

# 5th Global WageIndicator Conference

August 26 - 28, 2013  
De Burcht  
Henri Polaklaan 9  
Amsterdam, The Netherlands



# WageIndicator.org

## About the WageIndicator Foundation

The WageIndicator Foundation was launched in 2001 to contribute to a more transparent labour market for workers and employers.

The WageIndicator Foundation collects, compares and shares labour market information through (online & offline) surveys and desk research. It serves as an online library for wage information, labour law and career advice.

The WageIndicator Foundation is assisted by world-renowned universities, trade unions and employers' organisations and currently operates in over 70 countries. Its international staff consist of some 100 specialists worldwide.

The WageIndicator Foundation is a global organisation reaching millions on a monthly basis.

For more information, please visit: [WageIndicator.org](http://WageIndicator.org).

Production Team: Dirk Dragstra, Brian Fabo, Paulien Osse, Kea Tijdens

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# The Program

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## August 26

<b>10.00</b>	<b>Arrival</b>
10.30	<b>Welcome &amp; Introduction</b> <i>Paulien Osse, Director WageIndicator Foundation</i>
10.45	<b>Keynote</b> Celebrating 12.5 Years of WageIndicator <i>Paul de Beer, Chair WageIndicator Foundation, co-director University of Amsterdam/AIAS</i>
<b>11.00-11.45</b>	<b>Collective Agreements online</b>
	<b>Collective Bargaining Agreement (CBA) database</b> Where are the CBA's? What do they Look Like? How to Get them Online, Coded per Clause and Retrievable? The Crazy Story of the First Mover. 12 Countries and Many More to Come <i>Ernest Tingum Ngeh, Arcade Ndoricimpa (University of Dar es Salaam) &amp; Dani Ceccon (Regional and Web Manager, WageIndicator)</i>
	<b>All CBA's in a Box, and Then What?</b> Good for Trade Unions, Workers, Academics or for All? <i>Paulo de Valle (DIEESE, Brasil)</i>
	<b>Collective Bargaining under Attack from Employers, Governments and International Institutions</b> The case for a Renewed Struggle for Fundamental Rights. <i>Sharan Burrow, General Secretary ITUC, Special Advisor to the WageIndicator Foundation</i>
	<b>What will be the Effect of One Global Database with all CBA's Online?</b> <i>Richard Freeman (Harvard Law School) &amp; Sanjay Pinto (Columbia University)</i>
<b>11.45-12.45</b>	<b>Legal Help Desk, Compliance &amp; Mobile Judge</b>
	<b>How to make Work Better, Safer with the Mobile Judge?</b> 100 cases per Month! <i>Egidio Vaz Raposo (Meusalario.org/Mocambique) &amp; Ernesto Martinho Antonio (Mobile Judge, Miramar TV)</i>
	<b>Legal Help Desk Online and Compliance Cases Offline</b> How does it Work and What is the Effect? <i>Darta Pakpahan (trade union confederation, KSBSI) &amp; Nadia Pralitasari (Web Manager, Gajimu.com, Indonesia)</i>
	<b>Answering Hundreds of Questions Online...</b> ...about Salaries of Domestic Workers and Sexual Harassment. Does it Help? <i>Karen Rutter (Web Manager, Mywage.co.za, South Africa)</i>

<b>12.45-14.00</b>	<b>Lunch</b>
<b>14.00-14.30</b>	<b>Informality Index</b>
	<p>What is an Informality Index?  How do you Categorise what Others can't See?  Kea Tijdens (Coordinator, WageIndicator research, University of Amsterdam/AIAS)</p>
	<p>The Advantage of an Informality Scale  What is the Use?  Godius Kahyarara (University of Dar es Salaam)</p>
	<p>How to Use the Informality Scale?  Alastaire Alinsato (University of Abomey, Calavi, Benin)</p>
<b>14.30-15.30</b>	<b>Minimum Wage &amp; Living Wage</b>
	<p>The Effect of Presenting Online Minimum Wage and Living Wage  Is the result Higher Wages or more Reasonable Wages for More People?  Martin Kahanec (Central European University, Budapest, Institute for Study of Labour IZA Bonn, Director CELSI, WageIndicator Office Bratislava)</p>
	<p>What is Minimum Wage? What is Living Wage?  How to Calculate? How to Improve Dodgy Numbers?  Martin Guzi (Institute for Study of Labour IZA, Bonn, CELSI, WageIndicator Office Bratislava)</p>
	<p>The effect of a Collective Agreement on your Salary  Heiner Dribbusch, (Lohnspiegel.de, Institute of Economic and Social Research, WSI)</p>
<b>15.30-15.45</b>	<b>Break</b>
<b>15.45-16.30</b>	<b>Mini Social Dialogues</b>
	<p>Results of Mini Social Dialogues from Kenya  Jane Masta (COTU, trade unions) &amp; Lineth Oyugi (FKE, employers)</p>
	<p>Results of Mini Social Dialogues from Costa Rica and El Salvador  Angelica Flores (Regional Manager, Web Manager Tusalarario websites )  Jhonathan Monge (CMTC, trade unions, Costa Rica)  Magdalena Marmol (CATS, trade union, El Salvador)</p>
	<p>Results of Mini Social Dialogues from Ghana  Charles Asante-Bempong (GEA employers), Mary Togbe (trade union GTUC), Eben Aidoo (trade union GFL)</p>

<b>16.30-18.00</b>	<b>WageIndicator Future, a Debate</b> Chaired by <i>Thimon Jong</i>
	WageIndicator: a Global 'Trade Union'? <i>Thimon de Jong, Kees Elands (TrendsActive)</i>
	The effect of WageIndicator in Egypt <i>Zohra Merabet (Rawateb.org, NSCE, Egypt)</i>
	Effect of WageIndicator in Numbers <i>Irene van Beveren (Global Content Manager &amp; SEO Specialist, WageIndicator)</i>
	LinkedIn and WageIndicator: a Match? <i>Lena Olivier (LinkedIn, Member of the Board WageIndicator Foundation)</i>
	What is Work? Rethinking the Concept of Labour <i>Isabelle Ferreras (Belgian National Science Foundation, Economic School of Louvain, Harvard Law School) &amp; Sanjay Pinto (Columbia University)</i>
<b>18.00-22.00</b>	<b>Drinks, Dinner &amp; Dance</b>

## August 27

<b>09.00-09.15</b>	<b>Introduction to Workshops</b>
<b>09.15-11.00</b>	<b>Media Plan for your WageIndicator Operation I</b> Media Mapping. Conducted by <i>Porter Novelli</i> Participants: <i>Lorena Ponce de León, Angelica Flores, Karen Rutter, Dani Ceccon, Irene van Beveren, Rana Medhat, Khushi Mehta, Nadia Pralitasari, Maria Holecycova</i>
<b>09.15-11.00</b>	<b>Collective Agreements Online I</b> How to measure overtime? How to compare clauses? How to compare Labour Law & CBA? (French/English) Participants <i>Ernest Tingum, Paulo Valle, Katinka van den Akker</i>
<b>09.15-11.00</b>	<b>Job Satisfaction and Working Conditions</b> WEBDATANET (English/Spanish)
	Scientific Structure, Applied Economics and WageIndicator <i>Pablo de Pedraza (University of Salamanca)</i>
	Life Satisfaction of Brazilian Workers according to WageIndicator Data <i>Pablo de Pedraza (University of Salamanca) &amp; Martin Guzi (IZA/CELSI, WageIndicator Office Bratislava)</i>

	<p>Informal Work in sub-Saharan Africa according to WageIndicator Data  <i>Janna Besamusca, Kea Tijdens (University of Amsterdam/AIAS)</i></p>
<b>11.00-12.45</b>	<p><b>Media Plan for your WageIndicator Operation II</b>  Tell the Story  Conducted by <i>Porter Novelli</i>  Participants: <i>Lorena Ponce de León, Angelica Flores, Karen Rutter, Dani Ceccon, Irene van Beveren, Rana Medhat, Khushi Mehta, Nadia Pralitasari, Maria Holecyova</i></p>
<b>11.00-12.45</b>	<p><b>Collective Agreements Online II</b>  How to use the CBA's Online for Negotiations? (French/English)  Chaired by <i>Ernest Tingum (University of Dar es Salaam) &amp; Dani Ceccon</i>:  Participants: <i>Noel Chadare (COSI, Benin), Sebastian Tevi (CSTT, Togo), Barra Ndour (UDTS, Senegal), Lineth Oyugi (FKE, Kenya), Darta Pakpahan (KSBSI, Indonesia), Juan Carlos Vargas (Plades, Peru)</i></p>
<b>11.00-12.45</b>	<p><b>How to Measure Individual Wages Correctly?</b>  WEBDATANET</p>
	<p>Is the Non-Response in the WageIndicator Questionnaire Biased?  <i>Stephanie Steinmetz (University of Amsterdam/AIAS), Anna Maria Bianchi (University of Bergamo)</i></p>
	<p>Wage Differences between the Standard and Mini Surveys  <i>Tomas Mamrilla, Martin Kahanec (CELSI, WageIndicator Office Bratislava)</i></p>
	<p>Wage Differences between the Standard and Face-to-Face Surveys  <i>Kea Tijdens, Stephanie Steinmetz (University of Amsterdam/AIAS)</i></p>
<b>12.45-14.00</b>	<b>Lunch</b>
<b>14.00-15.30</b>	<p><b>Minimum Wage and Living Wage I</b>  WEBDATANET (English/French)</p>
	<p>Minimum Wage Structures on Five Continents  <i>Maarten van Klaveren (University of Amsterdam/AIAS)</i></p>
	<p>Poverty Line, Minimum Wage, Living Wage  <i>Martin Guzi (IZA/CELSI, WageIndicator Office Bratislava)</i></p>
<b>14.00-15.30</b>	<p><b>Mobile Judge, Legal Help Desk I</b>  How to Advise Better/Cheaper/Faster and solve More Cases?  Participants: <i>Iftikhar Ahmad (DecentWorkChecks, WageIndicator office, Islamabad), Karen Rutter (Web Manager, Mywage.co.za), Leontine Bijleveld (Online Help Desk, Loonwijzer.nl), Egidio Raposo (Meusalario.org/Mozambique, Mobile Judge), Darta Pakpahan (Gajimu.com, KSBSI, Indonesia)</i></p>
<b>15.30-15.45</b>	<b>Break</b>

<b>15.45-17.00</b>	<b>Minimum Wage &amp; Living Wage II</b> How to get a Good Minimum Wage Structure in your Country? (French/English) Participants: <i>Martin Guzi (IZA/CELSI WageIndicator Bratislava Office), Maarten van Klaveren (University of Amsterdam), Douglas Opio (FUE, Uganda), Africain Biraboneye (CESTRAR, Rwanda), and others</i>
<b>15.45-17.00</b>	<b>Mobile Judge, Legal Help Desk II</b> Recommendations for WageIndicator and trade unions/employers Participants: <i>Iftikhar Ahmad (DecentWorkChecks, WageIndicator Office, Islamabad), Karen Rutter (Web Manager, Mywage.co.za), Leontine Bijleveld (Online Help Desk, Loonwijzer.nl), Egidio Raposo (Meusalario.org/Mozambique, Mobile Judge), Darto Pakpahan (Gajimu.com, KSBSI, Indonesia)</i>
<b>15.45-17.00</b>	<b>Tackling Drop-out rates in the WageIndicator Web Survey</b> WEBDATANET
	<b>Drop-out Rates</b> Argument for Reducing the Number of Survey Questions? <i>Brian Fabo (CELSI, WageIndicator Office Bratislava)</i>
	<b>Can Timestamp Analyses show the Bottlenecks in Web Surveys?</b> <i>Ioannis Andreadis (Aristotle University of Thessaloniki, Greece)</i>
	<b>Instant Feedback Reports to Individual Survey Respondents</b> <i>Duco Dokter (developer WageIndicator), Tomas Mamrilla (CELSI, Bratislava Office WageIndicator)</i>
	<b>Effect of Collective Feedback Reports in Germany</b> <i>Fikret Öz (IAT researcher, Lohnspiegel.de)</i>
<b>17.30-18.00</b>	<b>Preliminary Reports from Workshops, Lessons Learned &amp; Recommendations</b> Plenary session
<b>18.00</b>	<b>Bus to Dinner from De Burcht</b>
<b>18.00-21.00</b>	<b>Drinks, Dinner &amp; Dance</b>

## August 28

<b>08.00-09.00</b>	<b>Annual Report and Work Plan</b> Meeting for WageIndicator Management only Chair: <i>Paulien Osse</i> Offices: <i>Ahmedabad (Khushi Mehta), Bratislava (Marta Kahancova), Buenos Aires (Lorena Ponce de Leon), Capetown (Karen Rutter), Dar es Salaam (Oscar Mkude/ Godius Kahyarara), Islamabad (Iftikhar Ahmad), London (Irene van Beveren), Maputo (Egidio Vaz Raposo), Mexico City (Angelica Flores), Minsk (Taisa Bandarenka)</i>
<b>09.00-09.15</b>	<b>Welcome &amp; Introduction to Workshops, continued</b>
<b>09.15-11.00</b>	<b>Media Plan for your WageIndicator Operation III</b>

	<p>Sell the story  Conducted by <i>Porter Novelli</i>  Participants: <i>Lorena Ponce de León, Angelica Flores, Karen Rutter, Dani Ceccon, Irene van Beveren, Rana Medhat, Khushi Mehta, Nadia Pralitasari, Maria Holecycova</i></p>
<b>09.15-11.00</b>	<p><b>Smart PME Reporting I</b>  (English/French)  <i>Karen Kammeraat (Specialist), Tendayi Matimba (WageIndicator Finance)</i></p>
<b>09.15-11.00</b>	<p><b>Improving the Salary Check</b>  Recommendations  <i>Martin Guzi, Matej Bastak (WageIndicator Office Bratislava), Douglas Opio, Hossam Hussein, Sebastian Tevi, Noel Chadare, Barra Ndour and others</i></p>
<b>11.15-12.45</b>	<p><b>Media Plan for your WageIndicator Operation IV</b>  Write your Media Plan  Conducted by <i>Porter Novelli</i>  Participants  <i>Lorena Ponce de León, Angelica Flores, Karen Rutter, Dani Ceccon, Irene van Beveren, Rana Medhat, Khushi Mehta, Nadia Pralitasari, Maria Holecycova</i></p>
<b>11.15-12.45</b>	<p><b>Smart PME Reporting II</b>  (English/French)  <i>Karen Kammeraat (specialist), Tendayi Matimba (WageIndicator Finance)</i></p>
<b>11.15-12.45</b>	<p><b>The Outcome of Mini Social Dialogues</b>  Does the Same Strategy Work in West and East Africa, Latin America, Asia? (French/English)  Participants: <i>Noel Chadare. Chair, Darta Pakpahan, Jhonathan Monge, Eben Aidoo and others</i></p>
<b>12.45-14.00</b>	<p><b>Lunch</b></p>
<b>14.00-15.30</b>	<p><b>Improving the DecentWorkCheck</b>  Creating a Contract Shop Online, using DecentWorkCheck as a Certification Tool  Participants: <i>Iftikhar Ahmad (WageIndicator Office, Islamabad), Darta Pakpahan, Gianina Milagros Echevarria, Egidio Vaz Raposo and others</i></p>
<b>14.00-15.30</b>	<p><b>Project meeting 'Enabling Social Dialogue'</b>  Chair: <i>Karen Kammeraat</i>. Teams: <i>Ghana, Kenya, Rwanda, Tanzania, Uganda</i></p>
<b>15.30-15.45</b>	<p><b>Break</b></p>
<b>15.45-17.00</b>	<p><b>Project meeting 'Labour Rights for Women'</b>  Chair: <i>Paulien Osse</i>  Teams: <i>Egypt, Indonesia, Kenya, Mozambique, Pakistan, Peru, Tanzania, Uganda</i></p>
<b>18.00</b>	<p><b>Dinner</b></p>

**August 29**

<b>10.00-17.00</b>	<b><i>Finalising Module Mini Social Dialogue</i></b>
	<b><i>Finalising Media Marketing Plans</i></b>
	<b><i>Training: How to Moderate Debates?</i></b>
	<b><i>Bilateral meetings about Finance and PME</i></b>



# Monday, August 26, Morning

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## ***Agenda Summary***

### ***10.00– Arrival***

- Welcome and Introduction (Osse)
- Keynote (de Beer)

### ***11.00-11.45 - Collective Agreements online***

- Collective Bargaining Agreement (CBA) database (Ngeh, Ndoricimpa  
Ceccon )
- All CBA's in a Box, and Then What? (de Valle)
- Collective Bargaining under Attack from Employers, Governments  
and International Institutions (Burrow)
- What will be the Effect of One Global Database with all CBA's Online?  
(Freeman, Pinto)

### ***11.45-12.45 - Legal Help Desk, Compliance & Mobile Judge***

- How to make Work Better, Safer with the Mobile Judge? (Raposo, Antonio)
- Legal Help Desk Online and Compliance Cases Offline. (Pakpahan, Pralitasari)
- Answering Hundreds of Questions Online about salaries of Domestic Workers and  
Sexual Harassment. (Rutter)

### ***12.45-14.00 – Lunch***

## Welcome & Introduction

In turbulent times, in a world that is changing fast, WageIndicator too gets its share. Relatives of some of our team members have been murdered recently in civil strife, our interviewers have been harassed, one was even arrested and detained, curfews are imposed, flights are cancelled. Yet, here we are, united in our ambition to make WageIndicator into a success. Our heartfelt thanks goes to all of you who contribute loyally, to the best of your ability. Regardless of the sometimes difficult circumstances in which you have had and may have to work and, indeed, survive.

Time and again from our own ranks the characterization 'family' springs up. Who are we indeed? First of all it is heart-warming to refer to a group of people who work together as a family. It gets a deeper meaning still, when we consider that we cooperate from worlds apart, at least geographically. And yet we seem to be able to create that oldest of all social feelings: family. That is part of the promise WageIndicator holds for the future.

But let this notion of family not distract from legal matters and business practices. The WageIndicator Foundation was established under Dutch law in 2003, after 2 initial years of trying to find the best fitting legal entity. So a foundation it became. But let there be no mistake about it. This foundation is run like a business: lean, cost-effective, tax-paying, with annual reports following up on the most precise and strictly applied accountancy rules. We cherish our best intention of contributing to a transparent labour market worldwide, but we are no do-gooders. We cannot be.

And so, ever since its establishment, each year the Foundation has run at a small profit, all of which is ploughed back into operations. And thus far we could avoid borrowing money from banks. We have no debts. So by all standards WageIndicator Foundation is a successful business operation indeed.

Still, when trying to explain the peculiar operation/organization that we are to outsiders, it appears to be difficult. WageIndicator simply does not fit into any of the prefab boxes that are used to tidy up the complex economy of today in our minds. On which shelves to put us? Personally I settle for: micro multinational. Because that is what we are too. And, in line with the growing practice amongst multinationals, we take our corporate social responsibility seriously.

Actually, we have been, from the start, practising our corporate social responsibility. Many of you are working parents. Many of you, who together make up our international network of dedicated contributors to our shared goal, work from home – early morning, late at night, during siesta time. Whatever suits you the best. As long as deadlines are met and your deliverables are of high quality, we don't mind how you create your happy work/life balance – with babies in the balance too. Apparently you manage to do so. And this is probably also one of the reasons why many of you consider yourself to be part of 'our' WageIndicator family.

Now a few words about the program, since we are here to create added value. Day 1 is dedicated to hot topics, such as the introduction and continued expansion of a Collective Agreement Database for online consultation by all. This implies cooperation with employers and their organizations, quite a novelty. A relatively new development is the legal section. Much has been going on, laying ground work and experimenting with new services. All of this is lumped together here as Legal Help Desk, Compliance (with labour law of course) and Mobile Judge. Next, we present and debate the concept of Living Wage, in particular the way we have defined it and made it operational. We now may start to compare a decent Living Wage with legal Minimum Wages, real wages as detected by WageIndicator and contract wages as agreed upon collectively – all by country and between countries. And yet another innovation, introduced by WageIndicator: the Informality Index. How does it measure 'informal' work? Is it a practical tool?

Day 1 ends with a debate about the future of WageIndicator, against the background of the major profiling and restyling operation all of our websites (and back ends!) have undergone over the past 2 years. Day 1 is plenary.

Day 2 is dedicated to workshops. Now we split up. Some workshops are of a highly technical nature, such as how to best calculate Salary Checks. Some of them are meant for those amongst us who are and will be responsible for marketing and media strategies. Others groups will debate the uses that can be made of Collective Agreements online for the negotiating process that is a yearly recurring phenomenon in all national labour markets. Yet another workshop is dedicated to

the potential the Mini Social Dialogues have in the different regions of the globe where they have been tested out during the last 2 years. The last workshop deals with matters of finance and the recurring reporting cycles that all WageIndicator workers are confronted with and expected to contribute to. These workshops are continued in Day 3 of the conference.

The last part of the third day will be used to make explicit the lessons learned during our get together. Also, wherever applicable and useful, recommendations for future actions by ourselves, by trade unions and employers' associations will be formulated. Our conference will be wrapped up by a handful of diehards during Day 4, with special training sessions for the happy few and some pending financial and management matters.

In conclusion of this introduction I recommend to use our conference booklet for the next period as a source of reference. In it you do find a representative sample of our state of the art 2013.

***Paulien Osse, Director WageIndicator Foundation***

## WageIndicator in a Time of Crisis

The WageIndicator Foundation started 12.5 years ago. Now WageIndicator operates in 70 countries, all over the world, from Australia to Zimbabwe, from Brazil to Vietnam. This fact alone already shows the success that has been achieved over the past 12.5 years. And we are still working on expanding the WageIndicator further, both in terms of the number of countries that are covered and in terms of the content of the WageIndicator sites. Our new ambitious goal is to construct a global database on collective agreements, which is one of the topics that will be discussed at this conference. This success would never have been possible without the enthusiastic contribution of the many people in those 70 countries who devote so much effort and so much of their time in helping the WageIndicator develop further. I congratulate you with what you have achieved so far! We are very happy that so many of you were able to come to Amsterdam to meet each other, to discuss various issues related to the WageIndicator and, of course, also to have fun!

The global crisis does not only manifest itself in sluggish economic growth and mounting unemployment figures, but also puts increasing pressure on the employment conditions of millions of workers all over the world. Companies that are confronted with dwindling product demand and crumbling profits, often claim that cutting pay levels is the only way to tackle the crisis. Though this may be true for individual firms, it may also drag us even deeper into the abyss of the depression, since a rising number of unemployed and a fall in real earnings of workers will reduce product demand further and, thus, worsen the crisis.

To what extent may the WageIndicator help us in escaping from this vicious circle, or should I say downward spiral, of decreasing earnings, diminishing demand, falling production and declining employment? The WageIndicator first and foremost helps in making labour markets more transparent. Let me warn you, that this does not pave the way out of the crisis in itself. Orthodox economists love transparent markets, as it is one of the conditions for a well-functioning ideal-typical free market, as it is described in the economic textbooks. Such a transparent well-functioning market is assumed to yield an equilibrium and optimal social welfare. However, the mechanism through which this equilibrium is achieved on the labour market in a period of a shortage of demand and mass unemployment is primarily the downward adjustment of wages.

However, transparency does not necessarily result in downward wage pressure. Transparency of wages may also show that some workers get paid too little. If you know that your employer pays you less than a comparable employee in another firm is paid, you can use this information in negotiating with your employer – individually or through a workers representation, such as a union – about a pay rise. If you know that the other better-paying firm is not doing worse economically than your own firm, then you can easily counter the argument that your employer cannot afford to pay you more. If you know you get paid less than the wage rate that has been set in a collective agreement, this will add to the strength of your demand. If you know that your firm pays you less than the legal minimum wage, you can substantiate your claim by appealing to the law.

Transparency about wages, collective agreements and labour law (including minimum wages) may also be helpful for small and medium sized enterprises, which often lack the expertise and the knowledge to develop professional personnel policies. Knowing what the usual pay is for particular jobs and what the standards are in collective agreements – even if they apply to other industries – may act as a point of reference and may facilitate small companies to offer reasonable terms of employment.

Information and knowledge in itself will not solve the crisis. They may even be used by some employers to enforce pay cuts – arguing that competitors pay less. Nevertheless, we believe that in general more readily available knowledge on employment conditions, on labour law and on collective agreements will facilitate the bargaining process between employers and employees, either on an individual or on a collective basis. If both negotiating parties start with the same, accurate information, the bargaining process can immediately focus on the relevant issues, without first having to quarrel about the basic facts. In this way, the Wage Indicator hopes to offer a small but important contribution in creating mature employment relations and a fruitful social dialogue all over the world. Is there a better way to celebrate the milestone of 12.5 years WageIndicator? So once again, congratulations to you all. Keep up the spirit that has brought us here today.

**Paul de Beer, Henri Polak Professor of Industrial Relations at the University of Amsterdam, Chair of the Supervisory Board of the Wage Indicator Foundation, co-Director of the Amsterdam Institute for Advanced Labour Studies (AIAS) and Director of the Scientific Bureau for the Dutch Trade Union Movement, De Burcht**

# Collective Agreements Online (10.00-11.45)

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## Collective Bargaining Agreement (CBA) Database

***Where are the CBA's? What do they Look Like? How to Get them Online, Coded per Clause and Retrievable? The Crazy Story of the First Mover. 12 Countries and Many More to Come***

### ***The Creation of the CBA-database and Clause Comparison***

Too often employees don't know their rights and end up being ignorant of some of the issues in their work places. This is because even where Collective Bargaining Agreements (CBA's) apply, it is common to find that most of the workers do not even know of their existence.

A CBA is a legal document presenting the working conditions agreed upon between the employer and employees. In the Labour Relations Act, a CBA is defined as 'a written agreement concerning any terms and conditions of employment made between a trade union and an employer, group of employers or organization of employers'. It contains, among others, issues relating to the Employment Contracts, Normal Working Hours, Working Days, Resting Days, Wages and Salaries, Leaves (Annual Leave, Maternity Leave, Sick Leave etc), Pensions, Insurance Schemes etc.

The database is arranged in three levels. Level 1 is the country profile containing general information about the collective agreements of a particular country. Level two is the framework CBA (mostly found in French speaking countries). This framework CBA - also known as interprofessional - contains information from which all the individual sectorial CBA's/company agreements are derived. Level 3 contains the annotated sectorial CBA's as well as company agreements (*accords des établissements*). From these clauses are easily compared between CBA's of the same countries or CBA's across countries.

The main objective of creating a CBA-database is therefore to inform workers of the rights they seem to ignore. The database also gives workers a possibility to know what is happening within other sectors in their country as well as in other countries. This is done through a comparison of clauses under various topics such as Maternity Leave, Working Hours, Social Security, Rest Days, Annual Leave, Salaries, Bonuses and other Benefits, etc.

WageIndicator believes that this can improve the bargaining power of employees when discussing new terms with the employer; when bargaining improvements of the existing terms; when trying to create new avenues for improving their working conditions.

### ***CBA's in the Dropbox***

The whole process of course starts with the search for CBA's and seeking the cooperation of the parties who conclude these Collective Agreements between themselves. WageIndicator manages a Dropbox where all CBA's are saved once received from trade unions and/or employers. The CBA's we collect and save in the Dropbox are available either in MS-word format, PDF or scanned documents. Note: all the non-word format CBA's are transformed into word format before uploading into the websites.

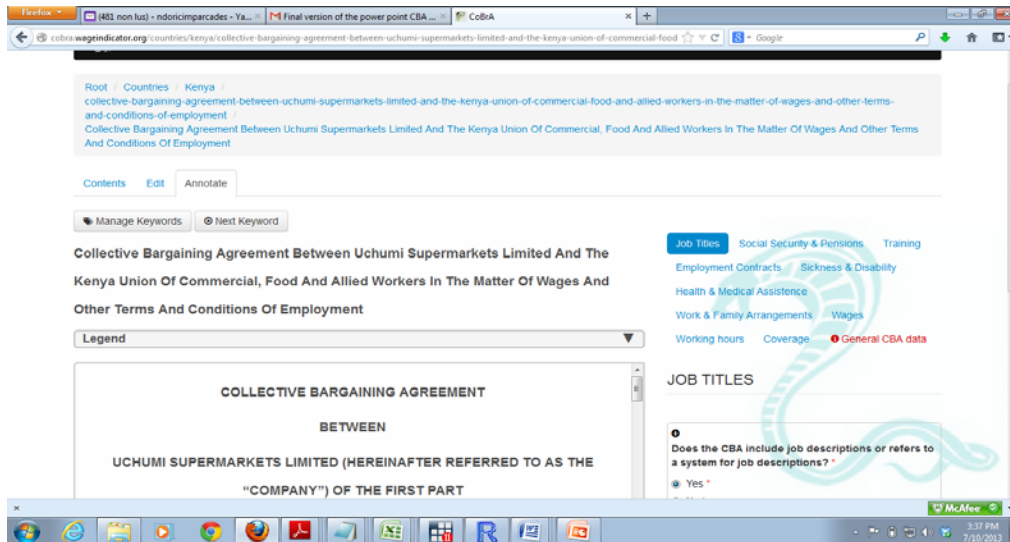
### ***CBA's in AMAYA***

To be able to use the CBA's, there is therefore a process needed of transforming them without - of course - altering their content. The transformation process into an html- document is done using the program known as AMAYA. CBA's in word format are loaded in AMAYA using a notepad. In AMAYA various headings are designated. Heading 1 is usually the name of the CBA in question, heading 2 is for the main articles or topics within a CBA and heading 3 is for the sub-articles or sub-topics.

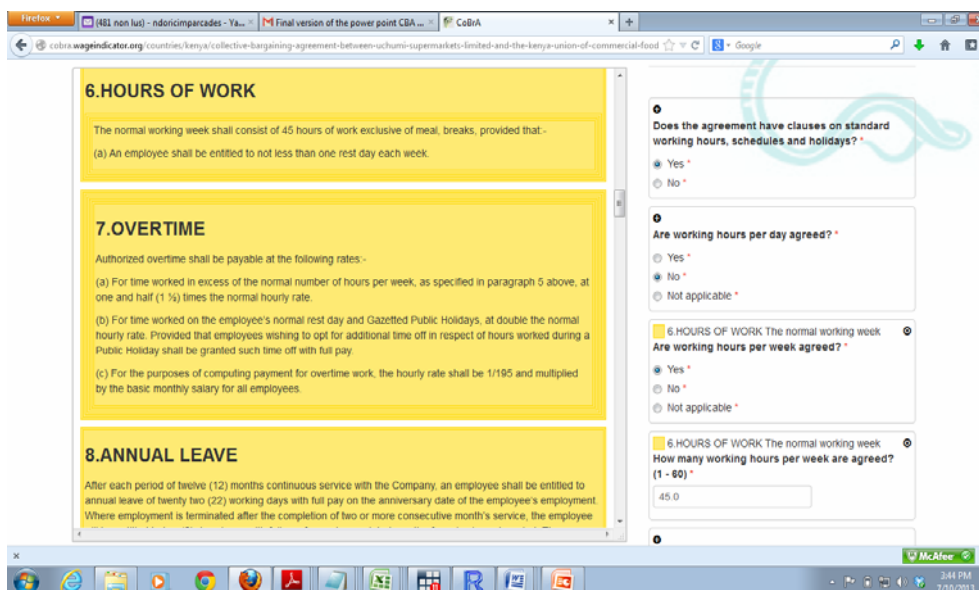
## CBA's in COBRA

From the AMAYA program, the CBA is uploaded country by country in an html-format into COBRA software for annotation. The annotation section in COBRA has a total of 11 topics containing over 80 questions to be answered as well as their corresponding clauses selected. These questions fall under the following topics: General CBA-data, Job titles, Social Security & Pensions, Training, Employment Contracts, Sickiness & Disability, Health & Medical Assistance, Work and Family Arrangements, Wages, Working Hours and Coverage.

See figure below:



Apart from answering the various questions under each topic, there is also a selection of clauses within the text for corresponding questions. An illustration is the figure below for questions related to Working Hours.



## Clause comparison

One of the most interesting results of the huge data collection done through the CBA- database is the Comparison Tool. Its strength lies in the simplicity of use and the huge amount of information it can provide in just as few seconds.

The first step is to select an issue. It can be a broader issue (like Social Security & Pensions or Sickness & Disability) or one or more very specific questions, which usually give the best results. For example, a question can be entered such as 'What is the total duration of Maternity Leave in consecutive weeks?'

The second step is to select two or more countries we want to compare (Togo and Senegal, for example) and/or one (or more) industries/organizations. After clicking on 'search', we get all the clauses related to that issue/question exactly as they appear in the original CBA's of the selected countries.

The result is impressive and extremely interesting not only for researchers – who can use this free tool to collect information about a specific topic (gender issues in the labour market, for example) – but also for CBA-negotiators (trade unions and employers alike). The Comparison Tool gives actual and real information about how different issues have been dealt with in Collective Agreements and gives the unique opportunity to make comparisons between industries and between countries with one click.

### ***The database's numerous advantages***

Comparing and monitoring over time levels of salaries & pay, working time and social security. Comparing clauses in countries/sectors/regions in Africa (West, East, South, Central and North) and across continents as well.

Monitoring gaps between national Labour Law and CBA's. Here the assumption to check can be that the great majority of CBA's does not differ much from the national Labour Law regulations, which are generally of good quality.

Annotating the CBA's in order to compare with CBA's in other countries (in Africa).

Global transparency: real insight into what is happening in the labour market.

### ***Future challenges***

Apart from extending the CBA database to more and more WageIndicator countries, which is undoubtedly a great challenge if you think of the huge number of Collective Agreements around the world, we are considering how this work might be improved.

One idea could be to make it open from the first stage, i.e. already from the uploading. In this way trade union negotiators or others could upload and annotate the Collective Agreements of their sectors themselves (or with our help). This in the long run would mean many more CBA's in the database.

Next, what happens when a CBA is renewed? How do we know? This is also a big challenge, as in a few years' time our database will have many outdated CBA's. The solution could be regular communication with negotiators, trade unions and/or employers' organizations, maybe through a newsletter. So everybody can keep an eye on the database and alert when a CBA is to be updated.

WageIndicator needs and wishes to collaborate with trade unions and/or employers' associations in many countries to collect the existing CBA's. Trade unions and employers' associations have the knowhow (and know where) of the existing CBA's as (some of) these are concluded and signed in their presence.

This cooperation is actually key. Without the help of negotiators of different countries in collecting and sending in their Collective Agreements this database wouldn't even exist.

***Ernest Tingum Ngeh, Project Leader of COBRA and PhD Candidate, University of Dar es Salaam, Tanzania***

***Arcade Ndoricimpa, PhD Candidate University of Dar es Salaam, Tanzania***

***Dani Ceccon, Regional Manager West Africa and Web Manager of WageIndicator***

# **All CBA's in a Box, and Then What?**

## ***Good for Trade Unions, Workers, Academics or for All?***

### ***Collective Agreements Database in Brazil makes Systematic Monitoring possible***

Since two decades the database of Collective Agreements in Brazil (SACC for short) is used as a source for the study of labour market trends. Trend analyses make up one of the perspectives opening up by a Collective Agreements database. Because a CBA-database helps to detect regular and/or recurring patterns within diversity, as proven by the Brazilian experience.

DIEESE started SACC within a highly fragmented and scattered trade union structure. Today still it has to get updates from some 15,000 entities, i.e. 10,000 trade union organizations and 5,000 employers' organizations. Between them, each year 40,000 Collective Agreements are signed. SACC is primarily meant to support the trade unions in their bargaining process.

The CBA's are inserted in a computerized system. Each clause is classified according to a typology. This typology allows the identification of clauses of a certain kind, location, year, sector etc. Next to the types of the clauses, it is possible to search the database using keywords, to report on clauses of different types, but with a common theme. It is also possible to identify changes in the clauses through the years, and whether or not the changes were positive. The system also allows the users to find the best clauses registered.

A 225-strong panel of negotiators reviews these documents, representing amongst them 50 professional categories and 18 states. SACC-DIEESE therefore nowadays offers its users a panorama of the negotiated agreements in Brazil. The continuous monitoring of the collective negotiation allows for the production of historical series with different analytic focus.

SACC-DIEESE has proven to be an effective resource to follow the development of Collective Agreements and is an important instrument to strengthen the trade unions in Brazil. But clearly it is not just the trade unions who are interested to study the data and use the results of these studies. In Brazil, other interested parties are researchers, public officials and the media. In SACC, DIEESE partners with the Brazilian Ministry of Labour and Employment and with the International Labour Organization of the United Nations (ILO).

Important studies and researches have been made using SACC's methodology, such as for example 'Negotiation of Labour Clauses Related to Gender and Race Equality', commissioned by the ILO. In this study, all provisions related to gender and race in all available agreements were identified and analysed.

Summing up, the importance of SACC lies in:  
Produce data about Collective Agreements and Conventions;  
Gather clauses about specific questions;  
Identify the best guarantees;  
Identify advances and retreats;  
Analyze the evolution of Collective Agreements.

DIEESE, the Inter-Union Department of Statistics and Socioeconomic Studies, is a creation of the Brazilian trade union movement. Founded in 1955, DIEESE has almost 700 trade unions affiliates from different political denominations and orientation.

***Paulo de Valle, Project Leader at DIEESE, Brazil***

# **Collective Bargaining under Attack from Employers, Governments and International Institutions**

## ***The Case for a Renewed Struggle for Fundamental Rights***

Sharan Burrow, **General Secretary of the International Trade Union Confederation ITUC,**  
**Special Advisor to the WageIndicator Foundation**

# **What Will be the Effect of one Global Database with all CBA's Online?**

## ***How do National Institutions Interact with Multinational Firms? What a Global Collective Agreements Database Would Tell Us***

What would be the impact of posting collective agreements on-line in a single global database? For anyone who studies or is involved in unions and collective bargaining institutions, this would make available information that could be used by researchers to understand the dispersion and spread of pay, benefits, and working conditions within and across countries. Activists would be able to use such information to guide negotiations and press firms to move closer to best-practice contractual positions. In the brief time we've been allotted, Richard Freeman and I focus on how such a database would transform our understanding of the relationship between national institutions and multinational firms. We think the potential impact here would be particularly significant.

Characterizing current thinking about the relationship between national institutions and multinational firms in broad strokes, there are two basic views. One view suggests that firms, whether national or multinational in scope, are rule takers with respect to national institutions. The ways in which firms are organized depends in important ways on whether they are in Sweden or the US, South Korea or Brazil, Kenya or Bangladesh. The other view is that multinational firms have the political and economic muscle to be rule makers in the global economy. They need to adapt to different contexts, but they can also impose their ways of doing business across the various countries where they operate. In so doing, they can set standards that improve labour conditions in laggard countries. Or they can spread minimal conditions across countries.

Which view is correct? The answer – looking at collective agreements and other aspects of how firms are organized – is hard to determine with current data. We have some databases that give us a good idea, at least for high- and middle-income countries, of the proportion of people in a given country who are covered by collective agreements. There are also sources that show us how collective agreements vary in nature and incidence within a given country, some of which contain firm-level data or establishment-level data depending on the nature of collective bargaining. What we don't have is anything that comes close to telling us systematically how collective agreements vary in nature and incidence for firms operating across multiple countries.

This is where a global collective agreements database would be a valuable addition to our stock of knowledge. Such a database would help us to see whether collective agreements are in place for multinational firms operating in different countries; and through analysis of the text of these agreements online, it would allow for finer-grained assessments of how the agreements that exist differ across national settings.

On the question of whether multinational firms are rule-makers or rule-takers with respect to collective agreements, the truth no doubt lies somewhere in between. But a global database would also allow us to develop a nuanced picture of this relationship, and thus of possible ways to change it. On a scale of 0 to 1, where 0 refers to exporting completely the practices developed in the home country and 1 refers to adapting completely to the practices in the country in which the firm operates, how close are IT firms, automobile firms, and others to the two extremes? Does the same firm export home country practices to some countries but adapt itself to national practices in other countries? What are the conditions that determine where a particular firm will lie on the export home practices/adapt to national practices scale? If multinationals are generally found to be rule-takers, are there certain industries or sectors where this is not the case? By providing the means to address these kinds of questions, a global agreements database would help to generate a great deal of important new knowledge.

Richard and I are both social scientists – he's an economist, and I'm a sociologist. But, beyond the new academic knowledge that might come out of a global collective agreements database, we considered implications for worker organizing efforts and union negotiating tactics. For example, if US workers at Wal-Mart were able to go online and see that their counterparts at Wal-Mart owned stores in other countries enjoyed substantially better working conditions, this could serve as a rallying cry in their efforts to win collective representation. And, maybe it's true that a certain Wal-Mart competitor has strong collective agreements in place regardless of where they are doing business. This, too, could be very useful information. If a given employer has agreed to a better

contract in Canada than in the US or Australia, this can buttress demands for improved contracts in the laggard countries.

In closing, it's important to note that the countries which have spearheaded the effort to develop a global collective agreements database are from the global South – and, more specifically, sub-Saharan Africa (at least last time we checked what has been posted online). Often, we find that data of various kinds is less available in countries of the global South, but, here, we have an important example of Southern countries leading the way. With regard to the issues in our remarks, a global agreements database would shed light not just on how agreements are configured within large multinational firms, but also within their more nationally rooted suppliers. Continuing with the Wal-Mart example, a global database would reveal differences in the nature and incidence of collective agreements not only on the retail side, but among the company's network of largely Southern-based suppliers. It would thus provide an informational basis for organizing efforts in both the North and the South, and, eventually perhaps, for the advancement of more regionally and globally encompassing organizing strategies.

***Richard Freeman, Professor of Economics, co-Director Labor and Worklife Program at Harvard Law School. Advisor to WageIndicator, the US-based Paywizard.org in particular.  
Sanjay Pinto, Researcher Columbia University, and Paywizard.org***



# Legal Help Desk, Compliance & Mobile Judge (11.45-12.45)

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## Legal Help Desk, Compliance & Mobile Judge

### *How can the Mobile Judge make Work Better and Safer?*

The Mobile Judge began in the second half of 2012 as a pilot program. In 2012 alone the Mobile Judge could help more than 753 people (of which 339 women). And it featured on 6 prime time television programs of one hour each, reaching over 4 million viewers per broadcast. At the end of its first six months, it had proven to be an effective extra-legal and informal mechanism for labour conflict resolution. Broadening its outreach, in the first half of 2013 the Mobile Judge managed to meet and solve 1081 cases, of which 682 were women in 7 group cases. 281 were individual cases. In the same period 17 TV programs were presented, thus doubling the previous period of July-December.

Why is the Mobile Judge so successful in Mozambique? In Mozambique, the power of the press is overwhelming. The Mobile Judge maximizes this power through research and negotiation techniques, which serve to bring parties with conflicting interests to a common understanding within the shortest period of time. The Mobile Judge also supports those in need with free counselling and referral to the formal judiciary. In fact free counselling is the basic prerequisite for the success of the entire trial process. The Mobile Judge is, in a word, the true working peoples' problem solver.

On average, the Mobile Judge receives 75 requests per day. But only few are followed up due to resource and management constraints. The Mobile Judge prioritizes cases that involve many people and only extreme individual cases are attended to. Moreover when selecting cases the Mobile Judge observes the criterion of their usefulness and pedagogical value.

The TV programs normally follow the standard procedure, where the case is first presented, after which the whole 'trial process' is showcased up to the final solution. This model has helped people realize the need to understand the basics of the labour law. Also it encourages employers and workers to engage in a mutually beneficial social dialogue at the workplace.

Thus in a short time the Mobile Judge evolved from an informal person into a credible public entity: a problem-solver in the service of Mozambican workers. The Mobile Judge uses investigative journalism techniques, labour conciliation and mediation rules to bring the parties together for mutually beneficial results.

The Mobile Judge relates to other entities of the formal justice administration in Mozambique. The impact of its TV shows encourages the labour inspectorate (for example) to follow up other pending cases. In Mozambique there are 11 official Labour Mediation and Arbitration centers installed in provincial capitals. Until the first half of 2013, they managed to reach 1222 agreements, out of 1911 cases involving labour disputes that requested mediation. A total of 424 cases recorded deadlock and other 265 are pending (o Pais, May 7, 2013, cf: <http://goo.gl/U3W36>). This number is almost the same as the record of the Mobile Judge for the same period!

**Egidio Vaz Raposo, Web Manager at Meusalario.org/Mocambique**

**Ernesto Martinho Antonio, Mobile Judge, Reporter/Presenter Miramar TV in Maputo**

# Legal Help Desk Online and Compliance Cases Offline

## ***How does it Work and What is the Effect? Compliance Forms as Bargaining Tool in Indonesia***

A compliance form is meant to collect and submit cases of non-compliance. Completed compliance forms can be used as a negotiation tool with employers, government and other relevant institutions. In Indonesia, KSBSI started to distribute and collect compliance forms both online and offline in February 2012. One success story is from PT. Era Cipta Binakarya, a steel company from Medan, north Sumatera. The main problem here was that steel workers' wages were below the minimum wage of the province. But they were afraid to fight for their rights, because the management threatened to fire them if they would.

In March 2012 KSBSI in Medan gave compliance forms to these workers. They were presented as a routine activity in randomly selected companies, for collecting survey data only. In this way KSBSI gained entrance to the company at that time. After collecting the compliance forms the KSBSI-branch gathered PT. Era Cipta Binakarya's labour to give a brief education on their basic rights. These activities were done in coordination with the national Decent Wage team. Because of this training, some 80 workers of the 250 employed in steel production, became courageous enough to stand for their rights by setting up a union at the plant level. This plant level union then asked the company for a bipartite meeting to discuss about the survey result showing the problem. But the company insisted that they did not violate the minimum wage regulation.

After this failure KSBSI involved the local manpower office of the government, showing the compliance form result as evidence. But at that time the manpower officer sided with the company. Therefore the plant union went on strike and locked up the company. Because the company is located right at the main gate of the Medan Industrial Region, the strike impacted other companies in the area too. And it forced the company and the local manpower officer to negotiate again.

The results are now that the company pays according to the minimum wage, and all overtime work will be paid extra. Moreover all labour after 3 years will become permanent labour. All over 58 will be offered pension with severance pay (which never happened before). All results will be supervised by a new manpower officer from the government. Today the plant union has 180 members and a good understanding between the management and union is achieved. Recently negotiations have started discussing a collective bargaining agreement.

All these achievements and follow up are published on the Gajimu site. Aside from a compliance form online, it also provides an online legal helpdesk. 15 – 25 questions per month regarding minimum wage and labour law come in. Through this online legal helpdesk, KSBSI now is successfully advising other visitors to form plant level unions with the help of region coordinators of KSBSI.

A lot of work remains to be done. Over the past few years, a number of studies on Indonesia's labour market has shown that not all labourers are paid according the legal minimum wages. Many are paid less. As the Medan case shows, to advocate for better compliance with minimum wage, more reliable data from a compliance form are very helpful. Between March 2012 and April 2013, 6.730 complaint forms have been collected, 1.380 forms collected online through the Gajimu website and 5.350 cases collected through the paper survey.

***Darta Pakpahan, Secretary at the trade union confederation KSBSI, Project Leader of WageIndicator, Indonesia***  
***Nadia Pralitasari is Web Manager, Gajimu.com, Indonesia***

# Online Help Desk Mywage Makes a Difference in South Africa

Mywage in South Africa receives a lot of emails from site visitors requesting information and guidance. Many concern domestic workers and sexual harassment.

## ***Domestic workers***

People want to know how much to pay their domestic workers, how many hours they should work, how holidays should be planned and paid etc.

Example: 'I have a domestic worker working twice a week (eight hours per day including lunch). How many leave days must she get? What is the minimum salary in Melkbosstrand?'

## ***Sexual harassment***

People share their personal experiences online, and want advice on how to deal with situations. This can include rape and violent assault.

Example: 'I am employed at a small retail firm. My boss has been touching me inappropriately and makes rude comments for several months now. I am starting to get scared he is going to do something really bad. What can I do? I am also scared to lose my job, I need the work.'

Dealing with such queries is important. One has to be professional, and have the right information, but one also wants to create the feeling of a safe space. This is the challenge Mywage South Africa faces.

But does the helpdesk really make a difference? Judging by the reply emails that come from those who have had queries, it does. However, there are limits to how much we can help – we are not a specialised crisis unit, for example. And correspondence is via email only.

What are the sources of information Mywage uses? All information must be up to date and correct. One has to be very careful with this, which requires constant research and checking to make sure that the legislation passed on is current. If such information is lacking, one has to make sure to warn the visitor, rather than pass on 'bad' information.

Does Mywage bring in other organisations/websites? Whenever necessary, Mywage can and does refer visitors to specific outfits (e.g. Rape Crisis) that can help in more depth with certain problems.

***Karen Rutter, Web Manager Mywage, South Africa***



# Monday, August 26, Afternoon

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## ***Agenda Summary***

### ***14.00-14.30 – Informality Index***

- What is an Informality Index (Tijdens)
- The Advantage of an Informality Scale (Kahyarara)
- How to Use the Informality Scale? (Alinsato)

### ***14.30-15.30 – Minimum Wage & Living Wage***

- The Effect of Presenting Online Minimum Wage and Living Wage. (Kahanec)
- What is Minimum Wage? What is Living Wage? (Guzi)
- The effect of a Collective Agreement on your salary. (Dribbusch)

### ***15.30-15.45 Break***

### ***15.45-16.30 – Mini Social Dialogues***

- Results of Mini Social Dialogue from Kenya (Masta, Oyugi)
- Results of Mini Social Dialogue from Costa Rica & El Salvador (Flores, Monge, Marmol)
- Results of Mini Social Dialogue from Ghana (Asante-Bempong, Togbe, Aidoo)

### ***16.30-18.00 – WageIndicator Future, a Debate***

- WageIndicator: A Global "Trade Union"? (Jong, Elands)
- The Effect of WageIndicator in Egypt (Merabet)
- Effect of WageIndicator in Numbers (van Beveren)
- LinkedIn and WageIndicator: A Match? (Olivier)
- What is Work: Rethinking the Concept of Labour (Ferreras, Pinto)
- Mojazaplata Fits in Today's Trends (Bandarenka)

### ***18.00-22.00 Drinks, Dinner & Dance***



# Informality Index (14.00-14.30)

## What does the Informality Index tell us about 'Informal' Work?

The WageIndicator survey collects data from the working population as a whole. This includes 'informal' workers. It therefore can help fill the knowledge gap about the position of 'informal' workers on the labour market.

The survey asks respondents about their status. Are you:

- self-employed
- an employee with a permanent contract
- an employee with a fixed-term contract
- an employee without a contract?

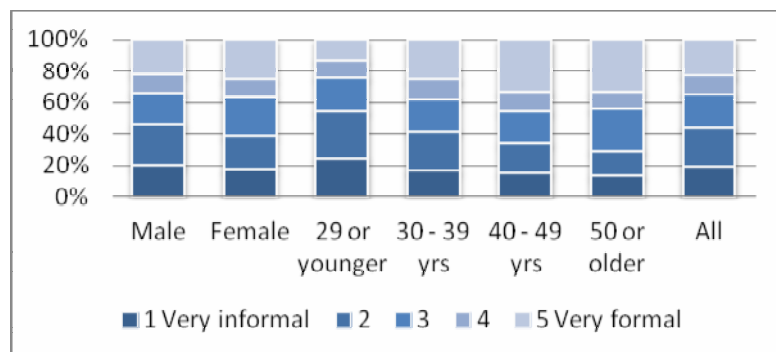
Likewise questions are asked about:

- contribution to social security y/n
- entitlement to social benefits y/n
- agreed working hours
- wage payment by bank or in cash.

The answers to these questions can be put on a scale, which has been developed as part of WageIndicator projects in Africa. Workers who do not contribute to, are not entitled to social security benefits, and have no employment contract are placed at the 'informal' end of the scale. Workers who do contribute, are entitled to social security and have a permanent contract are placed at the formal end.

The scale shows the distribution over status in employment, breakdown by gender and age. Here the example of Kenya is used for purposes of illustration.

### Graph Distribution over the informality-index, breakdown by gender, age, and total



Source: WageIndicator face-to-face survey Kenya, 2012, weighted data (N=1515)

It appears that workers with a permanent contract more often are entitled to social benefits. By contrast workers with a fixed-term or no contract at all are much less so. Also those with a permanent contract relatively often contribute to social security, whereas workers without a contract do not. When it comes to working hours employees with a permanent contract more often have their working hours agreed in writing, but employees with a fixed-term contract do so more often verbally. And workers without a contract more often have no hours agreed at all. The last question is how wages are paid. Again, employees with a permanent contract more often receive their wage in a bank account. Workers with a fixed-term contract or without a contract more often receive their wage cash in hand.

A first overall, tentative, conclusion may be this: the difference between 'informal' and formal workers is that they are treated differently. 'Informal' workers have less job security, little access to social benefits, and most probably no bank account. As regards their legal position, little is put down in writing. They do not however necessarily make extremely long working hours.

Thus the current WageIndicator projects in Africa (but also in Central America where similar face-to-face surveys are held) lead to a better understanding of the position of 'informal' respondents. WageIndicator research may help to refine the notion of 'informal' work in terms of labour rights and conditions.

Wage Indicator tries to publish labour data for all, i.e. for all individuals who make a living though selling their labour. Special attention must go to so-called informal workers, for little is known about their position. 'Informal' refers to a largely unknown 'entity' on the labour market, that needs to be broken down into identifiable groups with specific characteristics.

***Kea Tijdens, Coordinator WageIndicator Research, Coordinator Research University of Amsterdam/AIAS, Professor Erasmus University of Rotterdam  
Janna Besamusca, PhD Candidate University of Amsterdam/AIAS***

## Use of the Informality Index in Analysing Wage Surveys

The informality index, introduced by WageIndicator, appears to be a useful instrument in the analysis of labour market surveys. Consider the experience of empirical analysis of wage surveys so far concluded by WageIndicator in over a dozen African labour markets surveys undertaken with support from experts at the University of Amsterdam.

The Informality Index comprises categories that express a degree of informality through an arbitrary scale ranging from 1 to 5. This is a very practical and most realistic way of identifying and classifying workers over an array between formal and informal. Most significantly, it should be noted that in an African type labour market, formal employment might display features of informality, especially where enforcement of labour laws and regulations is either weak or neglected. Surveys sometimes found themselves in trouble of making a clear distinction between implicit and explicit labour contracts where law and regulations in the labour market are hard to enforce. Under such conditions an Informality Index is very useful and highly recommended. Besides, there are some purposeful labour market surveys, such as the wage survey, which by design target wage employment. Under such a dilemma it must be born in mind that wages are paid in both formal and informal employment.

Using the Informality Index therefore provides the best way to characterize the sample in terms of degrees of informality. This has been found to work very well in wage surveys so far conducted in several African labour markets by WageIndicator. As indicated earlier, workers are identified as whether formal or informal using 5 categories.

The blend of formal versus informal workers considers:

- entitlement to social security
- contribution to social security
- employment contracts
- and other arrays.

Therefore any researcher interested in review of labour relations in fragile markets like those in Africa must use this Informality Index to model more precisely the behaviour of the workers in employment.

***Godius Kahyarara, University of Dar es Salaam, Project Leader WageIndicator Offline Surveys Africa & Collective Agreement Database***

# The Informality Index Can Help Improve Economic Policies

The Informality Index, ranging from 1 to 5, classifies jobs from the very informal to the very formal. This is a recognition of the heterogeneous nature of the labour market beyond the classical formal-informal subdivision. But also and above all it makes sense of this heterogeneity. It helps to divide the labour market into mutually exclusive segments.

Between the formal and the informal sector, there are hybrid types of employment that are neither completely formal nor completely informal.

The Informality Index gives a good reading of the various types of jobs that can be encountered in developing countries. A relevant illustration comes from Benin. I've been interested in the relationship between participation in the labour market and its impact on the poverty status of people in Benin<sup>1</sup>. This study revealed among other things that the labour market of Benin is heterogeneous and that the heterogeneity goes beyond the traditional formal-informal subdivision.

The study shows in particular that in Benin the labour market contains five segments: irregular workers, vulnerable rural independent, competitive rural workers, urban competitive employees and a mixed group of protected employees and independent with capital. The study shows finally that the statutes of poverty are more or less homogeneous between these segments. From my perspective, this study reveals the importance of the Informality Index.

As regards Benin, the Mywage survey reveals some of these characteristics too. In the report 'Wage in Benin' the Informality Index has been defined as: access to social benefits, contribution to social security and ownership of employment contract. Thus defined, the use of the Informality Index captures both the state and the dynamics in the formalization of employment.

On this Informality Index, the vast majority of workers are found to be in the category of the most informal jobs (43%) and only 10% of workers are in the highly formal jobs. This statistic reveals the heterogeneous nature of the labour market with nearly 50% of workers in jobs that are not completely formal or informal. This participation in the labour market is also reflected in the remuneration. The most informal jobs are the less paid (144 FCFA/h) and the highly formal jobs are well paid (577 FCFA/h).

From a purely policy aspect, the Informality Index informs on the burdens that are hard to put aside and the regulations for implementing the acceleration towards formalization of the labour market in developing countries. The Informality Index also indicates that the informal concept is not homogeneous in the labour market. From this perspective a policy that focuses only on the very informal jobs in Benin for example, excludes from its target nearly 50% of workers that are in jobs that are neither completely formal nor informal. The Informality Index shows that considering the labour market as homogeneous leads to distortion of economic policies. For in developing countries neither the formal sector nor the informal one are purely homogeneous and exclusive sectors.

**Alastaire Alinsato, University of Abomey, Calavi, Benin, Project Leader WageIndicator Surveys in Benin**

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<sup>1</sup> Sector of activity and poverty status in Benin, *Global Advanced Research Journal of Economics, Accounting and Finance* Vol. 21 (1) pp 001-018, January 2013



# Minimum Wage & Living Wage (14.30-15.30)

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## The Effect of Presenting Online Minimum Wage and Living Wage

### *Higher Wages or more Reasonable Wages for More People?*

Unemployment, underemployment, wage gaps, and discouraged workers are challenges that impair labour markets around the globe. Even in developed countries, unemployment frustrates large parts of populations, especially young and elderly workers, or minority groups. In developing countries low labour standards and hazardous working conditions constitute risks for many workers.

A number of factors lie behind these adverse conditions. The low education, poor housing and health status or discrimination of workers, backward technological base, weak financial institutions, or lack of adequate labour market institutions and legislation are all among the primary factors.

An important precondition for successful labour market participation is knowledge of relevant information about jobs and vacancies as well as labour market regulation. Lack of information may lead to inefficient matching between jobs and workers, inability to find a suitable job, or entry into a job relationship under substandard conditions.

There is little consensus about the effect of the minimum wage on employment. While simple textbook models of labour supply and demand predict a negative effect of a binding minimum wage, more advanced models accounting for labour force heterogeneity and the possibility of market power on the side of employers predict a positive effect of a moderate minimum wage on employment under realistic conditions. Empirical evidence goes both ways depending on the context and methodology, although few would challenge a negative effect of minimum wage in case of large increase of minimum wage.

The living wage is a relatively new concept that marks the minimum income needed to finance a worker's basic needs. Although the concept has no legal base, it has gained significance, also with major international organizations, as a yardstick for policy discourse. It can be hypothesized to affect, and possibly increase, the reservation wage of workers, i.e. the minimum remuneration at which they are willing to accept employment. If so, its effects are comparable to those of (an informal) minimum wage, and thus inconclusive.

The dissemination of information about the minimum wage, as pursued globally online by WageIndicator, does however have significant effects on the labour market. It increases compliance with labour regulation and reinforces labour market institutions, and thus creates conditions for efficient wage bargaining. At the individual level it enables workers to check their own pay against minimum wage regulations, not only in their own country but also abroad. Online presentation of living wage levels helps workers to adjust their reservation wages with respect to cost of living and their needs – upward or, if necessary, downward to facilitate employment.

In sum, better information for workers and improved compliance with labour market regulation are the key benefits from dissemination of information about minimum wage regulation and the living wage. The resulting increased efficiency and predictability of the labour market may in fact be beneficial in terms of both increased wages and employment for more workers. These positive effects are only possible, however, under prudent policy making when it comes to minimum wage regulation, informed by accurate evidence based on hard data, and effective feedback and correction mechanisms.

**Martin Kahanec, Central European University, Budapest, Director CELSI,  
WageIndicator Office Bratislava, Institute of Labor Research IZA in Bonn**

# Estimating Living Wages Globally

The income level necessary to secure a decent standard of living is an important economic yardstick. While poverty thresholds, generally set at the national level, help to evaluate what it takes to live above the poverty level, the living wage in general offers an additional metric for academics and policy experts looking for comprehensive measures of economic adequacy. In many countries, the concept of living wage is based on a number of different definitions. Different methodological approaches make it difficult to produce a globally comparable living wage. Moreover, the estimation of living wage hinges on the availability of information about the cost of living, which is seldom available in developing countries. Currently, living wage is too vague a concept to be useful in practice. Anker (2011) argues that greater clarity with regards to the definition and measurement of living wage is a prerequisite for the widespread consideration of living wages and employee needs, by companies, unions and governments. His is the first comprehensive study that reviews how the living wage has been described, defined and measured around the world by a range of institutions.

In 2013, WageIndicator introduced a globally comparable living wage that complements the regularly published statistics on national minimum wages and real wages earned in a wide range of occupations. Its introduction aims to provide a meaningful comparison of how much it costs to lead a decent life in more than 50 countries. The calculation of living wage is based on more than 50,000 prices posted on [www.numbeo.com](http://www.numbeo.com) from 2012-2013. Numbeo is an online database of user-contributed information about the cost of living in cities around the world.

WageIndicator defines the specific amount (of money) that is sufficient to cover basic expenses for the cost of accommodation, food, transportation and some discretionary income. The living wage is calculated for a single person in a given country on a monthly basis. The cost of housing reflects the rental rate of an apartment for one individual residing outside of an urban centre.

Food expenses assume a personal consumption of 2,000 calories per day. A balanced food basket is constructed by Numbeo and the cost of food is estimated on a monthly basis. The daily food basket includes: Milk (0.25 litre), Loaf of Fresh White Bread (130.00 g), Rice (0.13 kg), Eggs (3.60), Local Cheese (0.15 kg), Chicken Breasts (Boneless, Skinless), (0.25 kg), Apples (0.34 kg), Oranges (0.34 kg), Tomatoes (0.21 kg), Potatoes (0.25 kg), and Lettuce (0.15 head).

Transportation expenses reflect the average regular price of a monthly public transportation pass in the given country. In addition to the cost of housing, food and transportation, the living wage accounts for 20% spending on non-specified discretionary purchases (e.g. clothing).

The living wage should be perceived as a suggested income level to achieve a decent standard of living above the subsistence wage or the minimum income (poverty) level.

The definition of decent living standards can vary between countries and individual preferences. To ensure comparability across the globe, it is important that the living wage be built on simple and transparent principles. The living wage provided by WageIndicator is the first attempt to make reasonably accurate and globally comparable living wage estimates in a simple and quick way. The table on the following page presents the estimates of living wages together with the cost of housing, food and transportation. The statutory minimum wage is shown for the comparison.

Reference:

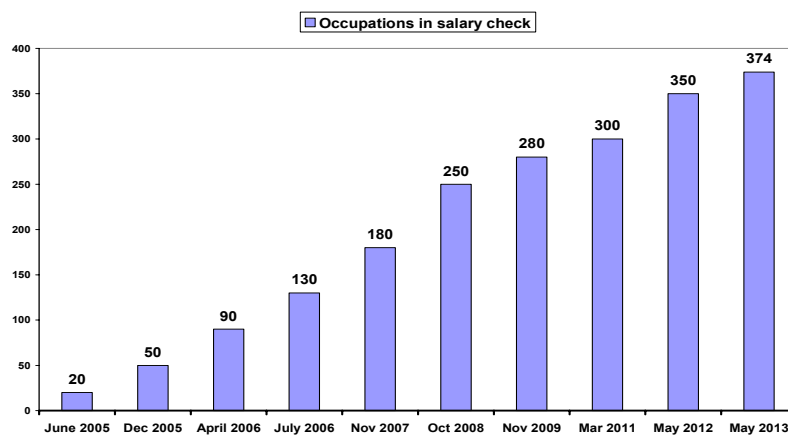
Anker, R. (2011). Estimating a living wage: A methodological review. ILO.

**Martin Guzi, Researcher Institute for Study of Labor IZA, Bonn, Researcher CELSI and WageIndicator Office, Bratislava**

## German WageIndicator shows: Higher Pay under CBA's

As the German Lohnspiegel is about to complete its first decade it has gained a reputation as one of the main sources of information on effective pay. Based on solid ground the project strives to improve its services. One particular aim is to further develop the possibilities to compare wages across countries.

The Lohnspiegel was an immediate success. Supported by favourable media coverage the project quickly managed to expand the Salary Check which until today remains its core service. Lohnspiegel currently offers detailed data for some 375 occupations.



In 2012 Lohnspiegel attracted 3,500 visitors a day, i.e. 1.3 million a year. Over the last five years it has received on average 22,000 questionnaires per year.

### Publications

Based on data gathered from the questionnaires the WSI regularly publishes in depth reports on wages and conditions in specific occupations such as secretaries, sales staff etc. or focus reports on occupational groups such as engineers or technicians.

In addition special reports were issued covering topics such as the gender pay gap, the consequences of the crisis on employment or pay differentials between workplaces covered by collective bargaining and those not covered.

### Effect of Collective Agreements

Our findings confirm that in Germany employees are better off when working in an establishment which is covered by a collective agreement. On average they earn 25 percent more than their colleagues working in workplaces not covered by collective bargaining.

**Reinhard Bispinck, Wirtschafts- und Sozialwissenschaftliches Institut WSI, Project Leader  
Lohnspiegel.de**  
**Heiner Dribbusch is WSI-researcher, Lohnspiegel.de**  
**Fikret Öz is WSI-researcher, Lohnspiegel.de**



# **Mini Social Dialogues (15.45-16.30)**

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## **Improving Mini Social Dialogues in Kenya**

Employment is central to inclusive growth and wealth creation. Kenya has clearly identified employment creation as a key policy objective as envisaged in Vision 2013.

The Cabinet Secretary for Labour has powers conferred upon him under section 46 of the Labour Institutions Act, 2007 to make orders for the regulation of wages. The objectives of the national wage policy is to among others:

promote a harmonious and just relationship between employers and workers in different sectors of the economy, and be responsive to the demands of the economy.

In pursuance of this objective, the Government sets the minimum wages and through the Ministry of Finance issues Wage Guidelines to be applied by the Industrial Court. The minimum wages vary by location, distinguishing three separate urban areas with different minimum wage levels. These geographical areas are Nairobi, Kisumu and Mombasa.

The debates were organised for different sectors and in different regions to discuss unique and sector specific challenges and solutions. The Decent work items were debated during the meetings with workers', employers' legal officers and informal sector workers. The debates were guided by the Decent work check list as an outline tool which is also available on line. The tool elaborates the UN Decent Work Agenda and discusses the following, among others: work and wages, annual leave and working on weekly and public holidays, employment conditions, family responsibilities, maternity at work, health and safety, work and sickness, social security, fair treatment at work, children at work, forced labour and trade union rights.

A good number of workers' and employers are largely unaware of the relevant labour laws governing their mutual relationship. Statutory minimum wages are not implemented in some formal sectors and most informal sectors due to lack of capacity of the Ministry of Labour to carry out labour inspections.

In somewhat greater detail our findings from the debates have been as follows.

There is lack of pay equity within similar sectors and regions.

Many working people, especially in the informal sectors and the lower cadre earners in the formal sectors, earn wages which are substantially below the living wages and therefore cannot make ends meet.

The informal economy is very huge in Kenya, contributing 80.5% of jobs created. However, jobs in these sectors do not provide social security, in disregard of the law. Also there is lack of employment security for working women especially on maternity protection in the EPZ.

Lack of health and safety measures at the workplaces is common. Even where the employer has measures in place, workers have insufficient information on utilization of security, health and safety measures.

### **Summing up**

In all the debates most participants had very little knowledge of their basic rights. Thus there is a need for more awareness creation on basic rights as relates to labour laws and minimum wage. There is a need for unions and the Ministry of Labour to ensure that employers are paying the statutory minimum wage, through continuous labour inspections. There is a need for employers to allow workers to voluntarily join a union of their choice to ensure harmony at the workplace and observance of basic workers' rights. And finally: there is need for continuous dialogue among social partners to promote industrial peace and harmony at the workplace.

Key messages for the campaign

Do you know your wage?

Living wage for productivity and Prosperity!

We hope to launch the campaign towards the end of the year or early next year.

We shall embark on involving the print and electronic media for purposes of getting the message across the country. This will be done through advert and on air live debates.

We also intend to use some of the vernacular stations to get the message across to the grass roots.

Market the websites to draw traffic to online access on information on statutory minimum wages, labour laws and collective bargaining agreements.  
Market the online salary survey.  
Provide up to date data and information on statutory minimum wages, labour laws and collective bargaining agreements.  
Hold more debates in different regions and sectors to discuss sector specific challenges and solutions.

***Jane Masta, Central Organisation of Trade Unions (COTU) in Nairobi, Project Manager  
Mywage, Kenya  
Lineth Oyugi, Federation of Kenyan Employers (FKE) in Nairobi, Project Manager  
Africapay, Kenya***

# Mini Social Dialogues in Central America lead to Minimum Wage Awareness

## **Costa Rica**

Costa Rica is a country where, from the officially registered companies, 33% does not pay the legal minimum wage. Tusalarío has, to some extent, been able to intervene on behalf of workers, by urging them to denounce the malpractices of their employers who knowingly evade their legal obligation to pay the minimum wage.

Some malpractices could be well documented and brought up for discussion and improvement at the Ministry of Labour and the employers. In agribusiness and building, for example, we found that the time slot allowed for the completion of certain tasks was too short, which resulted in a violation to pay the legal minimum under the false pretext that the job was not done on time.

Another success story comes from retail, the gas service stations in particular, where working conditions have been improved. The employers, after being confronted with complaints, did agree to start paying the legal minimum wage. Moreover in the security and building sectors a few cases have been solved. Here it is more difficult to intervene, since people usually are employed temporarily. Yet in the Cerro Alto company through the mediation of CMTC compliance with the minimum wage could be achieved. Again, in the terrazzo and tiling section at the Incesa Estandar building company, contracts were renegotiated. They now include the obligation to pay at least the legal minimum wage. This success was achieved in a respectful manner at the negotiating table.

CMTC decided to concentrate its efforts on districts and sectors where government agencies, such as the labour inspection, are ineffective. The compliance forms in particular have been and are a good tool to find out more about the concrete situation people live and work in 'out there'. They incite CMTC to go out and find out on the spot. It adds to our credibility in the eyes of the working people. Very often they find it difficult to put their complaint on a piece of paper, but they speak out freely when asked. The Tusalarío information is more detailed and profound than what was previously available and therefore helps to deepen our understanding of the real situations in which working people from different regions and sectors find themselves. Many of these situations are now documented well and could therefore be brought to the negotiating table by our unions, both at the confederate union level, as well as in tripartite bodies, in order to increase pay and employment levels.

Accompanying our activities in the campaign prompted by Tusalarío has been a systematic effort to create publicity in all the regions where CMTC showed up. Moreover we have become a regular (paying!) contributor to the radio program 'Empezando El Día' (Starting the Day). This exposure led to many incoming cases and a spike in awareness of the Tusalarío program. Below are some links to the press reports that have resulted.

[http://www.elpais.cr/frontend/noticia\\_detalle/1/60847](http://www.elpais.cr/frontend/noticia_detalle/1/60847)

<http://www.ticovision.com/cgi-bin/index.cgi?action=printtopic&id=11112>

<http://anttec.org/propuesta-sindical-sobre-ajuste-salarial-del-sector-publico/>

## **El Salvador**

The mini social dialogues held throughout the country in 2012, resulted in a guideline for action. First our union presented an appeal to the secretariat of the President of the Republic as well as to the national employers' association ANEP, to abide by the law and pay the minimum legal wage. Simultaneously a press release was issued to the same effect, with reference to the outcome of the debates held in 2012.

Apparently this prompted the government to issue a proposal for a yearly 4%-increase of minimum wages in three consecutive years, starting from 4% June 2013, again in June 2014 and finally as from January 2015. However we are still not confident that these increases will be made effective as real pay rises. Besides we would have preferred a one-time pay rise of 12%.

Next, our activities concentrated on negotiations with local governments for the effective increase of the minimum salary and to substitute temporary employment for permanent jobs, thereby increasing access to social security and getting – at least – the minimum salary. We thus far concentrated these efforts on a few departments, i.e. the capital district of San Salvador and the municipalities of Apopa, Ayutuxtepeque and San Martin.

A third outcome has been starting consultations with the city of Delgado, bringing on board the SETRAMCID trade union too, about what it takes to organize tripartite participation in sectors.

The mini social dialogues conducted in 2012 have made us see clearly that even the municipalities, though part of government and financed from tax revenue, did not live up to their obligation to pay the minimum wages. It prompted us to reconsider this aspect of dialogue and negotiations and we therefore also are determined to organize more debates.

Coverage of our activities in the news media was done mainly in two national radio stations, i.e. Radio Mi Gente and Radio Cadena Sonora. 10 minute interviews were aired about our minimum wage activities. Television stations thus far have been less keen.

**Angelica Flores, Regional Manager Central America and Web Manager, Tusalaro websites**  
**Jhonathan Monge, Trade Unions Confederation (CMTC), San Jose, Costa Rica**  
**Magdalena Marmol, Trade Union Confederation (CATS), San Salvador, El Salvador**

## Mini Social Dialogues in Ghana Lead to Steps

Key issues which came out of the debates and for which the partners are taking steps to address, were the following.

Working conditions in the informal sector are below standard. Given the level of exploitation in the informal sector, it is important to launch a pressure campaign for improved conditions of work.

Minimum wage compliance is weak. There is also the need to campaign for enforcement on the payment of the minimum wage, particularly in private informal sectors.

Occupational health and safety law needs to be adopted yet. Participants in the debates agreed that a campaign should be waged for the passing and adoption of the National Policy on Occupational Health and Safety, which is yet to be presented to Cabinet. There will also be the need for some education on workplace safety across selected sectors.

Next, trade union education will target the hotels and hospitality sectors where unionization is almost non-existent.

Annual leave awareness is to be increased. There is the need for education on the Labour Act, especially on annual leave since some workers do not know how to access their leave and some also are denied.

There are two trade union federations in Ghana: the Trade Union Congress of Ghana (TUCG) with a total of 18 affiliates and five (5) associate informal sector members and the Ghana Federation of Labour (GFL) with ten (10) affiliates. A number of trade unions/associations are not affiliated to any of the two Federations.

The Trades Union Congress in Ghana in collaboration with the Ghana Employers' Association organized ten (10) debates in all in 2012. The Ghana Federation of Labour has organized 8 debates in collaboration with GEA and the TUC of Ghana in 2013.

Generally, the debates which took the form of sector-wide engagement/consultations were conducted in a worker/employer friendly environment. Initially, (2012) we had TUC and GEA participating in all the ten debates. In 2013, the Ghana GFL came on board and this further enhanced our collaborative efforts. In some jurisdictions effective collaboration among different trade union federations has been a challenge. However in Ghana, this cannot be said to be a case.

As the social dialogue in the WageIndicator debates gathered momentum, it was reported in the media: radio discussions and newspaper coverage. All parties participated in this publicity, i.e. GEA, TUC and GFL and engaged in distribution of Mywage and Africapay website cards.

***Charles Asante-Bempong, Ghana Employers Association (GEA), Project Leader of Africapay/Ghana.***

***Mary Togbe, Ghana Trade Union Confederation (GTUC), Project Leader Mywage/Ghana***

***Eben Aidoo, Ghana Federation of Labour GFL***



# WageIndicator Future, a Debate (16.30-18.00)

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## WageIndicator: Global 'Trade Union' of the Future?

TrendsActive sees six major global trends, relevant for this debate.

### **Women**

Women are globally closing the gender gap and starting to play a bigger role in society.

### **Millennials (age 18-35)**

The dominant generation in global society. The main characteristics of this generation are interactive, smart, conscious and visual.

### **Connected Society**

Our world is rapidly getting more connected. Prediction for 2020 is 5 billion people with direct access to the internet.

### **Abundance**

In today's world people have an abundant choice. There is too much information and too many products and services. People need filters to guide them.

### **Uncertain Times**

We live in uncertain times, caused by a global economic recession, overpopulation, terrorism, global warming and shortage of natural resources.

### **Happiness**

We are amidst a global shift where happiness is becoming more and more important, in politics, business and on a personal level.

### **The former WageIndicator websites**

TrendsActive's analysis of the old WageIndicator websites resulted in:

- WageIndicator focuses a lot on stakeholders!
- WageIndicator is mainly focused on 'what is my wage?'
- The trend research showed that consumers want to be put central: 'what does WageIndicator mean for me?'
- The trend research told us that consumers not only want to know what their wage is, but also how they can improve and protect it.

TrendsActive's advice was to develop two additional pillars and categorize the content in such a way that existing content can be put in as well. The three main pillars to be used were:

1. What is my wage?
2. How to improve?
3. How to protect?

This advice has now been implemented in all national WageIndicator websites.

### **The future of WageIndicator**

Exercise:

Please think freely; what could the six global trends identified above mean for the future of WageIndicator?

### **TrendsActive's food for thought**

WageIndicator has become much more than just a wage indicator (and rightly so). WageIndicator is about working life in general. Therefore, some functions come within the territory of classic trade unions. WageIndicator shares with trade unions the goal of improving the working lives of employees.

## **Idea**

Isn't WageIndicator becoming a sort of ideal global 'trade union'?

And: What does this mean for WageIndicator's future products and services?

*Thimon Jong and Kees Elands, Partners in TrendsActive, a Dutch Consultancy based in Utrecht. [www.trendsactive.com](http://www.trendsactive.com)*

## Mojazarplata Fits in Today's Trends

*Obstacles are those frightful things you see when you take your eyes off your goal – Henry Ford*

Mojazarplata fits in today's trends of Russia, Kazakhstan, Azerbaijan, Belarus, Ukraine as much as any other WageIndicator country. Its focus on income and the related topics of career and labour law is of vital social and economic importance for people all over the world: in Europe with its crisis and growth of unemployment, or in the NIS-countries with their unstable political and economic situation but low level of unemployment, or in any other country for that matter.

Salary is just one of the main constituents defining quality of life or well being of a us humans. Of course, some people could be satisfied and happy with a low income, though most strive to reach a decent standard of living. So, they seek for salary information and wish to know if their salaries are decent as compared to their colleagues, etc. Mojazarplata provides such data and much more useful information for its users in the NIS-countries.

From the very beginning the Mojazarplata team aimed at:

- reaching as many people as possible in each targeted country
- providing online labour law and career advice
- motivating as many users as possible to fill in the Salary Survey so that data sampling was reliable.

And it has consistently continued to do so. Therefore today we can say that the Mojazarplata sites are among the most popular in their regions and are among the best in the WageIndicator family.

How, more in particular, did Mojazarplata succeed to be one of the best? Mainly by applying the management principles of identifying and shaping vision, setting ambitious goals, SWAT-analysis, planning, as well as staff organization.

To reach as many people as possible the team set the ambitious goal to be in the top 5 Google and Yandex request positions as regards key topics in Russia, Kazakhstan, Azerbaijan, Belarus, and Ukraine each. These keys are: Average Salary, Minimum Wage, Minimum Subsistence Budget, Maternity Leave, How to Find a Job, etc.). As the Table shows this goal has been successfully achieved.

Top 5 positions in Google of Mojazarplata key topics by country, as per July 21st 2013

<b>Nº</b>	<b>Belarus</b>	<b>Ukraine</b>	<b>Kazakhstan</b>	<b>Azerbaijan</b>	<b>Russia</b>
1	Minimum Wage <b>Positions 1-2-3</b>	Minimum Wage <b>4</b>	Minimum Wage <b>1-2-3-4</b>	Minimum Wage <b>1-2-3-4</b>	Minimum Wage <b>1</b>
2	Average Salary <b>2-3</b>	Average Salary <b>2</b>	Average Salary <b>1-2-3</b>	Average Salary <b>1-2-3-4-5</b>	Average Salary <b>2-3-4</b>
3	Minimum Consumer Budget <b>1-2-3</b>	Minimum Consumer Budget <b>1</b>	Minimum Consumer Budget <b>3</b>	n/a	n/a
4	Subsistence Minimum Budget <b>3-4</b>	Subsistence Minimum Budget <b>4</b>	Subsistence Minimum Budget <b>1-2</b>	Subsistence Minimum Budget <b>1</b>	Subsistence Minimum Budget <b>8</b>
5	Maternity Leave and Benefits for Children <b>1-2-3</b>	Maternity Leave and Benefits for Children <b>1</b>	Maternity Leave and Benefits for Children <b>1-2</b>	Maternity Leave and Benefits for Children <b>1</b>	n/a
6	Dismissal <b>1</b>	Dismissal <b>1</b>	Dismissal <b>1-2</b>	n/a	n/a
7	How to Find a Job <b>1</b>	How to Find a Job <b>3</b>	How to Find a Job <b>1-2-3-4</b>	How to Find a Job <b>5</b>	n/a

It should be emphasized that the key words are slightly different for/adapted to each country and often used with geo-reference. For keeping the key requests ranking in the Google Top 5 good planning (weekly, monthly, yearly) is crucial. And the regular study of Google Analytics is indispensable.

The other goal was to collect reliable salary information by motivating as many users as possible to fill in the Salary Survey. This goal has also been reached. According to the Salary Survey data in June 2013 Belarus, Ukraine and Kazakhstan take the second, third and fourth positions and Russia the 9<sup>th</sup> position among all WageIndicator countries.

And what about the political situation in Belarus and the success of Mojazarplata in that country? It is not clear how the political situation in Belarus (or in any other country) could foster people to seek out precisely the Mojazarplata site(s), or if it in any way influences people's decision to fill in its long (!) Salary Survey. Yet, the challenges facing the team by working under pressure and threat prompted the need for a certain vision that would not just focus on implementation but also on security. The need for security thus indeed fostered a higher professional management standard and ensuing better performance.

And a last word about the importance of having a vision. It really helped a lot to overcome much of the skepticism among colleagues in Belarus who openly mocked Mojazarplata, saying: 'it is impossible to implement such a project in Belarus'. It was really discouraging but the impossible is often something untried. We tried and did it. And we are proud of our results.

***Taisa Bandarenka, Regional Manager WageIndicator, Web Manager Mojazarplata  
Websites in Russia, Kazakhstan, Azerbaijan, Belarus and Ukraine***

## The Effect of WageIndicator in Egypt

NSCE is presently carrying out a survey amongst Egyptian respondents as to quality and reception of the Egyptian WageIndicator, Rawateb.org. Results are expected by the end of August, and therefore could not yet be presented here in printing.

**Zohra Merabet, Project Leader WageIndicator, [Rawateb.org](http://Rawateb.org), Egypt, Director North South Consultants Exchange (NSCE)**

# WageIndicator Web Figures

1 July 2012 – 1 July 2013

## **Visits**

70+ countries - 37.5 Million (M) PageViews (PVs) - 19.1 M visits - 16 M desktop visits - 2.1 M mobile visits - 1 M tablet visits

## **Most viewed sections globally**

Minimum Wages - 17% (of total PVs worldwide)

Salary Check - 10%

Home page - 9%

## **Most viewed sections per continent**

Africa – 2.511.970 PVs (20 countries with national websites)

1. Minimum Wages - 25% of total African PVs
2. VIP Salaries - 12%
3. Home page - 5%

Asia – 5.547.176 PVs (9 countries with own website(s))

1. Minimum Wages - 36% of total Asian PVs
2. Home page - 5%
3. Salary Check - 3%

Australia – 82.783 PVs (1 country)

1. Minimum Wages - 35% of total Australian PVs
2. VIP Salaries - 27%
3. Job and Salary pages - 19%

Europe – 22.874.271 PVs (24 countries)

1. Salary Check - 14% of total European PVs
2. Home page - 12%
3. Minimum Wage - 10%

North America – 1.112.411 PVs (2 countries)

1. VIP Salaries - 60% of total N. American PVs
2. Minimum Wages - 31%
3. Salary Check - 2%

South America - 5.328.025 PVs (12 countries)

1. Minimum Wages - 23 % of total S. American PVs
2. Home page - 6%
3. Salary Check - 5%

8 African countries (735,510 PVs ) with public sector wages and minimum wages show a different top 2:

1. Public Sector Wages - 23% of PVs 8 African countries
2. Minimum Wages - 8%

This trend is also visible in Canada.

Source: Google Analytics

***Irene van Beveren, Global Content Manager & SEO Specialist, WageIndicator***

## **WageIndicator and LinkedIn: a Match?**

The mission of the WageIndicator Foundation: contribute to a transparent labour market is very much in line with LinkedIn's vision to create economic opportunity for every professional in the world. It's fantastic that by sharing and comparing wage information we can help countries such as Rwanda and Senegal to create equal economic opportunities and contribute to a transparent labour market. I am therefore delighted to be member of the Board of this great foundation.

Over the past 100 years, there has been a fundamental shift in the way companies compete. Historically, the market winners were those who had access to capital and financing. With capital, you could build the biggest plant, make the largest IT investments, or run the marketing campaign with the most impact. Capital was important because size, not speed, was how companies won. Today the basis of competition has switched, as technology and the global economy both continue to accelerate the rate of change for businesses worldwide.

In a world where speed wins, talent is the critical asset. A high performing workforce can see what is on the horizon, reacting and adapting to the environment before the competition. Even in a world of high unemployment, high quality talent has never been in such fierce demand. At the same time, the tools and services available to professionals to help them take charge of their own careers have never been so prevalent, or so powerful. Professionals have flocked to online networks like LinkedIn, built their professional brands, connected to their peers and, critically, are updating their profiles even when not looking for a job.

By some measures, there are up to 640 million professionals worldwide and 3.3 billion people in the global workforce. Imagine if each professional were connected online via their own network of contacts, able to tap into connections of connections, uncover insights and opportunities which otherwise would never have revealed themselves. Increasing efficiency in the job market on this scale could positively impact economies, not just the companies operating within them. There would be no reason for a job to go unfilled, and there would be no reason for a professional to be unfulfilled in their career. Already 238 million professionals have chosen to join LinkedIn, but we're only getting started. Together we can transform the way people pilot their careers, the effectiveness with which companies acquire talent, and the competitiveness of industries. Welcome to the talent economy.

Being inspired by your work is one of the most important aspects of having a productive and successful career. LinkedIn's vast network of 238+ million members puts us in a unique position to measure inspiration across the globe – by age, gender, countries, industries and seniority levels. LinkedIn likes to use this information to help members measure how inspired you are, and find industries and careers that are the most inspiring.

I find the mission of the WageIndicator Foundation: to contribute to a transparent labour market, very much in line with the above. Therefore we are delighted to collaborate with this great foundation to create a transparent and fulfilling work life for every professional around the globe.

***Lena Olivier, Head of Talent Solutions LinkedIn Benelux, Member LinkedIn EMEA MD Advisory Group, Member Board of WageIndicator Foundation***

# What is Work? Rethinking the Concept of Labour

Today, in the vast service economy, more than seven out of ten people find a job. As a consequence of the shift from manufacture to service, the work experience has dramatically changed. Ferreras shows that while traditional, hierarchical - capitalist -, industrial norms still rule labour relations, the work experience today is intensely interactive, engaging workers with the public (customers) and their own sense of democratic justice. This situation is leading to a potential contradiction. How does this capitalist ruling match with the collective democratic values these workers are expected to live by as citizens?

To substantiate Ferreras' research, WageIndicator ran a module of questions in its survey in 9 countries, from 2007 to 2012. The questions focused on the actual characteristics of work (interactions with customers and co-workers, etc.), job satisfaction, contribution to society through work and satisfaction with life as a whole. These questions were based on the outcome of a study published by Ferreras as 'Critique politique du travail. Travailler à l'heure de la société des services' at Presses de Sciences Po, Paris, 2007. The countries involved are: Argentina, Belgium, Brazil, Finland, Germany, Netherlands, Spain, UK and USA. Some 100,000 visitors of the national WageIndicator websites completed and submitted this module as part of the standard survey, anonymously and voluntarily.

Previous to this survey Ferreras conducted a case study with female cashiers in Belgian supermarket chains. It clearly showed the contradiction these workers face. As citizens workers judge their work situations with a strong sense of justice, shaped by and expected of them in the cultural and political system they live in. Yet, once at work, they experience that these values of justice and equal treatment are neglected, or even abused. The management still tends to treat them as subordinates who have to do just as they are told, and shut up. Consequently many cashiers Ferreras interviewed told her they felt victimized by arbitrariness, favouritism and jealousy. To find a way out, Ferreras launched a parallel research program on the democratizing of the workplace, and of the firm in general. Her first book developing this topic just came out in French as 'Gouverner le capitalisme? Pour le bicamérisme économique', Presses universitaires de France, Paris, 2012 (English version in preparation).

In particular, from the WageIndicator's perspective, the good news is that:

1. the study shows that WageIndicator can be cost-effectively used to collect specific data informing new, qualitative research programs;

2. questions about how respondents experience their work life could easily be included in the WageIndicator survey in order to monitor the contemporary evolution of the work experience in the world economy;

3. Ferreras' WageIndicator results are in line with the findings of both the World Value Survey and the International Social Science Program - which is excellent news from a methodological viewpoint;

4. Ferreras' study identifies two kind of resources, that are crucial for workers in order to get a fair work environment, and tending to a more democratic workplace:

- the first resource is to know one's and each other's labour rights and position in the firm;
- the second resource is to get their rights respected, to have time to meet and consult each other at work and during working hours, to have access to work related information, the right to strike if need be.

These resources should be mobilized, shared and distributed. But first and foremost they should be made known.

Now, doesn't this sound familiar to the global WageIndicator conference gathered in August 2013 in Amsterdam?

**Isabelle Ferreras, Associate Belgian National Science Foundation, Brussels, Professor of Sociology at the Economic School of Louvain, Senior Research Associate Harvard Law School, Boston**  
**Sanjay Pinto, Researcher Columbia University and Paywizard.org, WageIndicator in the United States**

# **Tuesday, August 27, Morning**

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## ***Agenda Summary***

### ***9.00-9.15 – Introduction to Workshops***

#### ***9.15-11.00 Workshops I***

##### ***Media Plan for your WageIndicator Operation I***

##### ***Collective Agreements I***

##### ***Job Satisfaction and Working Conditions***

##### ***WEBDATANET***

- Scientific Structure, Applied Economics and WageIndicator (de Pedraza)
- Life Satisfaction of Brazilian Workers according to WageIndicator Data (de Pedraza, Guzi)
- Informal Work in sub-Saharan Africa according to WageIndicator Data (Besamusca, Tijdens)

#### ***11.00-12.15 Workshops II***

##### ***Media Plan for your WageIndicator Operation II***

##### ***Collective Agreements I***

##### ***How to Measure Individual Wages Correctly?***

##### ***WEBDATANET***

- Is the Non-Response in the WageIndicator Questionnaire Biased? (Steinmetz, Bianchi)
- Wage Differences between the Standard and Mini Surveys.(Mamrilla, Kahanec)
- Wage Differences between the Standard and Face-to-Face Surveys. (Tijdens, Steinmetz)

### ***12.45-14.00 – Lunch***



# Media Plan for your WageIndicator Operation I (9.15-11.00)

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## **Media Mapping**

Media mapping is the first step in order to achieve a structured, planned media-approach. Know and understand intimately the media landscape in which one operates is an important precondition for successful publicity.

The landscape is composed of segments such as online media (news sites), offline media (e.g. national dailies), bloggers, opinion leaders, radio, TV:

- what is their impact?
- what is their mode of operation?

Each has their own characteristics:

- online media content is brief, fast and fact based;
- offline media offers more room for background and trends;
- national dailies feature different editorial groups, the 2 that interest WageIndicator most are those dealing with the labour market and the economy;
- HR-magazines & sites too are important from the WageIndicator perspective;
- knowing the ins & outs of the press agencies, such as Reuters or Dow Jones, is a must as well.

Each of these should be triggered differently:

- the economics editor might be interested to know the possible/potential impact of WageIndicator on the economy at large;
- the HR-editor is focused on the labour market.

One's media approach should be adapted to these specialisations. Editors should be known/be seen as individuals with their own tastes and preferences. WageIndicator should try to appeal to these with its selection of news angles.

During this workshop the trainees will make a first selection of relevant and high potential media in their country:

What is its record to date and what are the present contacts of WageIndicator in the existing media landscape, both offline and online?

What relevant bloggers are active? Who are the opinion leaders? What is their outreach? Their network? Are they employed? If so, by whom?

Be aware that media networks usually consist of relatively small (inner) circles. Once part of such networks, WageIndicator impact may increase considerably.

By the end of workshop 1 participants know:

- the functions of media mapping;
- the different media categories;
- the influence, outreach and power of the different media;
- their specific operations and how they vary with their medium.



# Collective Agreements Online I (9.15-11.00)

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## How to Measure Overtime? How to Compare Clauses? How to Compare Labour Law and CBA?

Workshop for Managers of a CBA Database.

### **Topics**

How is the full text presented in WageIndicator database, in the Brazilian DIEESE database and in the FNV-Dutch database of collective agreements.

### **Clause comparison**

How is it done between sectors, countries? What is seen as a clause? Sometimes they are too long or too short, How to standardise this?

To Compare a Collective Agreement with the national Labour Law - what is Needed?

With what to Compare: Minimum wages? Possibly yes, but what if the Minimum Wage Structure is Very Complex?

Working time?

Contract Type?

More?

### **Outcome**

Result of this workshop: shortlist of lessons learned.



# Job Satisfaction and Working Conditions (9.15-11.00)

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## ***Scientific Structure of WEBDATANET and WageIndicator***

WEBDATANET is a unique multidisciplinary European network bringing together leading web-based data collection experts, (web) survey methodologists, psychologists, sociologists, linguists, media researchers, internet scientists, economists and public opinion researchers from 29 European Member States, USA, Brazil and Russia. By addressing methodological issues of web-based data collection (surveys, experiments, tests, non-reactive data collection, and mobile internet research) and fostering its scientific usage, WEBDATANET aims to contribute to the theoretical and empirical foundations of web-based data collection, stimulate its integration into the entire research process (i-science), and enhance the integrity and legitimacy of these new forms of data collection. In this presentation I explain the WEBDATANET scientific structure organized in working groups and task forces focusing in the use of web data in applied economics, its activities, its interactions with WageIndicator, and the future projects.

The presentation will show existing interactions between WEBDATANET and WageIndicator and how synergies are emerging between the two projects. On the one hand, WageIndicator data are being used by survey methodologists and web data experts as a laboratory where they can study respondents' responses, attitudes and preferences from a worldwide point of view. WageIndicator is being more and more incorporated in the scientific discussion and being at the core of research proposals.

In order to provide a framework for coordination, the scientific scope of WEBDATANET is primarily divided into three broad research themes emerging as important areas in the field of web-based data collection. For each theme a Working Group (WG) has been established. The research themes are:

- WG1 Quality issues of web surveys
- WG2 Innovations in web-based data collection
- WG3 Guidelines, codes, standards, implementation and dissemination

Each group can create Task Forces (TF) or small groups. A TF works towards a specific goal, such as a special journal issue or a workshop. The output of each TF is closely linked to the goals as stated in the original WEBDATANET proposal and the Memorandum of Understanding. The table on the next page summarizes the resulting scientific structure.

<p><b><i>Pablo de Pedraza, Project Leader WEBDATANET, Economist University of Salamanca, Spain</i></b></p>
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<b>WG1: QUALITY</b>	<b>WG2: INNOVATIONS</b>	<b>WG3: IMPLEMENTATION</b>	<b>ORGANISATIONAL &amp; OTHER TFs SGs</b>
<p><b>TF1: Challenges and pitfalls of measuring wages via web surveys – some explorations on weighting</b></p> <p><b>TF2: Evaluation of questionnaire quality</b></p> <p><b>TF3: Web surveys and mixed modes in representative samples</b></p> <p><b>TF4: Internet panels in Europe</b></p> <p><b>TF24: Experiments on students on samples</b></p>	<p><b>TF5: Organization workshop Bergamo (finished)</b></p> <p><b>TF6: New types of measurement</b></p> <p><b>TF7: Informing Web surveyors: Webdatametrics workshops</b></p> <p><b>TF8: Dissemination of WG2 findings (finished)</b></p> <p><b>TF9: Improvement of iScience portals</b></p> <p><b>TF15: Web data collection from non-reactive sources</b></p> <p><b>TF19: Mobile Research</b></p> <p><b>TF20: Paradata</b></p> <p><b>TF22: Pilot study to examine the potential of Twitter and Facebook in the election year 2013 in Germany (PEP-TF)</b></p> <p><b>SG1: Social desirability</b></p> <p><b>SG3: Two-dimensional scaling</b></p> <p><b>SG2: Dynamic text fields</b></p>	<p><b>TF10: General Framework for Error Categorization in Internet surveys</b></p> <p><b>TF11: How Web surveys are changing the empirical (social science) research?</b></p> <p><b>TF12: Webdatametrics Master Academic Board</b></p> <p><b>TF16: Selecting survey for experimenting implementation and implementation guidelines</b></p> <p><b>TF 17: Going toward Integrated web data collection in official statistics?</b></p> <p><b>TF 21: Identifying synergies between WEBDATANET and GenPopWeb and defining their collaboration</b></p> <p><b>TF25: Web data and Applied Economics</b></p>	<p><b>TF18: Organization Iceland MC Meeting</b></p> <p><b>SG5: Organization Ljubljana Training School: Practical implementation of web surveys. (finished)</b></p> <p><b>TF13: WebSM improvement</b></p> <p><b>TF14: Development &amp; supervision Website</b></p> <p><b>SG4: Couldn't find a TF/SG fitting your research interests?</b></p> <p><b>TF23: WebDataNet Long-Term Strategy</b></p>

# Web Survey Analysis of the Subjective Well-being of Brazilian Workers<sup>2</sup>

WEBDATANET

This paper was written with the use of a large sample of individual data obtained from WageIndicator web surveys. Data includes extensive information on the quality of working conditions together with different well-being indicators. The paper emphasizes the role of work-related characteristics as a specific and very important aspect of life. The paper also contributes to the ongoing debate on web survey data quality, reliability, and validity for scientific use. It demonstrates how social sciences can benefit from the use of web survey data in order to overcome the limits of traditional information sources.

**Keywords:** subjective well-being, web-surveys, working conditions

**JEL classification:** J28, J81

## Introduction

According to Frey and Stutzer (2010), the research of subjective well-being (SWB) should remain open to constructing different indicators for different aspects of life. The research on SWB, despite examining very broad areas, tends to explore the role of working conditions in job satisfaction models, but neglects the importance of work related variables in other domains of SWB. In developed countries, employed individuals spend on average one-third of their time each day at the workplace. Working conditions and preferences towards employment therefore constitute the most significant determinants of SWB, but the available evidence is scarce, particularly due to data availability.

The relationship between different aspects of working conditions and SWB remains undiscovered also because traditional surveys are limited in the scope of the survey questionnaires and the number of questions related to working conditions is restricted. Moreover, surveys including well-being indicators typically do not permit SWB analysis at the country level, mainly due to the small sample sizes.<sup>3</sup> Empirical studies mostly rely on samples by pooling observations of all available countries. Indicators obtained from cross-country analysis cannot adequately capture the well-being of an entire nation and therefore, findings have limited use in national policy making.

This paper offers an alternative to those limits by making use of a large sample of individual data collected in the WageIndicator (WI) project. Data is obtained from web surveys<sup>4</sup> and includes extensive information on the quality of working conditions together with SWB. The goal of the paper is twofold – applied and methodological. First, the paper emphasizes the role of work related characteristics as a specific and very important aspect of life. In our analysis, we demonstrate the role of working conditions in SWB. Second, the paper contributes to the debate on web survey data quality, reliability, and validity for scientific use. It demonstrates how social sciences and SWB research can benefit from the use of web survey data in order to overcome the limits of traditional sources of information.

The paper is organized as follows. In Section 2, we discuss the advantages and disadvantages of data obtained from web surveys. We explain how the quality of data can be tested and we discuss methodological solutions. Section 3 presents the findings from SWB literature with a particular focus on the role of working conditions. Section 4 introduces the data used in the analysis. In section 5, we discuss the role of individual characteristics and the quality of working conditions in SWB. We confirm that results from the WageIndicator sample match remarkably well to those obtained from probabilistic surveys, especially after calibrating the WageIndicator sample using a propensity score weighting technique. We provide more evidence of data reliability and new conclusions on work related variables not widely presented in the SWB literature. Section 6 concludes our analysis.

**Pablo de Pedraza, University of Salamanca, Project Leader WEBDATANET**  
**Martin Guzi, Data Analyst at IZA Bonn and CELSI, WageIndicator Office Bratislava**

<sup>2</sup> This research was supported by the STSM Grant from the COST Action IS1004. We thank Kea Tijdens for her comments and suggestions. All errors existing in this text are the responsibility of the authors.

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<sup>3</sup> Few countries collect data in large numbers that are suitable for studying life-satisfaction determinants (e.g. Germany, United Kingdom, USA and Australia). International evidence often relies on the European Social Survey, Eurobarometer and the World Values Surveys (Leuchinger, Meier and Stutzer, 2010).

<sup>4</sup> In the text, we refer to the web surveys if the sample is obtained from questionnaires posted on Internet. Traditional surveys refer to surveys conducted by phone or face-to-face interviews in which participants are randomly selected.

# A Job-based Informality Index for sub-Saharan Africa

WEBDATANET

Who works informal and what are the consequences for wages and working hours? Informal work is addressed in ILO's decent work agenda. The measurement of informal work has been discussed in meetings of the International Conference of Labour Statisticians, hosted by ILO. Although in the 2000s major steps forward have been made in this respect, the operationalization of informal work is still under discussion. For this and other reasons, studies on informal work using survey data are scarce. Our study aims at an empirical contribution to this discussion by developing an index for job-based informality beyond a dichotomous classification based on a range of employment characteristics, by identifying the related socio-demographic characteristics, and by exploring its relationship to wages and working hours.

For ten sub-Saharan African countries this paper explores job-based informality (Benin, Ghana, Guinea, Kenya, Madagascar, Niger, Rwanda, Senegal, Togo, and Tanzania), using the data of cross-country comparable, face-to-face surveys on work and wages, held in 2011-2012 (N=18,000) under responsibility of the WageIndicator Foundation ([www.wageindicator.org](http://www.wageindicator.org)). The authors were involved in the fieldwork and the data-analyses. Using establishment registers, a country-level random sample was adopted.

The paper addresses the workers in registered, thus formal, enterprises, and develops an index for job-based informality within formal employment, distinguishing workers by employment status, contract, entitlement and contributions to social security, collective bargaining coverage and other features.

The data shows that across the ten countries on average approximately one third of workers is placed in the midst of the index, while one quarter is in the most informal and one sixth is in the most formal category. Young workers and low-educated workers are often found in informal jobs, and so are workers in small businesses. Informality contributes largely to the likelihood being paid under the minimum wage. Every step on the index increases the hourly wages with 10%.

The paper first reviews the formal-informal divide derived from the existing literature and explores which items should be included when measuring the degree of job-based informality. In a next step indexes are developed and tested, using the survey data. Finally, the socio-demographic characteristics of the formal and informal workers are detailed and so are the outcomes of informality in terms of wages and working hours.

***Kea Tijdens, Research Coordinator WageIndicator and Research Coordinator University of Amsterdam/AIAS, Professor Erasmus University of Rotterdam  
Janna Besamusca, PhD Candidate, University of Amsterdam/AIAS***



# Media Plan for your WageIndicator Operation II (11.00-12.45)

## Tell the Story

Story telling is highly effective to make a message stick. People like (to tell) stories. Take as an example the Corporate Story of WageIndicator, on page .. of this reader. A story for telling cannot be too long. The corporate story of WageIndicator fits on one page, size A4.

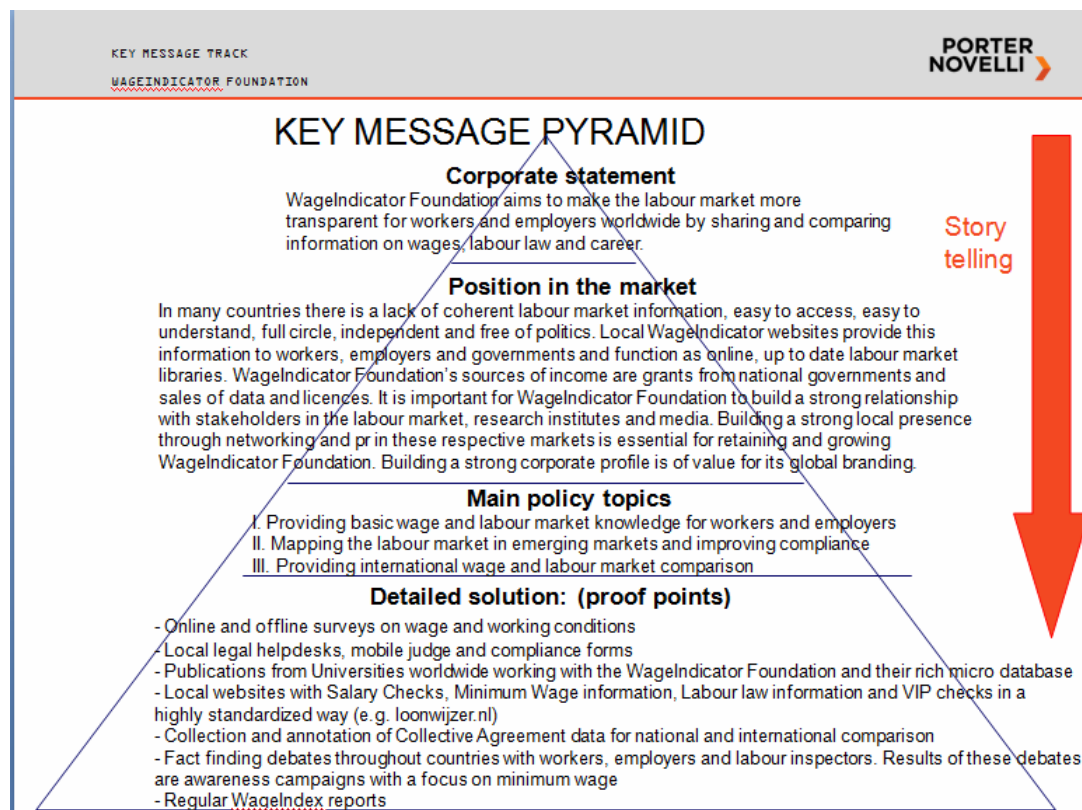
How to make use of such a story is what this workshop starts with. This story will be used for owned media (the web sites), as well as the 'earned' media (free publicity, social media). The WageIndicator story is basic for all other (partial) statements/stories/articles/letters (such as pitches) to the media.

What are the genes that make up WageIndicator DNA? What are its role, position and added value in the public discourse, for the different media, for individual readers, listeners, viewers of those media?

The uniqueness of WageIndicator lies in its specific know how on salaries, labour law and career, embedded in a vision. This is the stuff for building up a position of 'thought leadership' around topics like for instance Living Wage and other items that might come up during the workshop. What is the news potential of these topics and items?

And next: how to make sure that WageIndicator's stories will be reflected/printed properly in the media? This is the job of key messaging. The key message pyramid for WageIndicator consists of 4 layers:

- basic is the corporate message (stands, and is not subject to change)
- the specific situation found in the market/environment
- the solution/proposition of WageIndicator for/in this situation
- the 'proof', i.e. why WageIndicator in this situation?



By using this pyramid systematically, basically the same image is projected time and again, in media pitches and all other utterances. But coloured by and adapted to different circumstances, as they are sure to arise.

After workshop 2 participants know how to tell a story and how to apply the key messaging pyramid.

***Petra Koopmans, Porternovelli, The Netherlands. Ferdinand Helmann, Porternovelli - The Netherlands.***

# Collective Agreements Online II (11.00-12.15)

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## How to Use the CBA's Online for Negotiations?

Workshop with Focus on Negotiations in Benin, Togo, Senegal, Kenya, Tanzania, Peru, Indonesia.

### ***The crucial question***

How to improve the Collective Agreement database?

### ***Outcome***

Recommendations for the Collective Agreement database team.



# How to Measure Individual Wages Correctly? (11.00-12.15)

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## Measuring Non-Response on the Wages Item in the Cross-National volunteer WageIndicator Web Survey

WEBDATANET

As cross-national comparisons of income using micro data have become more attractive in recent years, this paper examines determinants and mechanisms underlying Item Non-Response (INR) on the income question of the WageIndicator survey in 2011 and 2012.

INR is a common phenomenon in surveys and particularly income questions are characterized by higher INR rates. INR not only reduces the sample size but might also produce non-ignorable missing data, i.e. when INR differs systematically between non responders and responders with regard to the variables of interest. Only with a better understanding of the underlying determinants and mechanisms of INR, tools and techniques can be developed to reduce INR and thereby improving data quality.

So far, research has revealed that INR is related to age and education and that INR on income is concentrated in the lower income tail. Most of these studies have focused on exploring INR for one country or a selection of countries. With the use of the WageIndicator – a unique data set offering a large number of observations in a large number of countries - the study enhances knowledge by offering insights into cross-national INR differences and introducing country level explanations for differences in INR.

In the presentation, first, cross-national INR rates, differentiated also by core socio-demographic characteristics, are described. Second, multi-level analysis is applied to examine determinants of the probability of INR for the wage question by simultaneously considering individual and country characteristics.

The findings show that INR is related to education and place of living as well as to low status occupations, part-time work and self-employment. Moreover, whereas no significant effect can be found for countries with respect to media and web activity, it seems that 'modern' countries (with high internet penetration) show lower levels of non-response on the wages item.

**Stephanie Steinmetz, Researcher University of Amsterdam/AIAS**  
**Annamaria Bianchi, University of Bergamo**

# Differences between the WageIndicator Mini - and Standard Survey

WEBDATANET

The Wage Indicator Foundation currently runs two main online surveys focused on wages and working conditions: the exhaustive standard survey and the mini-survey, which is smaller in its scope (see pictures below). The mini-survey, implemented at the end of 2011, enjoys growing popularity in WageIndicator countries, especially in the Netherlands, which brought 43,000 observations in 2012 and 75,000 in the first half of 2013.

The mini-survey attracts people mainly because of the instant feedback reports providing wage comparison of the survey participant with his/her peers, which is based on quantile regression. The standard survey is based on the idea that Wage Indicator provides an information/salary check tool and people, in return, take part in the standard survey. Since the mini-survey feedback report draws on the standard survey dataset, the question arose as to whether mini-survey data can reinforce the standard survey dataset. To support our decisions we have decided to show compatibility of both datasets using regression analysis.

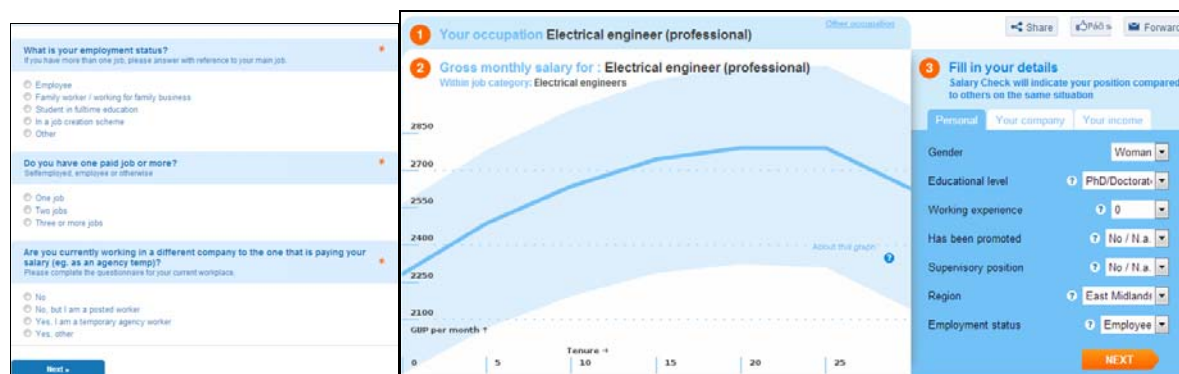
Two regression models with log wage transformation were employed in order to investigate wage differences between standard survey and mini-survey data. The first model, which is without interaction terms, takes into account occupation, region, education, gender, tenure (life-time experience), firm size and whether the respondent is in a supervisory position. In the second model, we have controlled for interaction terms between variables, including the dummy variable for mini-survey (1 - mini-survey, 0 - standard survey), tenure, firm size, region, education, gender and supervision.

The regression analysis without interaction terms, prepared for 11 countries based on 2012 Wage Indicator data, has shown no differences between mini-survey and standard survey wages in the Czech Republic and Spain (see table below). In all other countries, survey participants reported higher wages in the mini-survey. The lowest discrepancies can be found the Netherlands (2.5%) and Belgium (6%). All but two of the other countries have shown 12-16% higher wages reported in the mini-survey compared to the standard survey. The exceptions were Kazakhstan (26%) and Brazil (31%), which showed the highest discrepancies.

After adding interaction terms into the regression, the conclusions are as follows:

- The difference in the Netherlands and Belgium disappears. The interaction terms signal that the more productive workers are more likely to participate in the mini-survey than the standard survey. An alternative explanation is that mini-survey participants underreport their tenure (life-time experience).
- In Kazakhstan, Ukraine, Russia, Brazil and Mexico the wage differences persist between the mini-survey and the standard survey, and cannot be explained by observed characteristics.
- The difference also disappears in South Africa, where mini-survey participants clearly misreported their education (respondents reported low education and medium or high wages).

Based on the outcomes of regression analysis and further consideration, WageIndicator decided to use both mini-survey and standard survey data for the computations needed in mini-survey feedback reports, but only for countries where differences were not proven.



a) Standard survey

b) Mini-survey

	Model without interaction terms		Model with interaction terms	
	Regression coefficients for variable mini-survey	R <sup>2</sup>	Regression coefficients for variable mini-survey	R <sup>2</sup>
Belgium (n=4106)	0,063 ***	0,366	-0,022	0,372
Brazil (n=7503)	0,314 ***	0,364	0,285 **	0,368
Czech Republic (n=4027)	0,016	0,353	0,007	0,353
India (n=4005)	0,162 ***	0,262	0,565 ***	0,267
Kazakhstan (n=7848)	0,261 ***	0,296	0,301 ***	0,297
Mexico (n=2204)	0,134 ***	0,386	-0,22 **	0,391
Netherlands (n=62659)	0,025 ***	0,466	-0,008	0,466
Russian Federation (n=5600)	0,141 ***	0,296	0,106	0,296
South Africa (n=7530)	0,124 ***	0,396	0,081	0,397
Spain (n=1845)	0,001	0,171	-0,028	0,173
Ukraine (n=11332)	0,142 ***	0,215	0,121 **	0,216

Source: Wage Indicator database (2012)

Note: Asterisks represent levels of significance as follows: \* < 0.05, \*\* < 0.01, \*\*\* < 0.001

**Tomas Mamrilla, Data Analyst CELSI, WageIndicator Office, Bratislava**

# Differences between the WageIndicator Standard Web Surveys and Face-to-Face Surveys

WEBDATANET

The increasing popularity of web surveys has triggered a heated debate about their quality for scientific use. Web surveys offer advantages such as worldwide coverage, cost benefits, fast data collection and flexible questionnaire design. The disadvantage is that they may not be representative because the sub-population with internet access is quite specific. Findings for developed countries consistently show that young highly educated men are overrepresented in web surveys. While the question of representativeness and methodological solutions has been extensively discussed for developed countries, the question remains whether similar biases can be found for developing countries. Even though in developing countries internet access is still low, their fast increase makes a growth in web surveys likely.

For eight developing countries this paper explores to what extent different survey modes, i.e. the web-based and face-to-face (f2f), produce more reliable data with respect to core socio-demographic characteristics (China, Ghana, Honduras, Indonesia, Kenya, Senegal, Uganda, Zambia), comparing the data of f2f and web surveys (2010-2012, N=51,509). These continuous, volunteer web surveys are posted on national WageIndicator websites, asking socio-demographic, wage and work-related questions. WageIndicator Foundation conducted f2f surveys parallel, using business registers for sampling.

When comparing the age-gender distribution of both survey modes with current ILO national labour force estimates, the results reveal that across countries the web samples are characterized by an overrepresentation of young men and women and an underrepresentation of older men and women. Interestingly, the same deviations, but to a smaller extent can be observed for f2f samples.

***Kea Tijdens, Research Coordinator WageIndicator, Research Coordinator University of Amsterdam/AIAS, Professor Erasmus University of Rotterdam  
Stephanie Steinmetz, Researcher University of Amsterdam/AIAS***

# **Tuesday, August 27, Afternoon**

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## **14.00-15.30 Workshops I**

### ***Minimum Wage and Living Wage I WEBDATANET***

- Minimum Wage Structures on Five Continents (van Klaveren)
- Poverty Line, Minimum Wage, Living Wages (Guzi)

### ***Mobile Judge, Legal Help Desk I***

## **15.30-15.45 – Break**

## **15.45-17.00 Workshops II**

### ***Minimum Wage and Living Wage II***

### ***Mobile Judge, Legal Help Desk II***

### ***Tackling Drop-out rates in the WageIndicator Web Survey WEBDATANET***

- Drop-out Rates (Fabo)
- Can Timestamp Analyses show the Bottlenecks in Web Surveys? (Andreadis)
- Instant Feedback Reports to Individual Survey Respondents (Dokter, Mamrilla)
  
- Effect of Collective Feedback Reports in Germany. (Öz)

## ***17.30-18.00 Preliminary Reports from Workshops, Lessons Learned & Recommendations.***

Plenary session

## ***18.00 - Bus to Dinner from De Burcht***

## ***18.00-21.00 – Drinks, Dinner & Dance***



# Minimum Wage and Living Wage I (14.00-15.30)

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## How to Get a Good Minimum Wage Structure in your Country?

### *Minimum Wage Structures on Five Continents*

About 90% of all countries in the world, also representing 90% of the world's population, currently have statutory minimum wages (MW's). A majority of these MW's is national, a large minority is set by region, sector and/or occupation. The Minimum Wage section of the WageIndicator documents the MW levels and their upratings carefully.

In ever more countries MW's are introduced. It helps that in recent years arguments against the introduction of MW's as such have been enfeebled by leading researchers. They have shown that negative effects of MW's on notably employment are small or even negligible. Yet, the levels on which MW's are set and the ways along which that is done, differ widely across countries and are subject to ongoing discussion, also in this WageIndicator conference.

On average, according to the ILO worldwide minimum wages recently were about 40% of average wages, in developed and developing countries alike. Yet, the variations are large. About three in four national MW's are set between 30 and 60% of the average wage in a country. A MW of less than 30% of the average wage can be called a 'mini minimum wage', a MW of over 60% a 'maxi minimum wage'. Both categories may have serious disadvantages. Mini MW's, or MW's lagging behind rises in average wages or behind inflation, do not help in improving the situation of the poor. Maxi MW's, however much tempting they may be at first sight, tend to end up in disappointment as well. They may fuel inflation. They often originate from situations where collective bargaining was weak or absent, but in the end they may not stimulate collective bargaining at all. After all, maxi MW's easily lead to non-enforcement, and like mini MW's they may make a laugh of the MW system.

Thus, finding an optimal MW level will always be a balance act. Yet, ILO Convention No. 131 provides some basic rules of guidance here. First, according to this Convention countries should take into account both the needs of workers and their families as well as economic factors. The national levels of MW's should set a wage floor guaranteeing a decent life, given the conditions in the countries at stake. Second, the ILO requires that decisions on MW's should always involve social partners. This implies that trade unions as well as employers' organizations should play important roles. They have to work towards MW's that are transparent and enforceable in practice. For example, experience learns that overly complex systems with many MW's, however much understandable its creation in large countries may be, enlarge the danger of non-compliance.

In the end, compliance and enforcement are the alpha and omega: negative effects of MW's or disappointing outcomes are nearly always linked with high levels of non-compliance. This also means that the roles of social partners have not ended once MW's are in place. Trade unions can advertise the MW rates and stimulate their membership to actively report underpayment, and - as the ILO notes - both unions and employers' organizations can apply pressure on underpaying employers.

All over the world, it is in the interest of those employers taking up their social responsibilities to discourage such abusive practices of colleagues and avoid a 'race to the bottom' in w/ages and conditions of work.

**Maarten van Klaveren, Senior Researcher, University of Amsterdam/AIAS**

# Poverty Line, Minimum Wage, Living Wage in EURO – Source WageIndicator 2012/2013

The statutory minimum wage and estimates of the living wage (in EUR)

	Group	Country	Housing	Food	Transportation	other expenses	Living wage	MinWage 2013
1	Asia	Australia	1020	270	91	269	1650	1894
1	Europe	United Kingdom	700	220	76	194	1190	1254
1	Europe	Netherlands	670	190	70	190	1120	1478
1	Europe	Ireland	600	230	95	185	1110	1462
1	Europe	Finland	580	230	46	174	1030	N/A
1	Europe	Belgium	580	240	45	165	1030	1502
1	Europe	France	550	260	51	169	1030	1430
1	Europe	Denmark	540	260	49	161	1010	N/A
1	Europe	Sweden	510	250	87	163	1010	N/A
1	Europe	Austria	500	220	45	155	920	N/A
1	Europe	Italy	450	230	36	144	860	N/A
1	Europe	Spain	400	160	48	122	730	753
1	Europe	Portugal	350	150	35	105	640	485
1	Europe	Slovakia	350	140	25	95	610	328
1	Europe	Czech Republic	290	140	21	89	540	308
1	Europe	Poland	280	110	22	88	500	370
1	Europe	Bulgaria	180	120	26	64	390	159
1	Europe	Hungary	160	130	35	55	380	333
1	Europe	Romania	180	120	11	49	360	169
3	Asia	Indonesia	600	160	62	158	980	101
3	Asia	South Korea	420	300	33	147	900	581
3	Asia	Russia	350	140	21	99	610	122
3	Asia	Kazakhstan	310	160	10	90	570	95
3	Asia	China	280	170	14	86	550	133
3	Asia	Belarus	230	130	9	81	450	122
3	Asia	Ukraine	240	120	9	61	430	108
3	Asia	Cambodia	110	180	39	71	400	80
3	Asia	Vietnam	180	130	5	65	380	69
3	Asia	Sri Lanka	140	140	6	64	350	55
3	Asia	India	90	80	10	30	210	72
3	Asia	Pakistan	60	80	9	21	170	78
4	America	United States	560	200	55	155	970	892
4	America	Costa Rica	380	200	15	115	710	427
4	America	Chile	320	150	32	108	610	318
4	America	Argentina	280	170	16	94	560	475
4	America	Brazil	270	150	53	87	560	238
4	America	Guatemala	300	150	13	97	560	191
4	America	Colombia	200	120	27	73	420	235
4	America	Mexico	170	130	21	69	390	139
4	America	Paraguay	150	140	15	65	370	286
4	America	El Salvador	120	140	57	53	370	115
4	America	Peru	120	100	39	61	320	211
4	America	Honduras	120	100	24	46	290	259
5	Africa	Kenya	420	170	36	124	750	125

5	Africa	Zambia	370	210	15	125	720	104
5	Africa	Zimbabwe	290	180	15	95	580	191
5	Africa	South Africa	310	140	35	95	580	212
5	Africa	Tanzania	310	150	15	95	570	100
5	Africa	Uganda	270	130	56	84	540	N/A
5	Africa	Mozambique	190	200	15	95	500	97
5	Africa	Senegal	150	220	23	87	480	55
5	Africa	Nicaragua	110	160	6	54	330	117
5	Africa	Ghana	80	170	15	55	320	43
5	Africa	Egypt	90	90	9	41	230	78

Source: Numbeo.com, WageIndicator.org

**Note:**

*The living wage includes the cost of housing, food, transportation, and an additional 20% for discretionary expenses on a monthly basis. If several minimum wages are defined in a given country in 2013, the average value is calculated. N/A means no minimum wage is defined. Figures are converted to EUR with exchange rate from July 1, 2013.*

# Mobile Judge, Legal Helpdesk, Part I (14.00-15.30)

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## How to Advise Better/Cheaper/Faster and Solve More Cases?

### *Centralized Legal Help Desk and its Relevance*

Worker rights is a field which seems overpopulated and saturated as many organizations are working in the field. However, once we look into the working of these organizations, none of these is concerned with 'educating the workers about their rights in a layman's language'.

WageIndicator, currently working in more than 70 countries, achieves the objective of educating workers about their rights through comprehensive labour law sections and Decent Work Checks (both providing information on national labour laws). Other than these two tools, an important pillar of WageIndicator websites is minimum wage information where recent notifications on wages are provided for the benefit of both the workers and employers.

All these tools/activities create transparency in the labour market and help workers in getting their fundamental rights. Now the question is how WageIndicator can use its knowledge base in helping more and more workers to attain their rights? Two new tools that have been operation since last year are Legal Help Desk and Mobile Judge.

The Mobile Judge is currently operational in Mozambique and has reportedly helped hundreds of workers in getting their rights. It works with employers and employees (in partnership with relevant government institutions) and the proceedings of cases are recorded and aired on TV. The Mobile Judge usually takes cases of greater interest where larger number of workers are involved (collective labour disputes?). With the support of press/TV, amicable settlement between the social partners is reached and compliance with the agreement is ensured. Thus the Mobile Judge focuses on groups of workers and needs support from electronic media.

The Legal Help Desk is there to help individual workers as well as employers in better understanding of the laws. Legal Help Desks have been kick started in many countries since early 2012, where the local teams respond to the queries received about national labour and employment laws. An analysis of feedback statistics has been done from 1<sup>st</sup> January 2012. The last 10 emails from different national groups have been analysed.

### ***Analysis of statistics***

Online record of queries started	01-01-2012	
Total queries received to date	3,950 queries	
Total queries received from 01-01-3 to 11-08-13	1,650 queries	
National websites		
Loonwijzer.nl	916 queries	Workers wanted to know application of labour laws in their specific circumstances... here giving responses means more insights into labour laws
Paycheck.in	491 queries	Most of the queries refer to minimum wage rates, notifications and other aspects of wages... more focused on getting information in a timely manner... minimum wages seems to be the niche of Paycheck in India
Gajimu.com	490 queries	Like Loonwijzer, very specific queries on application of labour laws received. More insights needed on working of labour laws in Indonesia

Mywage.co.za	454 queries	queries refer to application of labour laws....relatively easier than in the case of Gajimu and Loonwijzer
Elsalario.co.ar	123 queries	queries refer to application of labour laws and general information on labour market
<b>Others</b>		
Meusalario.org	250 queries	information is sought on general employment related issues... no specific labour legislation identified
Mywage.org (Anglophone Africa)	243 queries	queries refer to application of labour laws and general information on labour market
Tusalario (Spanish)	165 queries	information is sought on general application of labour laws
Mojazarplata (Russian)	209 queries	queries refer to application of labour laws... relatively easier than in the case of Gajimu and Loonwijzer
Votresalaire (Francophone Africa)	64 queries	queries refer to application of labour laws and general labour market information

Against this background information, we need to decide whether it is relevant to have a Centralized Legal Help Desk (based either in Islamabad, Pakistan or Bratislava, Slovakia or maybe on a shared basis). Why should we? First of all, the analysis of feedback from all sites reveals that queries are not always responded to. Of the 3,950 queries received, actually a negligible number have been responded to. Secondly, local teams may not have the capacity to respond to the queries as these involve complex labour and employment laws. Whereas, on the other hand, the Pakistan team is working on Decent Work Checks, which give a broad overview of all relevant labour laws per country.

We, the Pakistan team, also plan to start a Global Contract Shop where sample contracts for all types of employment would be available for the employers (as well as for the workers). These two activities give us the insight needed for responding to the queries received worldwide.

It is important to remember however that out of 70+ countries where WageIndicator is working, only 18 of them have English as the official language and their websites are in English. The other countries receive queries in their national languages (Spanish, French, Russian, Indonesian and many other European languages). While translation tools like Google translate can be used in receiving the queries worldwide, however it does not seem advisable to use these tools while responding to the people sending these queries. We all are aware of the limitations these tools (still) have.

There could be two options. Either, the local teams help us in framing the responses (as their local knowledge is always stronger) and then translate our responses before the Centralized Legal Help Desk forwards it to the people; or the Bratislava office has people who know all the WageIndicator languages and translate our response which can then be forwarded from Pakistan.

Keeping all these aspects in view, this is what I propose:

- Create a Centralized Legal Help Desk in Pakistan (involving 2-3 people working on decent work checks, contract shop and responding to the queries);
- The Bratislava team may be involved in translation of responses from the Pakistani team or local teams may be involved in translation;
- When generic questions are asked, local teams may be involved in responding to the queries;
- In complex labour law questions, the major work is to be done by Pakistan team (however local teams need to be involved as they develop their expertise about national labour laws over the years).

***Iftikhar Ahmad, Legal Specialist, Project Manager WageIndicator, Office Islamabad Web Manager Paycheck.pk***

# Minimum Wage & Living Wage II (15.45-17.00)

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## Living Wage 2013 according to WageIndicator

### ***What is living wage?***

The concept of living wage aims to provide a meaningful comparison of how costly is to lead a decent life across the globe. The calculation of the living wage estimates the monthly income necessary to cover the basic expenses comprising the cost of accommodation, food and public transportation.

### ***How does WageIndicator calculate living wage?***

WageIndicator uses the prices posted at the Numbeo website to estimate the cost of housing, transportation and food necessary for an individual on a monthly basis. In particular the concept of living wage comprises the monthly rent of 1 bedroom apartment outside of the city centre, a public transportation monthly pass and monthly expenses on food per person. To follow the common practice the total cost is topped up by 20% to allow for discretionary expenses.

### ***Where do the prices come from? What is Numbeo?***

The calculation of living wage is based on prices posted at [www.numbeo.com](http://www.numbeo.com) as of January 2013. Numbeo is the online database of user-contributed information about the cost of living in cities around the world.

### ***How does WageIndicator calculate cost of food?***

The prices of food assume a personal consumption of 2000 calories per day. The balanced food basket is constructed by Numbeo (e.g. 0.25 liter of milk, 130g of bread, etc.) and the cost of food is estimated on a monthly basis.

### ***How does WageIndicator calculate the cost of transportation?***

The price of transportation reflects the average regular price of a monthly public transportation pass in the country.

### ***What other purchases are included in the living wage?***

In addition to the cost of housing, food and transportation, living wage accounts for 20% monthly spending on non-specified discretionary purchases.

### ***Is living wage gross or net?***

The concept of living wage represents the amount of expenses in the given country. Therefore the living wage should be understood as the concept of net income. WageIndicator performs gross income estimations in the Salary Checks.

### ***Why does WageIndicator present living wage for a single person?***

The living wage is estimated for a single person and provides an easy and straightforward interpretation. In addition the living wage complements the statistics on minimum wage and average wage per occupation provided by WageIndicator jointly in one application.

### ***Is the wage information in the Salary Check controlled for inflation?***

The calculations of living wage are frequently updated to account for the change in prices. Currently the living wage is based on information from 2013.

### ***What is the difference between living wage and minimum wage?***

The minimum wage levels are enforced by law. By contrast the concept of living wage is not written in any law and should be perceived as a suggested income level to achieve decent living standards. The definition of decent living standards can vary between countries and individual preferences. In the majority of countries the estimated living wage is higher than the minimum wage.

### ***How does living wage relate to the national poverty line?***

Definitions of the poverty line may vary considerably among nations and therefore national estimates of poverty line are not comparable. For example, rich nations generally employ more generous standards of poverty than poor nations. The concept of living wage aims to provide a consistent estimate on how costly is to lead a decent life in a given country.

## **Mobile Judge, Legal Helpdesk, Part II (15.45-17.00)**

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### **Recommendations for WageIndicator and Trade Unions/Employers**



# Tackling Dropout Rates in the WageIndicator Web Survey (15.45-17.00)

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## Managing Dropout Rates in an Online Survey

WEBDATANET

Anyone organizing a web-based survey had better learn to accept that most respondents will simply not follow the instructions all the way to the end. The reason is simply that this is how people generally behave on the internet. As shown by Farhad Manjoo recently in Slate, a typical website loses 38 per cent of users through the so-called 'bounce rate', meaning a third of people who come to a specific content piece loses interest before even starting engaging with the content. Another 5-10 per cent cannot be bothered to scroll past the area immediately visible upon coming to the site. A majority of users never makes it past halfway through.

An interactive piece, like a survey, has its own advantages and disadvantages in comparison with content that does not require much agency from the user, such as articles or videos. On the one hand it is more tiresome to fill a survey than to simply read an article. On the other hand the feedback WageIndicator receives from users of our survey tells us that a significant portion of our users enjoyed filling it out and generally found it enlightening and fun.<sup>5</sup> This is in line with now classic 'interest hypothesis'<sup>6</sup> which suggests that capturing attention of recipients is crucial for running a successful survey.

The sociological and marketing academic literature on online surveying tends to agree<sup>7</sup> that a successful online survey offers a monetary reward for completion, are not too long, do not overly rely on graphical representations<sup>8</sup>, and provide reasonable guarantees that the user privacy will be protected. Nevertheless, this is often easier said than done. The monetary compensations are expensive and produce undesirable incentives for the respondents to cheat and answer randomly. Researchers always try to squeeze in as many questions as they can and resists attempts to cut the survey down to size. The pressure to 'innovate' is not always effectively countered by common sense considerations in survey design. Finally, the current media environment makes many people particularly worry about the privacy concerns and security issues.

WageIndicator takes the response rate and data quality issues very seriously. We incentivize respondents to go through the survey by offering them a chance to win a monthly or weekly minimum wage in their country, making the survey attractive for the users while still affordable for us. The competition allows us to motivate the respondents to answer truthfully through conditioning the prize on the answers being truthful. We are trying to keep the survey length in check by making the size of the survey explicitly a pivotal matter of discussion and by dividing the survey into two parts, giving respondents the opportunity to decide whether they want to continue filling the questionnaire after approximately 10-15 minutes.

We innovate constantly, but carefully, paying close attention to the meta data to see what our users consider 'cool' and what maybe only seems 'cool' to us. The privacy of our users is protected through strictly adhering to industry standards by not reporting the findings unless they are based on sufficient number of cases, to make the fact untraceable to the particular respondents, keeping the responses separated from meta data (and generally restricting the access to the later) and by working with esteemed institutions such as AIAS, Harvard Law School and the Indian Institute of Management in Ahmadabad.

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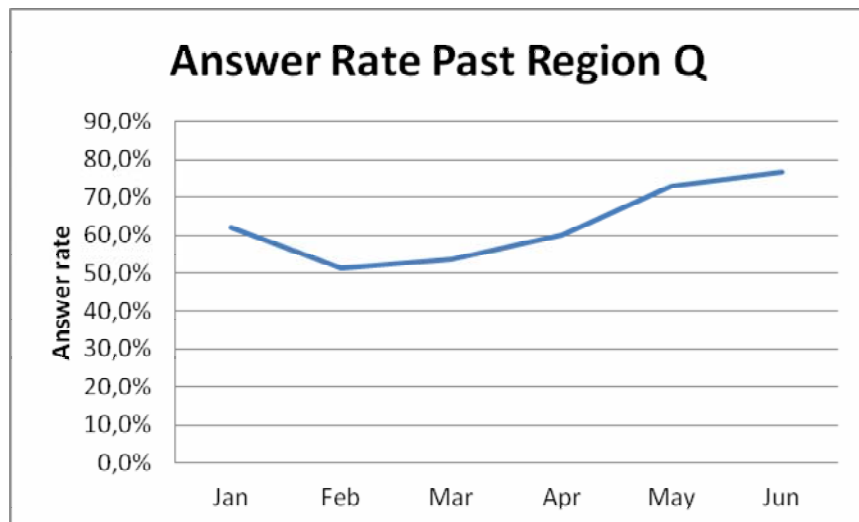
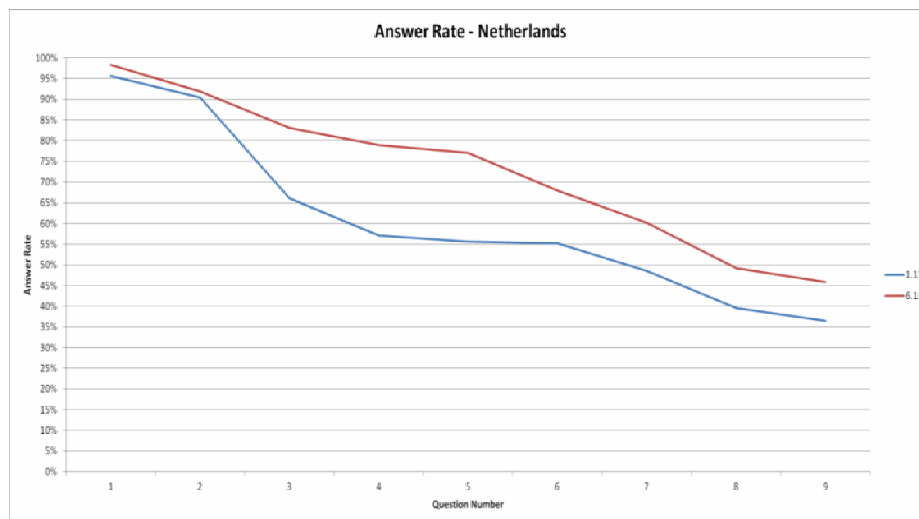
<sup>5</sup> Tijdens KG, Van Zijl S, Hughie-Williams M, Van Klaveren M, Steinmetz S: Codebook and explanatory note on the WageIndicator dataset, a worldwide, continuous, multilingual web-survey on work and wages with paper supplements. Amsterdam: University of Amsterdam, AIAS Working Paper 102; 2010 [[www.uva-aias.net/files/aias/wp109.pdf](http://www.uva-aias.net/files/aias/wp109.pdf)]

<sup>6</sup> For example Armstrong, J.S. & Overton, T.S. (1977) Estimating non-response bias in mail surveys. *Journal of Marketing Research*, 14, pp. 396-402.

<sup>7</sup> See overview Liu, L. (2011): Improving response rates in web surveys with default setting The effects of default on web survey participation and permission. *International Journal of Market Research*, 53(1).

<sup>8</sup> Even though other authors have reported a certain degree of success in stimulation response rate through the use of emoticons instead of verbal descriptions (Derham, P. (2011): Using preferred, understood or effective scales? How scale presentations effect online survey data collection. *Australasian Journal of Market & Social Research*. 19(2)

The following chart illustrates the scope of progress we have made recently. The vertical bar represents the percentage of respondents who answered one of 9 successive key questions. The red line represents the situation in June 2013 and the blue one the situation in January 2013. What is evident from the chart is that we have eliminated a point which caused a significant dropout rate. This is the choice of occupation. Previously it was rather time consuming and cognitive demanding: respondents were asked to choose from a tree consecutive list of many professions. Now we only have one simple click-through selection and a search bar with a browser-like, auto-complete feature. Along with other small improvements this resulted in doubling the data intake from the survey.



**Brian Fabo, Data and Survey Manager, WageIndicator Office, Data Analyst CELSI, Bratislava**

# Can Timestamp Analyses Show the Bottlenecks in Web Surveys?

WEBDATANET

## ***Introduction paradata***

This paper analyses the response times recorded in June 2013 from the multi-country, multilingual WageIndicator<sup>9</sup> web survey on work and wages. The analysis includes data from Germany, the Netherlands, Brazil, Belgium, Great Britain, Portugal and Spain. For Belgium there are two datasets because the web survey is available in two languages: French and Dutch. The selection of the countries was based on the number of useful cases in each dataset. I have started with the dataset that has the maximum number of useful records (1706) and I have stopped with Spain (79 cases) because I consider datasets with fewer cases not adequate for the analysis that follows.

Response time (Andreadis, 2012; Couper and Kreuter 2013; Heerwegh, 2003; Heerwegh, 2004) belongs to a special type of data called Paradata. Paradata do not describe the respondent's answers, but the process of answering the questionnaire. Paradata can provide useful information on how the respondents have interacted with the web survey. In this paper, I analyse the relationship between the time spent on the survey and dropout, i.e. the outcome of the respondent's decision to abandon the web survey.

## ***Methods***

I have used the times the survey was started (paradata variable: created) and the times the user had finished.

- introductory questions (e.g. What is your employment status? Do you have one paid job or more? etc); paradata variable 'intro'
- occupation page (e.g. What is your occupation? Do you want to specify your occupation in greater detail? etc); paradata variable 'occupation1'
- page regarding main business activity of the organisation, number of people employed and percentage of female employees; paradata variable 'firm1'
- page regarding the locations where the organisation has businesses / plants; paradata variable 'firm2'
- education page (e.g. What year did you finish full-time education? What is the highest level of education you have attained? etc) paradata variable 'education'
- page regarding the kind of employment contract and the working hours; paradata variable 'contract working hours'
- first page regarding the wage (e.g. Do you receive your salary per month? Do you know your gross and your net wage? etc); paradata variable 'wage1'
- second page regarding the wage (e.g. Did your last wage include any of these allowances?); paradata variable 'wage2'.

If the response time is missing for a page of the WageIndicator web survey and it is not missing for the previous page, then we can define the corresponding case as a new dropout of the survey that has occurred while the user was on the page with the missing response time.<sup>10</sup>

By calculating the difference between two consecutive timestamps we can get a measure of the time spent on a page. In addition, by calculating the difference between a timestamp of a specific page and the time the survey has been started, we can have a measure of the overall time spent on the questionnaire until this page. The overall time is associated with the order of the page in the questionnaire (i.e. pages that appear near the end of the questionnaire will be associated with longer overall times than pages that appear near the beginning of the questionnaire).

Overall response time can be an indicator of burden to the respondent, i.e. respondents who need more time to arrive to a page have probably faced more difficulties in answering the previous questions and the probability of them getting tired can be larger. Galesic (2006) has shown that there is a link between the overall survey burden and dropout and she argues that there is a cumulative effect of all previous questions in a questionnaire on dropouts:

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<sup>9</sup> <http://www.wageindicator.org>

<sup>10</sup> Dropouts are usually defined by the data itself instead of the using missing response times as I describe here. The former method (keeping track of the first unanswered question) has the disadvantage that if answering the questions is not obligatory, the respondent may have abandoned the survey several pages after the last unanswered question.

'But as the survey continues, the influence of negative aspects of participation (such as fatigue and boredom) becomes stronger and so does the preference to stop participating. However, until this change crosses their inhibitory threshold and affects behavior, respondents will continue to participate despite the growing tendency to stop. The preference to complete the questions may nevertheless decline, and that can result in lower quality of their answers'.

In addition, Yan and Tourangeau (2008) and Andreadis (2012) have found evidence that respondents tend to answer more quickly as they get closer to the end of the questionnaire. This could be a sign that respondents get tired/bored near the end of the survey and they dedicate less time (pay less attention) to the last questions.

Based on the aforementioned findings, I use the response times of the WageIndicator web survey to test the following hypotheses:

larger overall response time near the beginning of the web questionnaire could be an indicator of respondents facing difficulties with the questionnaire. These respondents are expected to dropout more frequently than people who have spent less time on the same questions;

smaller overall response time near the end of the questionnaire could be a sign of tiredness and/or boredom. These respondents have probably started giving lower quality responses and they are more probable to dropout than people who have spent more time on the same questions.

## Findings

Table 1 displays the dropout rates per page in each country. The rate of respondents who leave the survey before they finish the introductory questions ranges from 5% (Netherlands) to 15% (Portugal and Spain). This difference may have various reasons. Probably Dutch visitors are more interested in the topic of the survey than the respondents of other countries. This could imply that the Portugal and Spain teams should target a more focused group of respondents.

Time differences could also be attributed to differences between languages (for some languages it takes more time and more effort to ask the same thing).

Finally, since national web-surveys have been adapted to peculiarities in each country, it is possible to have more introductory questions in one country than in another.

From the group of respondents who have finished the introductory questions, a significant part abandons the survey before finishing the occupation page. The rate of new dropouts in the occupation page ranges from about one out of five (for most of the countries) to about one out of three (in Brazil and in Portugal). Given that both the latter surveys are in the Portuguese language, this could mean that the Portuguese occupation tree should be checked again. These two surveys continue to suffer by many new dropouts in the following page. The dropout rates are low for the following pages until the wage1 page.

Table 1. Dropout rates per page in each country/language

	N*	Intro	Occupation	Firm1	Firm2	Education	Contract - working hours	Wage1	Wage2
DE	1706	8%	23%	12%	3%	5%	3%	10%	5%
NL	1645	5%	20%	9%	5%	10%	3%	8%	6%
BR	999	9%	31%	22%	11%	10%	5%	15%	13%
fr_BE	198	13%	22%	13%	7%	9%	1%	24%	20%
nl_BE	179	10%	19%	5%	6%	9%	1%	24%	20%
GB	178	10%	20%	11%	8%	7%	4%	11%	5%
PT	116	15%	34%	25%	6%	9%	7%	38%	17%
ES	79	15%	18%	4%	8%	12%	5%	15%	0%

Source: WageIndicator (June 2013).

\* N refers to the number of respondents at the beginning of the survey

The presented dropout rate is the ratio of the number of respondents who have not completed the current page (i.e. they have a missing timestamp for the current page). divided by the number of

respondents who have completed the previous page (the timestamp for the previous page is not missing).

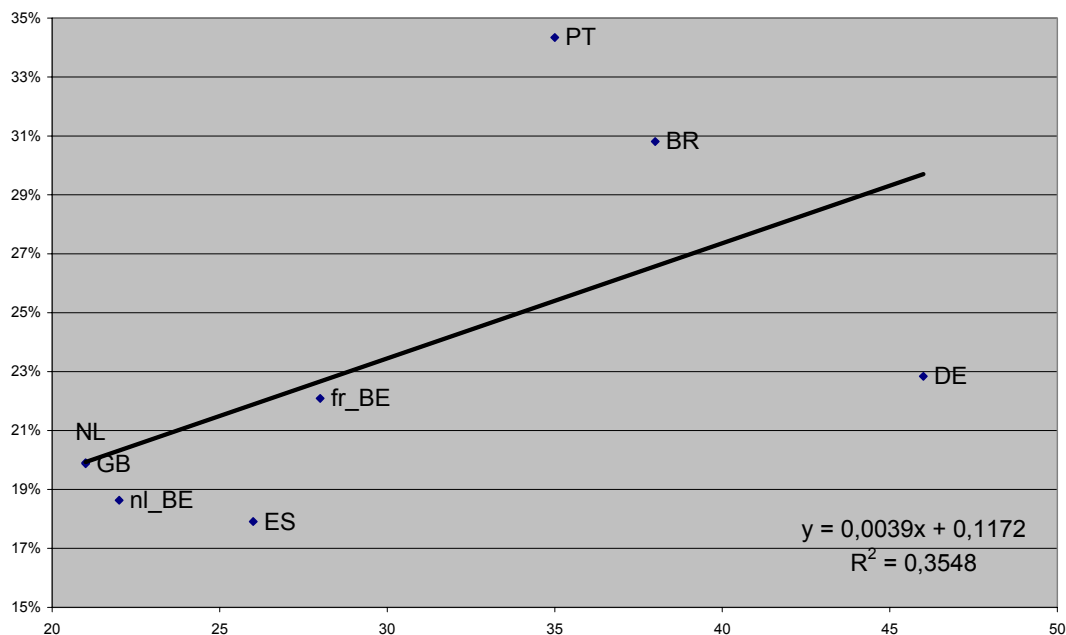
Table 2 Median overall time spent on the survey until the page

	N*	Intro	Occupation	Firm1	Firm2	Education	Contract - working hours	Wage1
GB	1706	21	159	222,5	254	348	446	605
DE	1645	46	166	268	296	374	455	544
NL	999	21	154	240	262	388	470	582
BR	198	38	250	348	386	524	653	789
fr_BE	179	28	184	268	288	408	489	633
nl_BE	178	22	142	202	228,5	309	381	530,5
PT	116	35	162	236,5	284	360	455	585,5
ES	79	26	133	189	222	327	411	522

\* The presented N refers to the number of respondents at the beginning of the survey. The median is calculated among the respondents who have finished the corresponding page.

Table 2 shows the median overall time spent on the survey until finishing the corresponding web survey page (as it appears in the first row of the table). The average value is not the most suitable measure of the central tendency for response times, because there are cases with extremely large values. Response times are generally right skewed and the average value is sensitive to outliers. Therefore, as a measure of central tendency, I use the median value which is robust to extreme values.

Diagram 1 displays the dropout rates on the occupation page and overall median time spent on the introduction questions for each WageIndicator survey I have included into the analysis. There is a positive relationship between time spent on introductory questions and dropout rate. The OLS model ( $R^2=0.355$ ) shows that for every 10 additional seconds spent, the dropout rate increases by 3.9%.

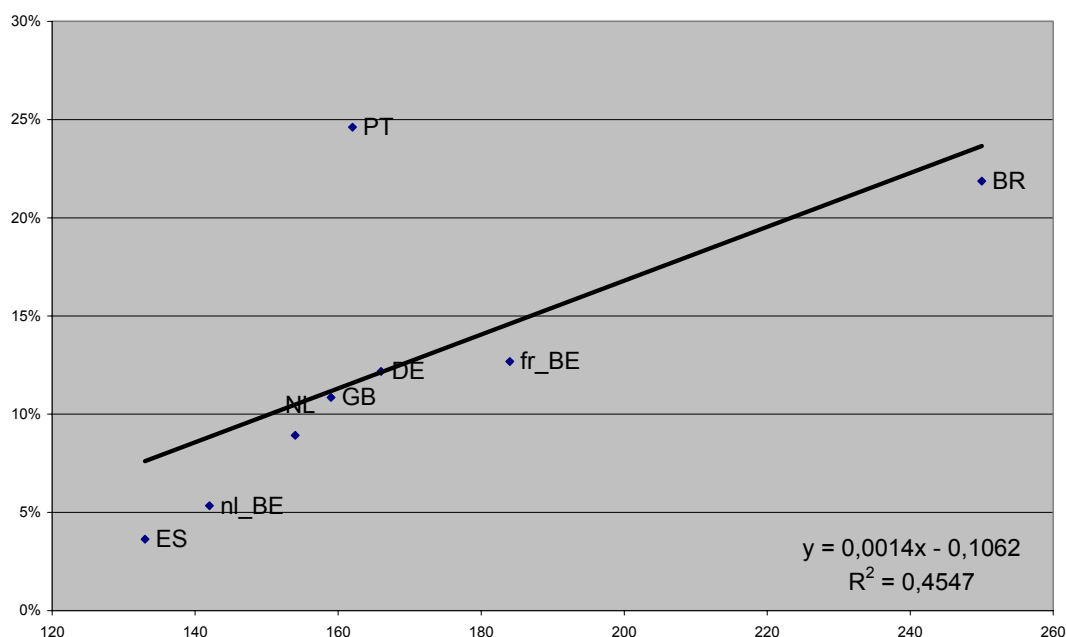


**Diagram 1 Dropout rates on occupation page and overall median time spent on the introduction questions.**

Diagram 2 displays the dropout rates on firm1 page and overall median time spent until finishing the occupation page. Similar to Diagram 1, this diagram also shows a positive relationship between

overall time spent on the previous page and dropout rate on current page. The OLS model shows a stronger correlation than before ( $R^2=0.455$ ).

Portugal is a significant outlier in both diagrams. Even after accounting for the overall time spent on the survey, the dropout rate of Portugal remains significantly larger than the expected value according to the least squares model. This means that we cannot attribute the significant higher dropout rates from the Portuguese survey only to response times. Of course, the Portuguese sample is rather small (116 valid cases) and the preliminary findings presented here should be verified with larger datasets. In any case, the Portuguese survey should be tested more thoroughly with subsequent analyses.



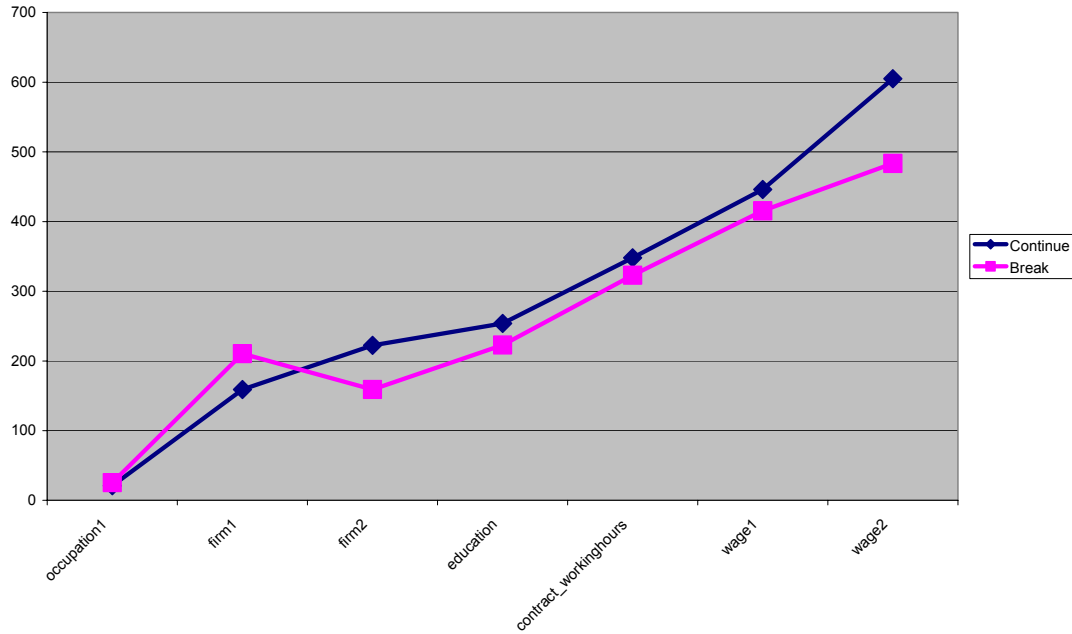
**Diagram 2 Dropout rates on firm1 page and overall median time until the occupation page**

Table 3 below shows the linear regression coefficients and the values of  $R^2$  of the models with dependent variable, the dropout rate and independent variable the overall median time spent until the previous page. It becomes obvious that after the first two models that have been discussed above, the correlation becomes significantly weaker in the third model and after that it diminishes to values very close to zero. Even the sign of the relationship in the last four models is not clear, as two of the models have negative and the other two models have positive beta coefficients.

**Table 3 Linear Regression Coefficients and values of  $R^2$**

Regression for page:	Beta	R-squared
Occupation	0.00390	0.355
Firm1	0.00140	0.455
Firm2	0.00020	0.192
Education	-0.00007	0.031
Contract - working hours	0.00004	0.015
Wage1	-0.00010	0.014
Wage2	0.00020	0.069

The graph below compares time spent until the previous page between respondents who continue and those who dropout in GB WageIndicator survey. It seems that respondents who drop out either on the occupation or the firm1 pages have spent more time on the survey than those who continue.



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**Ioannis Andreadis, Assistant Professor Aristotle University of Thessaloniki, WEBDATANET, Project Manager of WageIndicator, Greece**

# Instant Feedback Reports to Individual Survey Respondents

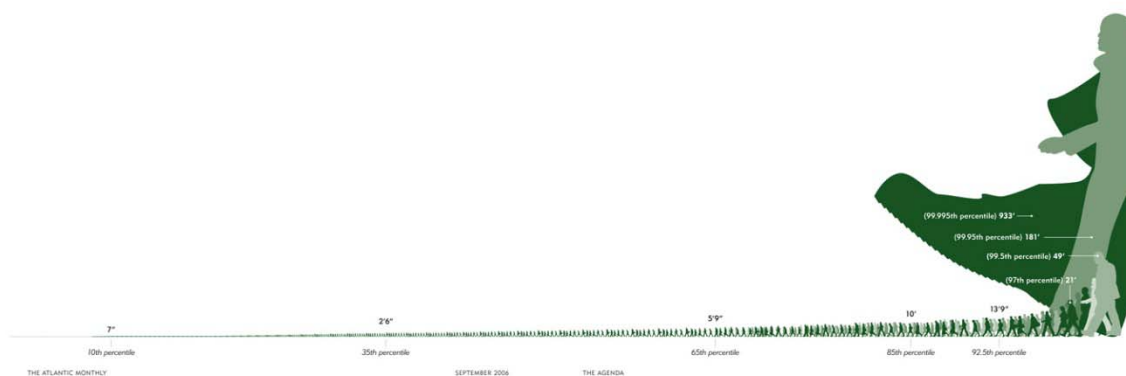
WEBDATANET

Does the promise of instant feedback reports for participants in WageIndicator surveys lower the drop-out rate of the participants? This question rises, given the relatively high drop-out rates and the length of the exhaustive standard survey. Is the experience of the mini-survey, that offers such feedback reports since late 2011, relevant in this respect? Could such reports also reinforce the motivation to fill in the exhaustive standard survey? In this respect the need for a profile system arises (see user profiles & notifications below).

WageIndicator currently runs two main online surveys: standard survey<sup>11</sup> and mini-survey<sup>12</sup>. The main motivation for survey participants to fill in and submit the standard survey is the possibility to win a minimum wage. The mini-survey does not utilize this incentive. Instead it offers its respondents instant feedback reports. These reports are based on the regression analysis, enabling wage comparison between the wage of the survey participant and their colleagues with the same characteristics.

In order to distinguish standard survey feedback report from the mini-survey report, the following items might be incorporated in the standard survey feedback report:

- job description for the survey participant's occupation - WageIndicator has a job description database, it should therefore be too easy to implement in the report (although translation for all countries is not yet available)
- wage comparison with peers based on quantile regression – already used in mini-survey feedback reports: the median wage of colleagues with the same characteristics as the respondent's is shown.
- percentile chart showing distribution of wages for any given occupation – the wage of the survey participant will be marked in the percentile chart consisting of wages reported by all participants working in the same occupation. The participant can easily check their position in the wage distribution. Using the concept of Pen's parade of dwarf and giants, the report can be presented attractively (see picture).



Source: <http://cdn.theatlantic.com/static/coma/images/issues/200609/Height.jpg>

- tables showing incidence of benefits for any given occupation and an overview of selected working conditions (incidence of permanent contract, fulltime contract, irregular working hours,

<sup>11</sup> Standard survey – thorough online survey containing questions about wages, benefits, working conditions, employment contract and training. It takes 10 to 20 minutes to fill in the whole survey.

<sup>12</sup> Mini-survey – very short online survey (circa 20-25 questions) integrated with so-called 'salary checker' which provides wage comparison between survey participant and their peers.

regular work on Saturday/Monday, regular work in the evening, telework) – these topics are covered only partly in the mini-survey reports.

Once the participant fills in the mini-survey, his/her answers are stored in the profile system which can invite the respondent to fill in also the standard survey, skipping the questions answered already in the mini-survey. Instant feedback reports for the standard survey thus can draw on the existing mini-survey technology by providing wage reports based on quantile regression. These reports also would employ descriptive statistics describing some important occupational aspects. User profiles might serve that purpose and could be further enhanced with an e-mail notification service.

### ***User profiles and notifications***

The WageIndicator sites comprise of a number of large and small systems for data intake and publishing. Most notable are the survey and the CMS. But in reality there's a whole series of supporting systems, for example an API for providing the job search trees, a system for annotating Collective Bargaining Agreements, the Salary Check, etc. 'User profiles and notifications' is an effort to - on the one hand - enable a more interactive way for end users visiting the sites and using the online tools, and to - on the other hand - enable WageIndicator to share user data over several tools and gain deeper insight from these more comprehensive user data. Interactivity is also enhanced by allowing end users to subscribe to changes, for example a new version of the Salary Check, newsletters, etc. That part is the notification system.

Thus the 'profiles and notifications system' is composed of the following main components:

- exchange of data between tools and websites
- administration of the end user profile, including subscriptions
- notification of events related to those subscriptions.

Users can view and edit their profile through Plone, or in other words, through the site they are currently visiting. The user profile is only valid for the site the user is on, assuming that users in general use one of the WageIndicator sites.

To be able to edit the profile, i.e. subscriptions, user data, etc. a user needs to log in. To avoid having to own and maintain an authentication system, login is only possible using Open ID, with one of the large providers: Google, Facebook, Twitter, etc. Once logged in, a user can edit personal details, and switch on/off subscriptions. Separate tools also show a subscription toggle to the logged-in user.

The perspective of the site administrator remains unchanged: actual notification of changes is triggered from the CMS. So the moment new data for the Salary Check is available, the administrator of the site can trigger sending of notifications to the subscribed users from the CMS.

In a technical sense however, the 'profiles and notifications system' is a separate system, so as to keep Plone free from clutter and overload. It is expected that a large number of users will enable a profile, and that profile data is constantly pulled from the system for use in our different tools.

### ***Profile system back end***

The actual profile system uses mainly a database of user profiles. Main components are:

- database with user profiles and subscriptions
- authentication of user, through Open ID (My WageIndicator)
- session management for maintaining user sessions over multiple applications
- API for reading profile info into calling applications
- API for uploading profile data, for instance after filling in the Salary Check/mini-survey.

### ***Notification back end***

The notification system provides the following core features:

- translation system for several types of notifications
- translation system for user side components, i.e. the subscription button text
- e-mail notifications

## **Benefits**

The system thus enables a few important new features for all sites and tools:

- storing a user session, for example a survey session, so that the user can return to the survey after a while and continue
- using the same data set, for example between the Salary Check and the survey
- attracting users to the site by providing them with improvements (through notifications)
- provide comprehensive user data over several tools and sites.

**Duco Dokter, Partner Wyldebeast & Wunderliebe, Developer WageIndicator**  
**Tomas Mamrilla, Data Analyst CELSI, WageIndicator Office, Bratislava**



# Wednesday, August 28

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## ***Agenda Summary***

***8.00-9.00 – Annual Report and Work Plan***

***9.00-9.15 – Welcome & Introduction to Workshops***

Continued

## **9.15-11.00 Workshops I**

***Media Plan for your WageIndicator Operation III***

***Smart PME reporting I***

***Improving the Salary Check***

## **11.15-12.45 Workshops II**

***Media Plan for your WageIndicator Operation IV***

***Smart PME reporting II***

***The Outcome of Mini Social Dialogues***

***12.45-14.00 – Lunch***

***14.00-15.30 – Improving the DecentWorkCheck***

***14.00-15.30 – Project meeting 'Enabling Social Dialogue'***

***15.30-15.45 – Break***

***15.45-17.00 - Project meeting 'Labour Rights for Women'***

***18.00 - Dinner***

# Media Plan for your WageIndicator Operation III (9.15-11.00)

## *Sell the Story*

This workshop focuses on content. More in particular, content that is newsy/newsworthy and therefore may attract the attention of journalists. So, what is news, what are its characteristics? Here we use the newswheel.



This newswheel shows the ways to create newsy content by means of:

- facts and figures
- claiming a position of authority
- select a socially relevant angle.

This workshop is very much doing. Look for and try out different angles to select and present WageIndicator content. How to distribute such content, through which methods?

Special 'pr enablement packages', developed by Porter Novelli are made available to participants. They have been prepared with an eye to content from WageIndicator research and innovations that may be relevant in many national labour markets world wide (i.e. Living Wage and its global Wage Index).

Also a special pr toolkit is made available, both for participants and for online publication by WageIndicator. It comprises the corporate story, corporate Q&A's (see pages ... of this reader), key messaging, a boilerplate, and 4 media pitches.

At the end of this workshop participants know the different methods for the creation of newsy content, find news angles and how to convert this knowledge into a consistent content and news strategy.

**Petra Koopmans, Porternovelli, The Netherlands. Ferdinand Helmann, Porternovelli - The Netherlands.**

# Smart PME Reporting I (9.15-11.00)

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## ***Planning-Monitoring-Evaluation (PME)***

PME stands for Planning, Monitoring and Evaluation and has become more important, and more complicated, to meet the demands of funders. In a nutshell, the focus is increasingly on results and outcomes - what has been achieved - rather than on activities - what has been done. A major question is how to measure these results and outcomes, which often is not an easy task.

However, PME is certainly not only a funder requirement. It is equally important for you as a receiving organization to help you focus on improving efficiency, effectiveness, impact and relevance of the work you are doing. Are you actually achieving what you planned and is your target group benefiting from it?

The WageIndicator Foundation and its partner organizations aim to improve the lives of workers, employers and other target groups. A good PME system is an important tool to help you improve your work. Whether this is really the case depends firstly on a well-designed planning framework. Secondly, a good implementation of activities is crucial. This needs to be monitored in a well-structured way. Finally, the evaluation phase helps us to extract lessons learned for future improvements. All phases are to be documented either in a plan or proposal (planning) or in reports (monitoring and evaluation).

Obviously reality can turn out quite different from a projected planning scenario. However, regardless of this, it is good to bear in mind that failing to plan is planning to fail (quoted from Winston Churchill)

## ***PME at WageIndicator***

The WageIndicator Foundation runs various externally funded multi-year projects. For all these projects proposals have been developed and approved. In these proposals we use a result-based logical planning framework. How it works? Before we proceed, please note that elaborate, 100+ pages handbooks have been developed to explain the full working of this kind of planning methods, hence in this summary we only touch on the basics, relevant for WageIndicator.

WageIndicator starts its planning phase with identifying the changes we would like to bring about, i.e. which problems we would like to address. The desired changes are then described in the form of objectives. The most important step is to translate these objectives into practical and meaningful outcomes/results. The planning phase is completed by identifying appropriate strategies and activities to achieve these intended outcomes, and by listing resources (inputs) needed to implement these activities.

To measure in how far we have been successful in achieving our goals, both on output and outcome level, indicators are developed in a SMART way, meaning: Specific, Measurable, Achievable/Acceptable, Realistic and Time bound. In general, this SMART-concept is key to all PME-work. The indicators are often a mix of quantitative and qualitative elements.

All of this may sound easy, but in the reality of WageIndicator work it often poses real challenges, mostly relating to the formulation of desired outcome indicators, specifically for online web operations. Developing output indicators is normally less difficult as they focus on the actual deliverables of activities.

The overall long-term objective of WageIndicator is all about enhancing labour market transparency and to contribute to improvements in decent work and decent wages, amongst others by contributing to a better enforcement of labour laws and to labour law reforms. So, how will we know that we are contributing to these aims, and making progress?

Our visitors/traffic web statistics are the most important, yet indirect indicator. With over 18.5 million visitors worldwide in 2012, WageIndicator is doing well. Yet traffic web statistics alone are not enough to measure progress. It is important to also include indicators that give information about the improvements/changes for the ultimate beneficiaries, both individuals and organizations. An example may be indicators related to the feedback on the websites (mails, posted messages, usage of FAQ's, legal help desk requests etc.).

To achieve the mentioned objectives, cooperation with trade unions, employers' associations, universities, other research and labour support organizations is crucial. The WageIndicator Foundation plays a facilitating role in bringing these organizations together. Its role is to provide information on labour markets, labour laws, workers' rights and duties, in such a way that it is easy to understand, online accessible, and taking into consideration needs of specific target groups, and thus support well informed decision making, be it by an individual worker, trade union or ministry of labour. WageIndicator is aware that the social partners, trade unions, employers' associations and governments are the key players to bring about change. We believe that the WageIndicator websites are powerful instruments in contributing to positive changes.

How to create outcome indicators that cover the ambitious objectives is not a one-time exercise, but a continuous process of improvement. On 1 May 2013, we launched our first country profiles, which originated from a funder-driven need to develop baseline surveys. The profiles will be generated annually, and play an important role in getting insight information and understanding about the countries in which we work, and their labour-related characteristics. These country profiles are a new powerful, additional tool to measure progress of our outcome indicators.

In the future WageIndicator will also have a closer look into relatively new forms of monitoring and evaluation, such as 'outcome mapping' and 'most significant change'. When these methods are of added value to its work and the work of its partner organizations they will be introduced first on a pilot basis.

In the workshop we go through the three phases – Planning, Monitoring, Evaluation – from the perspective of WageIndicator work in more detail. The major part of the workshop consists of practicing in small groups on WageIndicator project work. At the end of the workshop, you will have a much better understanding of what PME means in the context of your WageIndicator work: you will be able to apply PME by reporting in a smarter, cooler and better way as you have been doing so far! The workshop is not supposed to be one-way, so please prepare your questions and feedback in order to improve our result-based planning, and implementation.

Now here follows a glossary based on OECD- and NORAD-definitions, which are in common use.

### **Activity**

Actions taken or work performed in order to transform inputs, such as funds, technical assistance and other types of resources into specific outputs.

### **Assumption**

Event, condition, or decision which is necessary for project success, but which are largely or completely beyond the control of project management.

### **Baseline study**

An analysis describing the situation prior to a development intervention, against which progress can be assessed or comparisons be made.

### **Effectiveness**

The extent to which a development intervention has achieved its objectives.

### **Efficiency**

The extent to which the cost of a development intervention can be justified by its results, taking alternatives into account.

### **Evaluation**

A systematic and independent examination of a project in order to determinate its efficiency, effectiveness, impact, sustainability and the relevance of its objectives.

### **Impact**

Positive and negative, primary and secondary long-term effects produced by a development intervention, directly or indirectly, intended or unintended.

### **Indicators**

Quantitative or qualitative factor that defines the performance standard to be reached in order to achieve an objective.

## **Inputs**

The financial, human, and material resources necessary to produce the intended output.

## **Monitoring**

Continuous or periodic surveillance of the implementation of a project to ensure that inputs, activities, outputs, outcomes and external factors are proceeding according to plan.

## **Outcome**

The likely or achieved short-term and medium-term effects of an intervention's outputs.

## **Output**

The products, capital goods and services which result from the activities.

## **Project or program objective**

The intended physical, financial, institutional, social, environmental, or other development results to which a project or program is expected to contribute.

## **Relevance**

The extent to which a development intervention conforms to the needs and priorities of target groups and the policies of recipient countries and donors.

## **Result**

The output, outcome or impact (intended or unintended, positive and/or negative) of a development intervention.

## **Sustainability**

The continuation or longevity of benefits from a development intervention after the cessation of development assistance.

## **Target group**

The specific individuals or organizations for whose benefit the development intervention is undertaken.

***Tendayi Matimba, Finance WageIndicator  
Karen Kammeraat, Specialist Project Proposals and Reporting at the WageIndicator  
Foundation***



# **Improving the Salary Check. (9.15-11.00)**

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***Workshop for Calculators, Employers and Economists – highly technical***



# Media Plan for your WageIndicator Operation IV (11.15-12.45)

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## ***News & Content Calendar***

This last workshop combines the know how and the opportunities presented during the previous 3 sessions. The preferred selections of each are now put together in a time frame, i.e. the news & content calendar for the next 6 months. A practical format is introduced, that will serve each participant in their effort to make the first version of their national calendar.

The calendar can also be seen as a national list of pr-actions on a time line, for immediate use upon return to one's work stations. The news & content calendar contains dated news items, their angle, the media targeted/the journalist to be approached, the way to do this, which pitch to use. It is a means to do one's pr (more) planned, structured and systematic.

Certainly not all and everything may be foreseen and planned accordingly in the world of news. There always is – and must be in one's agenda – room for improvisation and ad hoc, fast incidental work, that leaves cannot be delayed.

Yet both the calendar and the pr-toolkit combined assist those responsible for external communication and media marketing to generate media coverage on behalf of WageIndicator in their own country.

This workshop results in a pr-plan for each and every participant, basically sufficient for local/national roll out during the ensuing 6 months. It certainly needs fine tuning and further development. Consider these workshops as a proper launch. This is just the start!



# The Outcome of Mini Social Dialogues (11.15-12.30)

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## Does the Same Strategy Work in West and East Africa, Latin America, Asia?

Workshop open to all teams with relevant experience.

A systematic regional comparison of results in terms of:

- National/regional/local outreach
- Sectors most in need/most accessible/open
- Input for tripartite consultations y/n?
- If so, what are the top-3 items?
- Media approach?

### **Outcome**

Recommendations about the way forward.

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# Improving the DecentWorkCheck (14.00-15.45)

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## Creating a Contract Shop Online, Using the DecentWorkCheck for Certification

### *DecentWorkCheck as Compliance Assessment Tool*

#### **Introduction**

If we perform a cursory analysis of current WageIndicator projects, we find that now more and more projects involve raising awareness on labour rights and specifically women rights. We are no longer involved only in data collection through surveys. Rather all WageIndicator websites now include a vibrant and dynamic labour law section complemented with DecentWorkChecks as well as the minimum wage section.

#### **A new tool?**

With expansion on the legal side (starting of Centralized Legal Help Desk, Global Contract Shop and Global DecentWorkChecks), academic side (Yearly Baseline Reports, Global Living Wage Assessments), we are slowly becoming an organization which can play a huge role in promoting decent work conditions at a global level. WageIndicator currently has operations in more than 70 countries and this gives us a strategic edge to start a new tool, a tool to assess compliance with national and international labour standards, including a provision to upgrade it for certification - if this tool works well.

An expanded form of DecentWorkChecks (with a greater number of questions and a larger number of indicators under its 12 topics) would be required if we want to start a compliance assessment tool. The question is: do we need to start such an assessment tool or should we remain content with what we are already doing.

#### **Is it needed?**

In order to make our organization sustainable, keeping in view the drying sources of funding, we need to develop tools that are in demand both by the workers but also by the employers. International trade, whether at the bilateral or multilateral level, provides this opportunity. Buyers from the developed world want their suppliers to be following certain international labour standards and other UN Human Rights Conventions. On the other hands, the sellers in the developing and under-developed worlds also need help in assessing whether their production processes are in line with international norms.

WageIndicator's presence in 70-plus countries places it at a level where it can leverage its strong base in creation and usage of such a tool, which is, needed both in the North and South of this world. Like other multi-stakeholder initiatives, we will need to develop a Code of Conduct and then monitoring and enforcement mechanisms. A rudimentary form of that Code of Conduct is already available as DecentWorkCheck(s). While major C(orporate)S(ocial)R(esponsibility) Codes like Fair Labour Association, Worker Rights Consortium and Social Accountability International (SA-8000) focus mainly on textile and apparel industry, we need to focus more on other relevant export market sectors as well as the services sector. The services sector is the largest provider of jobs both in the developed and developing world, however, jobs are mostly low paid and working conditions are not good.

## ***Proposal***

Following are the successive steps to start a Compliance Assessment Tool.

We determine sectors that relate to the export market but are not covered by the main CSR organizations.

By the start of next year, we develop a Compliance Assessment Tool with added questions in the

## ***DecentWorkChecks***

WageIndicator is currently working in more than 20 African countries and this could give us a good start to test our new Compliance Assessment Tool.

Our Compliance Assessment Tool coupled with redesigned Baseline Reports would be helpful not only for the employers/sellers from the developing countries but also for the governments/buyers from developed world (give development assistance to a country or wishing to start business in a country respectively).

Being a European Organization, WageIndicator can use its links within the European Union Community so that WageIndicator checks, on behalf of EU, whether GSP and GSP-Plus beneficiary countries are complying with the relevant ILO and UN Conventions. An early start can be made from African countries or Latin American countries.

Once Compliance Assessment Tool and baseline reports are successful, WageIndicator can then move towards certification. Certification is a long shot as it first involves accrediting the social auditing firms that will then certify a premises, production process or an organization based on our code of conduct. So, in certification, the original organization sometimes loses control. As is evident in recent cases of Pakistan and Bangladesh factory fires, all these premises were certified by major CSR organizations. This risk however can be tackled through using our own teams for auditing and then certification.

The Compliance Assessment Tool can play a greater role in making this organization self-sufficient and sustainable and help us in continuing our not-for-profit activities like raising awareness on worker rights.

***Iftikhar Ahmad, Legal Specialist, Project Manager Paycheck.pk, WageIndicator Office, Islamabad***



# Shared source material for quoting & free publicity

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## Corporate story

### *A more transparent labour market*

A more transparent labour market in principle improves the functioning of economies as a whole.

WageIndicator believes every worker and employer should have free access to information about wages, labour laws and career. We collect and compare labour market information through on- and offline surveys and desk research. We share our findings and serve as an online up to date labour market library for millions worldwide.

WageIndicator believes this helps individual workers to fairly access the labour market and it helps employers to comply with national labour law. In some developing countries we even assist in mapping wage structures for the first time. We started in The Netherlands and now operate in over 70 countries worldwide with a staff of some 100 specialists.

### *Global information, local expertise*

The first WageIndicator website, loonwijzer.nl, was an easy to use salary indicator for workers looking for information about wages. It was launched in The Netherlands in 2001 as a joint initiative by Paulien Osse, Director of the WageIndicator Foundation and Kea Tjeldens, scientific coordinator of the WageIndicator and research coordinator at AIAS/University of Amsterdam.

Loonwijzer.nl quickly became a popular website for workers and job seekers looking for information on wages, collective agreements and career advice. Growing off our success in the Netherlands we soon branched out to other countries in Europe, Asia, Latin America, and Africa.

Our WageIndicator Foundation is assisted by world-renowned universities, such as University of Amsterdam and Harvard Law School, trade unions and employers' organisations.

Those who work for WageIndicator consider each other family members. Face to face meetings are rare, but our online staff and network is strong, dedicated and loyal. Many WageIndicator specialists are working parents, therefore WageIndicator babies get an miniature Atlas of the World to welcome them as new members of our global family.

### *Work to be done*

In more developed economies our most consulted service is the Salary Check by occupation. In less developed economies there is a huge demand for detailed minimum wage and labour law information, which we provide online and offline.

In less developed economies like Guinea or Burundi much work is done to map the wage structure in a country for the first time. Moreover there is a general lack of information about the labour law. We systematically collect and present major items of the national labour law in all countries. The system we have developed allows for international comparison of wages and law.

WageIndicator shows that labour law in many countries is often good enough, but compliance with the law is the real issue. Therefore WageIndicator offers compliance forms, mediation, a legal helpdesk and even a mobile judge.

We strive for a strong WageIndicator operation in all countries, making sure everybody gets a fair deal and can work under "OK" circumstances.

# Corporate Q&A

## ***Why was the WageIndicator Foundation founded?***

We started our foundation in The Netherlands to help workers answer a basic question; what is my wage? There is a lack of coherent labour market information (e.g. wages, labour law, collective agreements) and we started WageIndicator to help workers and employers fairly access the labour market. Today our 70 plus national WageIndicator websites function as online, up to date labour market libraries for workers, employers, governments, academics and media alike. In addition to information about wages, our websites help workers protect and improve their situation in the labour market.

## ***Why and how do workers use the WageIndicator?***

In most countries people are interested in information about minimum wages and what they are legally entitled to – but apparently not always get. Salary Checks are very popular in the more developed countries. Our VIP checks online, which show how much celebrities (e.g. soccer players, African presidents) earn are also very popular. In 2012 over 20 million visitors consulted our national WageIndicator websites.

## ***Why and how do employers/businesses use the WageIndicator?***

Most employers/business use WageIndicator to access national labour laws so they know how to comply with the law. In addition they often check if they are paying their employees the current market rate when hiring them. And they may want to see what best practices can be found in collective agreements elsewhere. Most employers are honest, hardworking entrepreneurs and they are quite willing to abide by the law, but too often can't find the information they need. We believe employers/business should be able to access a reliable, nonpartisan source of reference free of charge.

## ***How do you make money being a non-profit organisation?***

WageIndicator's sources of income are: sales of data and licenses, grants and project subsidies.

## ***How do you collect your data and how reliable are your figures?***

Real wage data, reflecting the going market rates for hundreds of individual occupations are based on data volunteered by participants in our online surveys. Moreover comparable offline surveys are held in two dozen countries like Honduras, Senegal, Ethiopia, South Sudan where there is a minimum of internet access. The data is benchmarked with data from other sources. Minimum wage data are collected per country and kept up to date and comparable by the WageIndicator international staff in Ahmedabad and Bratislava. Collective agreements are collected with the help of national trade union confederations and employers' organisations. The WageIndicator office in Dar es Salaam puts them online - coded and annotated in such a way that international comparison of trends and national labour law is possible. VIP data and national Labour Law data are researched and kept up to date by our international staff.

## ***What are your plans for the future?***

We are operating in 70 countries and still expanding, our goal is to have a comparison of wages, labour law and collective agreements in as many countries as possible thus contributing to a more transparent labour market for all.

## ***Who are your partners?***

The indispensable partners of WageIndicator are the millions who volunteer their wage – and working conditions data by completing the surveys and consent to be interviewed. Moreover WageIndicator partners with 14 Universities worldwide to *analyse* the information collected. Our partners include the University of Amsterdam, University of Dar es Salaam, the Indian Institute of

Management in Ahmedabad, the Central European University of Budapest, Central European Labour Studies Institute (CELSI) and Harvard Law School. Next to this our organization is funded by AIAS/University of Amsterdam, the Dutch Confederation of Trade Unions and Monster Netherlands. Presently the Board of the Foundation consists of the University of Amsterdam/AIAS, the Dutch Confederation of Trade Unions and LinkedIn. The ITUC, International Trade Union Confederation act as a special advisor.

### ***Why should people consult the WageIndicator instead of their government site?***

Many governments don't have labour law and minimum wage information that is accessible or online. And if they do have it, it's not always complete, or very difficult to understand. We try to keep our data up-to-date, understandable and comparable with other countries. In addition governments don't dispose of information showing wage comparison by occupation. Apparently governments don't consider this their task. However many people are interested in them, so we present them in our popular Salary Checks. Finally, in countries like Burundi and South Sudan we are the first to map out wage structures even before governments do.

### ***How do you think the financial crisis has affected wages?***

Some people think that wages should always go up. But in reality this is not the case. Data analysis such as the WageIndex report of Monster and the WageIndicator, tells us that in the more developed economies, like The Netherlands, wages are no longer steadily rising. The financial crisis might have brought a sense of realism to our view on wages. In countries where there is crisis, like in the Netherlands, wages are under pressure. But in a lot of other countries in the world, there is no talk of a financial crisis that we know of. Therefore the effect of the financial crisis on wages depends on the situation per country.

### ***How do you make the data internationally comparable and why?***

Our data is collected through the same survey in all countries. This means that all respondents are answering similar questions, although adapted to the national labour market. This is the basis for our benchmarking. This has been done from the beginning in 2000 and will continue in the same way. There is a need for international comparison of wages since people sometimes migrate, work abroad, or companies consider starting operations abroad. They should know what they embark on when they prepare a high risk move like starting somewhere else.

### ***How do you plan to stay ahead of competition?***

WageIndicator doesn't really have a global competitor but there are initiatives in certain local markets. It is important for us to build strong relationships with governments, research institutes and other parties with a stake in the labour market. Building a strong local presence through networking and pr in these respective markets is essential for fostering a growing WageIndicator operation. Building a strong corporate profile helps to obtain a global position. WageIndicator builds on the emerging network economy that the international WageIndicator team embraced from its inception in 2001. And, we welcome change.



# Important Addresses and Numbers

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## **Venue**

De Burcht, Henri Polaklaan 9, 1018 CP Amsterdam, [+31 \(0\) 20 6241166](tel:+31206241166)

## **Restaurants/Dinner**

August 25 - somewhere close to Eden Hotel

August 26 - De Burcht, Henri Polaklaan 9, 1018 CP Amsterdam, [+31 \(0\) 20 6241166](tel:+31206241166)

August 27 - Restaurant De Molen, Loodijk 30, 1244 NI Ankeveen, tel.  
[+31 \(0\) 35 6561459](tel:+31356561459)

August 28 - Plancius, Plantage Kerklaan 61, 1018CX Amsterdam, tel. [+31 \(0\)6 46227420](tel:+3120646227420)

August 29 - Simon Stevinweg 35, 1401 TB, Bussum, [+31\(0\)6 53977695](tel:+3120653977695)

## **Big problem**

Dial 112

## **Any other issue**

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