana Residenz Linz-Donautor <sup>a</sup>			X	190								

Table L21 continued

Name	Staffing units - care per qualification level					Other provision		
	qualified nurse	Specialist in care for the elderly	auxiliary nurse	Worker providing care to the elderly	without/undergoing training	KPP	TBP	PhT
Senior citizens' residential and care home - Muldenstr./ Glimpfingerstr	38	0	87	0	0	7	0	yes
Senior citizens' residential and care home - Dauphinestr.	11	0	23	0	0	3	40	no
Franz-Hilinger Senior citizens' residential home	12	0	20	0	0	0	0	yes
Ing-Sternstr	14	0	20	0	0	6	30	yes
Hospice of the Sisters of the Cross	4	7	6	0	8	2	0	no
Old people's home of the Sisters of Mercy of St Charles Borromeo	5	2	3	1	5	0	0	yes
Senior citizens' residential home of the Franciscan Sisters	8	2	2	2	1	0	0	no
Sonnenhof care home	16	20	72	2	74	2	0	yes
Seniorenhotel Waldegg <sup>a</sup>								
Kursana Residenz Linz-Donautor <sup>a</sup>								

<sup>a</sup> founded in 1997, no more detailed information available

<sup>b</sup> run commercially

**Abbreviations:**

KPP: short-term care places

TBP: day care places

PhT: physiotherapy

Sources: Upper Austrian Provincial Government - Social affairs department, 1996, p. 64, Federal Ministry for Labour, Health and Social Affairs (BMAGS), 1998g, 1998

## 5.2.3 Tables for the regional reports - Vienna

Table W1: Resident population according to age groups 1997

District	total	Under 6	under 6 (%)	6 to <15	6-15, (%)	15 to <30	30 to <45	45 to <60	60 to <75	60 to <75 (%)	75 to <85	85+	75+ (%)
<b>Vienna total 1997</b>	1609 631	97 279	6%	140 187	9%	299 105	407 011	335 924	203 031	13%	89 182	37 912	8%
<b>District 1060</b>	30 782	1 592	5%	2 465	8%	5 932	9 000	6 283	3 089	10%	1 657	764	8%
<b>District 1150</b>	72 974	4 597	6%	6 289	9%	14 815	19 996	14 302	7 658	10%	3 658	1 659	7%
<b>District 1160</b>	90 270	5 609	6%	7 677	9%	17 143	23 494	18 116	11 198	12%	5 004	2 029	8%

Source: *wien online, Wien - Statistik aktuell, resident population according to age groups 1997; persons with main place of residence in Vienna on 31.12.1997*

Table W2: Resident population according to nationality 1997

Distr.	Resident population				of whom from ...				
	Total	of whom female	of whom foreigners	foreigners (%)	ex YU	Turkey	Poland	EU Member States	other countries
<b>Vienna total</b>	1609 631	847 024	282 494	17.6%	121 979	46 664	17 909	23 212	72 730
<b>District 1060</b>	30 782	15 967	6 693	21.7%	2 275	729	557	902	2 230
<b>District 1150</b>	72 974	37 157	24 413	33.5%	12 283	4 696	1 904	724	4 806
<b>District 1160</b>	90 270	47 144	23 259	25.8%	12 115	5 219	1 214	848	3 863

Source: *wien online, Wien - Statistik aktuell; persons with main place of residence in Vienna on 31.12.1997*

Table W3: Resident population according to sex and civil status 1991

Distr.	Men absolute	%				Women absolute	%			
		single	married	widowed	divorced		single	married	widowed	divorced
<b>Vienna total</b>	714 525	42.3	47.5	2.8	7.4	825 323	33.9	40.3	15.5	10.4
<b>District 1060</b>	14 036	47.8	42.4	2.5	7.4	16 262	38.5	35.4	15.3	10.8
<b>District 1150</b>	32 383	44.7	45.0	2.6	7.7	36 926	35.7	37.3	16.1	10.9
<b>District 1160</b>	41 406	41.7	47.2	2.8	8.3	47 525	33.7	39.8	15.9	10.6

Source: *Statistisches Jahrbuch Wien [Statistical Yearbook for Vienna] 1997*

Table W4: *Educational structure: resident population over 15 according to highest standard of education reached, 1991*

District	together		University	University-equivalent education	Upper vocational school	General upper secondary school	Vocational school	Apprenticeship	General compulsory education
	absolute		%	%	%	%	%	%	%
<b>Vienna total</b>	1 325 731		7.1	1.0	5.4	9.2	12.4	30.0	34.8
<b>Vienna men</b>		603 896	9.5	0.5	6.8	9.4	7.5	39.3	26.9
<b>Vienna women</b>		721 835	5.1	1.4	4.3	9.1	16.4	22.2	41.5
<b>District 1060</b>	26 162		11.9	1.5	7.0	13.8	13.2	22.2	30.5
<b>District 1150</b>	59 542		4.1	0.8	4.3	6.9	10.9	30.6	42.4
<b>District 1160</b>	76 579		4.6	0.9	4.6	7.6	11.9	31.3	39.1

Source: ÖSTAT, *Population Census 1991 (Statistisches Jahrbuch Wien 1997)*

Table W5: *Educational structure: resident population over 15 according to highest standard of education reached, annual average 1997*

District	together	University	University-equivalent education	Upper secondary education	Vocational school	Apprenticeship	Compulsory schooling
<b>Vienna absolute</b>	1 359 700	126 300	22 600	287 000	145 200	429 000	349 600
<b>as %</b>		9.29	1.66	21.10	10.67	31.55	25.71

Source: ÖSTAT, *Microcensus 1997*

Table W6: *Household structure: number of private households in 1991*

District	Private households, total	with 1 pers	2 pers	3 pers	4 pers	5 pers	6 and over	average size of private household
		pers as %	pers as %	pers as %	pers as %	pers as %	pers as %	
<b>Vienna total</b>	746 760	41.6	31.2	15.0	8.7	2.4	1.1	2.03
<b>District 1060</b>	15 151	45.8	29.8	13.3	7.8	2.2	1.1	1.95
<b>District 1150</b>	34 964	46.5	28.9	13.2	7.4	2.5	1.5	1.96
<b>District 1160</b>	45 574	45.7	30.2	13.2	7.5	2.2	1.1	1.94

Source: ÖSTAT, *Population Census 1991, Statistisches Jahrbuch Wien 1997*

Table W7: *Private households according to household types / data 1991*

	Private households	Single-person households			Married couples (wife under 40) without children	Married couples and life companions without children (female partner 40 and over)	Families with children (6-15 and over)	Non-families, multi-person households
			of which pers under 40	of which pers. 40 and over				
<b>Vienna total</b>	746 760	41.6	13.0	28.6	5.4	17.0	31.6	3.8
<b>District 1060</b>	15 151	45.8	16.8	29.0	6.2	12.7	29.0	5.8
<b>District 1150</b>	34 964	46.5	15.2	31.3	6.0	14.2	28.1	4.6
<b>District 1160</b>	45 574	45.7	14.9	30.9	5.7	16.5	27.9	3.5

Source: *Population Census 1991, Statistisches Jahrbuch Wien 1997*

Table W8: *Private households in Vienna, annual average 1997*

	Households, total	Single-person households			Multi-person households					Average household size 1997
		total	male	female	total	with 2 pers	with 3 pers	with 4 pers	5 and over	
Vienna absolute	781 300	331 800	132 100	199 600	449 400	240 000	106 200	77 100	26 100	2.0
%		42.5%			57.5%	30% of all households	13.6% of all households			

Source: *Microcensus 1997, ÖSTAT*

Table W9) Households broken down by numbers of persons under 15 and over 60 and by gainfully active persons and pensioners (annual average 1997)

**781.300 households in total**

157 200 households with persons under 15 (i.e. children and young people)

527 700 households with gainfully active persons

283 000 households with pensioners

of which: 212 300 households with 1 person

70 200 households with 2 persons

236 500 households with persons over 60

of which: 174 100 households with 1 person

62 200 households with 2 persons

Source: *Microcensus, annual results 1997*

Table W10: *Families by family type (annual average 1997)*

<b>436 000 families in total</b>
* 370 500 married couples (85% of all families) of which: 195 600 married couples without children (44.9% of all families) 174 900 married couples with children in all age groups (40.1% of all families)
* 65 500 partial families with children under 15 (15% of all families) of which: 56 500 mothers with children under 15 (86% of all partial families) of which: 11 500 single mothers with children under 15 44 900 non-single mothers with children of whom: 25 300 divorced mothers with children 9 100 fathers with children under 15 (i.e. 14% of all partial families)

Source: *Microcensus, annual results 1997*

Table W11: *Statistics on dwelling occupancy, Districts 6, 15, 16, status Dec. 1997*

For occupation as main residence (source: population records)

	Dwellings, total (with definite attribution)	1 pers		2 pers		3 pers		4 pers		5 pers	
		abs.	%	abs.	%	abs.	%	abs.	%	abs.	%
<b>District 1060</b>	15 132	7 035	46.5	4 248	28.1	1 980	13.1	1 168	7.7	701	4.6
<b>District 1150</b>	35 106	16 062	45.8	9 591	27.3	4 639	13.2	2 788	7.9	2 026	5.8
<b>District 1160</b>	45 401	21 808	46.3	13 205	29.1	5 811	12.8	3 416	7.5	1 961	4.3

Source: *Vienna City Authority, Department MA66 / Statistical Office, March 1999*

Table W12: *Resident population according to participation in gainful activity, gainfully active and unemployed rates, labour force concept and sex, annual average 1997*

		Resident population	Gainfully active persons			Non-gainfully active persons	Gainful activity rate, total	Gainful activity rate from age 15	Unemployment rate
			all	of which					
				gainfully active	unemployed				
<b>Vienna</b>	<b>total</b>	1600300	801 100	750 000	51 100	799 200	50.1%	58.4%	6.4%
	<b>men</b>	756 000	436 600	406 700	30 000	319 400	57.8%	68.6%	6.9%
	<b>women</b>	844 300	364 500	342 300	21 200	479 800	43.2%	49.5%	5.8%

Source: *ÖSTAT, Microcensus 1997*

Table W13a: *Gainfully active persons according to economic sections, employment status and sex, annual average 1997*

ÖNACE sections (selection)		Gainfully active persons <sup>a</sup>				
		all	self- employed assisting family members	persons in paid employment		
				salariated staff, total	established public servants	manual workers
<b>Hotels and catering</b>	total	38 900	6 300	32 600	11 600	21 000
	of whom female	19 000	2 400	16 600	5 600	11 000
<b>Education</b>	total	42 600	1 300	41 400	40 000	1 400
	of whom female	30 100	600	29 600	28 400	1 200
<b>Health, veterinary and social services</b>	total	78 200	6 000	72 200	57 400	14 800
	of whom female	56 200	2 900	53 400	42 400	11 000
<b>Provision of other public and personal services</b>	total	50 900	10 200	40 700	26 900	13 700
	of whom female	25 300	4 800	20 500	13 100	7 400
<b>Private households</b>	total	3 000	---	3 000	400	2 600
	of whom female	2 600	---	2 600	400	2 200
<b>All gainfully active persons in Vienna, total</b>	total	735 400	59 700	675 700	458 300	217 300
	of whom female	333 700	20 700	313 000	235 900	77 200

<sup>a</sup> according to the means of subsistence concept

Source: ÖSTAT, *Microcensus, annual average 1997 (Statistisches Jahrbuch Wien 1997)*

Table W13b: *Gainfully active persons according to occupational categories, employment status and sex, annual average 1997*

Occupational categories (selection)		Gainfully active persons <sup>a</sup>					
		all		self-employed, assisting family members		persons in paid employment	
		total	of whom female	total	of whom female	total	of whom female
<b>Service occupations</b>		110 900	72 100	8 900	4 700	102 000	67 400
<b>including:</b>	housekeepers, domestic workers, caretakers	15 600	13 200	400	400	15 200	12 800
	chimney sweeps, building cleaners	30 700	26 000	200	100	30 500	25 900
<b>Health-related, educational and cultural occupations</b>		118 100	75 500	17 200	6 300	100 900	69 200
<b>including</b>	health-related occupations	47 000	32 400	5 300	2 500	41 700	29 900
	teachers, educators	37 900	27 900	1 300	500	36 700	27 400
<b>All gainfully active persons in Vienna together</b>		735 400	333 700	59 700	20 700	675 700	313 000

<sup>a</sup> according to the means of subsistence concept

Source: *ÖSTAT, Microcensus, annual average 1997 (Statistisches Jahrbuch Wien 1997)*

Table W14a: *Persons in paid employment, Austria and Vienna (Jan. 1999)*

	Employees			Manual workers			Salaried staff			Established public servants		
	all	of whom		all	of whom		all	of whom		all	of whom	
		men	women		men	women		men	women		men	women
<b>Austria</b>	3 017 977	1 679 642	1 338 335	1 220 945	803 399	417 546	1 433 822	627 678	806 144	363 210	248 565	114 645
<b>Vienna absolute Jan. 1999</b>	755 890	398 531	357 359	227 930	139 978	87 952	410 352	185 187	225 165	117 608	73 366	44 242
<b>Vienna, %</b>			47.27% of employees	30.15% of employees		(38.58% of manual workers)	54.28% of employees		(54.87% of salaried staff)	15.55% of employees		(37.61% of established public servants)

Source: *Hauptverband der Österr Sozialversicherungsträger, Beschäftigte in Österreich, January 1999 (own calculations)*



Table W14b: *Foreigners in paid employment 1999*

	<b>Employees, all</b>	<b>of whom women</b>	<b>Foreigners</b>	<b>of whom women</b>
<b>Vienna absolute Jan. 1999</b>	755 890	357 359	100 854	45 622
<b>Vienna, %</b>		47.27% of persons in paid employment		(45.23% of foreigners, 6.03% of all persons in paid employment)

Source: *Hauptverband der Österr Sozialversicherungsträger, Beschäftigte in Österreich, January 1999 (own calculations)*

Table W15: *Persons in marginal part-time employment 1999*

	<b>Employees</b>			<b>Manual workers</b>			<b>Salaried staff</b>		
	all	of whom		all	of whom		all	of whom	
		men	women		men	women		men	women
<b>Austria</b>	183 671	51 416	132 255	113 835	30 543	83 292	69 836	20 873	48 963
<b>Vienna absolute Jan.1999</b>	38 020	14 077	23 943	18 654	6 958	11 696	19 366	7 119	12 247
<b>Vienna, %</b>			62.97% of pers in marg. p-t. empl.			62.69% of manual workers			63.23% of salaried staff

Source: *Hauptverband der Österr Sozialversicherungsträger, Beschäftigte in Österreich, January 1999 (own calculations)*

Table W16: *Sex and occupational status*

Persons in paid employment in trade and industry <sup>149</sup> according to sex and legal employment status 1998

	<b>Employees</b>			<b>Manual workers</b>			<b>Salaried staff</b>		
	all	of whom		all	of whom		all	of whom	
		men	women		men	women		men	women
<b>Vienna 1998</b>	476 305	289 228	187 047	187 905	131 330	56 575	288 400	157 928	130 472

Source: *Vienna Chamber of Commerce and Industry, Stadtprofil Wien 1998*

<sup>149</sup> Note: total of persons in paid employment in Vienna: 778.230, including 476.305 in commercial enterprises (status 7/98)

Table W17: *Workplaces and employees 1981/1991*

Economic divisions (summarised economic categories)		Workplaces			Employees, all (self-employed and in paid employment)		
		1981	1991	change 1981/91, %	1981	1991	change 1981/91, %
<b>Vienna, all</b>							
<b>Personal social and public services (1)</b>		12 668	14 710	16.1	174 693	212 037	21.4
<b>of which:</b>	health and welfare	4 679	5 359	14.5	44 342	65 077	46.8
<b>District 1060 Vienna</b>							
<b>Personal social and public services (1)</b>			555		4 611	5 061	9.8
<b>of which</b>	health and welfare		185			1 167	
<b>District 1150 Vienna</b>							
<b>Personal social and public services (1)</b>			541		5 963	7 359	23.4
<b>of which:</b>	health and welfare		164			2 722	
<b>District 1160 Vienna</b>							
<b>Personal social and public services (1)</b>			614		6 445	7 840	21.6
<b>of which:</b>	health and welfare		257			3 769	

(1) These services include: personal hygiene and grooming services, cleaning, funeral services; arts, entertainment and sport, health and welfare, education and research, local and regional government, representation of interests.

Source: *Magistrat der Stadt Wien [Vienna City Authority] (MA66): Die Wiener Arbeitsstätten [Workplaces in Vienna] 1991*

Table W18: *Shares of the sector "Personal, social and public services" in the districts, 1991*

District	Workplaces			Employees			of whom persons in paid employment		Foreigners	
	absolute	share in the district	share in Vienna as whole	absolute	share in the district	share in Vienna as whole	absolute	share in the district	absolute	share in the district
<b>Vienna total</b>	14 710			212 037			202 282		15 462	
<b>1060 Vienna</b>	555	20.9%	3.8%	5 061	25.6%	2.4%	4 658	25.8%	411	21.3%
<b>1150 Vienna</b>	541	17.7%	3.7%	7 359	24.1%	3.5%	7 004	24.4%	1 101	29.7%
<b>1160 Vienna</b>	614	17.7%	4.2%	7 840	30.7%	3.7%	7 411	31.8%	456	15.7%

Source: *Magistrat der Stadt Wien: Die Wiener Arbeitsstätten 1991*

Table W19: *Commuter flows 1991*

	Employed in place of residence <sup>a</sup>	Commuters within the district	Outward commuters		Inward commuters		Working population	Working population per person employed in place of residence	Outward commuter rate (in terms of persons empl. in place of residence)	Inward commuter rate (in terms of working population)
			to other districts	to other provinces	from other districts	from other provinces				
<b>Vienna, city</b>	702 547	127 414	475 579	48 126	475 579	187 991	842 412	1.20	0.75	0.79
<b>of whom men</b>	381 923	62 886	267 979	33 508	267 979	124 883	473 298	1.24	0.79	0.83
<b>of whom wom.</b>	320 624	64 528	207 600	14 618	207 600	63 108	369 114	1.15	0.69	0.73
<b>District 1060</b>	13 912	1 740	9 867	980	13 954	4 110	21 129	1.52	0.78	0.85
<b>District 1150</b>	32 496	5 362	23 036	1 865	18 738	6 983	33 316	1.03	0.77	0.77
<b>District 1160</b>	40 399	6 663	28 954	2 072	14 878	3 851	28 102	0.70	0.77	0.67

<sup>a</sup> employees + those on military and civilian service + parental leave allowance claimants who were previously employed

Source: ÖSTAT, *Population Census 1991, Statistisches Jahrbuch Wien 1997*

Table W20: *Working population 1991 according to selected economic sectors*

		1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.
	absolute	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>Vienna, city</b>	842 412	0.7	18.1	1.0	7.2	17.8	4.3	8.4	5.7	8.8	9.0	5.0	7.3	6.1	0.2
<b>1060</b>	21 129	0.2	16.8	1.6	8.1	21.3	5.4	4.6	3.0	13.1	5.4	5.4	5.1	9.6	0.3
<b>1150</b>	33 316	0.7	16.0	0.1	11.6	17.9	5.0	16.2	1.4	8.6	3.7	5.4	7.7	5.5	0.1
<b>1160</b>	28 102	0.6	20.1	0.3	9.4	22.3	4.1	5.4	2.0	8.0	6.1	4.8	11.7	5.1	0.1

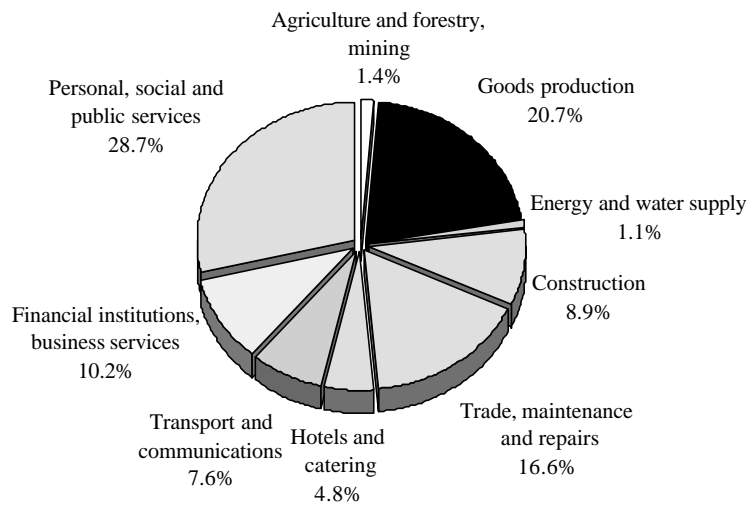
Source: ÖSTAT, *Population Census 1991 (Statistisches Jahrbuch Wien 1997)*

#### Economic sectors:

- |  |  |
|--|--|
| 1. Agriculture and forestry              | 8. Credit and insurance institutions           |
| 2. Goods production                      | 9. Real estate, business services              |
| 3. Energy and water supply               | 10. Education                                  |
| 4. Construction                          | 11. Health, veterinary and social services     |
| 5. Trade in and repair of motor vehicles | 12. Other personal, social and public services |
| 6. Hotels and catering                   | 13. Private households                         |
| 7. Transport and communications          |  |

Figure W1: *Persons in paid employment in Austria in 1996 according to economic sectors*

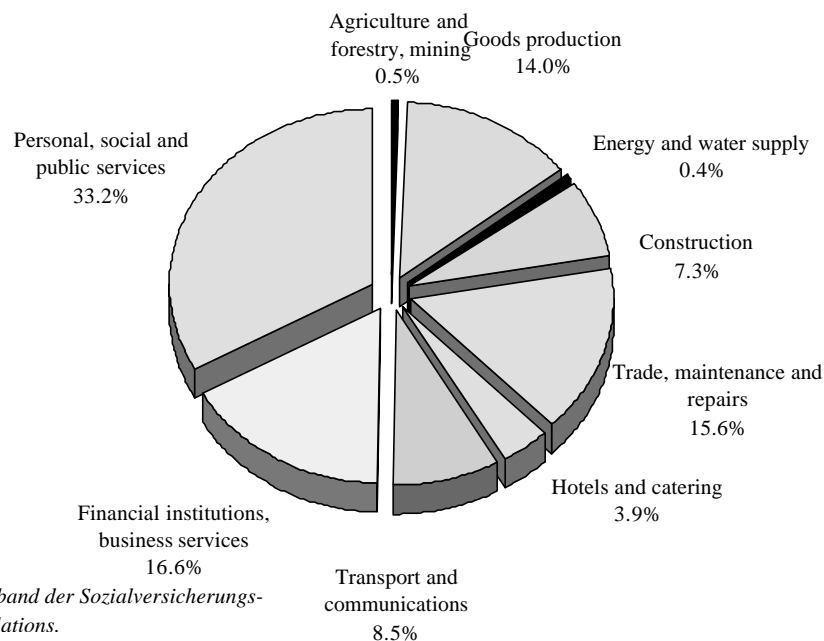
**Persons in paid employment in Austria in 1996  
according to economic sectors**



Source: *Hochgerner, J., Höglinger, A., Haberfellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien [Forward estimation and development of the labour market and the demand for vocational qualifications in small and medium-sized enterprises in Vienna], Research report on behalf of the Public Employment Service (AMS Vienna), Final report, Vienna 1997*

Figure W2: *Persons in paid employment in Vienna in 1996 according to economic sectors*

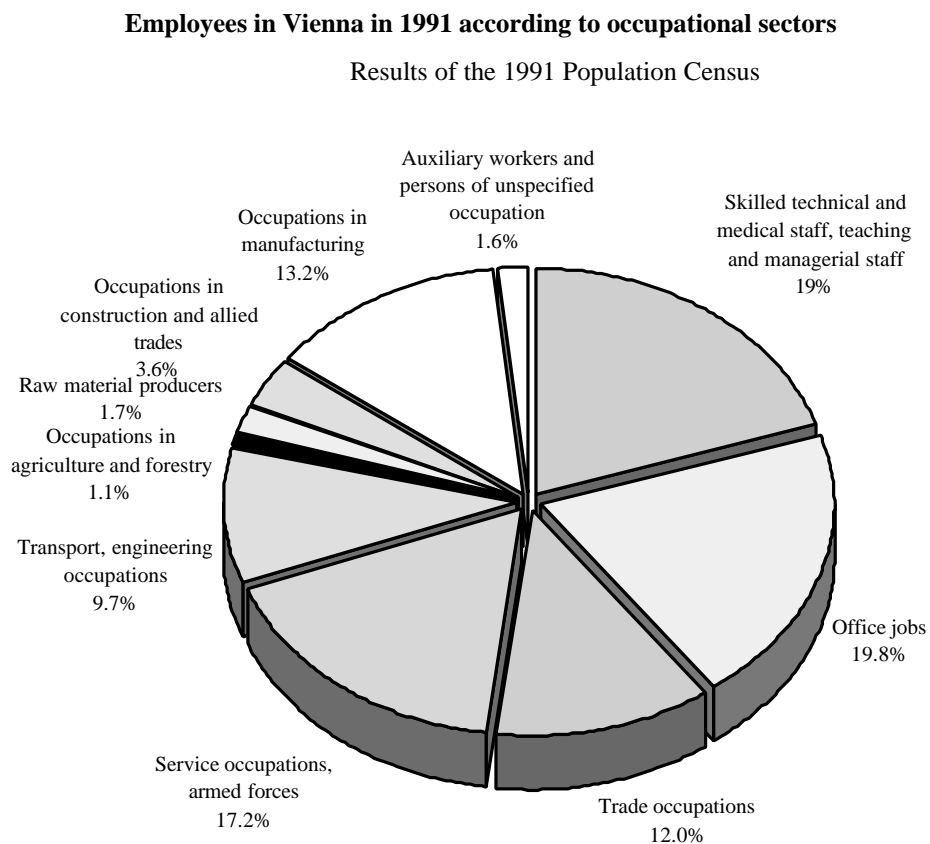
**Persons in paid employment in Vienna in 1996  
according to economic sectors**



Source: *Hauptverband der Sozialversicherungsträger. own calculations.*

Source: *Hochgerner, J., Höglinger, A., Haberfellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

Figure W3: *Employees in Vienna in 1991 according to occupational sectors*

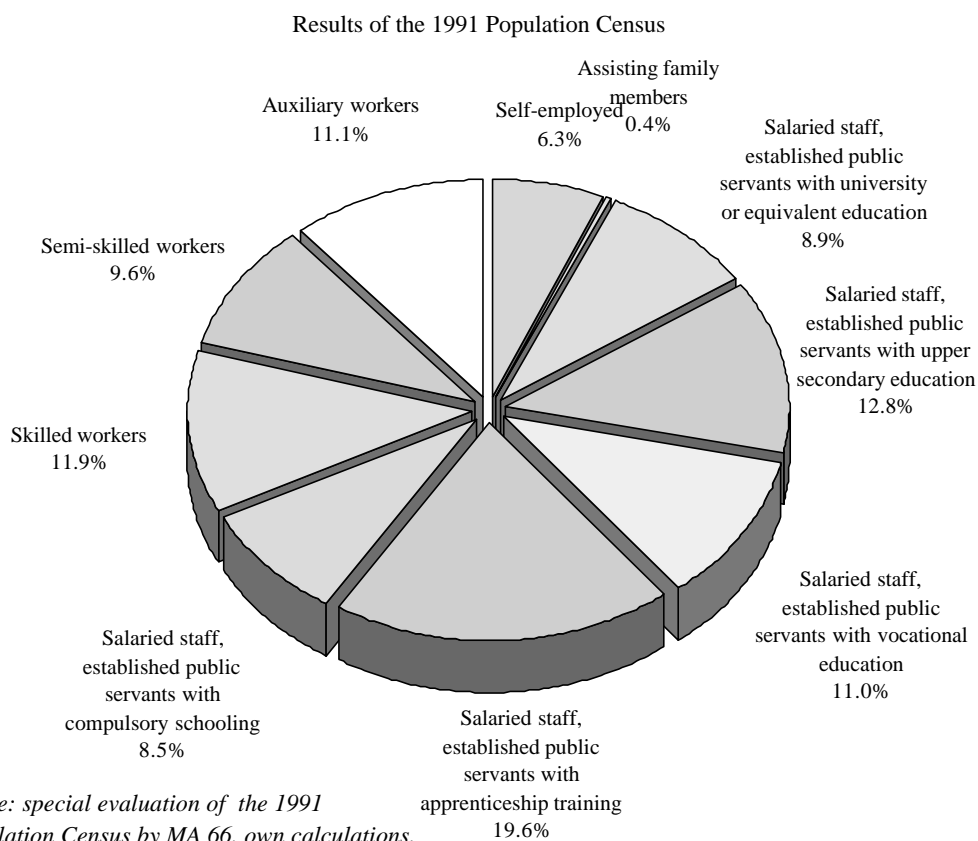


*Statistisches Jahrbuch der Stadt Wien, own calculations*

Source: *Hochgerner, J., Höglinger, A., Haberfellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

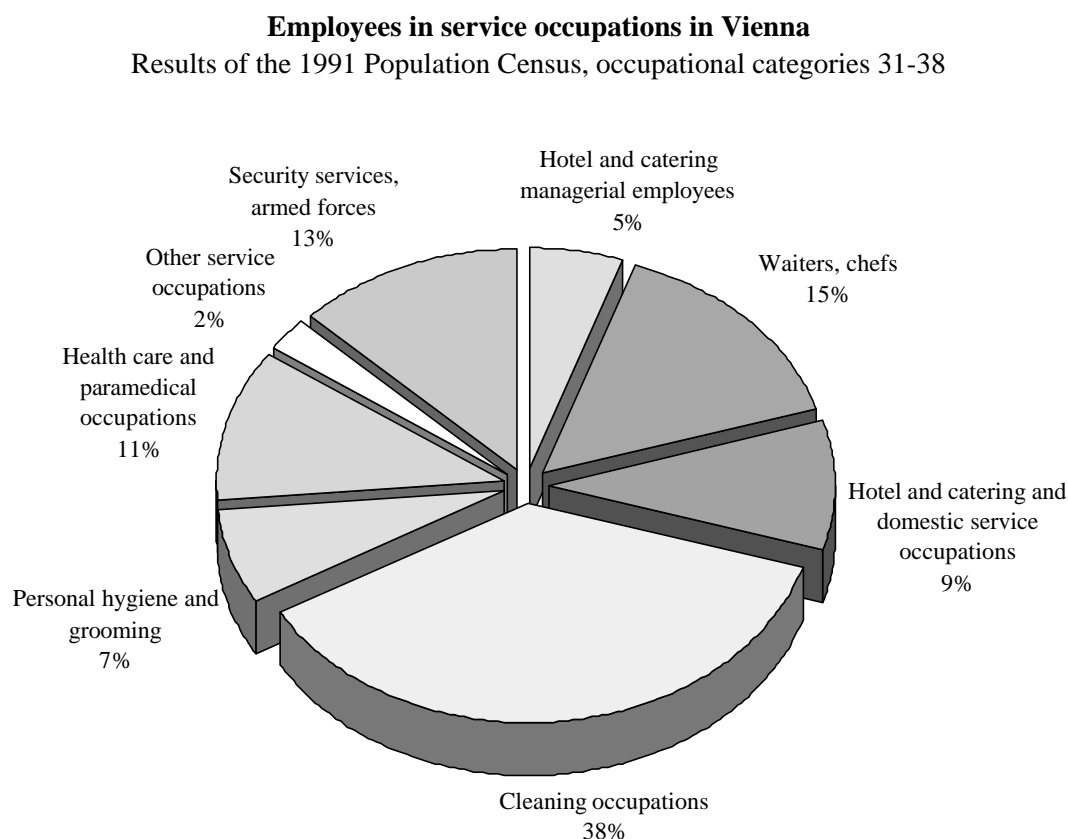
Figure W4: Working population in Vienna 1991 according to socio-economic groups

### Working population in Vienna according to socio-economic groups



Source: Hochgerner, J., Höglinger, A., Haberfellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]

Figure W5: *Employees in service occupations in Vienna in 1991*



*Statistisches Jahrbuch der Stadt Wien 1994.*

Source: Hochgerner, J., Höglinger, A., Haberfellner, R., Zentrum für Soziale Innovation: *Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

Table W21: *Employees according to legal employment status, sex and economic categories 1999*

economic category	Employees, total			Manual workers			Salaried staff and established public servants		
	all	men	women	all	men	women	all	men	women
<b>55 - Hotels and catering</b>	28 852	14 776	14 076	23 121	11 935	11 186	5 731	2 841	2 890
<b>of whom foreigners</b>	10 377	5 424	4 953	9 475	4 878	4 597	902	546	356
<b>80 - Education</b>	13 966	4 409	9 557	831	359	472	13 135	4 050	9 085
<b>of whom foreigners</b>	1 058	373	685	338	139	199	720	234	486
<b>85 - Health, veterinary and social services</b>	27 149	5 231	21 918	7 215	1 260	5 955	19 934	3 971	15 963
<b>of whom foreigners</b>	4 171	851	3 320	1 589	270	1 319	2 582	581	2 001
<b>93 - Other services</b>	8 588	1 638	6 950	7 584	1 320	6 264	1 004	318	686
<b>of whom foreigners</b>	2 421	554	1 867	2 361	535	1 826	60	19	41
<b>95 - Private households</b>	746	83	663	495	47	448	251	36	215
<b>of whom foreigners</b>	239	26	213	177	18	159	62	8	54

Source: Hauptverband der Österr Sozialversicherungsträger, *Beschäftigte in Österreich; foreigners employed in Austria, January 1999*

Table W22a: *Unemployment rates in Austria and Vienna; averages for the years 1995-1998*

Unempl. rate <sup>a</sup>	1995		1996		1997		1998	
	Austria	Vienna	Austria	Vienna	Austria	Vienna	Austria	Vienna
<b>Total</b>	6.6 (3.9)		7.0 (4.4)	7.8	7.2 (4.4)	8.3	7.1	8.7
<b>Men</b>	6.4 (3.1)		6.9 (3.6)	8.6	6.9 (3.6)	9.0	6.9	9.4
<b>Women</b>	6.8 (5.0)		7.3 (5.3)	6.8	7.4 (5.3)	7.4	7.5	8.0

<sup>a</sup> the value presented has been calculated using the traditional method in Austria;  
the figures in brackets are the rates according to the Eurostat Method  
Sources: *AMS Vienna 1999, Holzmann-Jenkins 1998: 11*

Table W22b: *Figures for registered unemployed in Vienna: averages for the years 1995-1997 and periods to August 1998 and Feb. 1999*

Period	total	men	women
<b>1995</b>	61 020	36 134	24 885
<b>1996</b>	64 877	38,751	26 126
<b>1997</b>	68 803	40 432	28 371
<b>August 1998</b>	70 343	38,956	31 387
<b>Feb. 1999</b>	80 642	48 452	32 190

Sources: AMS Austria 1998, after Holzmann-Jenkins 1998: 11  
AMS Austria, HV online (<http://ams.or.at/amsallg>.)

Table W23: *Labour market data, end February 1999*

		Persons registered unemployed			Youth unemployment <sup>a</sup>		Unemployed aged 50 and over		Long-term unemployment <sup>b</sup>		Unemployment rates <sup>c</sup>	
		all	men	women	abs.	share <sup>d</sup>	abs.	share <sup>d</sup>	abs.	share <sup>d</sup>	1999	1998
<b>Vienna</b>	end Feb. 1999	80 642	48 452	32 190	8 626	10.7%	21 364	26.5%	21 194	26.3%	9.6	9.6
<b>Austria</b>	end Feb. 1999	297 549	190 443	107 106	41 892	14.1%	60 367	20.3%	36 988	12.4%	9.0	9.0
<b>Vienna</b>	end June 1999	63 393	35 740	27 653	5 977	9.4%	19 762	31.2%	19 533	30.8	7.5	8.4
<b>Austria</b>	end June 1999	181 917	91 460	90 457	24 497	13.5%	46 748	25.7%	32 606	17.9%	5.5	6.1

<sup>a</sup> 15 to under 25

<sup>b</sup> unemployed for over 1 year

<sup>c</sup> unemployment rate: persons reported unemployed as % of the labour supply

<sup>d</sup> share of total unemployment

Source: Public Employment Service (AMS Austria), Hauptverband der Sozialversicherungsträger (<http://ams.or.at/amsallg>)



Table W 24: *Long-term unemployment in Austria 1998*

	Unemployed for 6 months to 1 year		Unemployed for over 1 year		Average period of registration in days <sup>a</sup>		Average duration in days <sup>b</sup>	
	Jan 98	Aug. 98	Jan. 98	Aug.98	Jan. 98	Aug.98	Jan. 98	Aug.98
<b>Total</b>	10.8	18.2	12.9	19.1	189	269	118	142
<b>Men</b>	8.2	18.2	11.3	21.5	172	302	101	139
<b>Women</b>	15.2	18.2	15.5	16.7	217	236	142	146

<sup>a</sup> period of registration: duration of unemployment up to survey date

<sup>b</sup> duration: actual duration of the unemployment

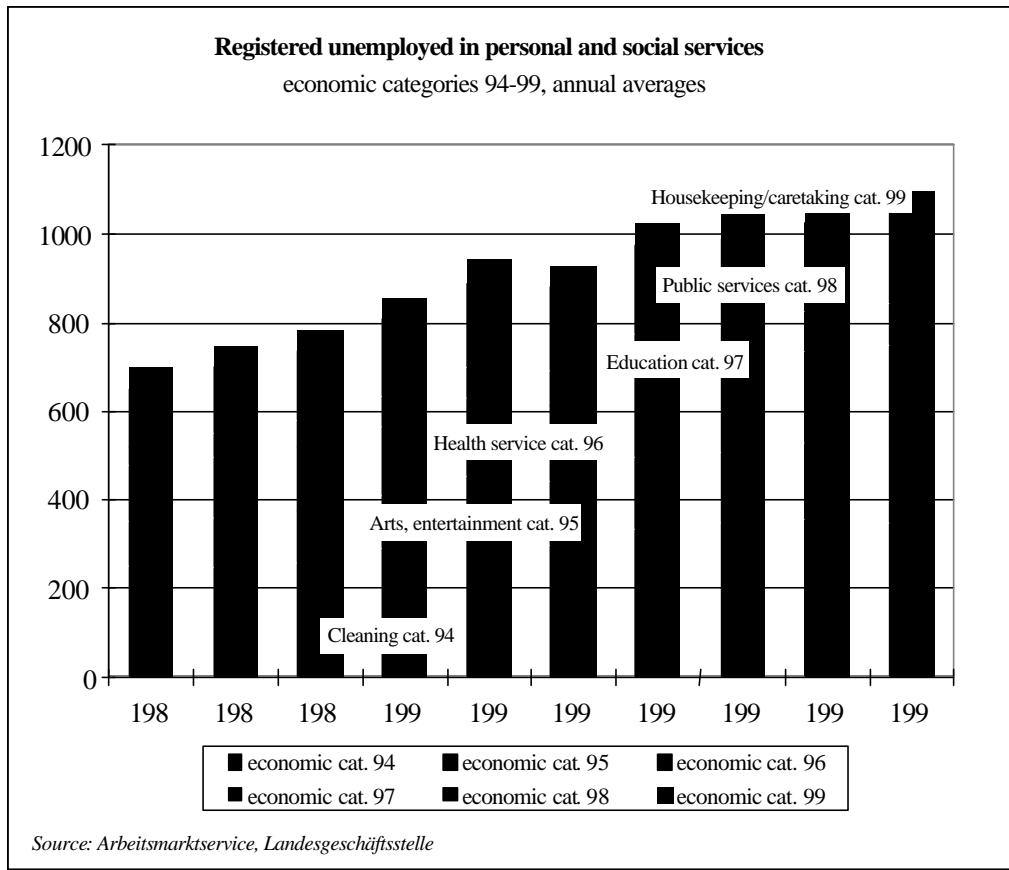
Source: *AMS Austria 1998, after Holzmann-Jenkins 1998: 11*

Table W25: *Persons registered unemployed according to occupational categories, status July 1999*

	Agriculture and forestry	Industry, trades and crafts	Trade, transport	Services	Techn. occupations	Administration, office jobs	Health, education	All
<b>Vienna abs.</b>	525	20 631	10 186	11 327	2 176	12 941	5 218	63 011
<b>Change over previous year, %</b>	-15.7%	-10.9%	-10.4%	-9.0%	-15.4%	-7.6%	-7.2%	-9.7%

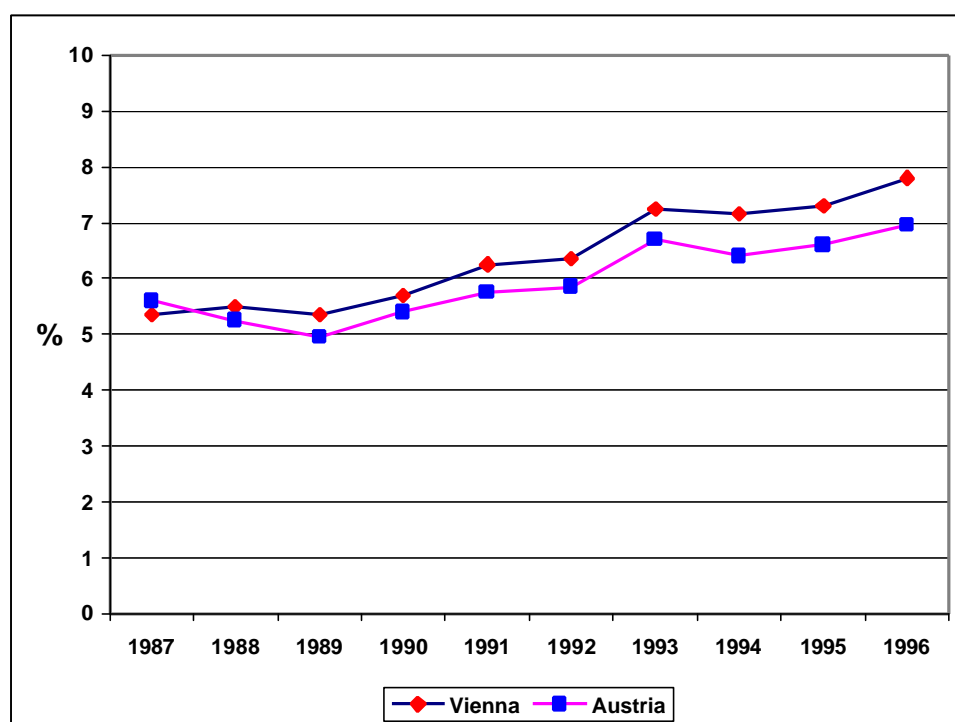
Source: *Public Employment Service (AMS Vienna) 1999*

Figure W6: *Persons registered unemployed in personal and social services*



Source: *Hochgerner, J., Höglinger, A., Haberfellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

Figure W7: *Unemployment rate: Austria and Vienna compared*



Source: *Hochgerner, J., Höglinger, A., Haberfellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

Table W26: *Employer enterprises in trade and industry in 1998 in the sectors*

	Trades and crafts	Industry	Trade	Financial institutions and insurance	Transport	Tourism and leisure	Total
Vienna, absolute	14 458	1 108	12 050	291	2 125	5 718	35 750
Vienna, %	40.4	3.1	33.7	0.8	6.0	16.0	100%
Change 1998/1990, %	+7.6	-20.6	-6.8	+11.9	+3.5	+22.3	+2.9

Source: *Vienna Chamber of Commerce and Industry, Stadtprofil Unselbständig Beschäftigte Wien [Profile of persons in paid employment in Vienna] 1998*

Table W27: Employer enterprises and persons in paid employment in the cleaning and personal services sections of the Vienna Chamber of Commerce and Industry 1987, 1991, 1996

	Employer enterprises	Persons in paid employment	...of whom: men	... of whom: women
<b>1987</b>	3 315	26 000	9 104	16 896
<b>1991</b>	3 336	30 156	11 465	18 691
<b>1996</b>	3 427	34 936	14 242	20 694
<b>Change 1987-96, abs.</b>	+112	+8 936	+5 138	+3 798
<b>Change 1987-96, %</b>	+3.4%	+34.4%	+56.4%	+22.5%
<b>Change 1991-96, abs.</b>	+91	+4 780	+2 777	+2 003
<b>Change 1991-96, %</b>	+2.7%	+15.9%	24.2%	+10.7%

Source: Chamber of Commerce and Industry Vienna, *Stadtprofil 1987, 1991 and 1996*. Status: July in each year.

Note: the cleaning and personal services area consists of the following sections: gardeners, florists, photographers, pest controllers, monument and building cleaners, hairdressers, textile cleaners/laundrerers/dyers, chimney sweeps, undertakers, dental technicians, chiropodists/beauticians/masseurs, the general trades group. The latter is a highly heterogeneous group which, however, tends to be dominated by security and private investigation services.

Source: Hochgerner, J., Höglinger, A., Haberfellner, R., *Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

Table W28: Cleaning and personal services 1996 (sections taken together)

	Firms with ..... employees								Total
	1	2-9	10-29	30-49	50-99	100-199	200-299	300 & over	
<b>Firms</b>	905	2 081	280	57	48	28	14	14	3 427
<b>%</b>	26.4	60.7	8.2	1.7	1.4	0.8	0.4	0.4	100.0
	Employees in firms with ..... employees								Total
	1	2-9	10-29	30-49	50-99	100-199	200-299	300 & over	
<b>Employees</b>	905	7 670	4 327	2 194	3 251	3 693	3 421	9 475	34 936
<b>%</b>	2.6	22.0	12.4	6.3	9.3	10.6	9.8	27.1	100.0

Source: Chamber of Commerce and Industry Vienna, *Stadtprofil 1996*, Status: July 1996. Hochgerner, J., Höglinger, A., Haberfellner, R., *Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

Table W29: *Persons in paid employment in economic categories 94-99 (annual average)*

	1987	1991	1994	Change 1985/94, %	Change 1985/94, %
Personal hygiene and grooming, cleaning, funeral services (econ. cat. 94)	17 087	18 733	19 164	9.6%	2.3%
Arts, entertainment, sport (econ. cat. 95)	11 601	13 331	14 033	14.9%	5.3%
Health and welfare (econ. cat. 96)	21 063	22 856	25 007	8.5%	9.4%
Education and research (econ. cat. 97)	16 639	18 941	19 828	13.8%	4.7%
Social insurance institutions, representation of interests, local government bodies (econ. cat. 98)	163 063	172 060	187 402	5.5%	8.9%
Housekeeping, caretaking (econ. cat. 99)	25 320	24 001	23 201	-5.2%	-3.3%
Personal, social and public services, total	254 773	269 922	288 635	5.9%	6.9%

Source: *Hauptverband der Sozialversicherungsträger*

Source: *Hochgerner, J., Höglinger, A., Haberkellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

Table W30: *The six sections with the highest employee growth in the trade and industry sector*

Section	Change in employees 1987/1996		Change in employer enterprises 1987/1996	
	abs.	%	abs.	%
General trades group	+5 960	+123.5%	+263	+59.8%
Business advisory services and data processing	+5 713	+187%	+588	+150%
Monument and building cleaners	+4 844	+65.2%	+78	+72.9%
Construction	+3382	+26%	+304	+51.3%
Real estate and asset management	+2338	+101.9%	+526	+84.8%
Advertising and market communication <sup>150</sup>	+1888	+61.6%	+341	+74.5%

Source: *Chamber of Commerce and Industry Vienna, Stadtprofil 1987 and 1996. Status: July in each year; Hochgerner, J., Höglinger, A., Haberkellner, R., Zentrum für Soziale Innovation: Vorausschätzung und Entwicklung des Arbeitsmarktes und des Bedarfs an beruflichen Qualifikationen in Klein- und Mittelbetrieben in Wien, Forschungsbericht im Auftrag des AMS Wien, Endbericht Wien 1997 [see above]*

<sup>150</sup> In 1987 this section was called simply "Advertising".

Table W31: *Persons in paid employment in trade and industry in 1998 in selected sectors*

Persons in paid employment, total:

778 230, of whom 476 305 in enterprises in trade and industry (status 7/98)

	<b>Total</b>	<b>Trades and crafts</b>	<b>Industry</b>	<b>Trade</b>	<b>Financial institutions, insurance</b>	<b>Transport</b>	<b>Tourism and leisure</b>
<b>Vienna, absolute</b>	476 305	139 709	85 277	115 276	40 855	49 310	45 878
<b>Vienna, %</b>	100.0	29.3%	17.9%	24.2%	8.6%	10.4	9.6%
<b>Change 1998/1990, %</b>	-1.3	+11.6	-25.4	-0.4	-4.2	+0.3	+28.4

Source: *Chamber of Commerce and Industry Vienna, Stadtprofil Unselbständig Beschäftigte Wien 1998*

Table W32: *Persons in paid employment in trade and industry in Vienna according to social status and sex 1998*

<b>Sector</b>	<b>Emp-loyer</b>	<b>Emp-loyees</b>	<b>Manual workers</b>			<b>Salaried staff</b>		
	<b>enter-prises</b>	<b>total</b>	<b>men</b>	<b>women</b>	<b>total</b>	<b>men</b>	<b>women</b>	<b>total</b>
<b>Trades and crafts</b>	14 458	139 709	59 350	23 855	83 205	31 000	25 504	56 504
<b>Industry</b>	1 108	85 277	30 077	8 636	38 713	31 236	15 328	46 564
<b>Trade</b>	12 050	115 276	12 119	6 384	18 503	43 671	53 102	96 773
<b>Financial institutions, insurance</b>	291	40 855	39	651	690	20 124	20 041	40 165
<b>Transport</b>	2 125	49 310	14 661	1 979	16 640	25 533	7 137	32 670
<b>Tourism and leisure</b>	5 718	45 878	15 084	15 070	30 154	6 364	9 360	15 724
<b>Vienna 1998, total</b>	35 750	476 305	131 330	56 575	187 905	157 928	130 472	288 400

Source: *Chamber of Commerce and Industry Vienna, Stadtprofil Unselbständig Beschäftigte Wien 1998*

Table W33: *Trades and crafts sector, overview for 1998 (selection)*

<b>Area</b>	<b>Persons in paid employment 1997</b>	<b>Persons in paid employment 1998</b>	<b>Change absolute</b>	<b>Change %</b>
<b>Cleaning and personal services</b>	36 208	37 093	+ 885	+ 2.4%
<b>Business services</b>	22 612	25 741	+ 3 129	+ 13.8%
<b>Food, drink and tobacco</b>	5 690	5 415	- 275	- 4.8%
<b>Others</b>	2 453	2 578	+ 125	+ 5.1%

Source: *Chamber of Commerce and Industry Vienna, Stadtprofil Unselbständig Beschäftigte Wien 1998*

Table W34: *Persons in paid employment in trade and industry, trades and crafts sector 1998 (selected sections)*

Section	Employer enterprises	Employees total	Manual workers			Salaried staff		
			men	women	total	men	women	total
<b>Bakers</b>	151	2 267	1 083	813	1 896	87	284	371
<b>Confectioners</b>	76	1 099	233	632	865	70	164	234
<b>Butchers</b>	187	1 663	636	530	1 166	306	191	497
<b>Food trade</b>	48	352	125	110	235	49	68	117
<b>Gardeners</b>	171	1 482	983	232	1 215	90	177	267
<b>Florists</b>	215	777	120	564	684	34	59	93
<b>Monument and building cleaners</b>	229	12 550	3 061	8 697	11 758	341	451	792
<b>Textile cleaners, launderers and dyers</b>	202	1 138	168	750	918	93	127	220
<b>Chiropodists, beauticians, masseurs</b>	320	824	75	592	667	32	125	157
<b>General trades group</b>	851	13 396	5 768	1 985	7 753	2 455	3 188	5 643

Source: *Chamber of Commerce and Industry Vienna, Stadtprofil Unselbständig Beschäftigte Wien 1998*

Table W35: *Enterprises in non-agricultural sectors, employees according to occupational status (selection)*

(status 31.12.1995)

ÖNACE sub-category	Number of firms in Vienna	Number of employees			Part-time employees		
		all	self-employed	in paid employment	total	salaried staff	manual workers
<b>Caterers</b>	13	607	7	600	1	1	0
<b>Window cleaning, interior cleaning</b>	134	12 836	59	12 777	4 379	29	4 350
<b>Laundries</b>	70	1 052	57	995	44	16	28
<b>Dry cleaning and garment dyeing</b>	172	1 260	120	1 140	95	18	77

Source: *ÖSTAT. Sonderauswertung Unternehmen und Betriebe des Nichtlandwirtschaftlichen Bereiches [Special evaluation of firms and establishments in non-agricultural sectors] 1995*

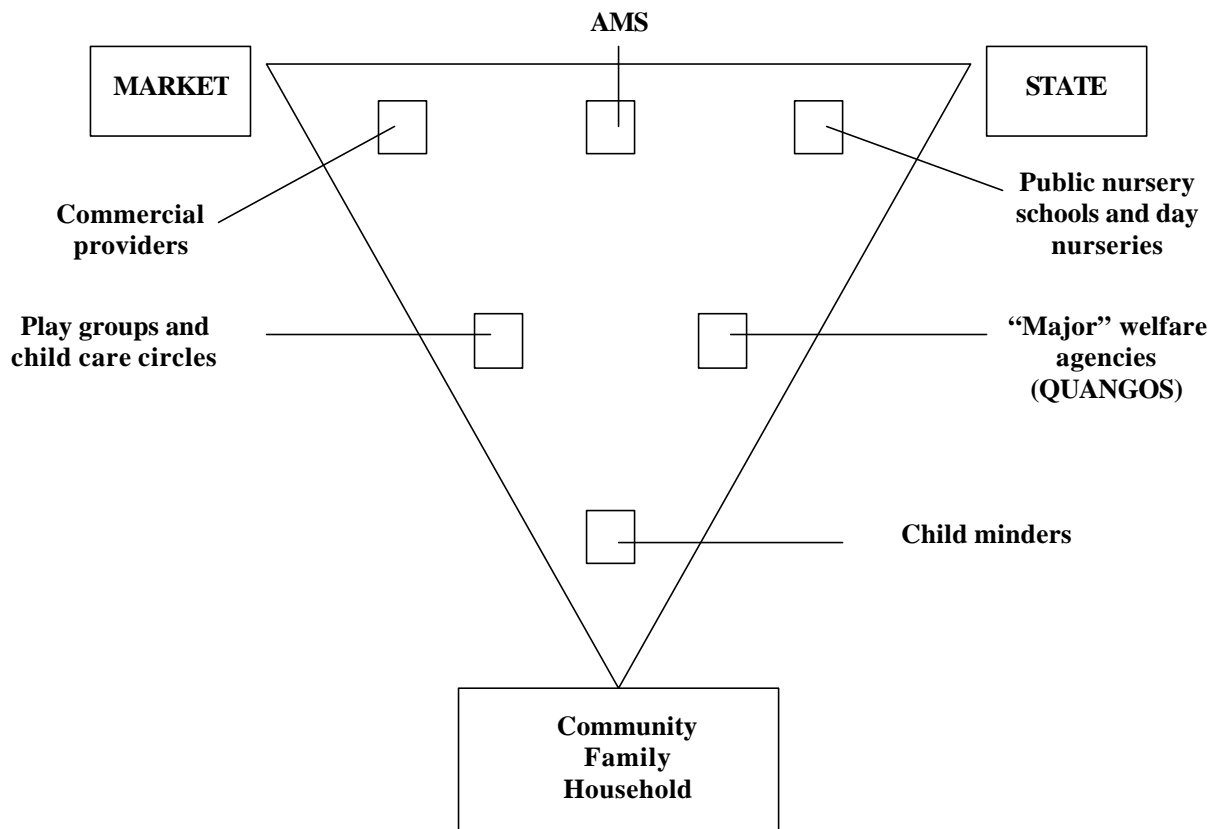
Table W36: *Employees in non-agricultural sectors (selection) (status 31.12.1995)*

ÖNACE sub-category	Number of employees										
	all	men					women				
		all	working proprietors <sup>a</sup>	salaried staff	manual workers	apprentices	all	working proprietors <sup>a</sup>	salaried staff	manual workers	apprentices
<b>Caterers</b>	607	318	5	52	261	0	289	2	51	235	1
<b>Window cleaning, interior cleaning</b>	12 836	3 710	40	313	3 341	16	9 126	19	404	8 695	8
<b>Laundries</b>	1 052	318	19	56	243	0	734	38	109	587	0
<b>Dry cleaning and garment dyeing</b>	1 260	321	60	75	185	1	939	60	146	728	5

<sup>a</sup> and assisting family members

Source: *ÖSTAT. Sonderauswertung Unternehmen und Betriebe des Nichtlandwirtschaftlichen Bereiches 1995 [see above]*

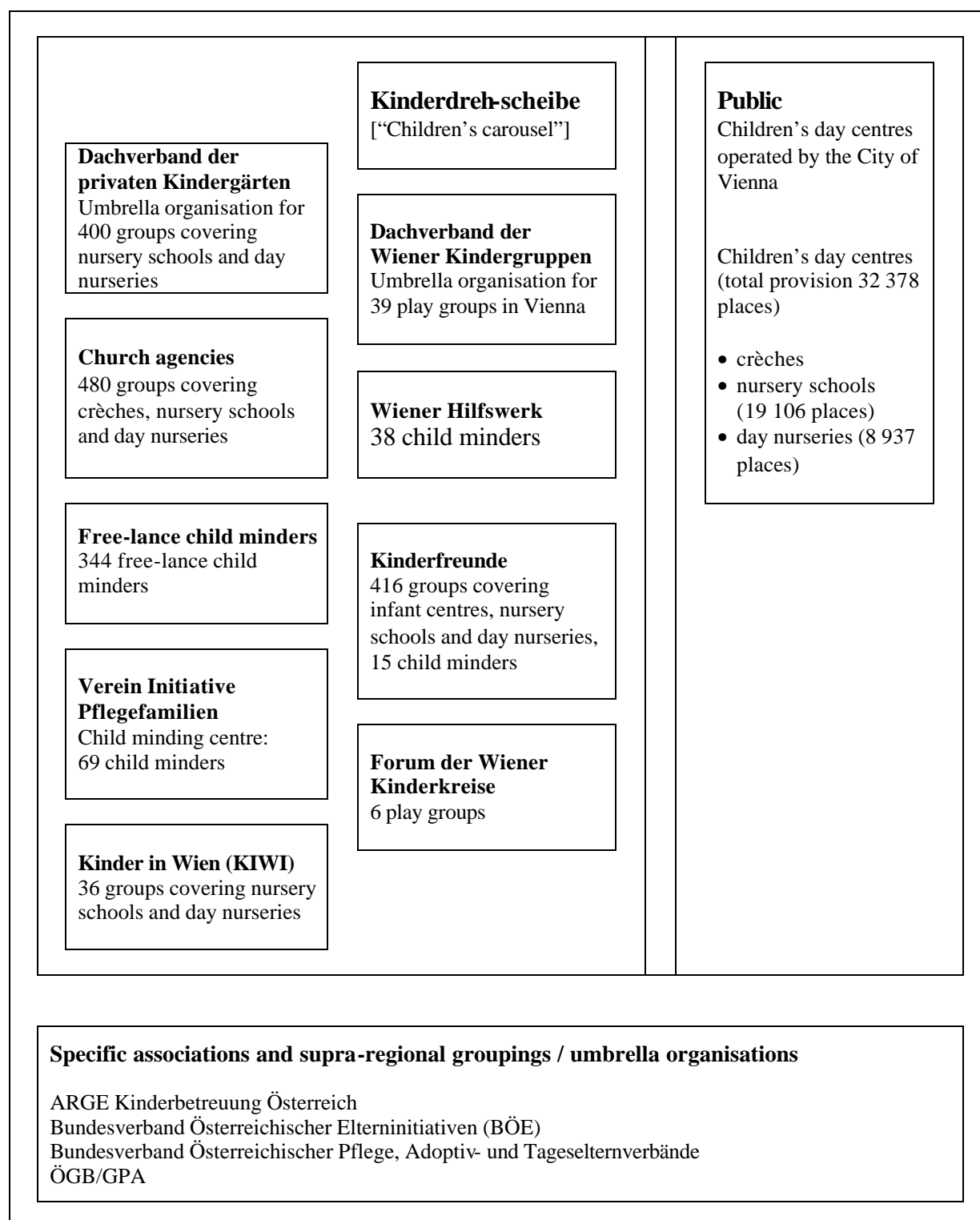
Figure W8: Welfare triangle for child care in Vienna



Source: Leichsenring /Thenner et al 1997



Figure W9: Providers of child care in Vienna



Source: Leichsenring/Thenner et al 1997

Table W37: *Range of provision of the various child care agencies in Vienna in 1997*

Agency	Crèches	Nursery schools	Day nurseries	Day mothers	Play groups	Baby-sitting
Dachverband der Wiener Privatkinderärten	X	X	X			
Dachverband der Wiener Kindergruppen					X	
Interessengemeinschaft der Erhalter kirchlicher Kindertagesheimstätten	X	X	X			
Wiener Hilfswerk				X		
Wiener Kinderfreunde	X	X	X	X		
City of Vienna	X	X	X			
Other agencies				X	X	X

Source: *Leichsenring/Thenner et al. 1997*

Table W38: *Providers of child care in Vienna 1997*

Providers of child care facilities in Vienna 1997		
	for children aged 0-3 (crèches)	for children aged 3-6 (nursery schools)
City of Vienna	4 400	19 000
Private NPOs	1 900	20 100
of which		
• Catholic day centres	100	7 500
• “Kinderfreunde”	1 000	5 500
• Private nursery schools run for profit	400	6 000
• “Kinder in Wien” (KIWI)	-	100
• Child minders (Verein Initiative Pflegeeltern VIP and Wiener Hilfswerk)	200	100
• Play groups	200	300

Source: *Leichsenring/Thenner et al. 1997*

Table W39: *The child care market according to type of agency, Vienna 1995/96*

	<b>Crèches</b>	<b>Nursery schools</b>	<b>Day nurseries</b>	<b>Total</b>
<b>Children cared for (total)</b>	<b>5 796</b>	<b>38 095</b>	<b>16 509</b>	<b>60 400</b>
<b>Children cared for publicly</b>	<b>4 335</b>	<b>19 106</b>	<b>8 937</b>	<b>32 378</b>
<b>of which</b>				
<b>State</b>	0	169	0	169
<b>Province</b>	11	33	0	44
<b>City of Vienna</b>	4 324	18 904	8 937	32 165
<b>Children cared for privately</b>	<b>1 461</b>	<b>18 989</b>	<b>7 572</b>	<b>28 022</b>
<b>of which</b>				
<b>Enterprises</b>	46	178	12	236
<b>Associations</b>	948	6 316	2 309	9 573
<b>Religious communities</b>	85	8 127	4 610	12 822
<b>Private individuals</b>	382	3 843	527	4 752
<b>Others</b>	0	525	114	639
<b>Summary</b>				
<b>Public share 1995/96</b>	75%	50%	54%	54%
<b>Private share 1995/96</b>	25%	50%	46%	46%
<b>Private share breakdown</b>				
<b>Enterprises</b>	3%	1%	0%	1%
<b>Associations</b>	65%	33%	30%	34%
<b>Religious communities</b>	6%	43%	61%	46%
<b>Private individuals</b>	26%	20%	7%	17%
<b>Others</b>	0%	3%	2%	2%

Source: *Leichsenring/Thenner et al. 1997*Table W40: *Child care in Vienna, reporting year 1997/98*

Children's day centres Number of groups in Vienna 1997/98				Provider								
	all	public	private	State	Province	City	Enterprise	Association	Cathol. religious community	Protest. religious community	Private individuals	Other providers
Children's day centres	3 052	1 679	1 373	14	3	1 662	11	531	497	47	260	27
Crèches	439	314	125	0	0	314	3	83	9	0	30	0
Nursery schools	1 801	924	877	14	3	907	6	327	313	17	192	22
Day nurseries	804	441	363	0	0	441	1	119	175	30	33	5

Source: ÖSTAT, Krippen, Kindergärten und Horte (Kindertagesheime) Berichtsjahr 1997/98, Wien 1998 [Crèches, nursery schools and day nurseries (children's day centres), reporting year 1997/98, Vienna 1998].

Table.W41: *Performance characteristics of private and public child care providers in Vienna (1997)*

	Number of groups	Number of carers	Carers of whom AMS assisted	%	Working time (hrs/wk)	Average working time per carer	Number of children cared for	Age of children cared for (range)	Ratio of carers to children	Training, formal requirements	Employment status	Remarks
<b>Kinderdreh-scheibe 1996/97</b>		7 employees (equivalent to 4 full-time staff members), agency for approx. 300 freelance child minders (of whom 200 active)								care place accreditation for child minders	employees are members of perm. staff, child minders are freelance workers.	advis-ory, referral and service centre
<b>Wiener Kindergruppen 1996/97</b>	39	89	74	83.1%	7 - 40	30	428	2 - 10	4.8	care place accreditation, training		parent participation
<b>Verein "Forum Wiener Kinderkreise" 1997</b>	6	14	14	100%		30	72	3.5 - 6				
<b>Verein Initiative Pflege-eltern (1996)</b>	--	62 (52 active child minders on average over the year)	--	--	flexible care assignments 40, 30 or 20 hours		166		3,2	care place accreditation, creation of professional profile, professionalisation, (training standards) compulsory continuing training	the child minders are employed as VIP staff (min. wage according to collective agreement).	
<b>Wiener Hilfswerk (child minders section) (1996 /97)</b>	--	38 (33 active child minders on average over the year)	22		full-time (40 hours)		109	0.5 - 6+	3.5	care place accreditation, monthly continuing training, initial training courses)	the child minders are employed by Wr. Hilfswerk (min. wage according to collective agreement)	
<b>Kinderfreunde - Landesorganisation Wien</b>	416 groups special provision: 13 workplace nursery schools (e.g. at hospitals, banks, insurance offices) !!	1 100			variable: 40 hours, 30 hours, also some marginal part-time employment; service contracts		about 9 000			carers have mostly graduated from public nursery nurse training colleges; assistants are often entrants from other occupations; compulsory internal further training, supervision .	salary scale of the City of Vienna	approx. 80% of the administrative work is done by hon-orary workers.

Table W41 *continued*

	Number of groups	Number of carers	Carers of whom AMS assisted	%	Working time (hrs/wk)	Average working time per carer	Number of children cared for	Age of children cared for (range)	Ratio of carers to children	Training, formal requirements	Employment status	Remarks
<b>Dachverband Wiener Privatkinder-gärten</b>	about 400 groups (in 80 member firms)		(10-30 institutions receive KBE (child care) assistance from the AMS)		variable, mostly 40 hours;		about 10 000				carers and assistants are employed on staff basis, salary scale regulated by collective agreement, external specialists (e.g. for music lessons) engaged on fee basis)	voluntary board of governors
<b>Interessengemeinschaft der Erhalter kirchlicher Kindertagesheime (nursery schools provided by Archdiocese of Vienna)</b>	480 groups	497 specialist staff, 347 auxiliary workers	no AMS-assistance		variable		11 288			continuing training courses and supervision, annual conference; continuing training programme put together by a committee of educationists	salary scale of Archdiocese of Vienna; external consultants (for continuing training etc.) engaged on fee basis	Voluntary services contributed by clergy (e.g. for excursions); voluntary board of governors
<b>“Kinder in Wien” (KIWI)</b>	46	91 carers (90 women, 1 man)	KBE-assistance from AMS		over 50% employed on part-time basis		700				salary scale of the City of Vienna; in addition to permanently employed staff, there are marginal part-time employees in an “auxiliary workers pool”	

Source: *Leichsenring/Thenner et al. 1997*

Table W42: *Employees in child care institutions: staff with certificate of competence or secondary school-leaving certificate (public and private) 1997/98*

Employees in Vienna	Number		Service relationship			Examination for			
			Permanent service (public law)	contractual (private law)	other	nursery school	play group and special nursery school	play group and day nursery	play group, special nursery school and day nursery
Children's day centres, all	total	8 274	1 950	2 201	138	2 365	128	1.708	88
	women	8 155	1 942	2 176	137	2 343	127	1.700	85
	men	119	8	25	1	22	1	8	3
Crèches	total	1 602	367	378	0	550	10	183	2
	women	1 591	366	376	25	547	10	183	2
	men	11	1	2	0	3	0	0	0
Nursery schools	total	4 790	1 157	1 416	125	1 619	103	924	52
	women	4 908	1 154	1 399	124	1 603	102	921	51
	men	62	3	17	1	16	1	3	1
Day nurseries	total	1 662	426	391	13	185	15	597	33
	women	1 616	422	385	13	182	15	592	31
	men	46	4	6	0	3	0	5	2

Source: ÖSTAT: *Krippen, Kindergärten und Horte (Kindertagesheime) Berichtsjahr 1997/98 [Crèches, nursery schools and day nurseries (day centres), reporting year 1997/98], Vienna 1998*

Table W43: *Staff in children's day centres according to activities and extent of employment (1997/98)*

		Infant teaching staff with training in educational studies		Infant teaching staff without training in educational studies		Auxiliary staff		Domestic staff (cleaners, kitchen staff etc.)		Foreign support staff		Assistants	
		FT	PT	FT	PT	FT	PT	FT	PT	FT	PT	FT	PT
Children's day centres	all	249	149	192	75	403	361	2 253	252	16	19	6	10
	women	237	140	184	73	395	355	2 225	243	15	18	6	9
	men	12	9	8	2	8	6	28	9	1	1	0	1
Crèches	all	77	9	53	4	69	21	590	34	0	0	0	0
	women	76	9	52	4	68	20	586	34	0	0	0	0
	men	1	0	1	0	1	1	4	0	0	0	0	0
Nursery sch.	all	105	64	135	26	305	299	1 139	172	6	9	6	6
	women	102	63	129	25	298	294	1 128	166	6	8	6	6
	men	3	1	6	1	7	5	11	6	0	1	0	0
Day nurseries	all	65	71	4	45	25	35	523	43	9	8	0	4
	women	57	63	3	44	25	35	510	40	8	8	0	3
	men	8	8	1	1	0	0	13	3	1	0	0	1

Source: ÖSTAT: *Krippen, Kindergärten und Horte (Kindertagesheime) Berichtsjahr 1997/98, Vienna 1998*

Table W44: *Labour market trends in the child care field (1990/1996)*

	Registered unemployed		Registered job seekers		Clients of AMS Vienna undergoing training	
	1990	1996	1990	1996	1990	1996
<b>Day nursery educator</b>	5	10	5	0	0	0
<b>Day nursery assistant</b>	1	2	0	0	1	0
<b>Qualified nursery nurse</b>	65	57	6	1	4	6
<b>Nursery school assistant</b>	97	153	2	3	4	9
<b>Nursery nurse specialising in therapeutic education</b>	0	0	0	0	0	0
<b>Child minders</b>	5	6	1	0	2	1
<b>Child care, total</b>	173	228	14	4	11	16

Source: AMS Vienna, after Leichsenring/Thenner et al. 1997

Table W45: *Remuneration of nursery school staff in public institutions (status 1994/95)*

SALARY GRADE	Nursery nurse (permanent service) in ATS	Auxiliary worker (permanent service) in ATS	Minimum wage scale (private nursery schools) in ATS
<b>1</b>	16 636	12 584	14 300
<b>2</b>	17 417	12 858	14 700
<b>3</b>	18 198	13 132	15 029
<b>... up to</b>			
<b>20</b>	34 262	17 451	22 036

Source: Department 11/4, Chamber of Labour Vienna, after Faltner 1997:47

Table W46: *Salary for a staff-employed child minder without specialist training (status 01/1995)*

	Gross pay / child / month in ATS
<b>40h care for the first child cared for</b>	3 465
<b>for each additional child given 40h of care</b>	3 375
<b>30h care per child</b>	2 587
<b>20h care per child</b>	1 820

Source: Federal Ministry of Labour, Health and Social Affairs, after Faltner 1997: 47

Table W47: *Providers and performance in the field of care for the elderly in Vienna (1997)*

<b>Providers in Vienna</b>	<b>Home helps, shares of hours provided per organisation</b>	<b>Meals on wheels</b>	<b>Cleaning service, shares of hours provided per organisation</b>	<b>Visitor service, shares of hours provided per organisation</b>
<b>Wiener Sozialdienste</b>	20.2%	-	34.1%	17.1%
<b>Sozial Global</b>	28.0%	42.5%	38.3%	49.3%
<b>Wiener Volkshilfe</b>	18.9%	36.7%	12.2%	14.2%
<b>Wiener Hilfswerk</b>	3.2%	20.8%	9.6%	1.5%
<b>Caritas Erzdiözese Vienna</b>	8.2%	-	2.3%	8.9%
<b>Caritas Socialis</b>	3.0%	-	1.3%	2.2%
<b>Vienna Red Cross</b>	11.9%	-	0.2%	4.1%
<b>Adventmission</b>	3.9%	-	1.6%	0.8%
<b>Junge Panther</b>	2.3%	-	0.3%	1.7%
<b>Kleine Soziale Netze</b>	0.2%	-	0.1%	0.1%
<b>Wiener Hauskrankenpflege</b>	0.3%	-	-	0.2%
<b>Hours of work, total</b>	<b>3 812 631</b>		<b>143 917</b>	<b>200 905</b>
<b>Meals per year</b>		<b>1 973 047</b>		
<b>Number of clients 1997</b>	<b>17 709</b>	<b>11 155</b>	<b>9 043</b>	<b>3 304</b>

Source: *City Administration Department 47, Leichsenring/Stadler 1998*



Table W48: *Member organisations of Dachverband Wiener Pflege- und Sozialdienste (umbrella body for care and social services in Vienna)*

<b>DACHVERBAND DER WIENER PFLEGE- UND SOZIALDIENSTE</b>	
1.	Arbeiter Samariter-Bund Österreich (ASBÖ)
2.	Caritas der Erzdiözese Wien (CEW)
3.	Caritas Socialis GmbH (CS)
4.	Johanniter Unfallhilfe (JUH)
5.	Kleine Soziale Netze (KSN)
6.	MA 47 Betreuung zu Hause (MA SHzH)
7.	Malteser Hospitaldienst Austria (MHA)
8.	MS-Gesellschaft (MSG)
9.	Austrian Red Cross (ÖRKW), Vienna association
10.	Seniorenhilfe Junge Panther (SJP)
11.	SMID-KRIM, Sozialmedizinisches Nachbarschaftszentrum Döbling-Krim
12.	SMIR, Sozialmedizinische Initiative Rodaun
13.	SMUP, Sozialmedizinisches Zentrum Unter-Penzing
14.	Sozial Global (SG)
15.	Soziale Dienste der Adventmission (SDA)
16.	St. Lazarus Hilfswerk (SLHW)
17.	Verein Helfende Hände (VHH)
18.	Visitas Hauskrankenpflege (VHK)
19.	Volkshilfe Wien (VHW)
20.	Wiener Hauskrankenpflege und Seniorendienste (WHS)
21.	Wiener Hilfswerk (WHW)
22.	Wiener Sozialdienste (WSD)

Sources: *Begleiten Betreuen Pflegen. Soziale Dienste für zu Hause. Ein Ratgeber [Home-based social services. A guide]. publ. by Dachverband der Wiener Pflege- und Sozialdienste, Vienna 1996*  
*Bronneberg, Gertrud et al., Arbeitssituation ambulante Pflege- und Sozialdienste Wiens [Employment situation of ambulatory care and social services in Vienna], Vienna, Österreichisches Bundesinstitut für Gesundheitswesen (ÖBIG), 1997*

Table W49: *Services provided by and staff establishment of the member organisations of Dachverband Wiener Pflege- und Sozialdienste (autumn 1996)*

ORG.	Staff				Employment relationships				
	DKS	PH	HH	BD	BBV	EA	Prakt.	ZD	Total
SDA	1	2	109	2	114		-	-	114
CEW	6	3	215	-	224	60	-	-	284
CS	3	5	90	-	98	2	-	-	100
VHH	70	60	25	-	155	-	-	-	155
SJP	5	10	130	-	145	-	10	6	161
KSN	1	1	20	2	24	-	-	-	24
MA 47 - HKP	109	-	-	-	109	-	-	-	109
MA 47 - Soz St.	28	-	40	-	28	-	-	30	58
MHA	no data	no data	no data	no data	-	40	-	-	40
ÖRKW	6	3	385	12	406	30	1	3	440
SG	5	9	882	348	1244	-	-	5	1249
SMIR	-	-	25	no data	-	25	-	-	25
SMUP	40	16	6	-	no data	no data	-	-	62
SLHW	-	-	40	-	-	-	-	40	40
VHK	30	-	70	-	100	2	2	-	104
WHS	4	-	15	-	19	-	-	-	19
WHW	3	-	100	-	103	36	-	2	141
WSD	5	12	638	69	724	-	-	2	726
VHW	2	1	547	47	597	-	-	6	603
<b>Total</b>	<b>318</b>	<b>122</b>	<b>3337</b>	<b>480</b>	<b>4090</b>	<b>195</b>	<b>13</b>	<b>94</b>	<b>4454</b>

Source: *Bronneberg, Gertrud et al., Arbeitssituation ambulante Pflege- und Sozialdienste Wiens, Vienna, Österreichisches Bundesinstitut für Gesundheitswesen (ÖBIG), 1997*

**Abbreviations:**

for abbreviations of organisations, see Table W48)

DKS = qualified nurse or certificated care worker

PH = auxiliary care worker

HH = home help

BD = visitor service

BBV = permanent employment

EA = voluntary work

Prakt. = trainee

ZD = civilian service worker

Table W50: Performance statistics for care of the elderly, 1994 and 1996 compared

Activity	Year	Staff (mean average)	Teams (mean average)	Persons cared for (mean average)	Meal requestors	Working hours	Portions (meals) or trips (laundry)	Expenditure of the City of Vienna in ATS	Expenditure per working hour in ATS	Expenditure per portion in ATS
Home help	1994	3 465		13 088		4108 028.5		1068 475 154.00	260.10	
	1996	3 120		11 948		3809 324.0		1178 188 043.00	309.30	
Cleaning service	1994	270		11 378		196 751.75		57 748 878.46	293.50	
	1996	210		9 149		154 513.25		54 204 059.00	350.80	
Visitor service	1994	709		4 074		321 943.25		75 742 334.63	??	
	1996	718		3 465		256 631.50		69 968 368.00	from 1.1.96: cost contribution 185.60	
Meals on wheels	1994	--	139	--	6 390	--	2 143 639	89 173 679	--	41.60
	1996	--	126	--	5 836	--	2 017 238	88 275 819	--	43.75
Family help	1994			70		34 340.00		16 214 390		
	1996			70		38 011.50		17 289 175		
Child care at home	1994			51		19 095.00		see above Family help		
	1996			63		14 877.75		see above Family help		
Laundry service (1)	1994			2 049			17 061			
	1996			1 654			15 135		from 1.1.96: cost contribution 150.80	
Repair service (2)	1994			76						
	1996			86					from 1.1.96: cost contribution 361.90	

(1) Laundry service: Wiener Volkshilfe 90%, Wiener Hilfswerk 10%

(2) Repair service: Wiener Volkshilfe

Source: *Bedarfs- und Entwicklungsplan Wien [Demand and Development Plan for Vienna] 1997 (BEP 1997)*

Table W51: *Performances of social services 1997*

Field of activity	Employees (mean average1997)	Hours output in 1997	Hours output, mean average per month	Clients / patients cared for <u>per</u> <u>month</u> (mean average)	Persons cared for in 1997
<b>Home help</b>	3 183	3.695 469.25	307 955.77	11 712	17 709
<b>Care assistance</b>		44 984.00	3 748 67	2 166	
<b>Cleaning service</b>	197	143 916.50	11 993.04	9 043	9 043
<b>Visitor service</b>	682	238 577.25	19 881.44	1 731	3 304
<b>Laundry service (1)</b>					total 1 557
<b>Repair service (2)</b>		4 941.50			total 622

(1) Laundry service: Wiener Volkshilfe 90%, Wiener Hilfswerk 10%

(2) Repair service: Wiener Volkshilfe

Source: *Department MA 47 Betreuung zu Hause, Jahresbericht Verwaltungsjahr [Care at home, Annual report for operating year] 1997*

Table W52: *Age structure of persons served by home helps in 1997*

Age group	Number of persons served	%
<b>up to 60</b>	1 051	8.9
<b>61-65</b>	314	2.7
<b>66-70</b>	573	4.9
<b>71-75</b>	1 223	10.4
<b>76-80</b>	1 622	13.7
<b>81-85</b>	2 711	23.0
<b>86-90</b>	2 894	24.5
<b>91-95</b>	1 190	10.1
<b>over 95</b>	216	1.8
<b>total</b>	11 793	100.0

Source: *Department MA 47 Betreuung zu Hause, Jahresbericht Verwaltungsjahr 1997*

Table W53: *Home help requestors: number of persons in the household in general, 1997*

Number of persons in the household	Home help requestors (persons served)	as %
<b>1</b>	10 031	85.1
<b>2</b>	1 551	13.1
<b>3</b>	146	1.2
<b>4 and over</b>	65	0.6
<b>Total</b>	11 793	100.0

Source: *Department MA 47 Betreuung zu Hause, Jahresbericht Verwaltungsjahr 1997*

Table W54: *Home help requestors: civil status of persons served, 1997*

	<b>Single</b>	<b>Married</b>	<b>Widowed</b>	<b>Divorced</b>	<b>Separated</b>	<b>Total</b>
<b>Men</b>	513	132	849	310	60	1 864
% row	27.5%	7.1%	45.6%	16.6%	3.2%	100.0%
% column	29.9%	14.8%	11.5%	19.0%	37.7%	15.8%
<b>Women</b>	1 205	69	6 517	1 321	99	9 211
% row	13.1%	0.8%	70.8%	14.3%	1.1%	100.0%
% column	70.1%	7.7%	88.5%	81.0%	62.3%	78.3%
<b>Both partners</b>		693				693
% row		100.0%				100.0%
% column		77.5%				5.9%
<b>Total</b>	1 718	894	7 366	1 631	159	11 768
% row	14.6%	7.6%	62.6%	13.9%	1.3%	100.0%
% column	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Source: *Department MA 47 Betreuung zu Hause, Jahresbericht Verwaltungsjahr 1997*

Table W55: *Meals on wheels / portions in 1997*

<b>Association</b>	<b>1st half-year Jan.-June 1997</b>	<b>mean average per month</b>	<b>%</b>	<b>2nd half-year July-Dec. 1997</b>	<b>mean average per month</b>	<b>%</b>
<b>Sozial Global</b>	418 273	69 712	42.4	420 397	70 066	42.6
<b>Wiener Volkshilfe</b>	363 430	60 572	36.8	360 681	60 114	36.6
<b>Wiener Hilfswerk</b>	205 206	34 201	20.8	205 060	34 177	20.8
<b>Total</b>	986 909	164 485	100.0	986 138	164 356	100.0

Source: *Department MA 47 Betreuung zu Hause, Jahresbericht Verwaltungsjahr 1997*

Table W56: *Socio-economic companies, employment projects, advisory service projects: employees*

Project	Year of establishment	Employees		Extent of employment		Sex	
		core staff (1)	transient workers (2)	full-time	part-time	female	male
<b>RESTAURANTS / CATERING:</b>							
Café Restaurant Max	1995	6	14 + 7 trainees	20	2	50%	50%
Stadt-Beisl INIGO	1987 (1992)	7	17	22	2	20%	80%
<b>GARDENING:</b>							
Fokus	1989	4	18	21	1	36%	64%
Handwerkerprojekt Kolping	1985	2	8				
ARGE für Nichtseßhafte Wien	1980	5 + 4 drivers	19 + 5 trainees				
<b>CLEANING:</b>							
Objektreinigung und -instandhaltung	1994	1.5	6				
HomeService	1997	3 (1 project manager 2 deployment managers) (status 1999)	37 external service workers		40	100%	--
Hilfsworker - Haus- & Heimservice	1998	2 (2 deployment managers) (status 1999)	24 external service workers	9	17	96%	4%
<b>CARE FOR THE ELDERLY:</b>							
NO projects							

Table W56 continued

Project	Year of establishment	Employees		Extent of employment		Sex	
		core staff (1)	transient workers (2)	full-time	part-time	female	male
<b>CHILD CARE:</b>							
Tageselternzentrum	1988	3 social workers. 3 carers (status 1999)	80 child minders	3	3	carers: 100% child minders: 99.9%	child minders: 0.1%
Kinderdreh-scheibe	1990	11 employees at the advice centre (status 1999)		1	10	100%	--
Verein der Wiener Kindergruppen; Dachverband der Wiener Kindergruppen	beginning of 1980s	70 child carers (status 1999)		8%	70%	85-90%	10-15%
<b>REPAIRS:</b>							
RUSZ Reparatur- und Servicezentrum	1998	4 (status 1999)	17	14	3	18%	82%

(1) core staff: specialised staff with a socio-educational or trades and crafts background, employed on an open-ended basis

(2) transient workers: workers from the target groups served, employed on a fixed-term basis

Sources: AMS (assisted projects department): *Projektliste der Sozialökonomischen Betriebe und Gemeinnützigen Beschäftigungsprojekte [List of projects of socio-economic companies and non-profit employment schemes] 1997.*

IFA and AMS Vienna: *Beratung, Bildung, Beschäftigung. Arbeitsmarktpolitische Maßnahmen des Arbeitsmarktservice [Advice, education, employment. Labour market policy measures of the Public Employment Service], Vienna, 1998.*

BDV and AMS: *Documentation on AMS-assisted projects in Austria 1999 (Vienna 1999). Own research*

Table W57: *Socio-economic companies, employment projects, advisory service projects: fields of activity, target groups*

Project	Field of activity	Qualification offered	Target group	Project sponsor
<b>RESTAURANTS / CATERING:</b>				
Café Restaurant Max	restaurant trade	qualification for the restaurant trade	women and men (19-45), mentally disabled	pro mente Wien - employment projects
Stadt-Beisl INIGO	restaurant trade	qualification for the restaurant trade (kitchen and service)	women and men (from age 18)	Verein Hilfseinrichtungen der Caritas, Archdiocese of Vienna
<b>GARDENING:</b>				
Fokus	environment (care of green spaces)		disadvantaged young people and young adults	Verein Jugendzentren der Stadt Wien
Handwerkerprojekt Kolping	mix: minor repairs / household jobs (gardening, wall painting)		young people aged 15-25, disadvantaged, long-term unemployed	Österreichisches Kolpingwerk
ARGE für Nichtseßhafte Wien	mix: care of green spaces, simple gardening, house clearances, furniture collection, repair and sale	initial instruction	women and men, long-term unemployed	ARGE Nichtseßhafte Wien
<b>CLEANING:</b>				
Objektreinigung und -instandhaltung	cleaning and maintenance jobs	initial instruction	women and men, long-term unemployed with mental, physical or sensory disabilities	ÖHTB-Fachwerk Wien
HomeService	household-oriented services in the home (cleaning, jobs, shopping, washing and ironing, care of pets and indoor plants); child care, errands and messages, keeping company, house-sitting		long-term unemployed women, re-entrants, women with child care duties and older job seekers	Sozial Global
Hilfsworker - Haus- & Heimservice	mix: service for family and household: jobs in the home (general cleaning, laundry service, care of pets and indoor plants); jobs around the house (gardening, snow clearing), errands and messages, care of children and young people, study supervision		women (esp. from age 40) and men, with little vocational education and poor manual skills, long-term unemployed	Wiener Hilfswerk



Table W57 continued

Project	Field of activity	Qualification offered	Target group	Project sponsor
<b>CHILD CARE:</b>				
Tageselternzentrum	initial and continuing training for child minders, employment with the sponsoring association, advice and guidance for child minders	initial and continuing training for child minders	women from age 25 with an interest in child care	Verein Initiative Pflegeeltern (VIP)
Kinderdrehscheibe	finding private child care places, child minders and baby sitters, problem-specific advice for women		women, persons with child care responsibilities encountering employment problems	Verein Wiener Kinderdrehscheibe
Dachverband der Wiener Kindergruppen	care of children aged 0-6 in private care institutions (nursery schools, play groups, crèches, day nurseries); advice on the organisation of child care facilities		unemployed nursery nurses, nursery school assistants or unemployed persons, taken on by private child care institutions to look after children	a wide variety of parents' associations, private nursery schools
<b>CARE FOR THE ELDERLY:</b>				
no projects				
<b>REPAIRS</b>				
RUSZ - Reparatur- and Servicezentrum	recycling and repair of electrical appliances in the household (washing machines, dish washers etc) taking account of ecological principles, servicing contracts		long-term unemployed skilled workers from age 45	Verband Wiener Volksbildung

Sources: *MS (assisted projects department): Projektliste der Sozialökonomischen Betriebe und Gemeinnützigen Beschäftigungsprojekte [List of projects of socio-economic companies and non-profit employment schemes] 1997.*

*IFA and AMS Vienna: Beratung, Bildung, Beschäftigung. Arbeitsmarktpolitische Maßnahmen des Arbeitsmarktservice [Advice, education, employment. Labour market policy measures of the Public Employment Service], Vienna, 1998.*

*BDV and AMS: Documentation on AMS-assisted projects in Austria 1999 (Vienna 1999). Own research*

Table W58: *Member organisations of Dachverband Wiener Pflege- und Sozialdienste (umbrella body for care and social services in Vienna)*

<b>Dachverband der Wiener Pflege- und Sozialdienste</b>	
1.	Arbeiter Samariter-Bund Österreich (ASBÖ)
2.	Caritas der Erzdiözese Wien (CEW)
3.	Caritas Socialis GmbH (CS)
4.	Johanniter Unfallhilfe (JUH)
5.	Kleine Soziale Netze (KSN)
6.	MA 47 Betreuung zu Hause (MA SHzH)
7.	Malteser Hospitaldienst Austria (MHA)
8.	MS-Gesellschaft (MSG)
9.	Austrian Red Cross (ÖRKW), Vienna association
10.	Seniorenhilfe Junge Panther (SJP)
11.	SMID-KRIM, Sozialmedizinisches Nachbarschaftszentrum Döbling-Krim
12.	SMIR, Sozialmedizinische Initiative Rodaun
13.	SMUP, Sozialmedizinisches Zentrum Unter-Penzing
14.	Sozial Global (SG)
15.	Soziale Dienste der Adventmission (SDA)
16.	St. Lazarus Hilfswerk (SLHW)
17.	Verein Helfende Hände (VHH)
18.	Visitas Hauskrankenpflege (VHK)
19.	Volkshilfe Wien (VHW)
20.	Wiener Hauskrankenpflege und Seniorendienste (WHS)
21.	Wiener Hilfswerk (WHW)
22.	Wiener Sozialdienste (WSD)

Sources: *Begleiten Betreuen Pflegen. Soziale Dienste für zu Hause. Ein Ratgeber [Home-based social services. A guide]. publ. by Dachverband der Wiener Pflege- und Sozialdienste, Vienna 1996.*  
*Bronneberg, Gertrud et al., Arbeitssituation ambulante Pflege- und Sozialdienste Wiens. [Employment situation of ambulatory care and social services in Vienna], Vienna, Österreichisches Bundesinstitut für Gesundheitswesen (ÖBIG), 1997*

Table W59: *Staff establishment and employment relationships of the member organisations of Dachverband Wiener Pflege- and Sozialdienste (autumn 1996)*

ORG.	Staff establishment				Employment relationships				
	DKS	PH	HH	BD	BBV	EA	Prakt.	ZD	Total
SDA	1	2	109	2	114		-	-	114
CEW	6	3	215	-	224	60	-	-	284
CS	3	5	90	-	98	2	-	-	100
VHH	70	60	25	-	155	-	-	-	155
SJP	5	10	130	-	145	-	10	6	161
KSN	1	1	20	2	24	-	-	-	24
MA 47 - HKP	109	-	-	-	109	-	-	-	109
MA 47 - Soz St.	28	-	40	-	28	-	-	30	58
MHA	no data	no data	no data	no data	-	40	-	-	40
ÖRKW	6	3	385	12	406	30	1	3	440
SG	5	9	882	348	1244	-	-	5	1249
SMIR	-	-	25	no data	-	25	-	-	25
SMUP	40	16	6	-	no data	no data	-	-	62
SLHW	-	-	40	-	-	-	-	40	40
VHK	30	-	70	-	100	2	2	-	104
WHS	4	-	15	-	19	-	-	-	19
WHW	3	-	100	-	103	36	-	2	141
WSD	5	12	638	69	724	-	-	2	726
VHW	2	1	547	47	597	-	-	6	603
All	318	122	3337	480	4090	195	13	94	4454

**Abbreviations:**

for abbreviations of organisations, see Table W48)

DKS = qualified nurse or certificated care worker

PH = auxiliary care worker

HH = home help

BD = visitor service

BBV = permanent employment

EA = voluntary work

Prakt. = trainee

ZD = civilian service worker

## 5.2.4 Figures and tables for the evaluation part

Figure A1: *Fields of activity of the interviewees*

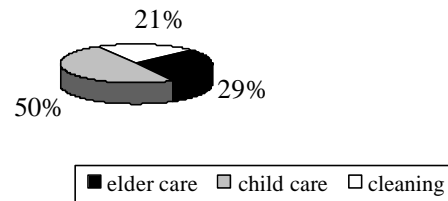


Figure A2: *Region and field of activity*

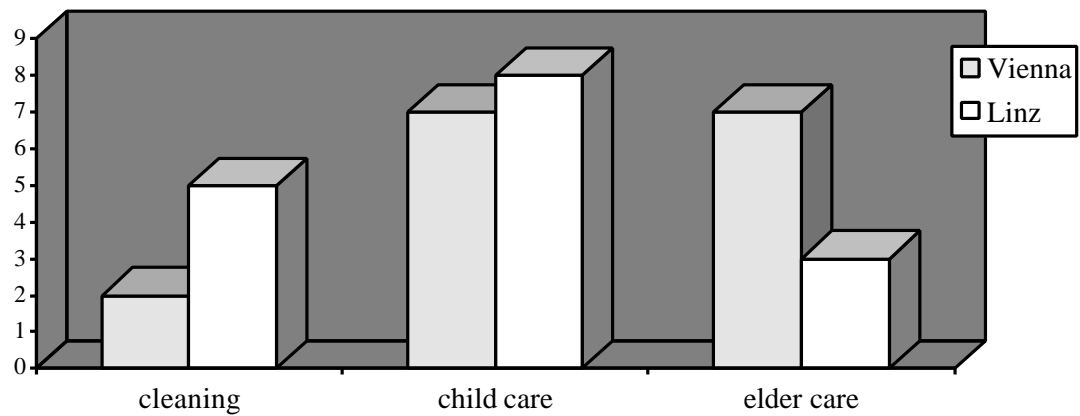


Figure A3: *Persons in the household*

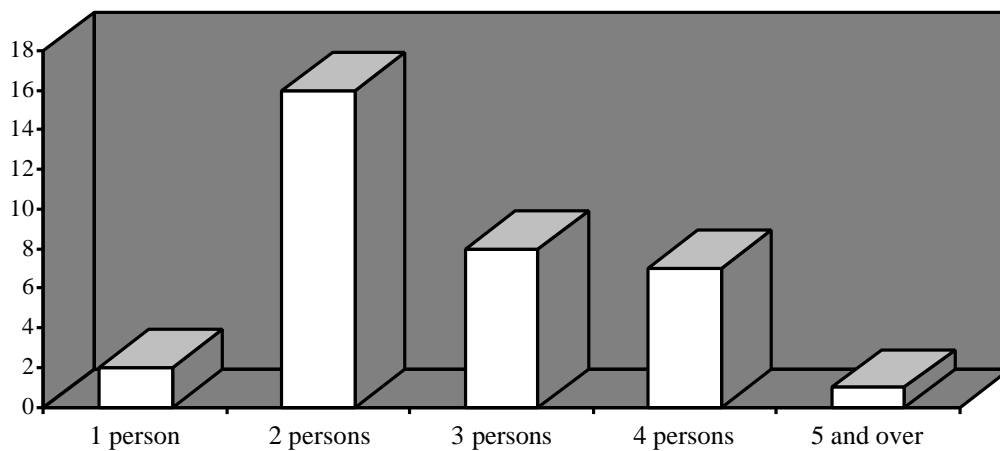


Figure A4: Breakdown of family housework

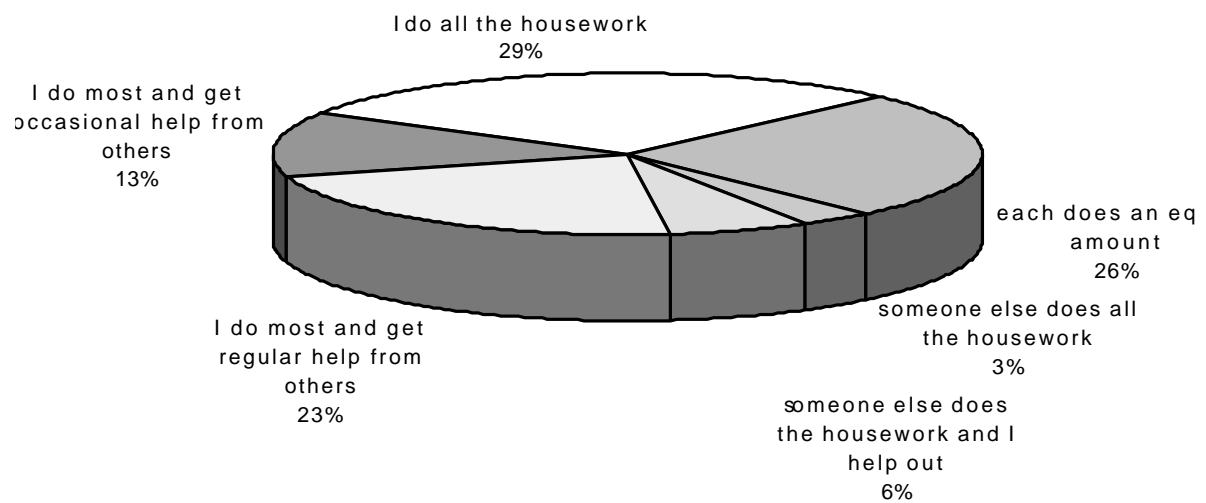


Figure A5: Highest standard of education reached by respondents

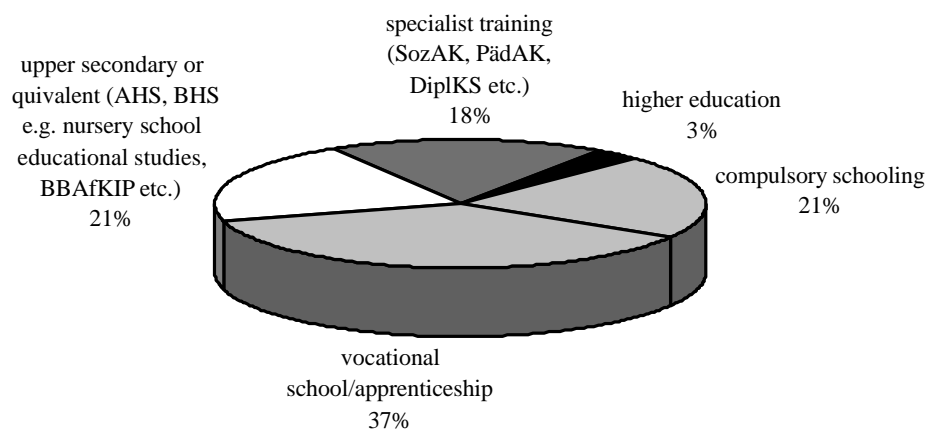


Figure A6: *Time spent in present job*

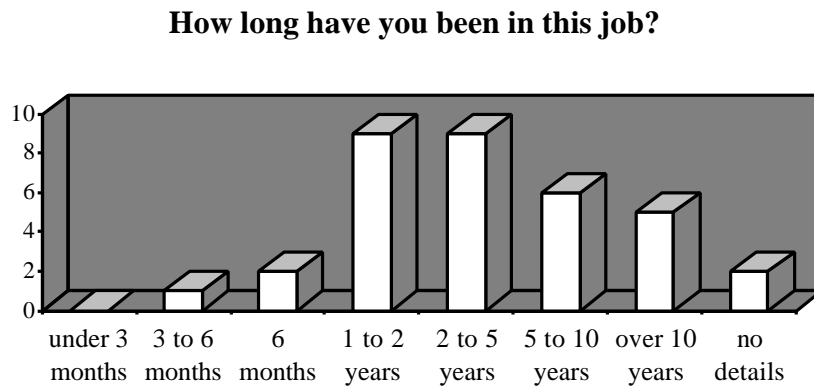


Figure A7: *Employment contracts of respondents*

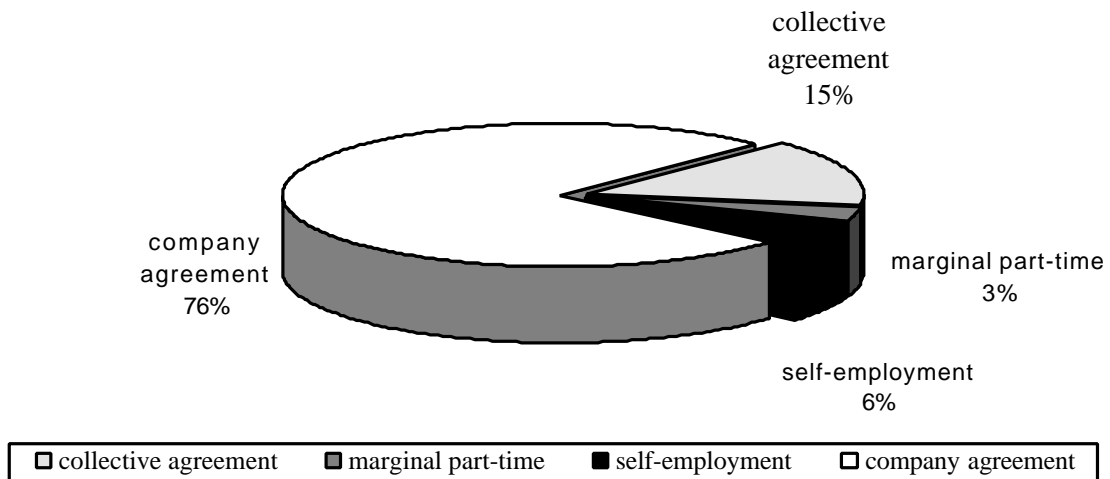


Figure A8: *Social benefits of respondents*

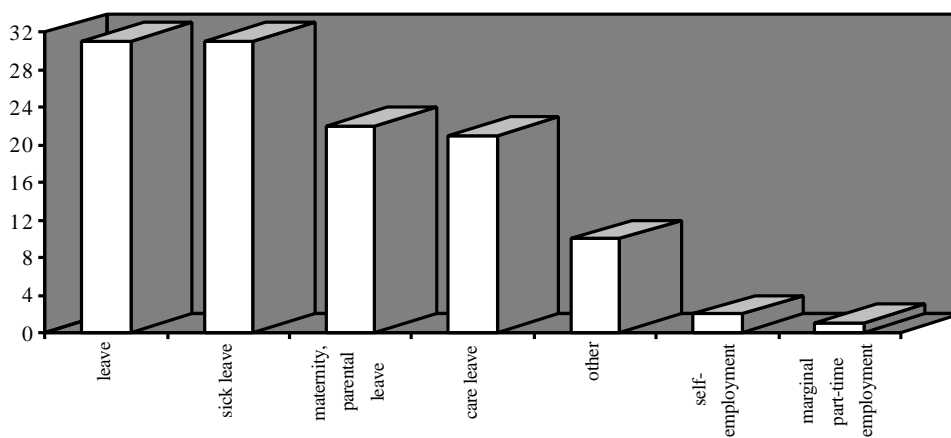


Figure A9: *Income of interviewees and extent of employment*

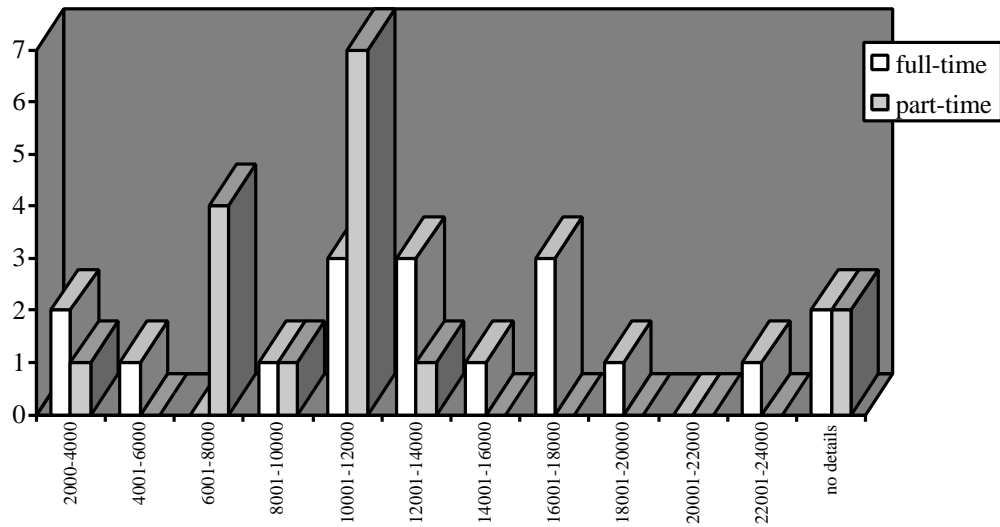


Figure A10: *Job satisfaction*

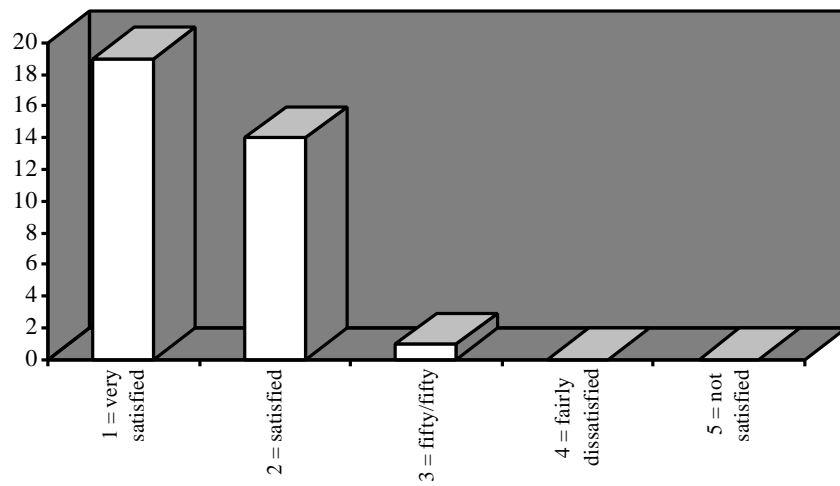


Figure 11: *Reasons for working in this area*

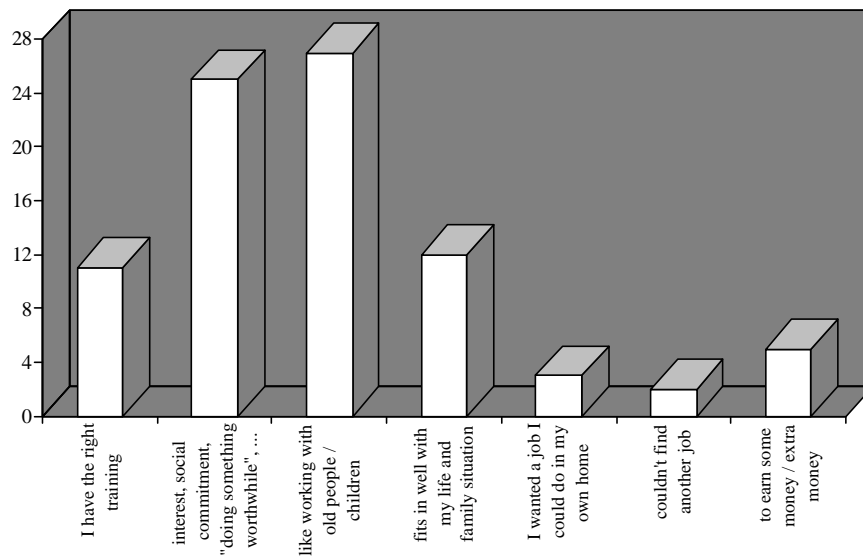


Figure A12A-C: *Assessment of the job*

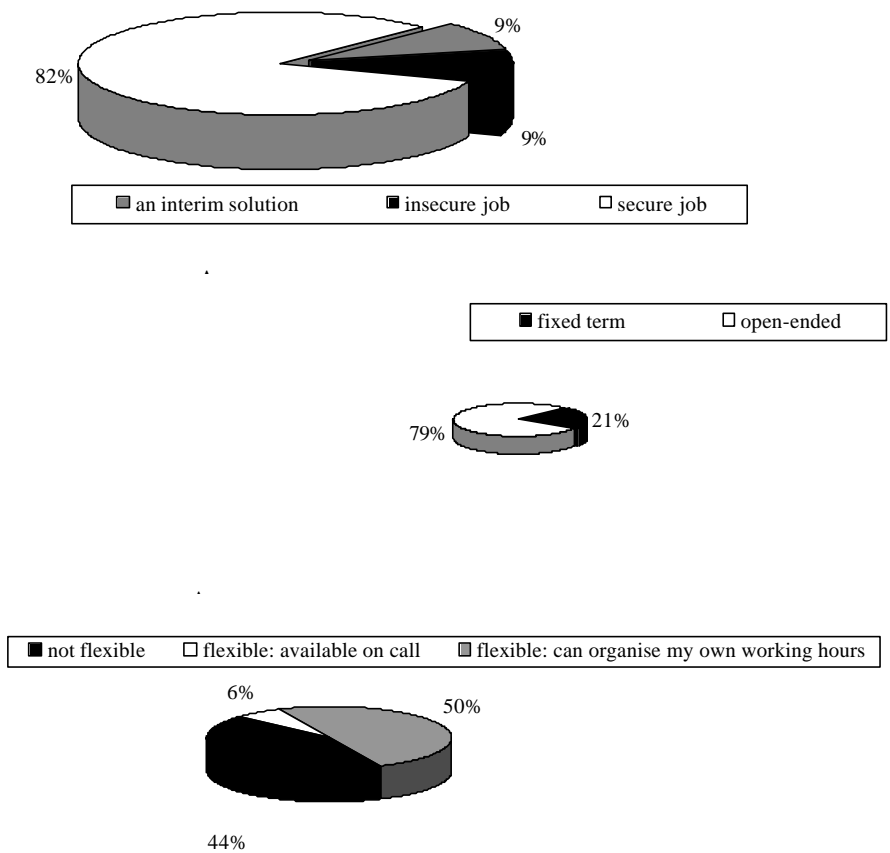




Figure A13: Satisfaction with working time

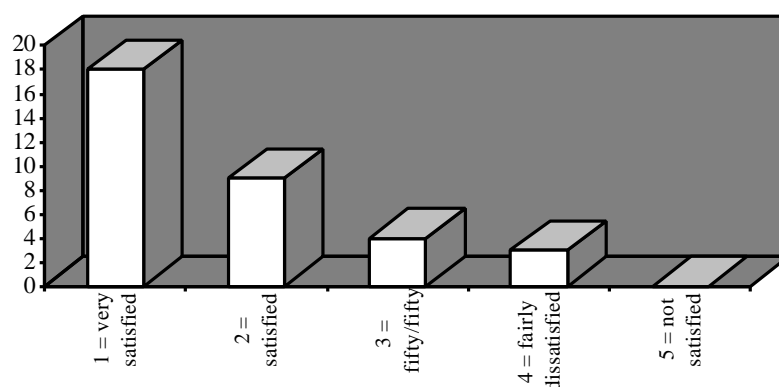


Table A1: Selection of interviews

	Good Practice examples	Three fields of activity	Case studies	Total
<b>Region 1 Vienna</b>	<p><b>(1) VIP / Project Cinderella</b> 1 expert interview (E11) 2 child minders (W13, W14)</p> <p><b>(2) Home Service</b> 1 expert interview (E13)</p> <p><b>(3) Kinderdrehscheibe</b> 1 expert interview (E9)</p> <p><b>(4) Haus und Heimservice of Wiener Hilfswerk</b> 1 expert interview (E8)</p> <p><b>(5) 1 self-employed child minder (W9)</b></p> <p><b>(6) 1 nanny (W19)</b></p>	<p>child care (K)</p> <p>care of the elderly(A)</p> <p>cleaning (R)</p>	<p><b>(1) Wiener Kindergruppen</b> 1 expert interview (E10) 3 play group workers (W6, W7, W8)</p> <p><b>(2) Sozial Global</b> 1 expert interview (E7)</p> <p><b>(3) Volkshilfe Wien</b> 1 expert interview (E12) 2 home helps (W20, W21)</p> <p><b>(4) Seniorenhilfe Junge Panther</b> 2 cleaning workers (W33, W34)</p> <p><b>(5) Red Cross / Care of the elderly</b> 1 care assistant (W22) 1 qualified nurse (W23)</p> <p><b>(6) Kleine Soziale Netze</b> 3 home helps (W29, W30, W 31)</p>	<p>7 E</p> <p>16 W</p>
<b>Region 2 Linz</b>	<p><b>(1) Kindergruppe Rasselbande</b> 1 expert interview (E4) 3 play group workers (W4, W15, W32)</p> <p><b>(2) Projekt Häusliche Hilfe</b> 1 expert interview (E3) 3 home helps (W25, W26, W27)</p> <p><b>(3) Mobile Kinderkrankenpflege</b> 1 expert interview (E5) 1 qualified nurse (W5)</p> <p><b>(4) 1 self-employed person in the field of cleaning services (E1, W18)</b></p> <p><b>(5) HannesHilfsdienst</b> 1 expert interview (E2) 1 cleaning worker (W24)</p>	<p>child care (K)</p> <p>care of the elderly (A)</p> <p>cleaning (R)</p>	<p><b>(1) municipal nursery schools</b> 3 nursery nurses (W16, W17, W28)</p> <p><b>(2) Caritas, ambulatory assistance department</b> 1 expert interview (E14) 3 workers providing care to the elderly (W10, W11, W12)</p> <p><b>(3) Verein Adoptiv und Pflegeeltern</b> 1 expert interview (E6) 3 child minders (W1, W2, W3)</p>	<p>7 E</p> <p>18 W</p>
<b>2 Regions</b>	<p>11 institutions</p> <p>22 interviews</p>		<p>9 institutions</p> <p>26 interviews</p>	<p>14 E</p> <p>34 W</p>

E = expert interviews; W = worker interviews

Table A2a) List of expert interviews

No	Name of Project, Organisation	G/F <sup>a</sup>	Region	Organisational form	Field
E1.	Brigitte Zwettler	G	Linz	self-employed	R
E2.	Hannes Hilfsdienst	G	Linz	association	R
E3.	Volkshilfe, Project "Häusliche Hilfe"	G	Linz	association	R
E4.	Kindergruppe Rasselbande	G	Linz	association	K
E5.	Hilfswerk: Mobile Hauskrankenpflege für Kinder und Jugendliche [Ambulatory home nursing for children and young people]	G	Linz	association	K
E6.	"Treffpunkt Tagesmütter", Verein Pflege- und Adoptiveltern	F	Linz	association	K
E14.	Caritas, ambulatory assistance department	F	Linz	association	A
E7.	Sozial Global	F	Wien	association	A, K, R
E8.	"Haus- und Heimservice" of Wiener Hilfswerks	G	Wien	association	R
E9.	Kinderdrehscheibe	G	Wien	association	K
E10.	Verein der Wiener Kindergruppen	F	Wien	association	K
E11.	Verein Initiative Pflegeeltern (VIP), "Cinderella" Project	G	Wien	association	K
E12.	Volkshilfe Wien	F	Wien	association	A, R
E13.	Sozial Global HomeService	G	Wien	socio-economic company (SÖB), self-contained institution within. SG	K, R

<sup>a</sup> Classification: Good Practice (G) / Case studies (F)

**Activity abbreviations:**

R= cleaning;

K = child care;

A = care of the elderly.

Table A2b: *List of worker interviews*

No	Activity	G/F/SE <sup>a</sup>	Place
W1.	child minder	F	Linz
W2.	child minder	F	Linz
W3.	child minder	F	Linz
W4.	play group worker	G	Linz
W5.	ambulatory child nurse	G	Linz
W6.	play group worker	F	Vienna
W7.	play group worker	F	Vienna
W8.	play group worker	F	Vienna
W9.	child minder	SE	Vienna
W10.	specialist worker in care for the elderly	F	Linz
W11.	specialist worker in care for the elderly	F	Linz
W12.	specialist worker in care for the elderly	F	Linz
W13.	child minder	G	Vienna
W14.	child minder	G	Vienna
W15.	play group worker	G	Linz
W16.	nursery nurse	F	Linz
W17.	nursery nurse	F	Linz
W18.	self-employed cleaning worker / domestic help	SE	Linz
W19.	nanny	G	Vienna
W20.	home help	F	Vienna
W21.	home help	F	Vienna
W22.	care assistant / worker providing care to the elderly	F	Vienna
W23.	qualified nurse / worker providing care to the elderly	F	Vienna
W24.	cleaning worker / domestic help	G	Linz
W25.	domestic help	G	Linz
W26.	domestic help	G	Linz
W27.	domestic help	G	Linz
W28.	nursery nurse	F	Linz
W29.	home help	F	Vienna
W30.	home help	F	Vienna
W31.	home help	F	Vienna
W32.	play group worker	G	Linz
W33.	cleaning worker	F	Vienna
W34.	cleaning worker	F	Vienna

<sup>a</sup>. Classification: G = Good Practice; F = Case study; SE = Self-employed