



BETTERWORK



WELL-BEING
AND HEALTH
AT WORK

WORK QUALITY AND WELL-BEING: WHAT ARE THE DIFFERENCES BETWEEN RESIDENT AND CROSS-BORDER WORKERS?

The differences in well-being and working conditions between employees residing in Luxembourg and cross-border workers are primarily explained by distinct socio-demographic profiles: education levels, sectors of activity, and types of occupations vary significantly depending on the country of residence.

In addition, there are structural constraints, such as the length of the commute – which is longer for cross-border workers – and unequal access to remote work since the end of post-COVID derogatory measures.

These combined factors influence the observed levels of satisfaction, health, motivation, and intention to change jobs.



1. Socio-demographic profiles differentiated by country of residence of Luxembourg's employees

The analysis of the socio-demographic characteristics of employees working in Luxembourg (**Figure 1**) reveals marked contrasts according to the country of residence. These differences are reflected both in the level of education and in the sectors of activity and nationalities.

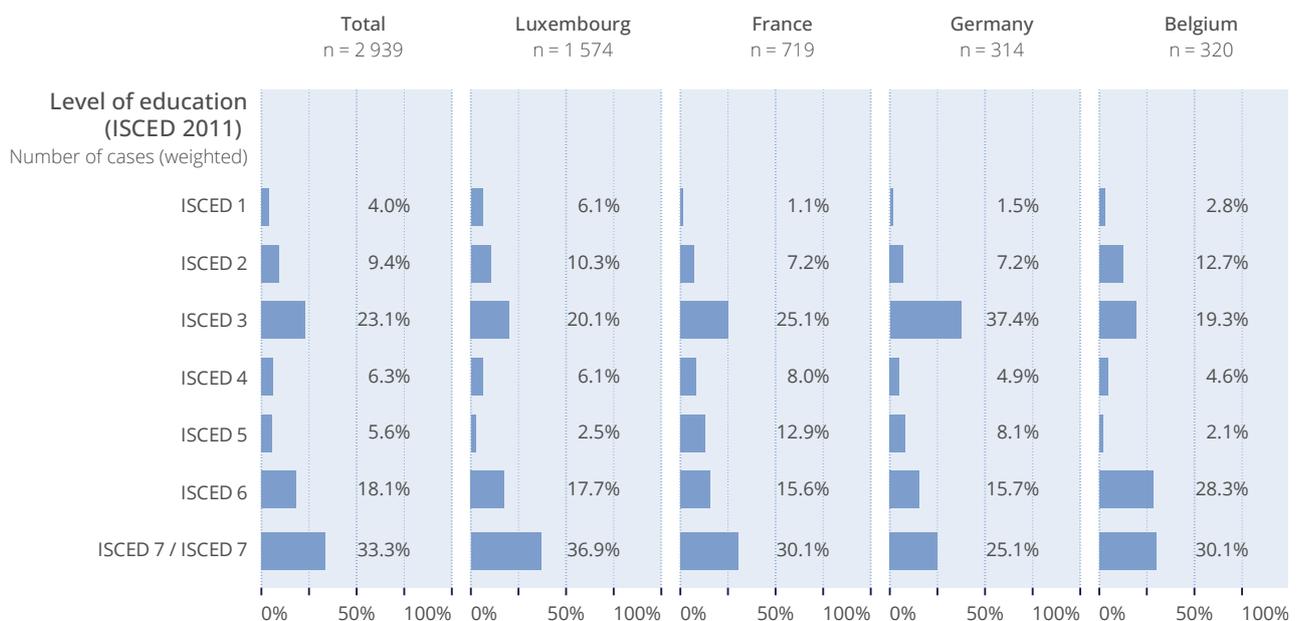
In terms of education, French cross-border workers stand out due to a high proportion of individuals holding a craft or technician diploma (ISCED 5), representing 12.9%, compared to an overall average of 5.6%. On the German side, it is the general secondary school diploma (ISCED 3) that predominates: 37% of German cross-border workers claim it as their highest level of education. In contrast, Belgian cross-border workers show the highest level of education, with 58% holding a higher education diploma (ISCED 6 to 8). This proportion remains lower among Luxembourg residents (55%), French cross-border workers (46%), and German cross-border workers (41%).

These differences are also accompanied by disparities in terms of nationality. Only 28% of all employees in Luxembourg hold Luxembourgish nationality. Notably, an increasing share of German cross-border workers

hold Luxembourgish nationality (10% in 2024 compared to 5% in 2014). Furthermore, 5% of cross-border workers residing in Belgium have Portuguese nationality, illustrating the cultural diversity of the cross-border workforce.

In terms of sectoral distribution, Luxembourg residents are mainly present in the public sector, banking and insurance, as well as in health and social action—fields often linked to scientific and intellectual professions. French cross-border workers, on the other hand, are concentrated in industry, commerce, information technology, and services, reflecting a predominance of technical, manual, and intermediate jobs. German cross-border workers are strongly represented in construction, financial activities, and insurance, as well as in the health sector, often in technical or intermediate roles. Finally, Belgian cross-border workers present a hybrid profile: while well represented in construction and commerce, they are also strongly present in intellectual professions, notably in financial and insurance activities, making this group a particular case among cross-border workers.

Figure 1: Socio-demographic structure of the employee and civil servant population by country of residence

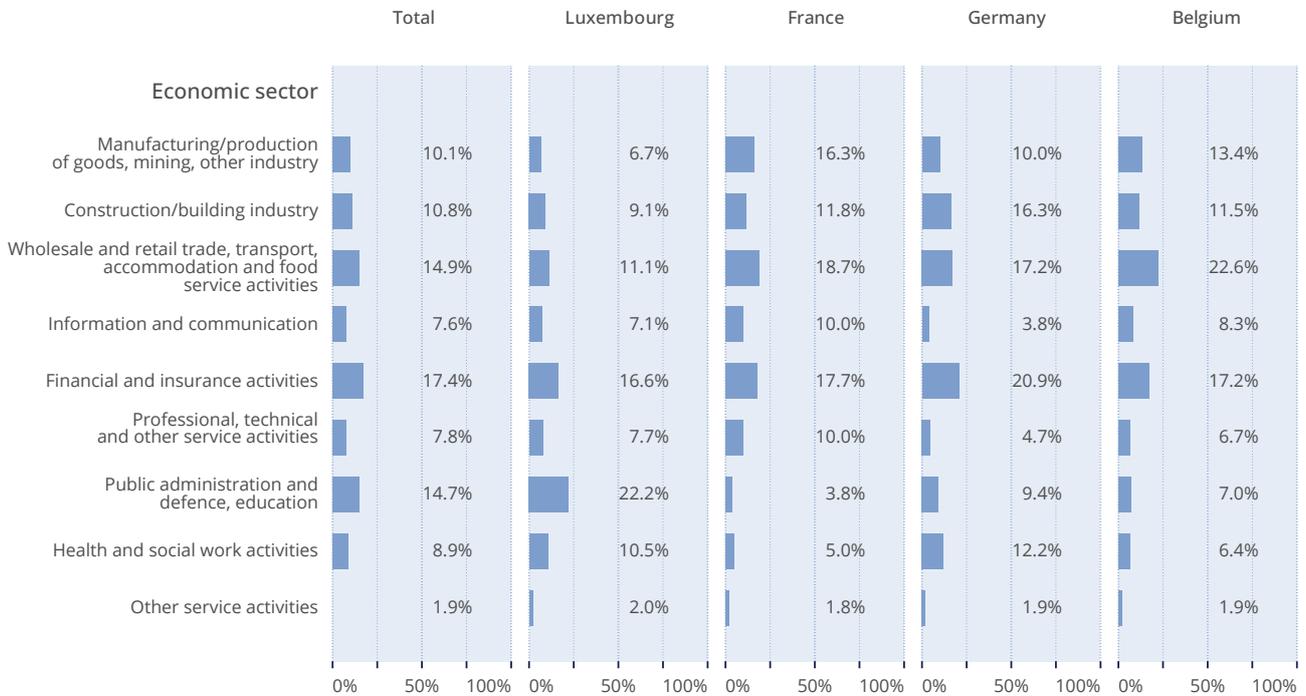


In this newsletter, only the masculine generic is used for the purpose of clarifying the text. It refers to any gender identity and thus includes both female and male persons, transgender persons as well as persons who do not feel they belong to either gender or persons who feel they belong to both genders.

Figure 1: Socio-demographic structure of the employee and civil servant population by country of residence (continuation)



Figure 1: Socio-demographic structure of the employee and civil servant population by country of residence (continuation)



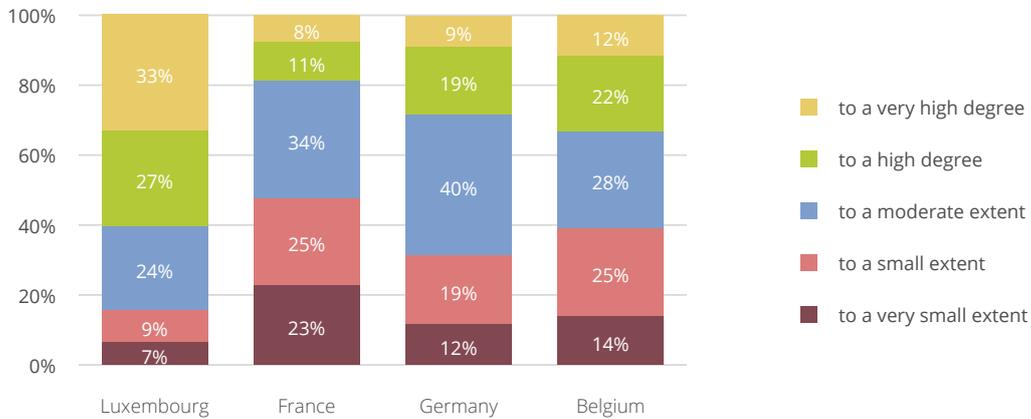
Note: QoW 2024 data; percentages

2. Travel time and teleworking: contrasting realities based on country of residence

Commute time remains a key factor influencing job satisfaction, and the disparities between Luxembourg residents and cross-border workers remain significant. While 62% of employees residing in Luxembourg take less than 30 minutes to reach their workplace, the majority of cross-border workers experience much longer commutes. This is especially true for French cross-border workers, 66% of whom report a commute time longer than 46 minutes, followed by Belgians (53%) and Germans (52%).

These differences are reflected in the level of satisfaction regarding commute time (**Figure 2**). Luxembourg residents are generally satisfied (60% say they are satisfied or very satisfied), and only 16% report being dissatisfied. In contrast, dissatisfaction with commute time is more pronounced among cross-border workers: 48% of the French, 39% of the Belgians, and 31% of the Germans consider their commute time unsatisfactory.

Figure 2: Level of satisfaction regarding commute time to work



Note: QoW 2024 data; percentages

The data also reveal a clear association between commute duration and several dimensions of workplace well-being (Figure 3). In general, the longer the commute, the more the well-being indicators deteriorate – with the exception of overall psychological well-being (WHO-5), for which no significant difference is observed.

Job satisfaction follows a steady decline: it decreases from 66.6 for employees with a commute of less than 15 minutes to 57.7 for those whose commute exceeds 90 minutes. This decline is accompanied by an increase in work-life conflicts, which peak at 39.9 for commutes of 46 to 60 minutes, compared to an overall average of 36.8.

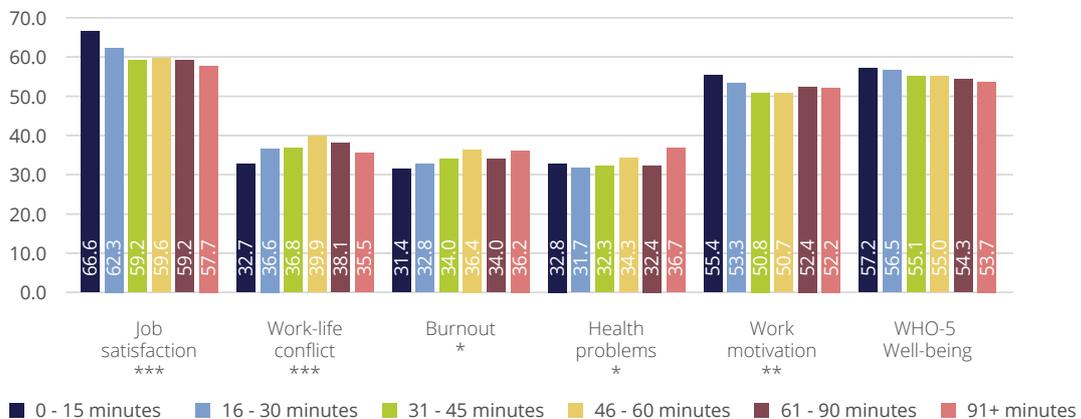
Burnout and physical health problems also intensify with commute duration. The average burnout score

rises from 31.4 (0–15 minutes) to 36.2 (91+ minutes), while health issues reach a maximum of 36.7 for the longest commutes.

Work motivation decreases gradually until the category of 46 to 60-minute commutes (50.7), but then remains relatively stable for longer commutes (52.4 for 61–90 minutes and 52.2 for 91+ minutes).

Finally, scores related to the WHO-5, an indicator of overall psychological well-being, only vary slightly depending on commute duration (between 53.7 and 57.2), and the differences observed are not statistically significant. This suggests that this broader dimension of well-being might be less directly affected by daily mobility constraints.

Figure 3: Commute duration and dimensions of well-being



Note: QoW 2024 data; scores (0-100); * $p \leq 0.05$ ** $p \leq 0.01$ *** $p \leq 0.001$

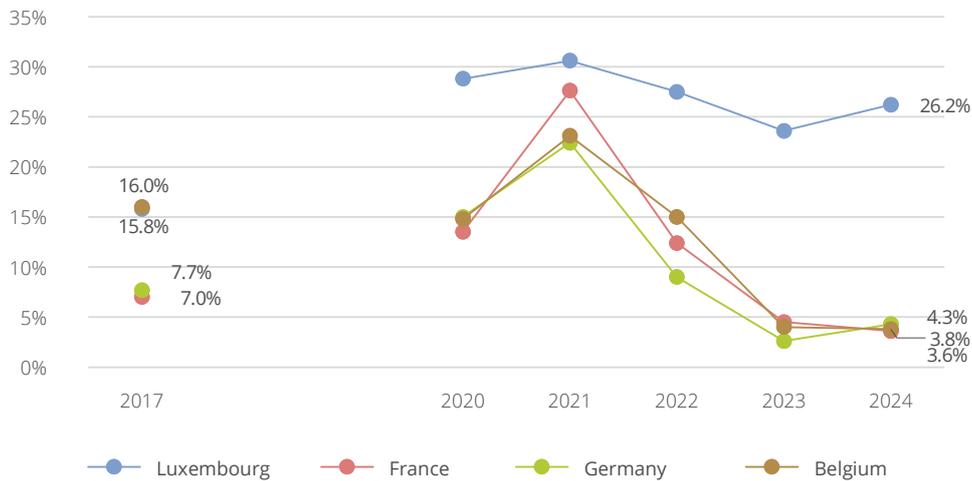
In this context, teleworking appears as a tool for managing the constraints related to commuting. After a significant surge during the pandemic, its practice has stabilized at an overall level of 32% in 2024 (at least several times a month). However, inequalities persist: while around 40% of Luxembourg residents regularly use telework, this is no longer the case for cross-border workers. The latter have seen their telework rates decline since the end of the exceptional fiscal and social measures. In 2024, only 24% of French cross-border workers, 22% of Belgians, and 19% of Germans still use teleworking.

The decline is even more pronounced when it comes to frequent teleworking (at least several times per week),

as shown in Figure 4. While 26% of Luxembourg resident employees still have access to frequent telework in 2024 (compared to 31% in 2021), this frequency has become marginal among cross-border workers: only 4% of French, German, and Belgian workers, compared to about 23 to 28% in 2021.

It is also worth noting that the possibility of teleworking is strongly related to the sector and type of profession. Telework remains a favoured practice among executives and intellectual professions, but is still very limited or even non-existent in fields such as construction or proximity services.

Figure 4: Frequency of telework usage: responses “Several times a week” and “Daily”



Note: QoW 2024 data; percentages.

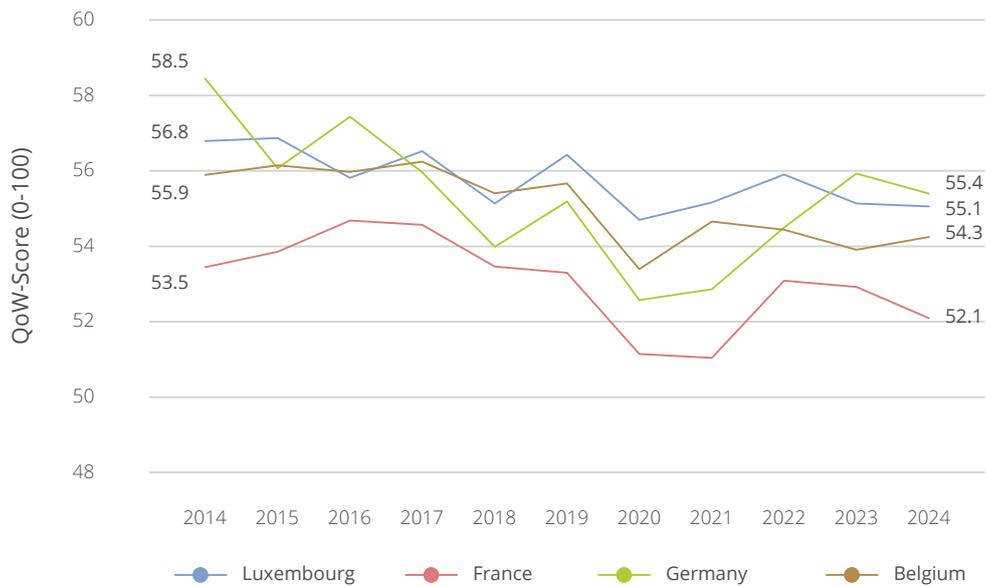
3. Perceived work quality varies by country of residence

The Quality of Work Index (QoW), calculated on a scale from 0 to 100, provides an overview of the quality of working conditions for employees in Luxembourg. It takes into account both available resources (such as autonomy, cooperation, and career prospects) and the constraints or risks they face (such as stress, physical workload, or harassment situations).

Over the past eleven years, the overall trend has been downward, indicating a gradual deterioration in the perception of working conditions across all employee groups.

However, significant differences emerge depending on the country of residence (**Figure 5**). Employees residing in Luxembourg consistently show above-average scores, reflecting a generally more positive perception of their work environment. In contrast, French cross-border workers display consistently lower scores, indicating that they perceive their working conditions as less favourable.

Figure 5: Work quality index by country of residence



Note: QoW 2014-2024 data; scores (0-100).

4. Significant gaps in perceived job quality between residents and cross-border workers

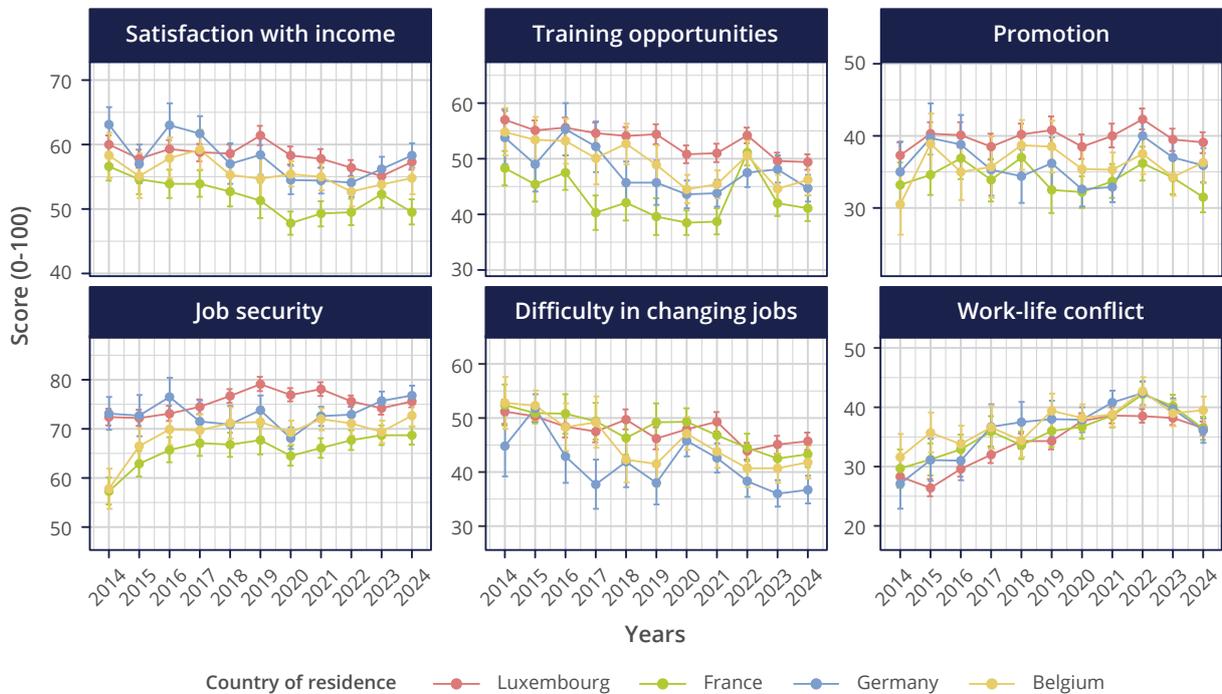
The analysis of survey responses across several dimensions of job quality highlights significant differences between employees residing in Luxembourg and those coming from neighbouring countries (**Figure 6**).

Employees living in Luxembourg or Germany report a significantly higher-than-average satisfaction with their perceived income and job security. This trend suggests a more positive perception of professional stability and economic conditions among these two groups.

In contrast, employees residing in France express below-average satisfaction across several key areas – not only regarding income, but also in terms of training opportunities, chances for promotion, and job security. These findings point to a more negative perception of their current situation and career advancement prospects.

Finally, a notable point concerns employees living in Luxembourg, who report experiencing fewer work-life conflicts than the average.

Figure 6: Dimensions of job quality by employees' country of residence



Note: QoW 2014-2024 data; scores (0-100).

5. Psychosocial working conditions perceived differently depending on country of residence

Psychosocial working conditions, measured through indicators such as mental demands, physical workload, and time pressure, vary significantly depending on employees' country of residence (**Figure 7**). Employees residing in Germany stand out for consistently higher levels of mental demands.

In France, employees report more challenging working conditions on several fronts: they indicate above-average levels of time constraints, physical strain, and accident risk, highlighting greater intensity and hardship in their work environment.

In contrast, employees living in Luxembourg report below-average levels of time pressure.

Figure 7: Dimensions of psychosocial working conditions by employees' country of residence



Note: QoW 2014-2024 data; Scores 0-100.

6. Well-being dimensions by employees' country of residence

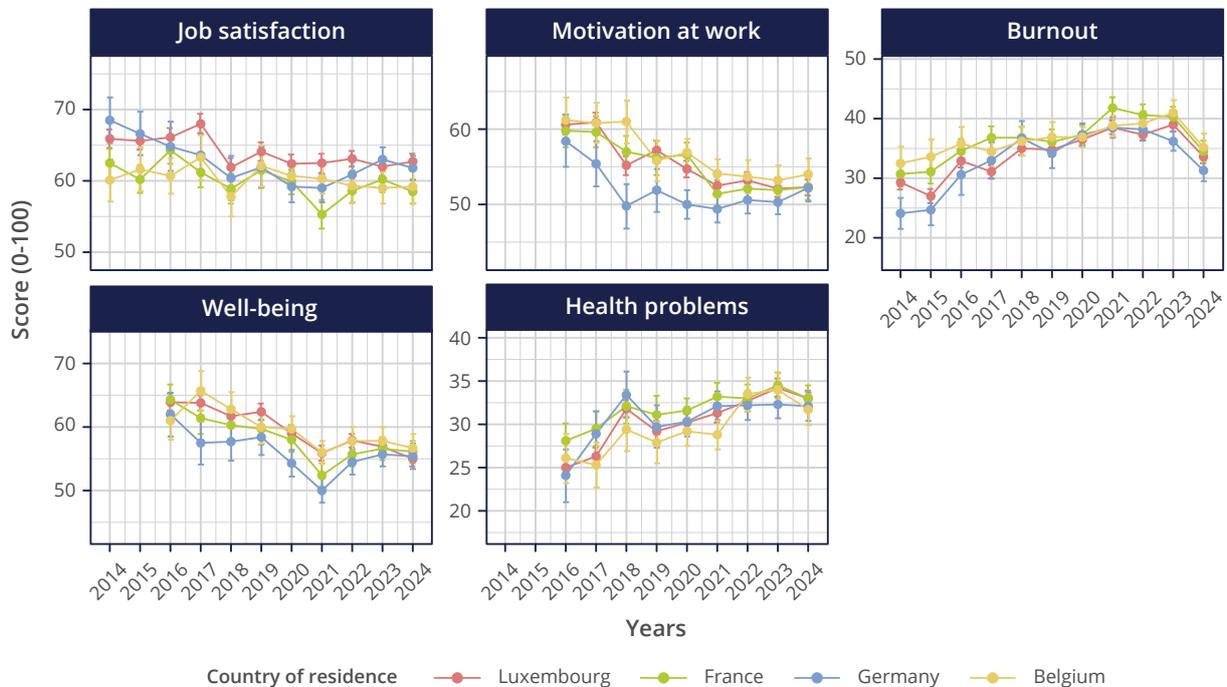
Indicators related to employee well-being also reveal significant differences depending on their country of residence (**Figure 8**). Employees residing in France appear particularly exposed to increased health risks: they report above-average levels of burnout as well as physical health problems.

For employees from Germany, the results are also concerning, though in a different way: they show the lowest levels of work motivation and below-average scores in

overall well-being. These factors may suggest a gradual disengagement or a general dissatisfaction with their professional environment.

In contrast, employees living in Luxembourg stand out for having above-average job satisfaction, a trend that has remained stable over time. Similarly, those residing in Belgium report the highest levels of motivation, reflecting strong professional engagement and a generally positive perception of their work environment.

Figure 8: Well-being dimensions by employees' country of residence



Note: QoW 2014-2024 data; Scores 0-100.

7. Increasing intention for job mobility, but at varying rates

The evolution of the intention to change jobs shows a general upward trend between 2016 and 2023 for all employees, regardless of whether they reside in Luxembourg, France, Germany, or Belgium. This increase seems to reflect a growing questioning of professional career paths over the years. However, a slight decline in this intention is observed in 2024.

This overall trend, however, conceals different dynamics depending on the country (**Figure 9**). Employees residing in Belgium stand out with a recent increase in their intention to change jobs. In contrast, employees living in Germany show a more stable trend, generally below the average.

Figure 9: Intention to change jobs by employees' country of residence



Note: QoW 2024-2024 data; percentages.

8. Summary

The analysis highlights marked differences between employees residing in Luxembourg and those coming from neighbouring countries, whether in terms of job quality, psychosocial working conditions, well-being, or intention to change jobs. These disparities are primarily explained by socio-demographic profiles that vary according to the country of residence. For example, Belgian cross-border workers have the highest education levels, while French cross-border workers are more often employed in technical and manual jobs. These differences directly influence the sectors of activity, types of professions, and consequently the perceived conditions and quality of employment.

The gaps observed in well-being indicators largely fit within this logic. French cross-border workers report higher levels of burnout and health problems, while German cross-border workers display relatively lower work motivation. Conversely, employees residing in Luxembourg express greater job satisfaction, and Belgian cross-border workers stand out for their strong motivation.

These differences are further amplified by structural constraints, notably daily mobility. Cross-border workers, especially the French, face longer commutes, negatively impacting their satisfaction, health, and work-life balance. Moreover, the decline in remote work since the end of exceptional pandemic measures has disproportionately affected cross-border workers, limiting their ability to mitigate these constraints.

Finally, the intention to change jobs has generally increased between 2016 and 2023, before experiencing a slight decline in 2024. This trend affects employees regardless of their country of residence but is particularly pronounced among Belgian cross-border workers, while remaining more stable among German cross-border workers.

Thus, the differences observed between employee groups should not be interpreted as mere geographic variations, but rather as the result of a combination of individual, professional, and structural factors.

9. References

- Chambre des salariés (2025). *Tendances générales de la qualité de travail et focus sur la santé mentale et la prévention des addictions chez les salariés*. Résumé de la présentation de l'enquête du 26 février 2025. Luxembourg : Chambre des salariés.
- Sischka, P. (2025). "Quality of Work – Index": *Zur Arbeitsqualität unterschiedlicher Arbeitnehmer*innengruppen in Luxemburg*. Zwischenbericht zur Erhebung 2024. Luxembourg: Universität Luxemburg.
- Steffgen, G., Sischka, P. E., & Fernandez de Henestrosa, M. (2020). *The Quality of Work Index and the Quality of Employment Index: A Multidimensional Approach of Job Quality and Its Links to Well-Being at Work*. International Journal of Environmental Research and Public Health, 17(21), 7771. <https://doi.org/10.3390/ijerph17217771>

Method

For the "Quality of work Index" study on the work situation and quality of work of employees in Luxembourg, around 1,500-2,900 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 relate to the surveys conducted since 2014 (Sischka, 2025a).

Table 1 : Methodological background of the QoW survey

Aim of the survey	Analysis of the labour situation and quality of work of employees in Luxembourg					
Conception, realisation, 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; 2023: 2.732; 2024: 2.939					
Work quality scales	Scale	Number of items	Cronbach's Alpha	Scale	Number of items	Cronbach's Alpha
	Participation	2	0,72-0,80	Mental requirements	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 requirements	2	0,79-0,87
	Co-operation	4	0,79-0,84	Physical stress	2	0,68-0,76
	Mobbing	5	0,72-0,78	Risk of accident	2	0,75-0,85
Employment quality scales	Scale	Number of items	Cronbach's Alpha	Scale	Number of items	Cronbach's Alpha
	Satisfaction with income	2	0,87-0,89	Workplace safety	2	0,72-0,78
	Education	2	0,74-0,87	Difficulty changing jobs	2	0,81-0,84
	Promotion	2	0,84-0,90	Work-life conflict	3	0,75-0,82

QoW-Index	The <i>QoW index</i> is formed by the unweighted average of all scales of the quality of work and employment. The scales are also calculated using the unweighted mean value of the corresponding individual indicators, which assume values between 1 (e.g. "never") and 5 (e.g. "almost always"). The scale values are then standardised to values between 0 and 100 $(((\text{original scale value} - 1) / 4) * 100)$.																													
Well-being 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>Job satisfaction</td> <td>3</td> <td>0,79-0,85</td> <td>General Well-Being (WHO-5)</td> <td>5</td> <td>0,83-0,90</td> </tr> <tr> <td>Work motivation</td> <td>3</td> <td>0,65-0,76</td> <td>Health problems</td> <td>7</td> <td>0,72-0,79</td> </tr> <tr> <td>Burnout</td> <td>6</td> <td>0,80-0,86</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>						Scale	Number of items	Cronbach's Alpha	Scale	Number of items	Cronbach's Alpha	Job satisfaction	3	0,79-0,85	General Well-Being (WHO-5)	5	0,83-0,90	Work motivation	3	0,65-0,76	Health problems	7	0,72-0,79	Burnout	6	0,80-0,86			
Scale	Number of items	Cronbach's Alpha	Scale	Number of items	Cronbach's Alpha																									
Job satisfaction	3	0,79-0,85	General Well-Being (WHO-5)	5	0,83-0,90																									
Work motivation	3	0,65-0,76	Health problems	7	0,72-0,79																									
Burnout	6	0,80-0,86																												
Classification of the highest level of training according to ISCED 2011	<p>For the Quality of Work survey, the definition of the highest level of education is based on the International Standard Classification of Education (ISCED 2011). ISCED 2011 was developed to enable international comparisons of education systems and qualifications. For the QoW survey, the information collected on educational attainment was classified according to international education levels based on the following scheme:</p> <p>ISCED 1 – Primary education: No diploma; diploma from primary or basic education; ISCED 2 – Lower secondary education: Diploma from lower secondary education (e.g. certificate of compulsory schooling completion); ISCED 3 – Upper secondary education: Diploma from general or technical upper secondary education (e.g. baccalaureate), or vocational training; ISCED 4 – Post-secondary non-tertiary education: Specialized training; ISCED 5 – Short-cycle tertiary education: Training as a craftsman or technician; ISCED 6 – Bachelor's or equivalent level: Higher education diploma (Bachelor's degree); ISCED 7 – Master's or equivalent level: Master's degree; ISCED 8 – Doctoral or equivalent level: Doctorate degree</p>																													

Chambre des salariés

David.Buechel@csl.lu
T +352 27 494 306

Sylvain.Hoffmann@csl.lu
T +352 27 494 200