



Hotels and restaurants

Fact sheet

Background

Eurofound's European Working Conditions Surveys (EWCS) have been carried out every five years since 1991. Each wave of the survey provides an overview of the state of working conditions throughout Europe and indicates the nature and extent of changes affecting the workforce and the quality of work. The fieldwork for Eurofound's most recent edition of the EWCS was carried out in 2005 in 31 countries, including the 27 EU Member States, plus candidate countries Croatia and Turkey, as well as EFTA countries Norway and Switzerland. In 2005, the sample size was set at 1000 per country (600 for Cyprus, Estonia, Luxemburg, Malta and Slovenia).

Following the 2005 survey, Eurofound asked TNO Work & Employment to perform a secondary statistical analysis of the data from the fourth EWCS 2005 on sector profiles with regard to working conditions in the 27 Member States. For the analysis, NACE Revision 1.1¹ was applied. The findings are set out in 26 fact sheets, each covering one of the 26 sectors in the NACE classification. Each fact sheet presents:

- a profile of the sector's socio-demographic characteristics based on data at NACE at 1 and 2 digit level;
- a profile of working conditions in the sector based on data at NACE at 1 and 2 digit level.

This fact sheet presents a snapshot of working conditions in the hotels and restaurants sector (Nace Rev 1.1 H).

¹ This is a revision of the 'General Industrial Classification of Economic Activities within the European Communities', known by the acronym NACE and originally published by Eurostat in 1970. The NACE code was subsequently revised (REV. 1.1) in the 1990s.

Sector profile

The hotels and restaurants sector is a relatively young sector with 32.1% of workers aged 24 or less years (compared to an average of 11.8% in this age group for all sectors). The sector is also characterised by shorter-than-average periods of job stability: 51.7% of workers have spent only one year or less in their job; much lower proportions of workers have spent 6 to 15 years (18.6%) and 16 years or longer (9.7%) in their current job.

With regard to the type of employment contract found in the hotels and restaurants sector, almost half of all contracts are non-permanent (46.7%) – this compares with an average of just one sixth across all sectors (23.4%).

Looking at company size, a larger-than-average proportion of workers in this sector report working in companies or organisations with from 2 to 9 employees (49.8% compared with the average of 27.5%). In contrast, a lower proportion of workers is employed in medium-sized and large companies or organisations (7.2% and 3.9% respectively compared with cross-sector averages of 19.4% and 15%).

A low educational level is also common in the hotels and restaurants sector. Twice as many workers in this sector (11%) than the average for all sectors (5.3%) have completed primary education while the proportion of workers with third-level education (11.6%) is significantly lower than the average (23.5%).

In terms of income level, a high proportion of workers is concentrated in the lowest income category (42.1% compared to the cross-sector average of 25.1%) while a low proportion of workers falls into the highest income category (15.8% against the average of 24.3%).

Gender		
	<i>Men</i>	<i>Women</i>
Hotels and restaurants	51.2%	48.8%
All sectors	55.5%	44.5%

Age					
	<i>Average age</i>	<i>Age group</i>			
		<i>≤ 24 years</i>	<i>25-39 years</i>	<i>40-54 years</i>	<i>≥ 55 years</i>
Hotels and restaurants	34.5▼▼▼	32.1%▲▲▲	33.0%	26.1%▼▼▼	8.8%
All sectors	40.0	11.8%	36.8%	38.6%	12.7%

Years in company or organisation				
	<i>≥ 2 years</i>	<i>3-5 years</i>	<i>6-15 years</i>	<i>≤ 16 years</i>
Hotels and restaurants	51.7%▲▲▲	20.1%	18.6%▼▼▼	9.7%▼▼▼
All sectors	27.1%	20.9%	29.6%	22.4%

Type of employment		
	<i>Self-employed</i>	<i>Employee</i>
Hotels and restaurants	23.2%	76.8%
All sectors	16.7%	83.3%

Employment contract		
	<i>Permanent contract</i>	<i>Non-permanent contract</i>
Hotels and restaurants	53.3%▲▲▲	46.7%▼▼▼
All sectors	76.6%	23.4%

Company size					
	<i>One-person company</i>	<i>Micro enterprise (2-9 employees)</i>	<i>Small enterprise (10-49 employees)</i>	<i>Medium enterprise (50-249 employees)</i>	<i>Large enterprise (250+ employees)</i>
Hotels and restaurants	10.4%	49.8%▲▲▲	28.8%	7.2%▼▼▼	3.9%▼▼▼
All sectors	10.4%	27.5%	27.7%	19.4%	15.0%

Education level							
	<i>No education</i>	<i>Primary education (ISCED 1)</i>	<i>Lower secondary education (ISCED 2)</i>	<i>Upper secondary education (ISCED 3)</i>	<i>Post-secondary including pre-vocational or vocational education</i>	<i>Tertiary education - first level (ISCED 5)</i>	<i>Tertiary education - advanced level (ISCED 6)</i>
Hotels and restaurants	1.4%	11.0%▲▲▲	20.3%	49.7%	6.0%	11.6%▼▼▼	0.06%
All sectors	0.9%	5.3%	16.5%	44.5%	7.3%	23.5%	2.0%

Income level				
	<i>Income bands</i>			
	<i>Lowest</i>	<i>Low</i>	<i>High</i>	<i>Highest</i>
Hotels and restaurants	42.1%▲▲▲	22.5%	19.6%	15.8%▼▼▼
All sectors	25.1%	23.9%	26.7%	24.3%

How to read the table

The comparison is between the subgroup/sector and the average for all sectors based on the 2005 European Working Conditions Survey sample for the EU27. ▲ (p<0.05), ▲▲ (p<0.01), and ▲▲▲ (p<0.001) indicate differences between the sector profiled and the sample average at different levels of statistical significance (each mean is tested with the t-test). The more triangles, the higher the statistical significance of the figure (i.e. it is more likely to reflect a real difference in the population).

Where estimates are not accompanied by triangles, this indicates that observed differences are not statistically significant.

Working conditions and outcomes

The figure below shows specific dimensions of working conditions with favourable and unfavourable scores in the hotel and restaurants sector, taking as a point of reference mean exposure (0.0 score in the chart below).

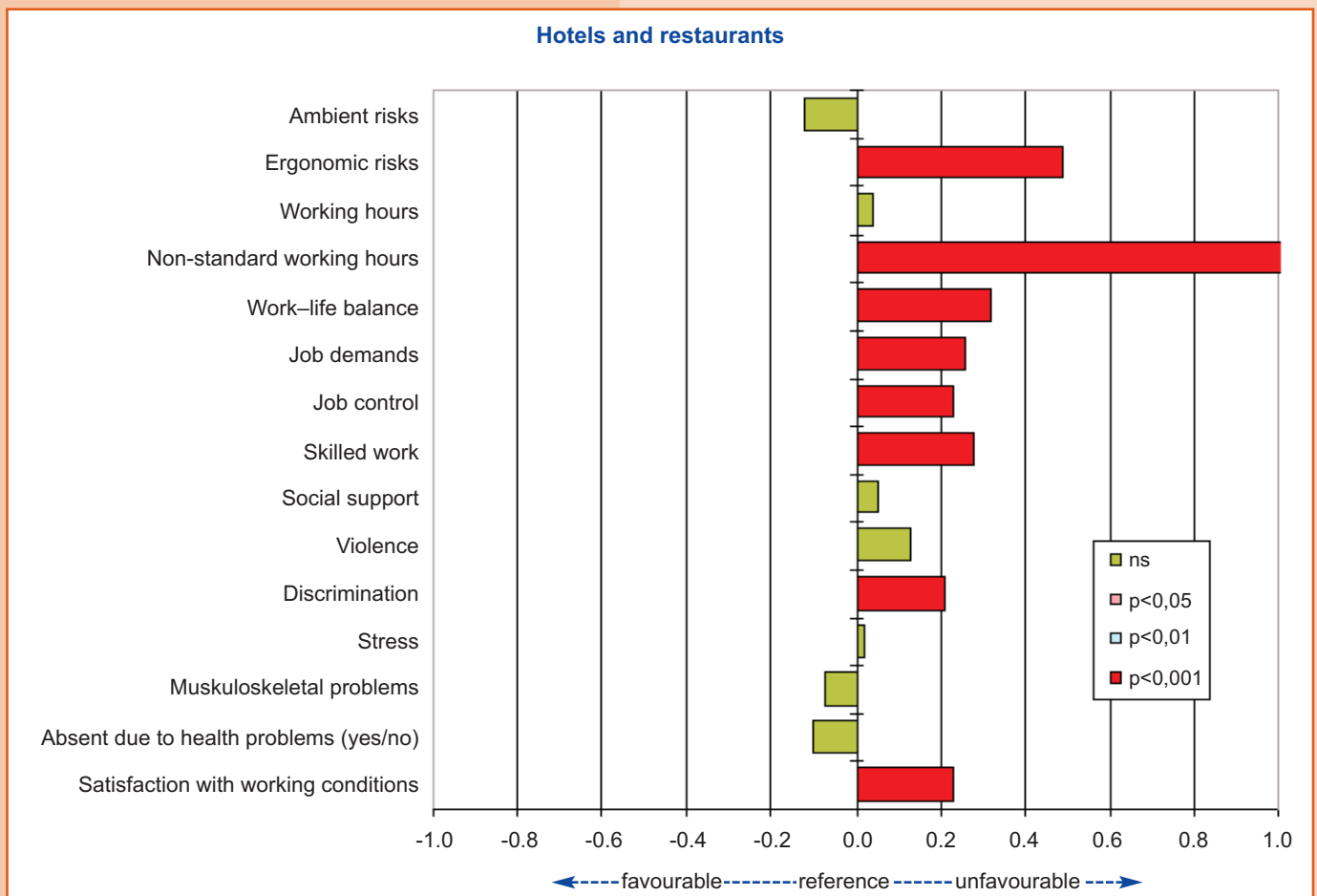
Compared with the average, the hotel and restaurants sector has significantly unfavourable scores on a number of dimensions.

With regard to the physical environment, workers in the hotels and restaurants sector report high levels of ergonomic risks (tiring or painful positions, carrying or moving heavy loads, standing or walking and repetitive hand or arm movements). In terms of psychosocial risks, the sector has a relatively unfavourable score for discrimination (linked to sex, gender, age, ethnic background or others).

On the working time dimension, workers in the hotels and restaurants sector have significantly higher than average levels of exposure to non-standard working hours (night and evening work, Saturday/ Sunday work and more than 10 working hours a day). In addition, the sector shows an unfavourable score on the fit between working hours and family or social commitments.

The hotels and restaurants sector is also characterised by lower-than-average levels of skilled work (use of quality standards in the work process, solving unforeseen problems, job complexity and learning new things) and control over the work process (ability to choose or change the order of tasks, methods of work and speed or rate of work). Furthermore, workers in this sector report relatively high job demands/work intensity (working at high speed and to tight deadlines).

These unfavourable scores may partly explain the low levels of satisfaction with working conditions in this sector.



How to read the figure

For the profiling of the sector, eleven aspects of working conditions (mainly composite indexes based on several variables) and four outcomes (stress, musculoskeletal disorders, absence due to health problems and job satisfaction) were taken into account.

In the chart above, $p < 0.001$ represents the highest level of statistical significance, while $p < 0.01$ and $p < 0.05$ indicate comparatively lower levels of statistical significance; 'ns' stands for no statistically significant difference. Statistical differences from the average can be either favourable (scores on the left side of the chart) or unfavourable (scores on the right side of the chart) on a specific set of working conditions.

Score values greater than ± 0.2 indicate a small deviation from mean exposure (0.0) while score values ranging from ± 0.2 to ± 0.5 and greater than ± 0.5 indicate respectively substantial and very substantial deviation from mean exposure.

For example, the chart above shows that values indicating exposure to non-standard working hours are statistically significant ($p < 0.001$) and greater than $+ 0.5$, meaning that workers in hotels and restaurants report a comparatively higher level of exposure than the average.

Key findings

- In terms of socio-demographic characteristics, the hotels and restaurants sector is a young sector with higher than average job turnover.
- Non-permanent contracts are more prevalent in this sector. Most workers in hotels and restaurants report working in small companies or organisations with 2-9 employees.
- A higher than average proportion of workers have only primary level education and fall into the lowest income category.
- In general, the hotels and restaurants sector has unfavourable working conditions, with reportedly high level of exposure to ergonomic risks and discrimination. Non-standard working hours, high job demand/work intensity, low levels of skilled work and job control are also prevalent in the sector. In terms of outcomes, workers report a poor work-life fit and low level of satisfaction with working conditions.

Methodology

The European Working Conditions Survey (EWCS) is carried out every five years by the European Foundation for the Improvement of Living and Working Conditions (Eurofound), a tripartite European agency based in Dublin. The questionnaire is developed by the Eurofound team in close cooperation with an expert questionnaire development group. This group comprises representatives of the European social partners, other EU bodies (European Commission, Eurostat, European Agency for Safety and Health at work), international organisations (OECD, ILO), national statistical institutes, as well as leading European experts in the field. The sample of the EWCS is representative of persons in employment (according to the Eurostat definition this comprises both employees and the self-employed aged 15 years and over) resident in the countries covered for the respective periods. In each country, the EWCS sample followed a multi-stage, stratified and clustered design with a random walk procedure for the selection of the respondents at the last stage. All interviews were conducted face-to-face in the respondent's own household.

Further Eurofound research on the sector

EU hotel and restaurant sector: Work and employment conditions

<http://www.eurofound.europa.eu/publications/htmlfiles/ef0398.htm>

Hotels and catering sector - visions of the future

<http://www.eurofound.europa.eu/emcc/content/source/eu05026a.htm>

Hotels and catering - policies, issues and the future

<http://www.eurofound.europa.eu/emcc/content/source/eu05027a.htm>

Hotels and catering - what future?

<http://www.eurofound.europa.eu/emcc/content/source/eu05025a.htm>

Further information

The Fourth *European Working Conditions Survey* report and secondary analysis of survey data are available on the *European Working Conditions Observatory* website:
<http://www.eurofound.europa.eu/ewco/surveys/ewcs2005/>

For further information please contact:
Sara Riso, Information Liaison Officer
sri@eurofound.europa.eu