



WELL-BEING
AND HEALTH
AT WORK

BETTERWORK

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QUALITY OF WORK INDEX



QUALITY OF WORK AND EMPLOYMENT IN LUXEMBOURG: HAS THE DOWNWARD TREND STOPPED?

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This newsletter shows how the various dimensions of quality of work, employment and well-being have developed in Luxembourg over the past nine years.

This shows that some dimensions of quality of work and employment, which experienced a constant downward trend until 2020, have stabilised at a low level in the last two years. This is particularly true regarding participation, feedback, autonomy and cooperation. Training and promotion opportunities have even increased slightly, while income satisfaction and job security have continued to decline, especially in the last year. It should also be noted that physical stress and work-life conflicts have increased, but mental demands, time pressure and the difficulty of changing jobs have decreased in the last year. Overall, the QoW index has increased slightly in the last two years, but remains below the 2019 value (pre-Coronavirus period).

The well-being dimensions of job satisfaction, work motivation and general well-being show a constant decline over time, although these dimensions have levelled off in the last year. On the other hand, burnout and health problems have increased almost constantly over time.

It should also be noted that the two dimensions of work-life conflicts and bullying show the strongest negative correlations with job satisfaction, work motivation and general well-being. This means that the stronger the work-life conflicts and/or bullying, the lower the job satisfaction, motivation and general well-being.

Conclusion: The downward trend currently seems to have stopped at a low level with regard to several dimensions. However, most working conditions still show lower values in 2022 compared to the pre-Coronavirus period (2019).

1. Dimensions of quality of work and employment

Quality of work describes all (psychosocial) working conditions that can influence the well-being of workers, such as meaningful work and working environment. In contrast, quality of employment describes all aspects of a job that relate to the employment relationship – i.e., the working framework conditions (Steffgen et al., 2020). This includes income satisfaction, training and promotion opportunities, job security, difficulty in changing jobs, and work-life conflicts.

This newsletter analyses how the various dimensions of the quality of work and employment of Luxembourg employees

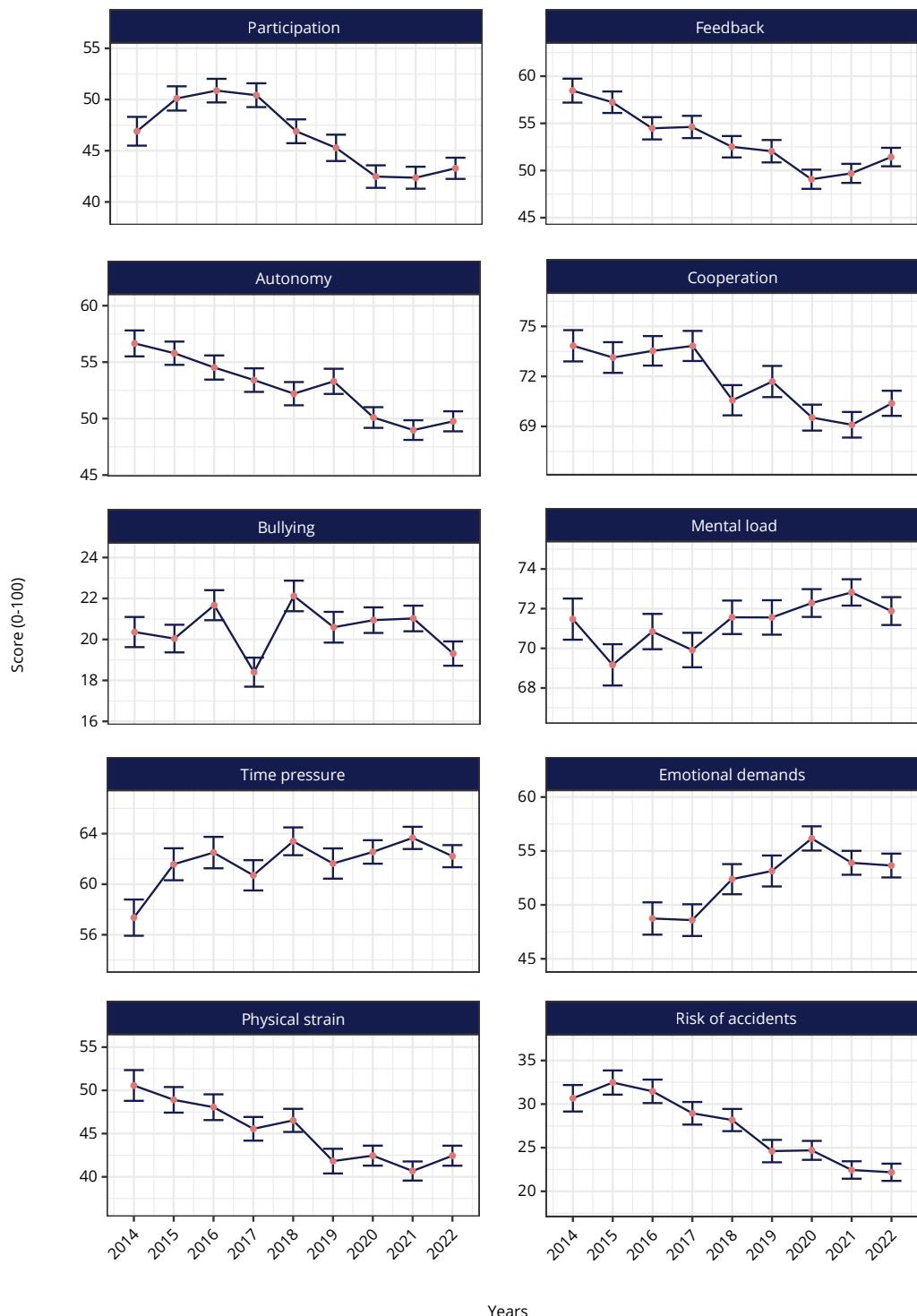
have developed over time, as well as the connection with various dimensions of well-being. For this purpose, data from the Quality of Work Survey (QoW; waves 2014-2022; Sischka et al., 2023) – an annual representative survey of wage earners in Luxembourg – is used (for details see the Method box). The results of the QoW surveys from 2020 onwards must be interpreted against the background of the COVID-19 pandemic, which has exerted a massive impact on the world of work (Beine et al., 2020; Béland et al., 2020; Eurofound, 2020; Sischka & Steffgen, 2021; Sischka et al., 2022).

2. Development of the quality of work

Figure 1 shows the development of the quality of work from 2014 to 2022. The participation, feedback, autonomy and cooperation dimensions show an almost continuous downward trend between 2014 (or 2016) and 2020. From 2021 onwards, these dimensions stabilised somewhat. The dimensions of accident risk and physical stress also tend to

decrease over the years. Mental demands have risen continuously between 2017 and 2021. Emotional demands also increased between 2017 and 2020, but fell again somewhat in 2021 and the following year 2022. Time pressure and bullying have recently fallen slightly again in 2022.

Figure 1: Development of quality of work



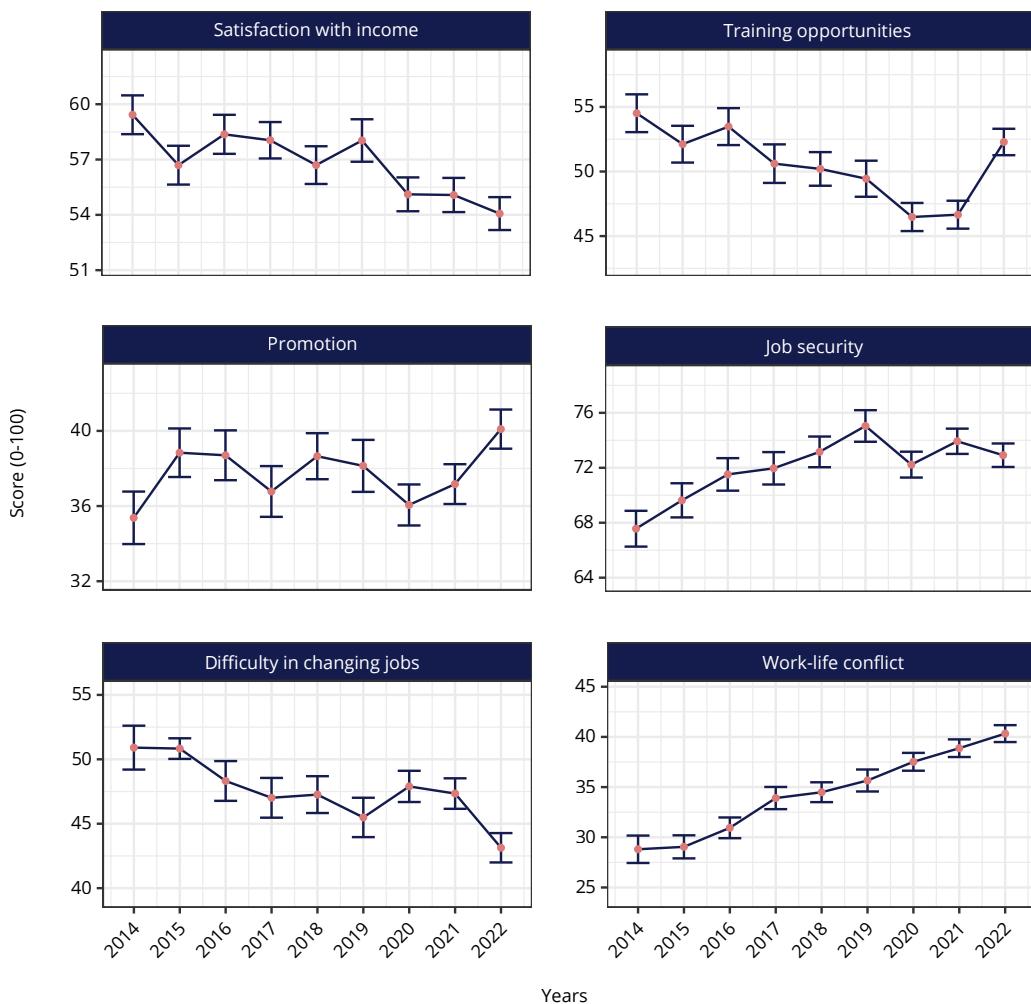
Note: Data from QoW 2014-2022; Mean value of the scale ranging from 0 to 100 with 95% confidence interval.

3. Development of the quality of employment

Figure 2 shows the development of employment quality from 2014 to 2022. Income satisfaction decreased between 2019 and 2020 and has remained at a low level since then. Perceived training opportunities show a downward trend between 2014 and 2021, but with a strong increase between 2021 and 2022. In terms of promotion opportunities, there is

little variation over time, with some upward trend from 2020 onwards. Job security increased steadily between 2014 and 2019, but this trend reversed from 2020 onwards. Work-life conflicts, on the other hand, have increased almost continuously between 2014 and 2022.

Figure 2: Development of employment quality



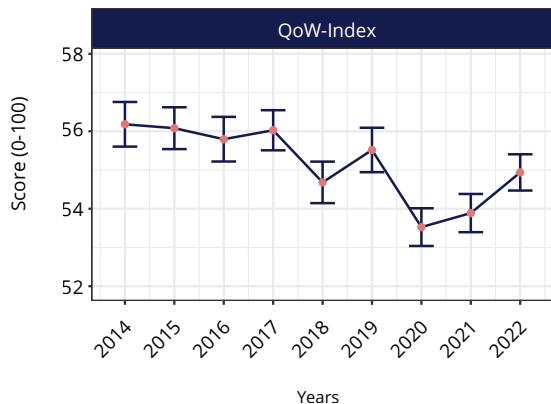
Note: Data from QoW 2014-2022; Mean value of the scale ranging from 0 to 100 with 95% confidence interval.

4. Development of the QoW Index

Figure 3 shows the development of the QoW index for employees in Luxembourg. Between 2014 and 2019, there were only minor changes in the QoW index. However, the

index dropped significantly between 2019 and 2020, with a slight upward trend since then.

Figure 3: Development of the QoW Index



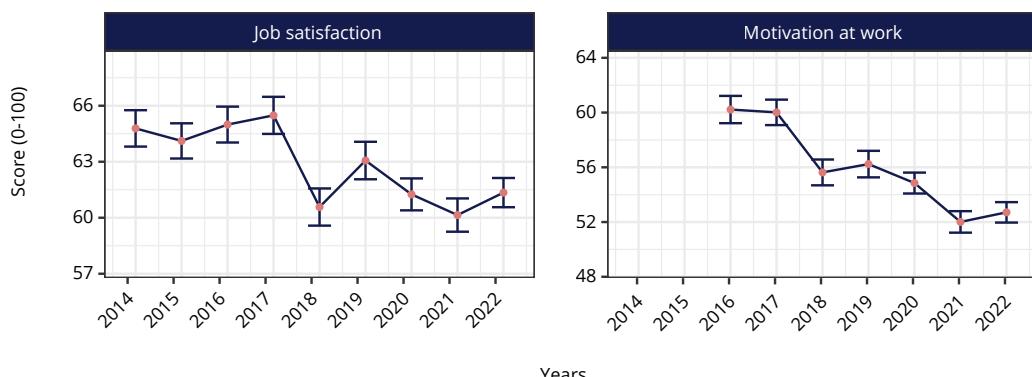
Note: Data from QoW 2014-2022; Mean value of the scale ranging from 0 to 100 with 95% confidence interval.

5. Development of the Well-Being Dimensions

Figure 4 shows changes in the various well-being dimensions for employees in Luxembourg. Job satisfaction and work motivation decreased significantly between 2017 and 2018 and have been at a much lower level since then. Burnout increased significantly overall between 2014 and 2022. Gen-

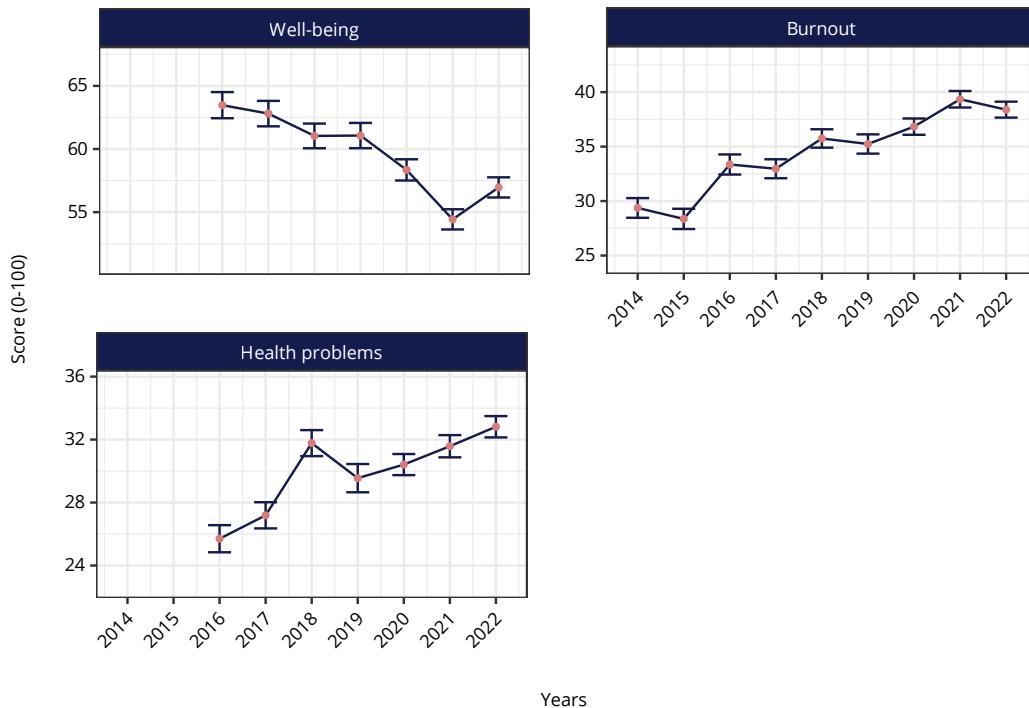
eral well-being has decreased almost continuously between 2016 and 2021, with a slight increase in 2022. Health problems, on the other hand, have increased significantly between 2016 and 2022¹.

Figure 4: Évolution des dimensions du bien-être



Note: Data from QoW 2014-2022; Mean value of the scale ranging from 0 to 100 with 95% confidence interval.

¹ As the operationalisation of variables changed between 2015 and 2016, only values from 2016 are shown due to the low comparability with previous years.



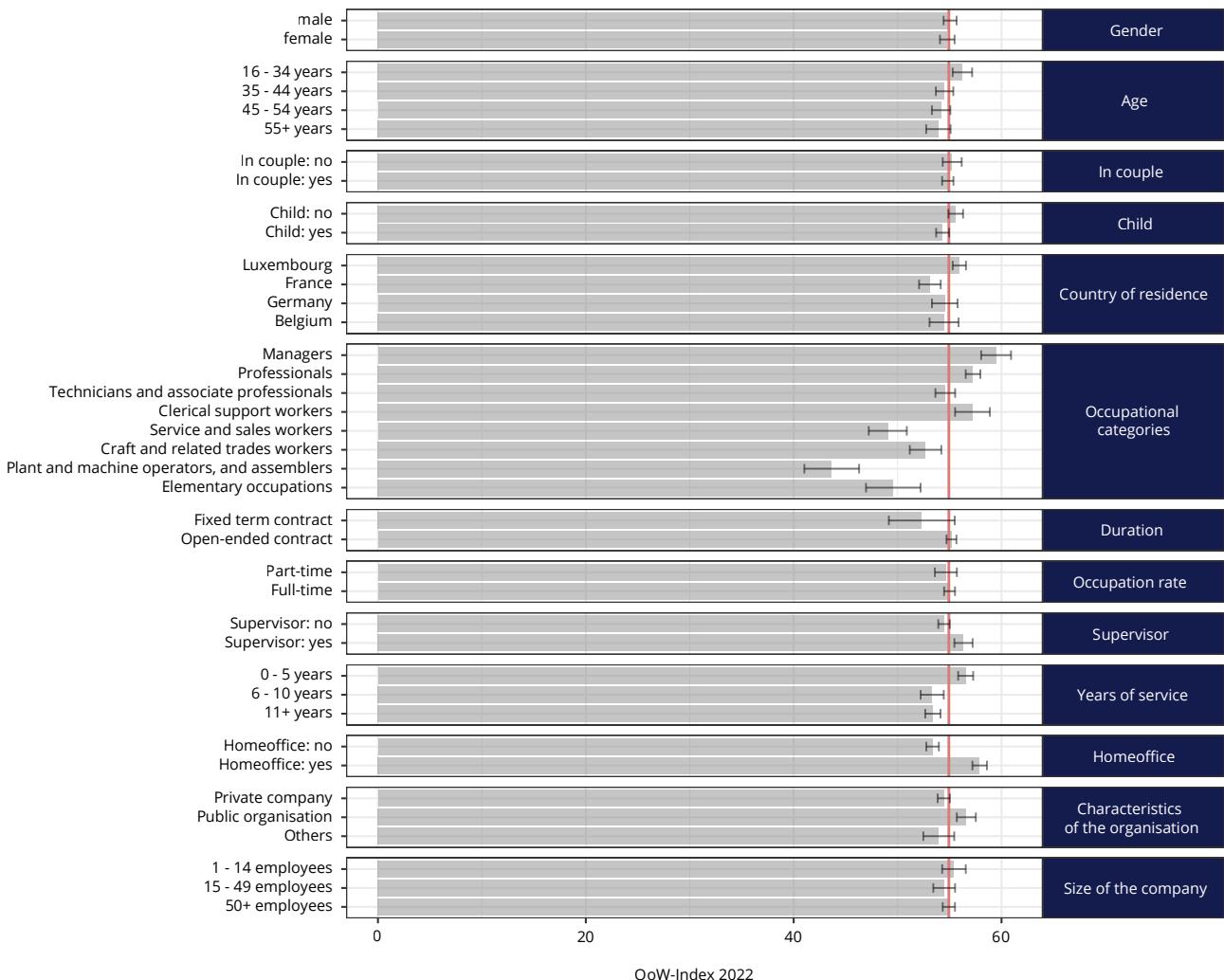
Note: Data from QoW 2014-2022; Mean value of the scale ranging from 0 to 100 with 95% confidence interval.

6. The QoW Index 2022 by demographics, occupational and organisational characteristics

Figure 5 shows the QoW index distinguished by various demographic characteristics (gender, age group, partner, children, country of residence), as well as by occupational (professional group, fixed term, scope of employment, supervisor position, years in operation, work at home) and organisational characteristics (type of organisation and size of operation). Differentiated by age group, the youngest age group (16 to 34 years) has an above-average QoW index. Set off by country of residence, employees living in France have the lowest QoW values and employees living in Luxembourg

the highest. Differentiated by professional groups, managers, workers in academic occupations and office workers show above-average values, while workers in service occupations, in craft occupations, plant operators and unskilled workers in particular show below-average values for the QoW index. Persons who work in government organisations have a higher QoW index score than those who work in private or other organisations. Workers who work in a home office at least monthly have a higher QoW index than workers who do not work in home offices.

Figure 5: The QoW Index 2022 differentiated by demographics



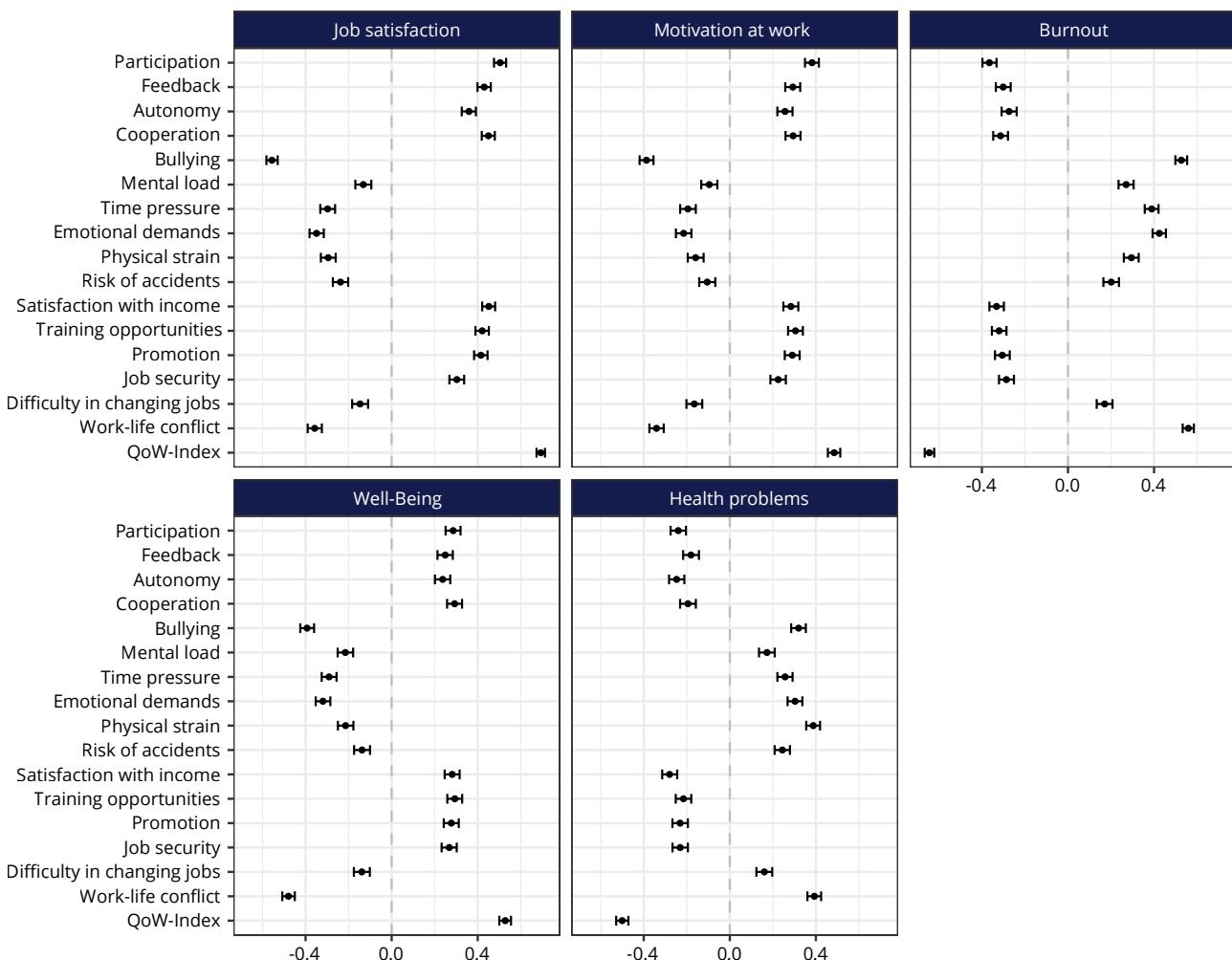
Note: QoW 2022 data; Mean value of the scale ranging from 0 to 100 with 95% confidence interval. The red line represents the mean of the QoW 2022 index across all workers.

7. Relationship between quality of work/employment and well-being

Figure 6 shows the correlation of individual work and employment quality dimensions with the well-being dimensions. Participation, feedback, autonomy, cooperation, income satisfaction, training and promotion opportunities, as well as job security and the QoW index are positively associated with job satisfaction, work motivation and general well-being, and negatively with burnout and health problems. In contrast, bullying, mental demands, time pressure, emotional

demands, physical stress, risk of accidents, difficulty in changing jobs and work-life conflict are negatively associated with job satisfaction, work motivation and general well-being, and positively associated with burnout and health problems. In addition to the QoW index, bullying and work-life conflict in particular show the strongest (negative) correlations with the well-being dimensions.

Figure 6: Relationship between quality of work and employment and well-being



Note: QoW 2022 data; correlations with 95% confidence interval.

8. Summary

The deterioration in psychosocial working conditions between 2014 and 2020 seems to have stabilised somewhat since 2021. Many downward trends seem to have at least been interrupted. Since then, the various dimensions have been moving at a lower level. Bullying, mental demands, time pressure as well as emotional demands decreased somewhat between 2021 and 2022, or at least have not deteriorated further and are back to pre-Coronavirus levels (2019). In contrast, the continuous decline in physical strain and injury risk levels did not continue between 2021 and 2022.

The quality of employment remained stable over time in terms of promotion opportunities and difficulty in changing

jobs, until they experienced a sharp upturn and decline last year. Training opportunities, which declined continuously until 2021, also increased noticeably in 2022. Income satisfaction has decreased over time and work-life conflict has increased. Job security shows an overall increase, with the trend interrupted by the COVID-19 pandemic.

Regarding the well-being dimensions of job satisfaction, work motivation and general well-being, a constant decline can be observed over time. Since 2022, these dimensions have stabilised somewhat, but are still below the level of the pre-Coronavirus situation (2019). Burnout and health problems have also increased almost constantly over time.

The dimensions of work and employment quality are associated with various well-being dimensions. Higher levels of bullying and work-life conflict are associated with lower job satisfaction, lower work motivation and general well-being, and increased levels of burnout and health problems.

Differences in the QoW index are particularly evident when differentiating between professional groups. For example, managers have the highest and plant and machine operators, and assemblers the lowest QoW index values. Persons who work at least occasionally in a home office also have higher QoW index values on average compared to those who do not work in a home office.

9. References

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Method

For the study "Quality of work Index", on the work situation and quality of employees in Luxembourg, approx. 1,500-2,700 interviews (CATI; CAWI) have been conducted annually since 2013 by Infas (since 2014) on behalf of the Chambre des salariés Luxembourg and the University of Luxembourg (Table 1). The findings presented in this report refer to the surveys since 2014 (Sischka & Steffgen, 2021a).

Table 1: Methodological background of the QoW survey

Objective of the survey	Investigating the work situation and quality of workers in Luxembourg																																								
Conception, implementation and analysis	University of Luxembourg: Department of Behavioural and Cognitive Sciences, Luxembourg Chambre des Salariés, since 2014 Infas Institute, previously TNS-ILRES																																								
Type of survey	Telephone survey (CATI) or online survey (CAWI; since 2018) in Luxembourgish, German, French, Portuguese or English																																								
Sample size	2014: 1,532; 2015: 1,526; 2016: 1,506; 2017: 1,522; 2018: 1,689; 2019: 1,495; 2020: 2,364; 2021: 2,594; 2022: 2,696																																								
Quality of work scales	<table border="1"> <thead> <tr> <th>Scale</th><th>Number of items</th><th>Cronbach's Alpha</th><th>Scale</th><th>Number of items</th><th>Cronbach's Alpha</th></tr> </thead> <tbody> <tr> <td>Participation</td><td>2</td><td>0.72-0.80</td><td>Mental load</td><td>4</td><td>0.74-0.77</td></tr> <tr> <td>Feedback</td><td>2</td><td>0.70-0.81</td><td>Time pressure</td><td>2</td><td>0.70-0.79</td></tr> <tr> <td>Autonomy</td><td>4</td><td>0.74-0.79</td><td>Emotional demands</td><td>2</td><td>0.79-0.87</td></tr> <tr> <td>Cooperation</td><td>4</td><td>0.79-0.84</td><td>Physical strain</td><td>2</td><td>0.68-0.76</td></tr> <tr> <td>Bullying</td><td>5</td><td>0.72-0.78</td><td>Risk of accident</td><td>2</td><td>0.75-0.85</td></tr> </tbody> </table>					Scale	Number of items	Cronbach's Alpha	Scale	Number of items	Cronbach's Alpha	Participation	2	0.72-0.80	Mental load	4	0.74-0.77	Feedback	2	0.70-0.81	Time pressure	2	0.70-0.79	Autonomy	4	0.74-0.79	Emotional demands	2	0.79-0.87	Cooperation	4	0.79-0.84	Physical strain	2	0.68-0.76	Bullying	5	0.72-0.78	Risk of accident	2	0.75-0.85
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