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OVERVIEW OF THE RESULTS OF THE QUESTIONNAIRE FOR YOUNG MEMBERS OF TRADE UNIONS/YOUNG WORKERS ON INVOLVEMENT AND DECISION MAKING IN LATVIA, BULGARIA, HUNGARY, CROATIA AND MONTENEGRO



**Riga
May 2018**

INTRODUCTION

The survey for young trade union members / young employees on involvement and decision making issues was implemented in the partner countries of the project VS/2018/0030 "Promotion of Youth Workers Involvement and Decision Making in Trade Unions and Undertakings" - Latvia, Hungary, Bulgaria, Croatia and Montenegro. This questionnaire was anonymous - responses were only be reported in aggregate form. Total number of respondents is 500, int.al., in Latvia – 67 respondents, in Croatia – 178 respondents, in Bulgaria – 51 respondent, in Hungary – 105 respondents and in Montenegro – 99 respondents.

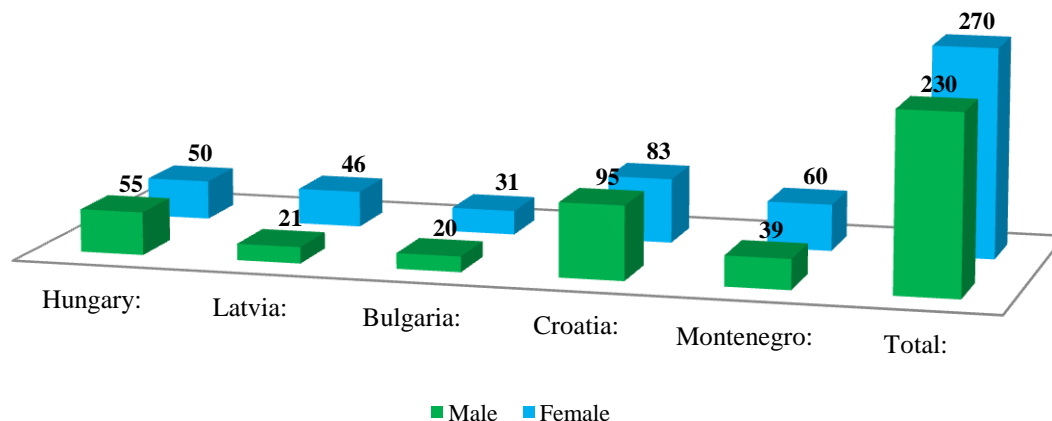
The purpose of the questionnaire was to identify, collect and analyze the views and knowledge of young people about trade unions and to understand whether their labor rights are respected at the workplace. The target audience of the questionnaire were young people under the age of 35. The summary of the results of the survey identifies problem issues and enables trade union representatives to work on strategic goals and objectives in order to protect the rights and interests of young workers, to educate and promote the activities of trade unions among young people, to promote the involvement of young people in improving the quality of work of the trade unions and undertakings.

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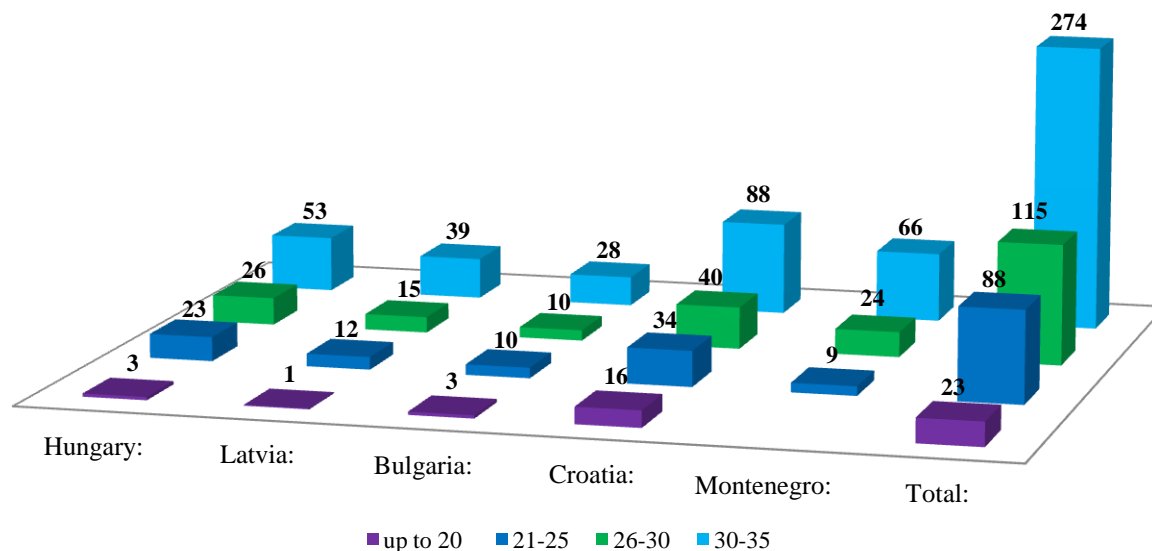
SUMMARY OF SURVEY RESULTS

1. Gender:



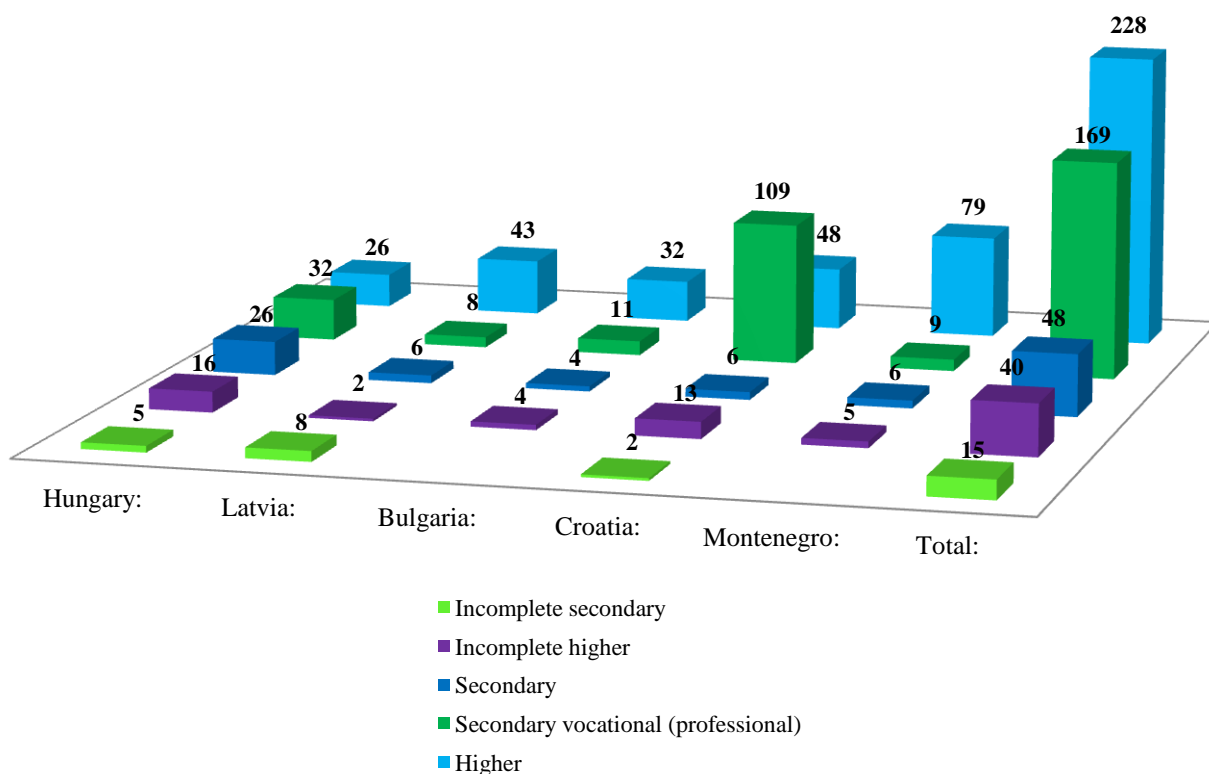
In total 230 men and 270 women participated in the survey. In Latvia, Bulgaria and Montenegro women participated in survey more actively than men (60% - 70% of respondents - women), in its turn in Croatia male respondents were more active (53,4% of respondents - males). In Hungary almost similar number of female and male respondents participated in the survey.

2. Age:



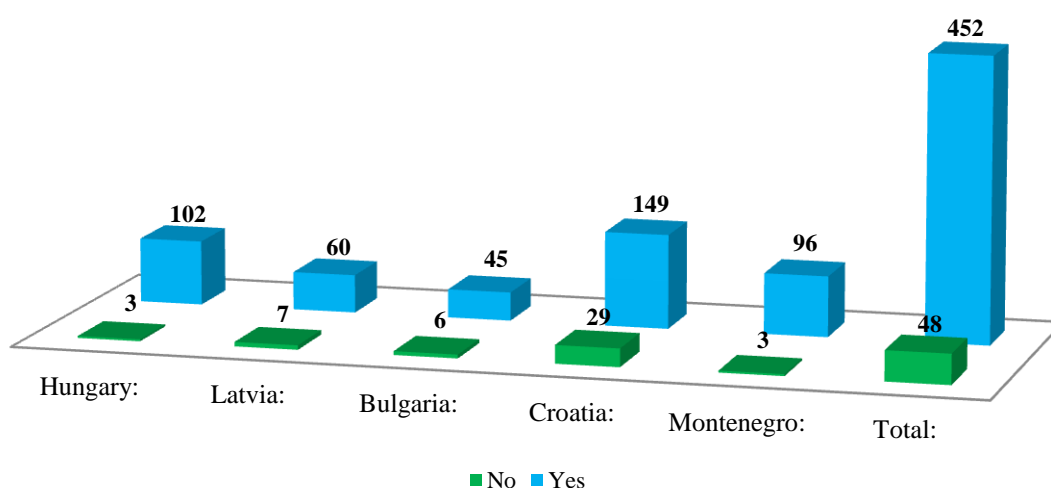
The most popular age group among respondents in all countries is of age 30-35 years, in the second place – of age 26-30 years. In Hungary the largest number of respondents is in the age group of 30-35 years (50%), less active respondents are in the age group of 21-25 years (20%). In Bulgaria the most active respondents are in the age group of 30-35 years (54,9%), less active respondents - in the age group of 26-30 years (19%). In Croatia the most active respondents are in the age group of 30-35 years (49,4%), less active respondents - in the age group of 21-25 years (19,1%). In Latvia the largest number of respondents is in the age group of 30-35 years (58,2%), less active respondents - 21-25 years old (17,9%). In Montenegro most of respondents are in the age group of 30-35 years (66,7%), less active respondents - in the age group of 21-25 years (17,9%).

3. What is your level of education?



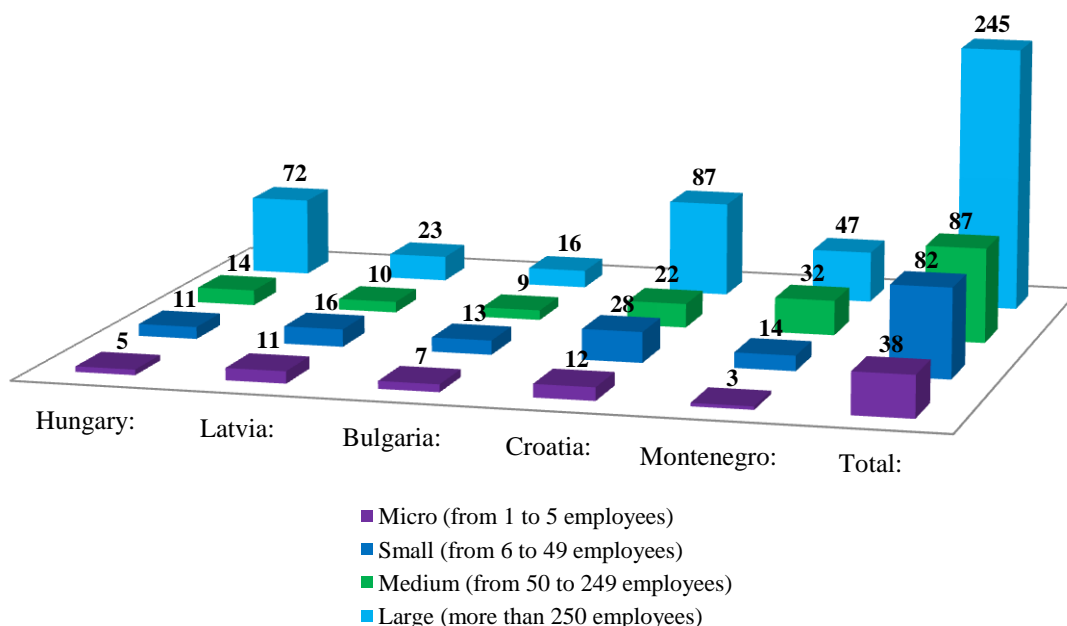
In Latvia, Bulgaria and Montenegro most of the respondents have higher education, while in Hungary and Croatia most of the respondents have secondary vocational education. In total the most of survey participants have higher education, while the least respondents were those with secondary or incomplete secondary education.

4. Are you currently employed?



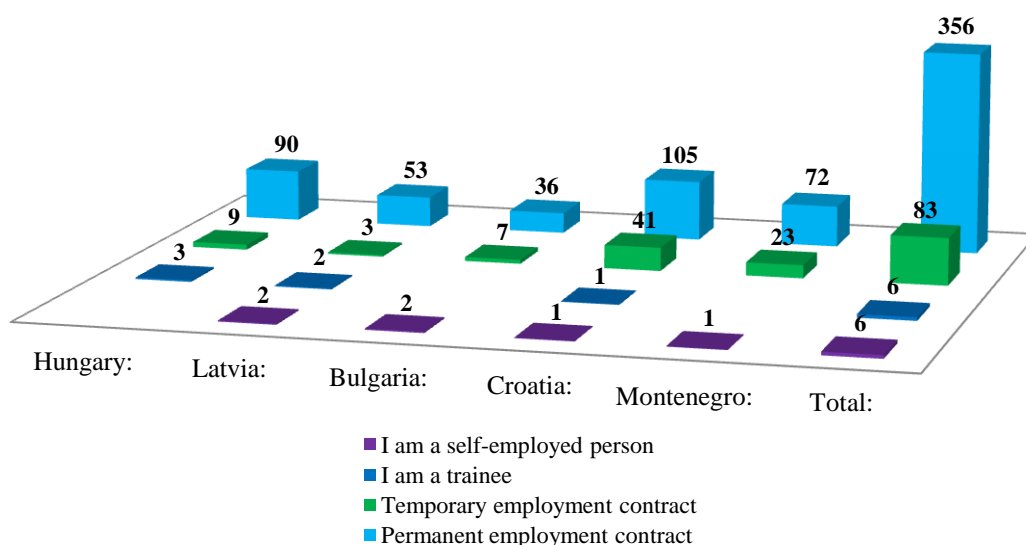
Most of the survey respondents (90%) responded with affirmative - they are currently employed. The highest number of employed respondents is in Montenegro (97%) and Hungary (97,1%). In Latvia, Bulgaria and Croatia 83-89% of respondents are currently employed.

4.1. What is the size of the company based on the number of employees?



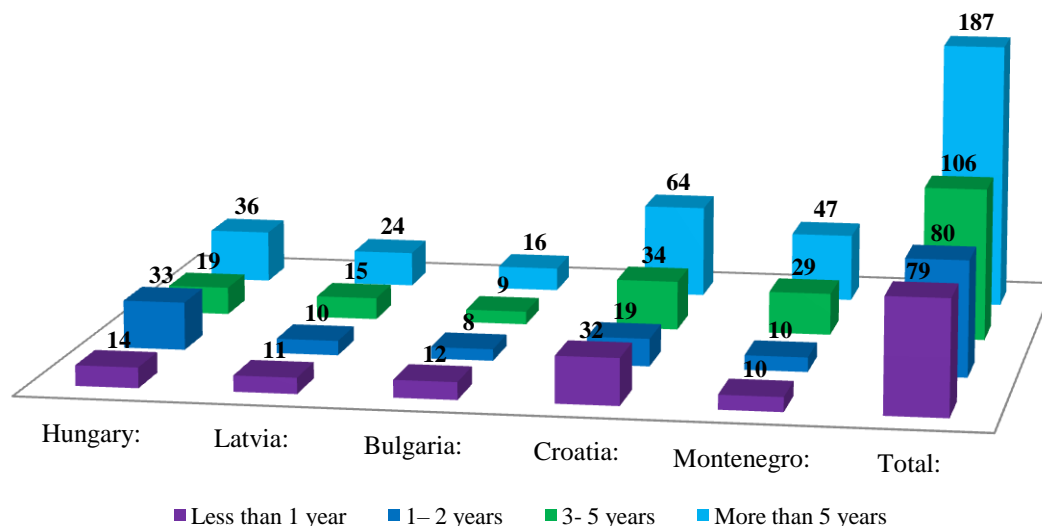
Mostly in the survey took part employees of the large enterprises (more than 250 employees) - 50% of the total number of respondents, while the smallest number of respondents was from micro-enterprises (from 1 to 5 employees) – only 10% of the total number of respondents. In Hungary the vast majority of respondents (70,6%) responded that they are employed in large enterprises and 13,7% of respondents - in medium-sized enterprises (50-249 employees). In Croatia 58,4% of respondents are employed in large enterprises and 18,8% of respondents - in small enterprises (6-49 employees). In Latvia 38% of the survey respondents responded that they are employed in large enterprises and 26,7% - in small enterprises. In Bulgaria 35,6% of the survey respondents are employed in large enterprises and 28,9% - in small enterprises. In Montenegro 49% of respondents are employed in large enterprises, while 14,6% are employed in small enterprises.

4.2. What is the type of your employment contract?



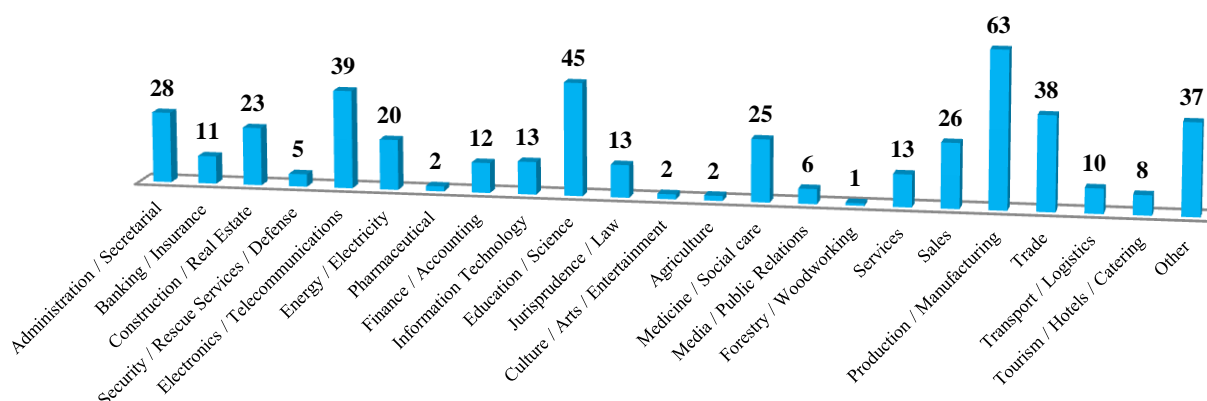
In total 80% of the survey respondents have a permanent contract. In Latvia, Hungary and Bulgaria 80-88% of respondents responded that their employment contract is permanent. In Montenegro and Croatia 24 - 27% of respondents responded that their employment contract is temporary.

4.3. How long have you been employed at the current job?



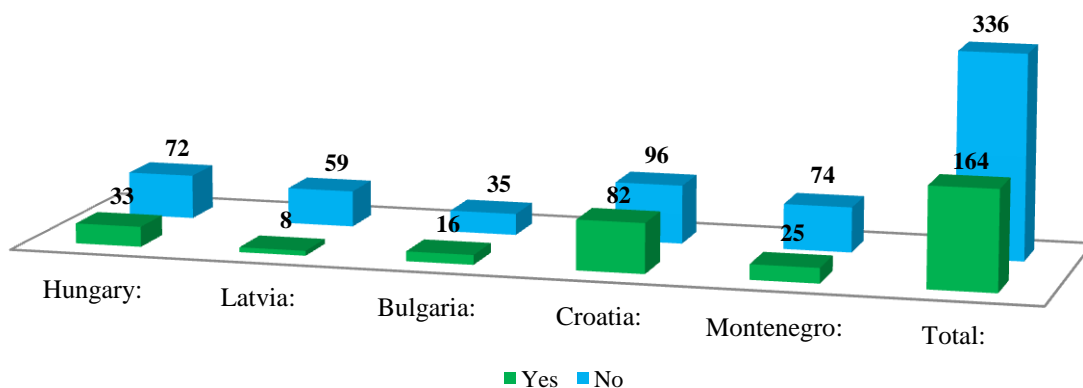
For 40,5% of the total number of respondents the length of employment in the current workplace is five or more years, for 23% of respondents – three to five years. The largest number of the survey respondents in Montenegro (49%) responded that they are employed in the current workplace for five or more years and 30,2% - for three to five years. In Hungary 35,3% of respondents are employed in the current workplace for five or more years, 32,4% - are employed for one to two years. In Croatia 43% of respondents are employed in the current workplace for five or more years, 22,8% - for three to five years, 21,5% - for less than a year. In Bulgaria 35,6% of respondents responded that they are employed in the current workplace for five or more years, 26,7% - for less than a year, 20% - for three to five years. In Latvia 40% of respondents responded that they are employed for more than five years, 25% - for three to five years.

4.4. What is your sector of employment?



The most popular sectors of employment are slightly different for countries, but each country has three most popular sectors. For Latvia they are Construction, Administration/Secretarial and Jurisprudence/Law. For Montenegro - Education/Science, Electronics/Telecommunications, Medicine/Social Care. For Hungary - Production/Manufacturing, Trade and Sales. For Croatia - Trade, Education/Science, Transport/Logistics. For Bulgaria - Administration/Secretarial, Construction, Energy.

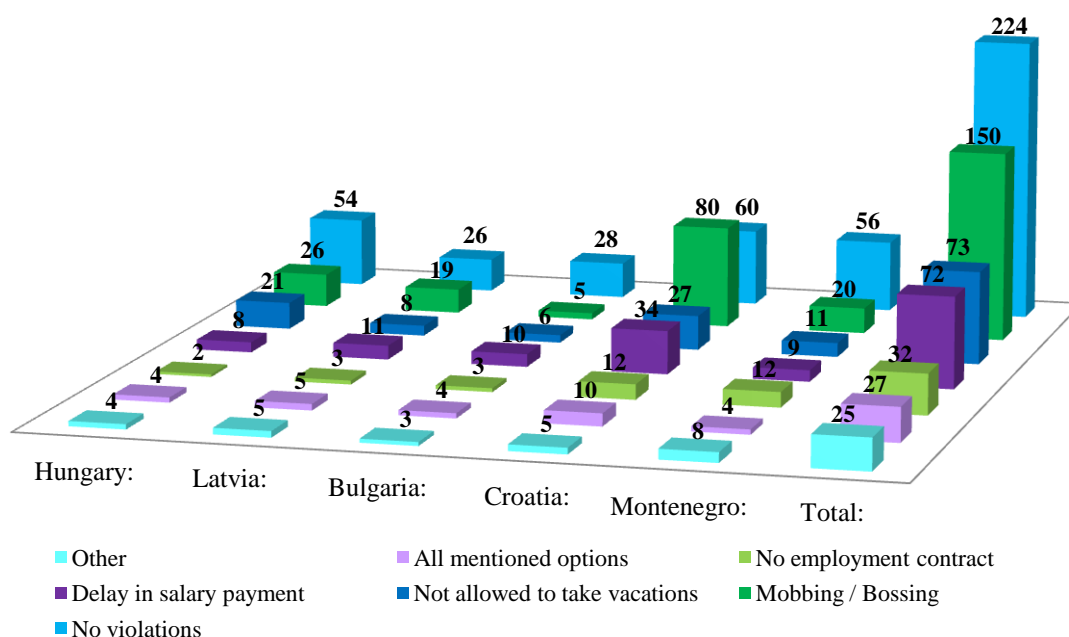
5. Do you intend to go to work abroad?



70,8% of all survey respondents don't think about leaving their country to go to work abroad. The vast majority of respondents from Latvia and Montenegro responded that they don't want to leave the country. The highest percentage of respondents who responded positively regarding the possibility to go abroad to search for employment is in Croatia (46%), as well as in Hungary (31,4%) and Bulgaria (31,4%).

Regarding the reasons for going abroad to search for a job respondents from Croatia mentioned poor working conditions, low wages and employer's attitude. Respondents from Hungary stated as main reasons the national policy and disbelief that they will be able to receive social security after the retirement even if they work all life in their homeland. Respondents from Montenegro mentioned that young people who work and pay taxes can't afford to buy their own housing. Respondents from Latvia noted that they are interested in multicultural environment, other traditions and new challenges and it could be interesting for young people to go to work abroad.

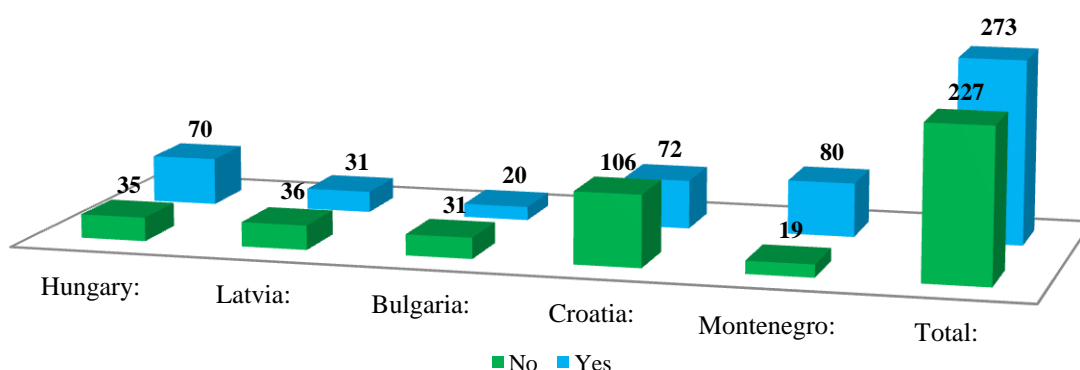
6. Have you ever encountered any of labor rights violations at your workplace?



Most of the respondents (47%) said that they have never encountered any labor law violations at their workplace, but among those who mentioned experienced labor law violations the most popular answer was mobing/bossing. In Croatia (44,9%), Latvia (28%), Hungary (24,8%), Montenegro (20,2%) and Bulgaria (9%) respondents encountered

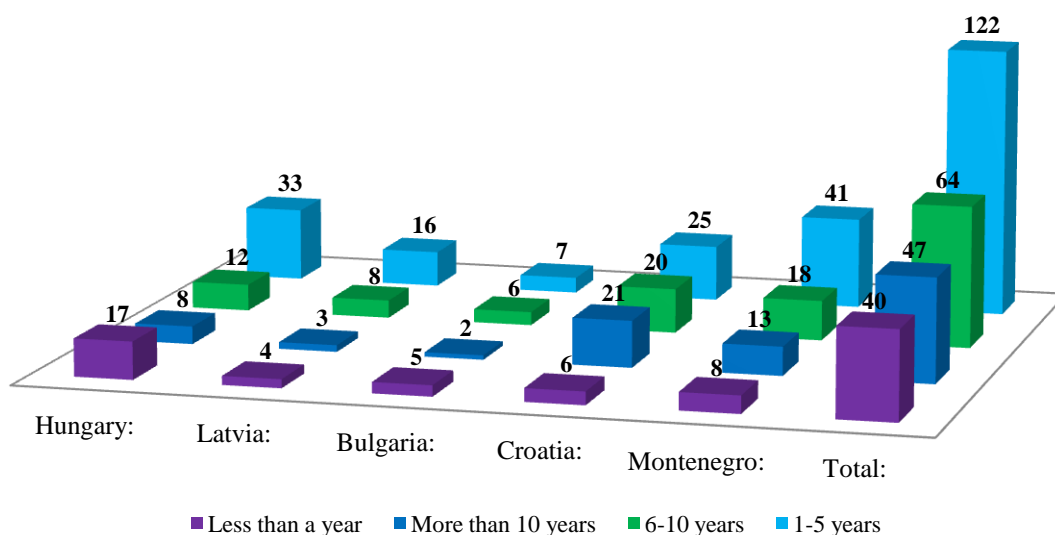
mobbing/bossing at the workplace. The second most commonly provided answer is delay in salary payment – 19,6% of respondents in Bulgaria, 19% of respondents in Croatia and 16,4% of respondents in Latvia have experienced this violation of labor law. Respondents in Hungary (20%), Croatia (15%) and Bulgaria (11,8%) encountered the situation when they are not allowed to take vacations. 12,1% of respondents from Montenegro responded that they have encountered a situation of work with no employment contract. Respondents also mentioned the following labor law violations: workers are not allowed to take foreseen breaks, the employer requests that worker comes to work on his/her holiday, it is not possible to take the sick leave, the employee is obliged to perform completely different tasks than those provided in the employment contract, overtime work is not being paid.

7. Are you a member of trade union?



55% of all survey respondents are members of trade union, 45% of respondents are not unionized. The number of trade union members among respondents is Montenegro is 80,8%, in Hungary – 66,7%, in Latvia – 46,3% in Croatia – 40,4% and in Bulgaria – 39,2%. The number of respondents who are not members of the trade unions in Bulgaria is 60,8%, in Croatia - 59.6%, in Latvia – 53,7%, in Hungary – 33,3% and in Montenegro – 19,2%.

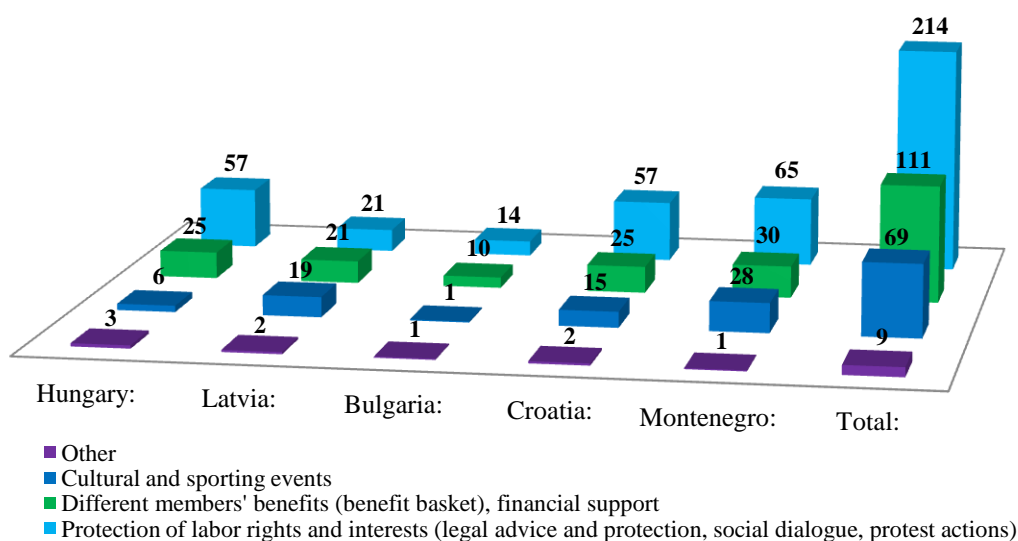
7.1. How long have you been a member of trade union?



Most of the respondents are members of trade union for one to five years – 51,6% in Latvia, 51,2% in Montenegro, 47% in Hungary, 35% in Bulgaria and 34,7% in Croatia. Significant part of respondents are members of the trade union for six to ten years - 30% in Bulgaria, 27,8% in Croatia, 25,8% in Latvia, 22,5% in Montenegro and 17,1% in Hungary. 25% of respondents from Bulgaria and 24,3% of respondents from Hungary are members of trade

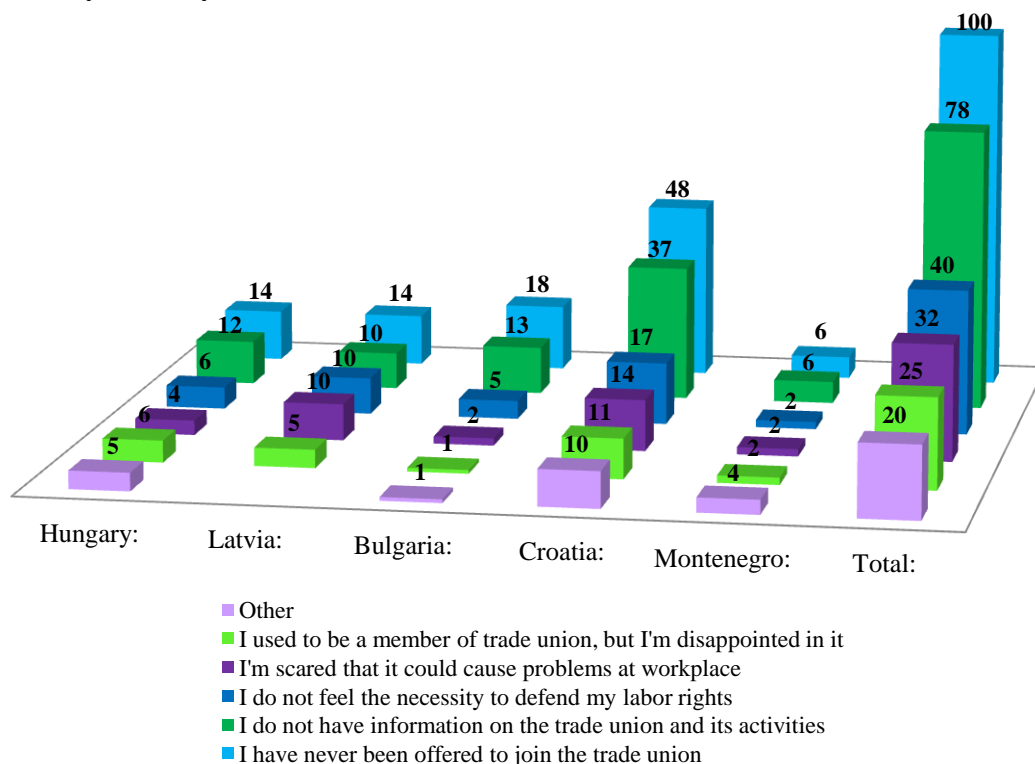
union for less than a year. 29,2% of respondents from Montenegro are members of trade union for more than a decade.

7.2. Why were you interested in joining a trade union?



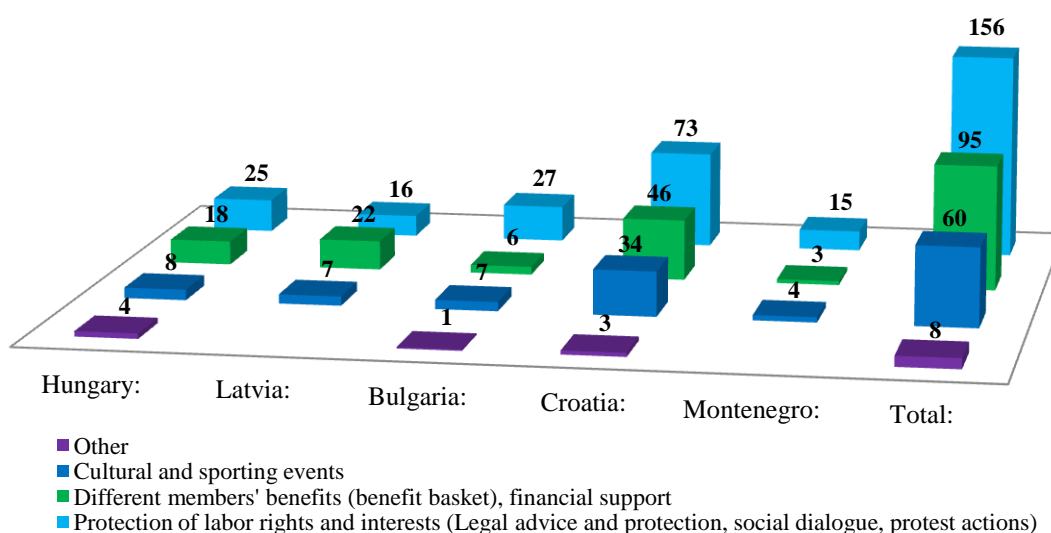
81,4% of respondents in Hungary, 70% of respondents in Bulgaria, 79% of respondents in Croatia, 83% of respondents in Montenegro and 67% of respondents in Latvia responded that the protection of labor rights and interests (legal advice and protection, social dialogue, protest actions) was main reason for joining trade union. Different members' benefits (benefit basket) and financial support was as reason for joining trade union for 35% of respondents in Hungary, 50% of respondents in Bulgaria, 34% of respondents in Croatia, 38% of respondents in Montenegro and 67% of respondents in Latvia. Cultural and sporting events were mentioned by 61,3% of respondents in Latvia and 35,8% of respondents in Montenegro.

7.3. Why aren't you a member of trade union?



In Hungary (40%), Bulgaria (58%), Croatia (68%), Montenegro (31,6%) and Latvia (38,9%) respondents mentioned that they are not members of trade union due to they have never been offered to join a trade union. The second most frequently mentioned answer is that there is no information on the trade union and its activities - 34,4% of respondents in Hungary, 41,9% of respondents in Bulgaria, 34,9% of respondents in Croatia, 31,6% of respondents in Montenegro and 27,8% of respondents in Latvia. 27,8% of respondents in Latvia mentioned that they don't feel the necessity to defend their labor rights, as well as they are scared that membership in trade union could cause problems at workplace. Respondents from Hungary mentioned that they are disappointed in trade unions, they don't have enough information on trade union activities, plans and objectives, as well as they consider that trade unions are weak. Respondents from Montenegro mentioned that trade unions have no influence on the labor rights of workers and they can't object in favor of the workers. Respondents from Croatia mentioned that they don't have faith in trade unions and that the establishment of trade unions at workplace is prohibited.

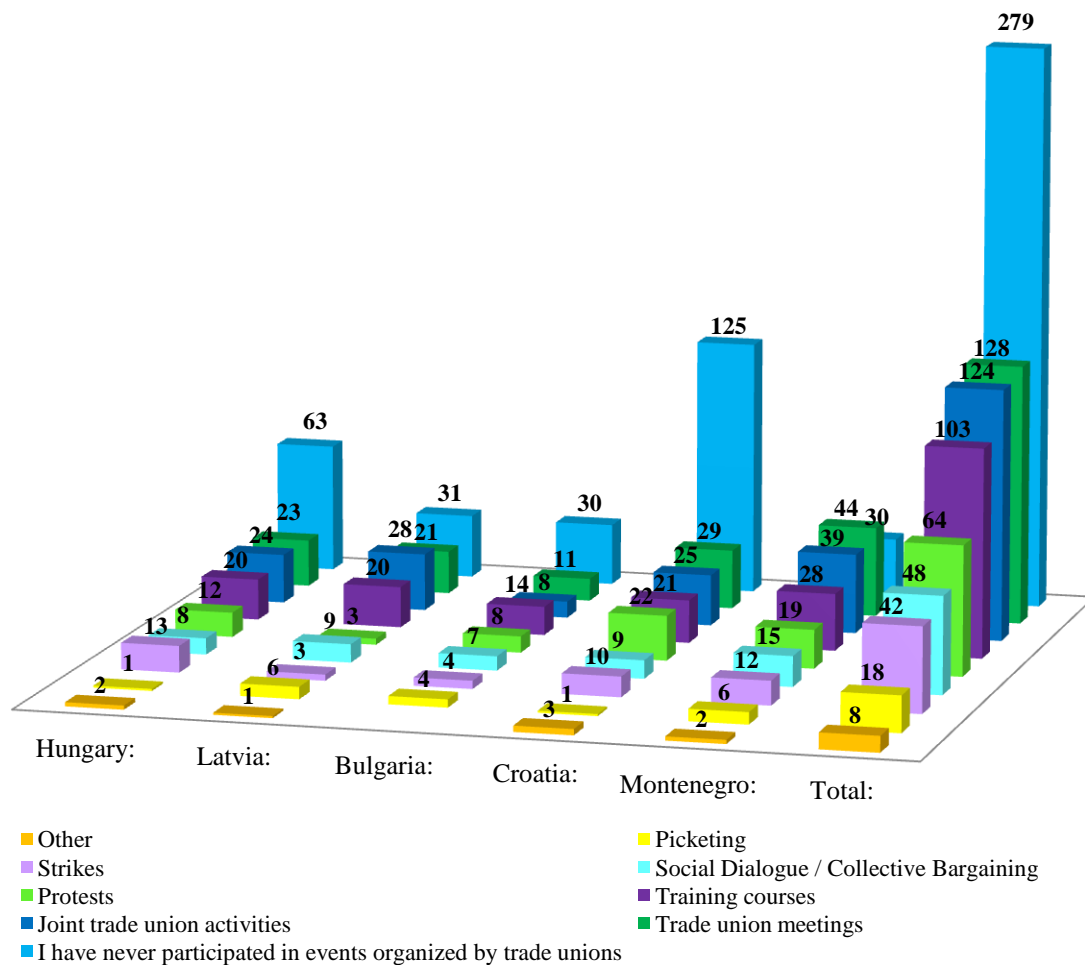
7.4. What could make you interested in joining trade union?



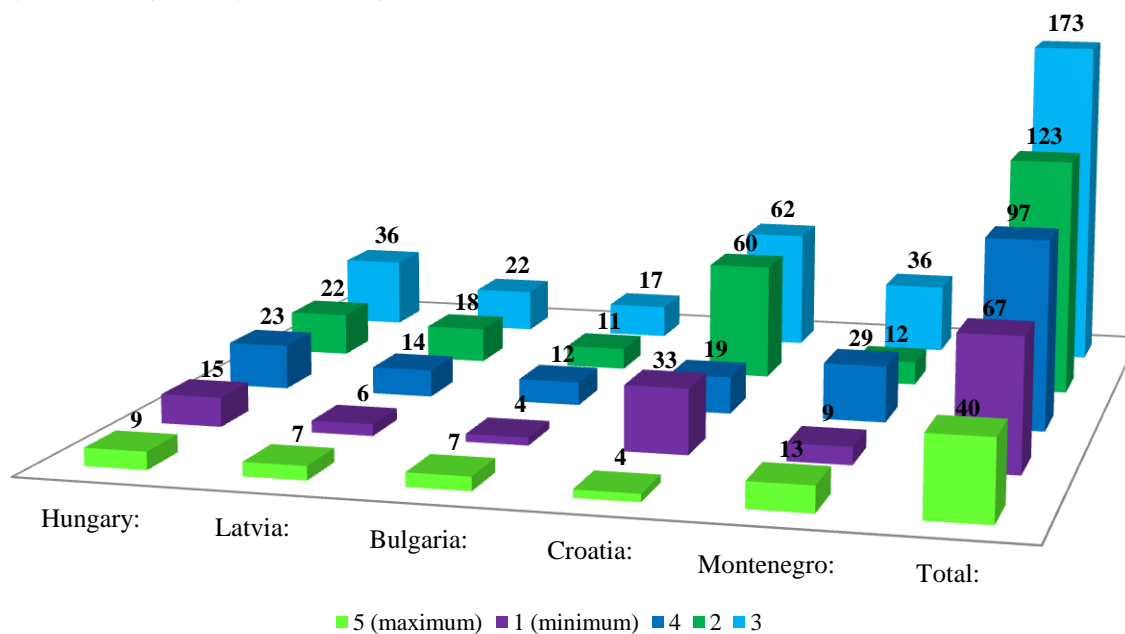
71,4% of respondents in Hungary, 87,1% of respondents in Bulgaria, 68,9% of respondents in Croatia, 83,3% of respondents in Montenegro and 44,4% of respondents in Latvia's would be interested in joining the trade union due to protection of labor rights and interests (legal advice and protection, social dialogue, protest actions). 51% of respondents in Hungary, 43% of respondents in Croatia and 61% of respondents in Latvia noted that they would be interested in joining trade unions due to the different members' benefits (benefit basket) and financial support. 20 - 30% of respondents from Hungary, Croatia, Latvia, Montenegro and Bulgaria are also interested in cultural and sporting events of trade unions.

8. In which trade union activities have you participated?

40% of respondents from Montenegro mentioned that they have participated in trade union meetings. 41% of respondents from Latvia mentioned that they have participated in joint trade union activities. 20% of respondents from Hungary mentioned that they have participated in joint trade union activities and trade union meetings. 27% of respondents in Bulgaria participated in training courses organized by trade unions. Most of the survey respondents have never participated in events organized by trade unions - 60% of respondents in Hungary, 58% of respondents in Bulgaria, 70% of respondents in Croatia, 30,3% of respondents in Montenegro and 46,3% of respondents in Latvia.



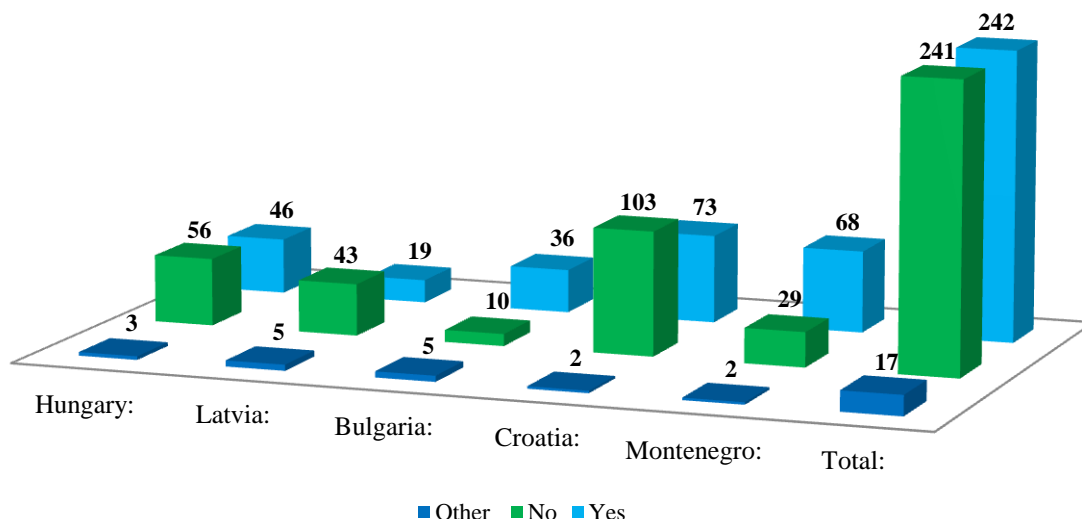
9. How would you evaluate the trade union activity in your country from 1 (minimum) to 5 (maximum):



The evaluation of the trade union activity is similar in all participating countries - 34,3% of all respondents evaluated the trade union activity with a score of 3 (average evaluation).

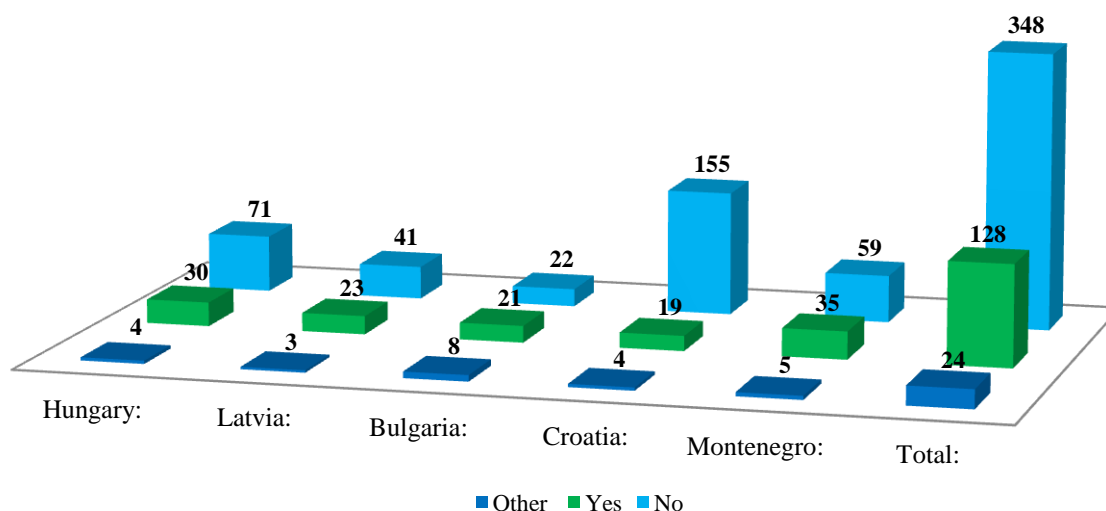
Only 9% of the survey respondents rated the work of trade unions with the highest score of 5, while 11,5% of the respondents rated the trade union activity with the lowest score of 1. In general work of trade unions is evaluated as average in all countries, so there is still a lot of possibilities to improve and promote trade unions and their work, as well as to promote public awareness on trade unions achievements.

10. Do you need any support from trade union?



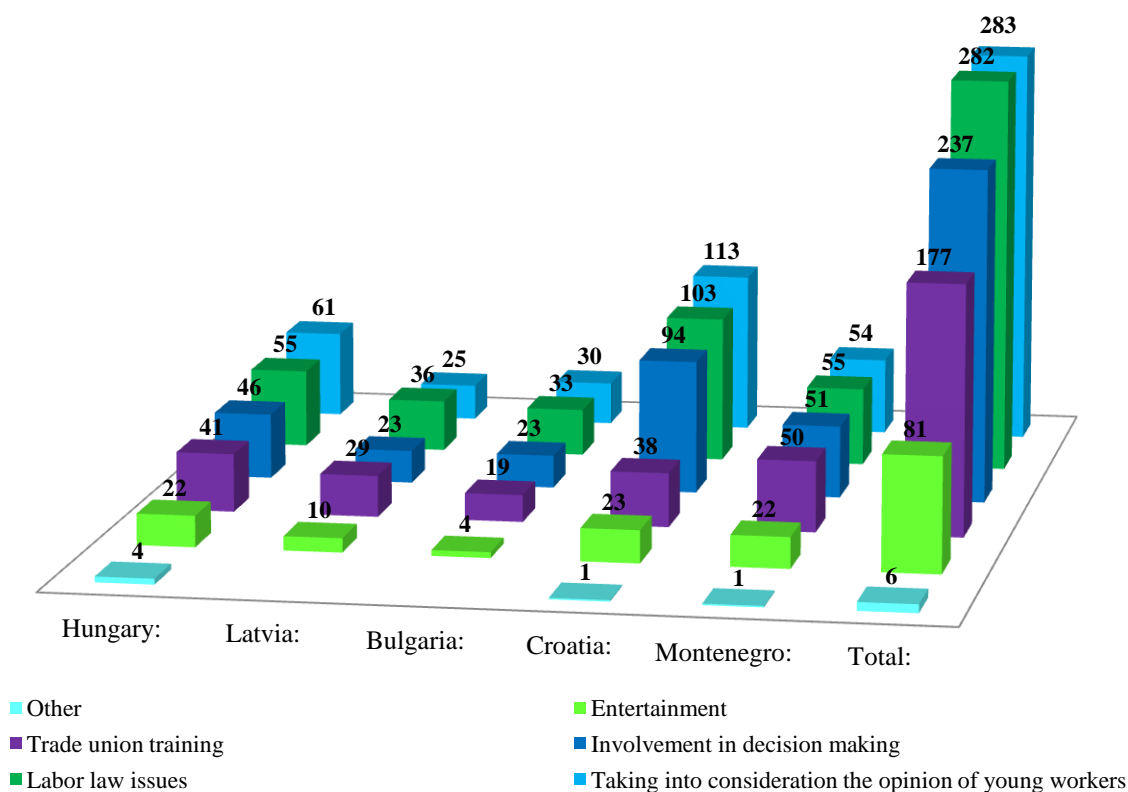
More than 50% of the respondents in Latvia and Croatia responded that currently they don't need any support from trade union, however 70% of respondents in Hungary, Croatia and Bulgaria mentioned that they do need support from trade union.

11. Do you think that trade unions pay enough attention to the needs of young workers?



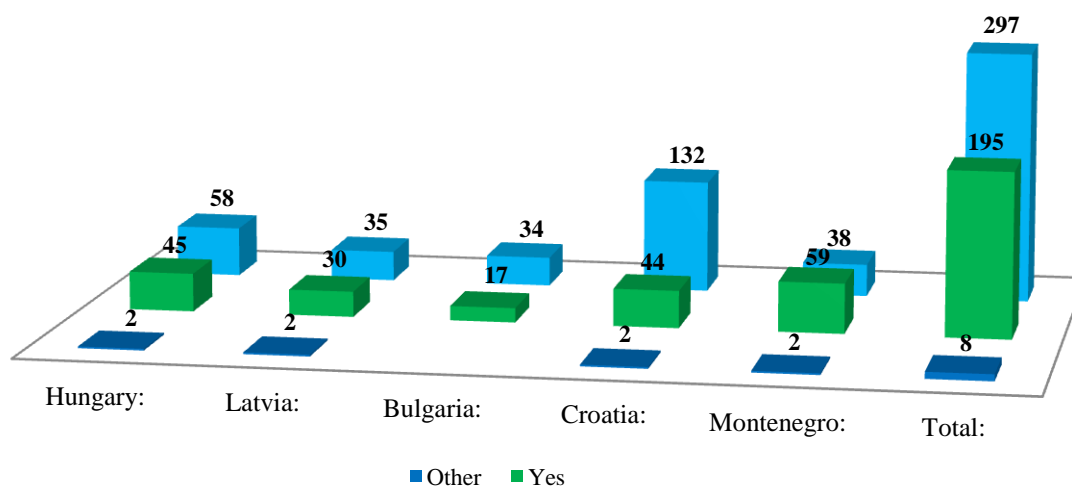
70% of the survey respondents in Hungary, Bulgaria, Croatia, Montenegro and Latvia consider that the trade unions don't pay enough attention to the needs of young workers. Respondents from Hungary mentioned that trade unions should focus more on youth employment issues. Still there are many young people who don't know their labor rights and don't know what trade union is, they think it's something from the past. Respondents from Latvia, Bulgaria, Croatia and Montenegro admit that trade unions could focus more on the needs of young employees.

12. To which needs of young workers should trade union pay more attention?



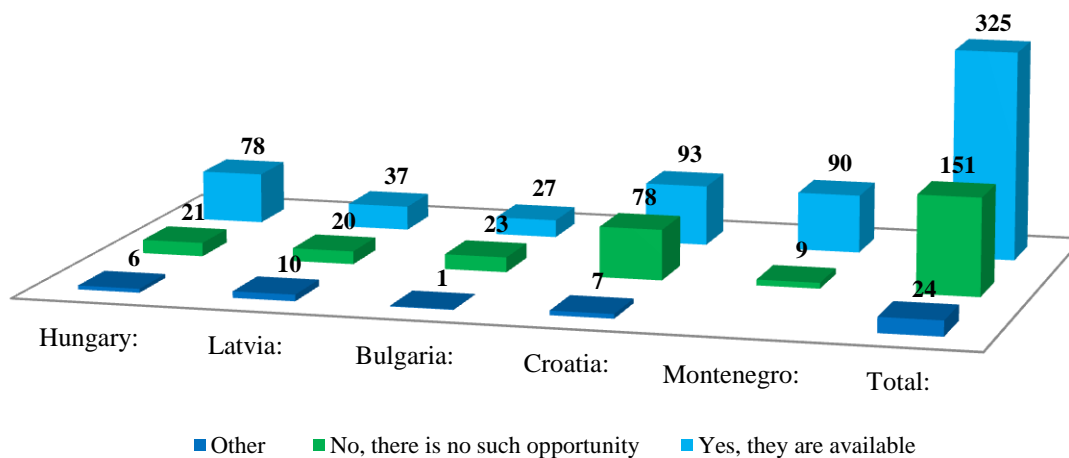
Respondents in all countries have similar opinion on the needs of young workers to which the trade union should pay more attention - the priorities differ slightly by country, but the percentage does not differ greatly. Respondents in Latvia (53%), Bulgaria (54%) and Montenegro (55%) think that particular attention should be paid to labor law issues. Respondents in Hungary (58%) and Croatia (63%) consider that it is important to take into consideration the opinion of young workers. Trade unions should consider additional support for young workers, maybe some amendments should be made in Labor Law in order to improve the situation of young people in the labor market.

13. Do you receive enough information about the activities of trade unions?



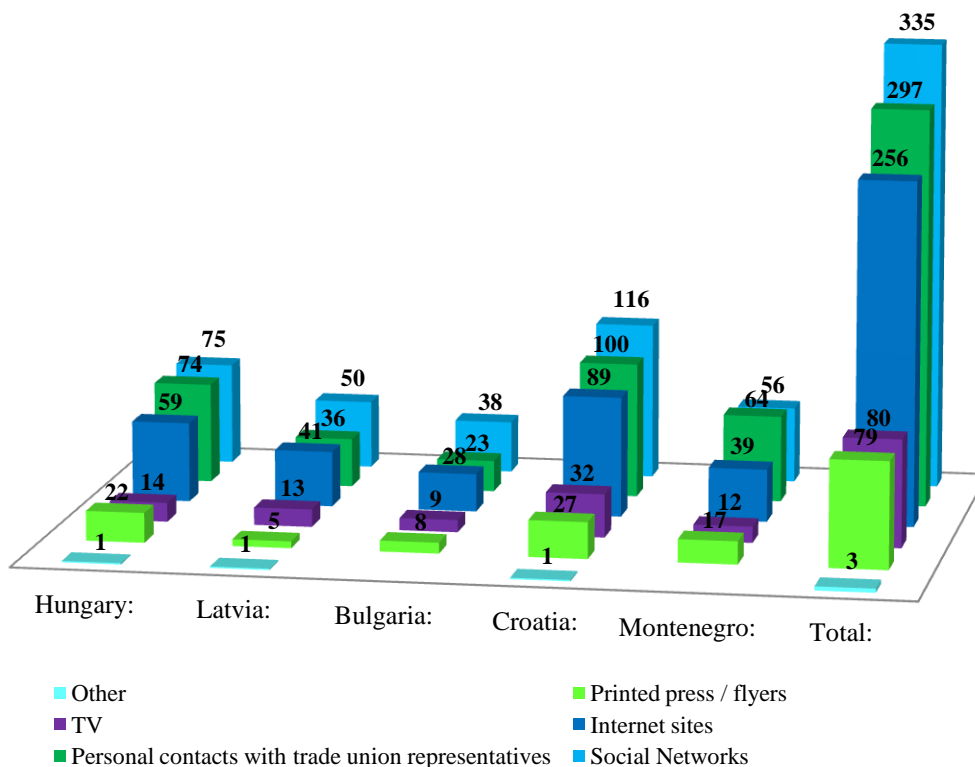
Most of the survey respondents in Latvia, Hungary, Bulgaria and Croatia consider that the amount of information received from the trade unions is not sufficient. 60% of respondents in Montenegro consider that they receive sufficient information on the activities of the trade union.

14. Do you have the opportunity to contact trade union representatives at your workplace?



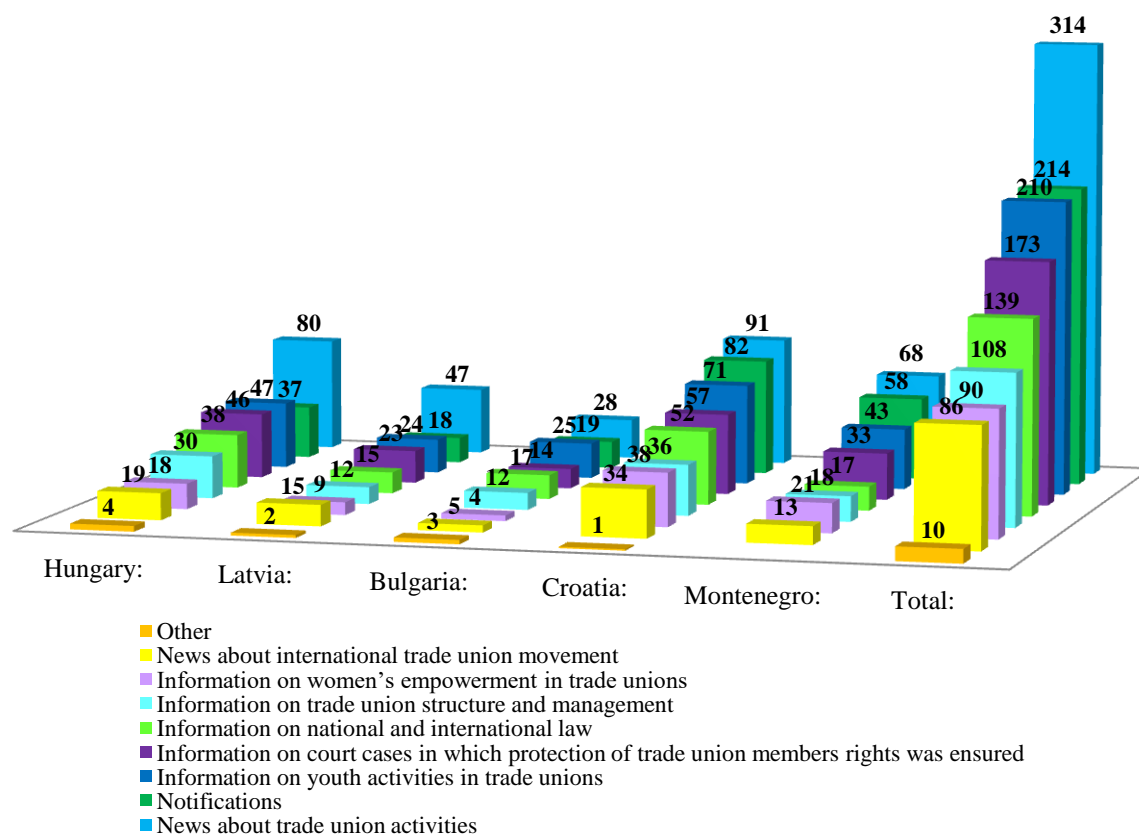
Approximately 80% of respondents in Hungary and Montenegro responded that they do have an opportunity to contact trade union representatives at the workplace. Approximately 50% of respondents in Latvia, Bulgaria and Croatia responded that have an opportunity to contact trade union representatives at the workplace, still the number of those respondents in these countries who can't contract trade union representative at the workplace is quite significant - approximately 45%.

15. In your opinion which are the best communication methods to reach young workers?



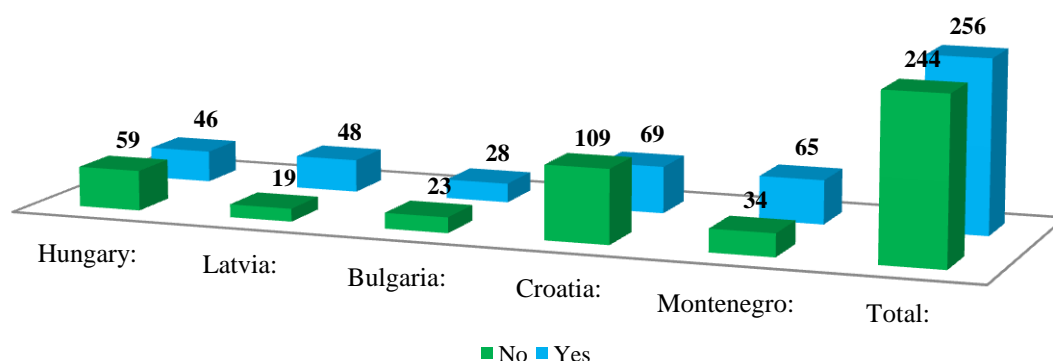
70% of the survey respondents in Hungary, Croatia, Bulgaria and Latvia consider that social networks are the best way of communication with young people of up to 35 years. 65% of respondents in Montenegro consider that the personal contact with trade union representatives is the best way to address young employees.

16. What kind of information would you like to receive from trade union?



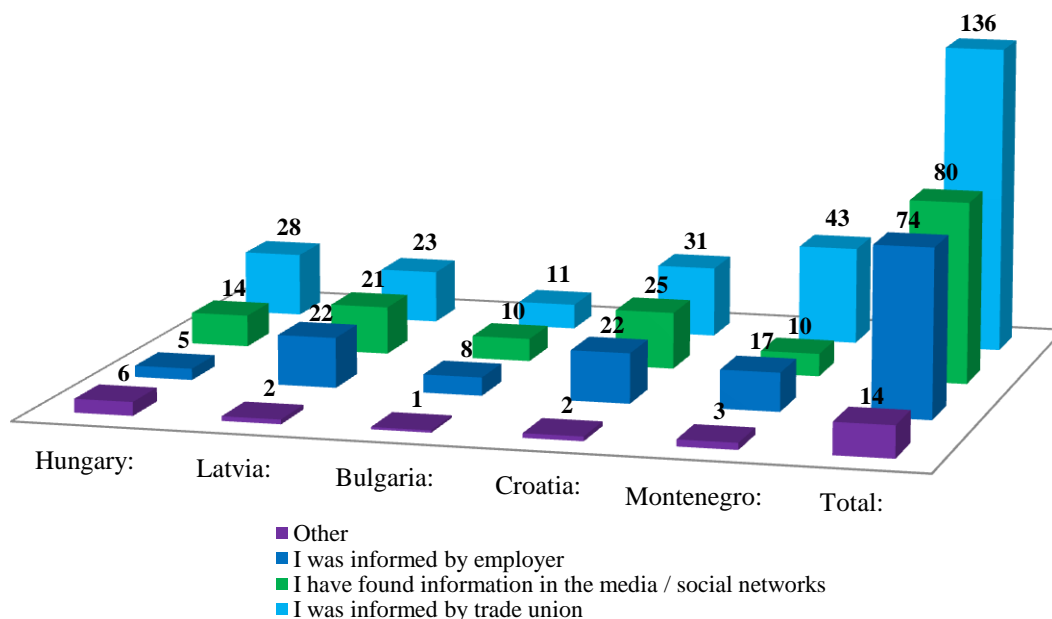
In Latvia and Hungary respondents would you like to receive from trade union news about trade union activities (70%), information on court cases in which protection of trade union members' rights was ensured (40%) and information on youth activities in trade unions (40%). In Bulgaria, Croatia and Montenegro respondents would you like to receive from trade union news about trade union activities (60%), notifications (45%), information on national and international law (33%) and information on youth activities in trade unions (50%).

17. Are you aware of the employee's rights to be involved in work processes at the workplace (to be heard and to receive information at the workplace)?



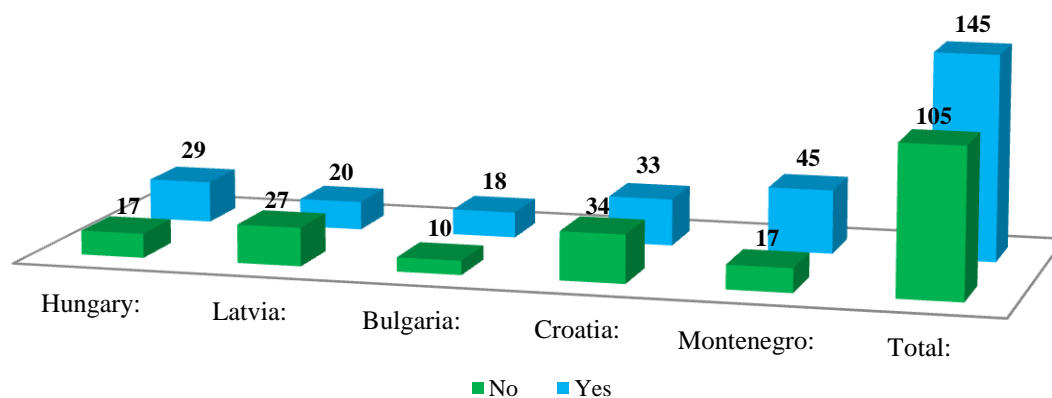
55% of all survey respondents responded that they are aware of the employee's rights to be involved in work processes at the workplace (to be heard and to receive information at the workplace). The respondents from Bulgaria, Latvia and Montenegro are best informed on such rights. 45% of all respondents are not aware of the employee's rights to be involved in work processes at the workplace, the lowest level of awareness is among respondents from Hungary and Croatia.

17.1. How did you find out about these rights?



40-70% of the respondents from Hungary, Bulgaria, Montenegro, Croatia and Latvia responded that they have received the information on the employee's rights to be involved in work processes at the workplace from the trade union. 30% of respondents from Hungary, Bulgaria and Croatia found this information in the media/social networks. 46% of respondents in Latvia and Montenegro have received the information on the employee's rights to be involved in work processes at the workplace from the employer.

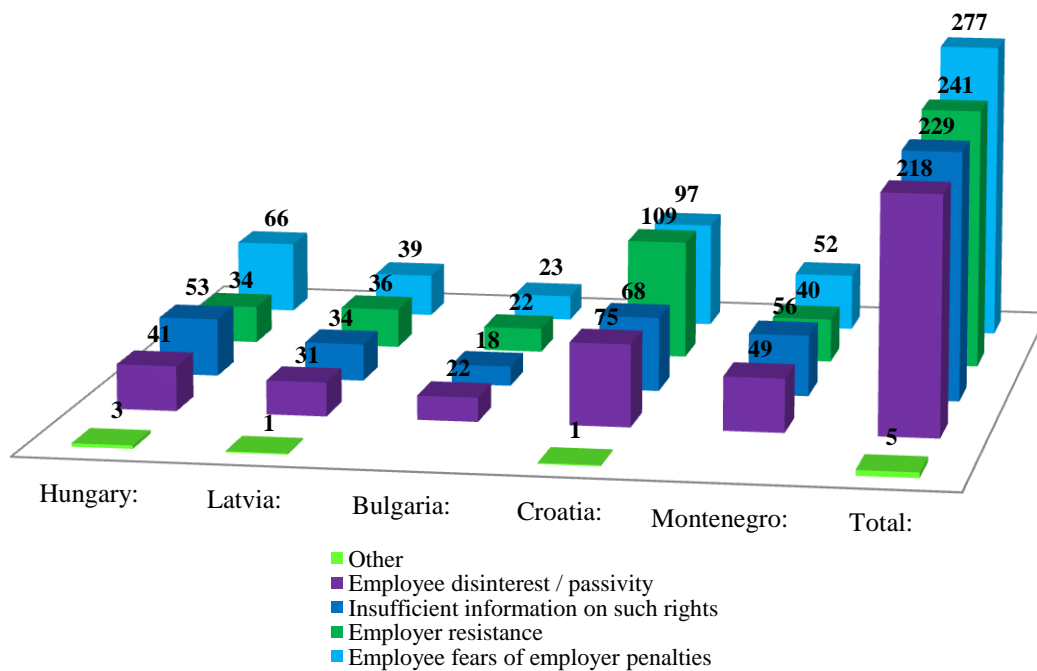
17.2. Have you ever been able to exercise these rights?



72% of respondents from Montenegro, 49% of respondents from Croatia, 64% of respondents from Bulgaria and 63% of respondents from Hungary responded that they were able to exercise the employee's rights to be involved in work processes at the workplace, however 57,4% of respondents from Latvia indicated that they were not able to exercise the employee's rights to be involved in work processes at the workplace.

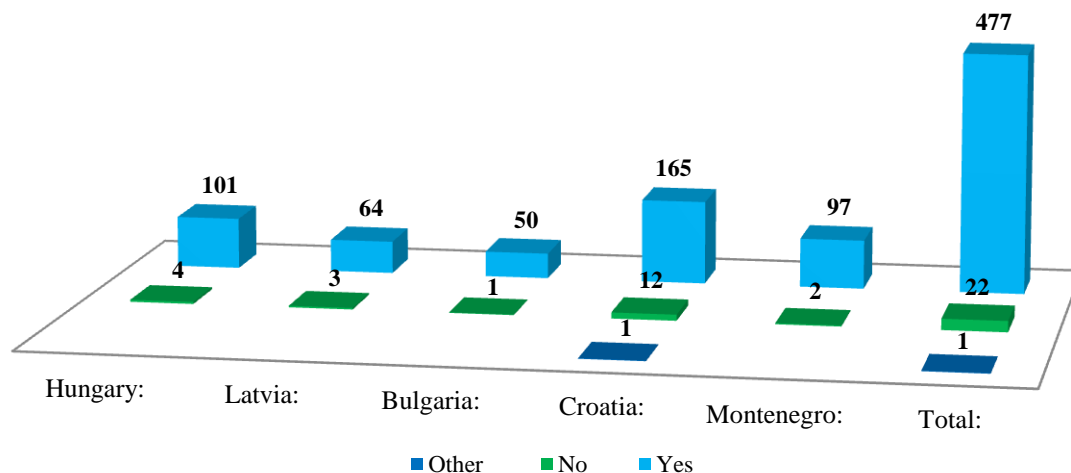
18. What obstacles could there be for employees to exercise their rights to be involved in work processes at the workplace (to be heard and to receive information at the workplace)?

50% of respondents from Hungary, Bulgaria, Croatia, Montenegro and Latvia responded that fear of employers' penalties is the main obstacle for employees to exercise the rights to be involved in work processes at the workplace.



40 - 50% of respondents from Hungary, Bulgaria, Croatia, Montenegro and Latvia mentioned as significant obstacle also the disinterest/passivity of employees. 58% of respondents from Montenegro consider that the obstacle is insufficient information on employees rights to be involved in work processes at the workplace.

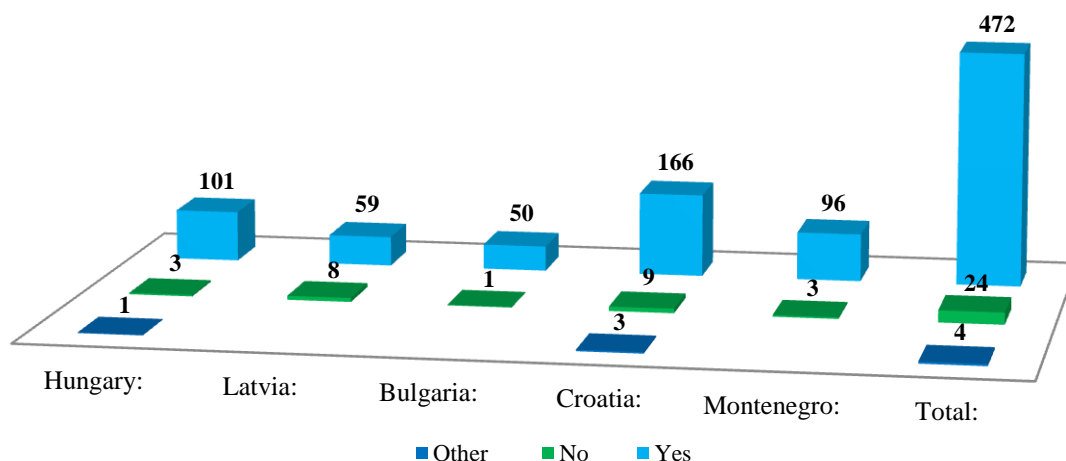
19. Do you consider the employee's rights to be involved in work processes at the workplace (to be heard and to receive information at the workplace) important?



92 - 98% of respondents from Hungary, Bulgaria, Croatia, Montenegro and Latvia consider the employee's rights to be involved in work processes at the workplace (to be heard and to receive information at the workplace) as important.

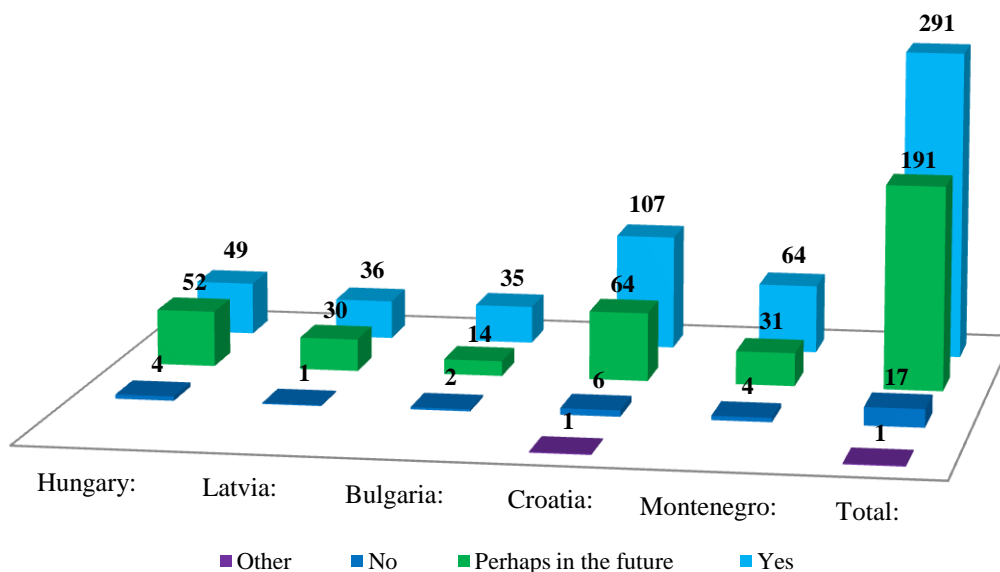
20. Should the trade union pay more attention to informing employees about the rights to be involved in work processes at the workplace (to be heard and to receive information at the workplace)?

98% of respondents from Hungary, Bulgaria, Croatia, Montenegro and Latvia consider that the trade unions should pay more attention to informing employees about the rights to be involved in work processes at the workplace.



Respondents from Croatia mentioned that such informing should only be arranged by trade unions in companies where trade unions are established. Respondents from Hungary mentioned that trade unions should ensure the protection of those employees whose opinion differs from the employers' opinion.

21. Would you be willing / interested in exercising your rights to be involved in work processes at the workplace (to be heard and to receive information at the workplace)?



68% of respondents from Bulgaria, 64% of respondents from Montenegro, 60% of respondents from Croatia, 46% of respondents from Hungary and 52,2% of respondents from Latvia would be willing / interested in exercising the rights to be involved in work processes at the workplace. However 49,4% of respondents from Hungary respondents perhaps would be interested in exercising the rights to be involved in work processes at the workplace in future. 27 - 40% of respondents from Bulgaria, Croatia, Montenegro and Latvia also perhaps would be interested in exercising the rights to be involved in work processes at the workplace in future.

22. Comments

Survey respondents from Hungary, Bulgaria, Montenegro, Croatia and Latvia shared their opinions on what trade unions could do to improve their performance. Below are the most popular reviews:

- Trade unions should be more visible in the social media, they must pay more attention to education of young people in order to strengthen the structures.
- It is necessary to be in direct contact with employees on the site, rather than in offices.
- Trade unions should ensure better access to information about trade union activities and involve as many young people in trade unions' activities as possible, as well as to inform employees better (e.g., send information on different issues regarding employees rights).
- Trade unions should be more visible in society and social networks, they should highlight the importance of youth and involve young people in the European Union. Young people should be educated about trade unions so that they can actively participate in trade union activities and educate other young people about their rights to join trade unions.
- Trade unions should appear more on the social network, even on television.
- Trade unions have to fight more actively for wages, security (permanent contracts), comfort at work and education (development) of young people.
- Activities of trade unions should be more visible to trade unionists.
- Trade union should invite members to meetings and provide information on achievements.
- There should be better connection with trade union management, as well as among members.
- Would be useful to have a site - it could be virtual - where trade union members could communicate with each other. They could share comments, ask questions.
- Trade unions can improve their activities on informing people about specific cases - how they defend the interests of workers, what they want to achieve through their participation in various activities, etc.

CONCLUSIONS

The results of the survey show a clear picture in each participating country, as well as in all countries together. There is still a lack of information about trade unions and their activities in society. People expect that trade unions address them and offer to join. Young people join trade unions increasingly less so trade unions need to strive to increase the number of members in order to improve authority and to be able to carry out their mission more easily. The participation of young people in trade unions' activities is essential for improving the representation of trade unions. It is necessary work hard to develop attractive offers for young people in order to involve them in trade unions, so that youth councils of trade unions can use them as one of the tools to encourage more young people to join the trade union movement. Trade unions should become active and visible to future members. The objective of the Project VS/2018/0030 "Promotion of Youth Workers Involvement and Decision Making in Trade Unions and Undertakings" is to inform and educate young people about their rights to be involved in work processes at the workplaces (to be heard and to receive information at the workplace). Young people are still a group of the society which is not aware of their labor rights, many of young people are not aware of occupational safety and security when they start their working life. Trade union leaders should talk with trainees, students and young employees about the role of trade unions in society, work safety, workload and other labor law related issues. It is necessary for trade unions to consider how they could affect the educational policy in the country and the legislation that determines the regulatory framework for the quality of education and traineeship. Legislation plays an important role, it must support a safe and effective transition from school to work, improving the training conditions for trainees. Using the results of this survey it will be easier to set strategic goals in order to organize informative seminars for young people, to disseminate information in project social network accounts and to develop a manual for young employees.



PROJECT VS/2018/0030 „PROMOTION OF YOUTH WORKERS INVOLVEMENT AND DECISION MAKING IN TRADE UNIONS AND UNDERTAKINGS”

The project VS/2018/0030 „Promotion of Youth Workers Involvement and Decision Making in Trade Unions and Undertakings” was approved by the European Commission Directorate General „Employment, Social Affairs and Inclusion” within the programme VP/2017/008 „Information, consultation and participation of representatives of undertakings” in the end of 2017.

Project aims to promote employee involvement in undertakings by information, consultation and participation mechanisms, through which employees' representatives may exercise an influence on decisions to be taken within the company. The project is a comprehensive covering of the main challenges related to young workers involvement and participation in decision-making in undertakings and trade unions faced in 5 partner countries – Latvia, Croatia, Montenegro, Bulgaria and Hungary.

Project is being implemented by the following organizations:

- Applicant: Free Trade Union Confederation of Latvia (LBAS), Latvia
- Co-applicants: Latvian Builders Trade Union (LCA), Latvia
Forest Sphere Trade Union of Latvia (LMNA), Latvia
Metalworkers' Trade Union – Industrial Union (SMH-IS), Croatia
Federation of Building, Wood and Building Material Workers' Unions (EFEDOSZSZ), Hungary
Federation "Construction, Industry and Water Supply" – Podkrepa (FCIW-Podkrepa), Bulgaria
- Associate partners: The Union of Free Trade Unions of Montenegro (USSCG), Montenegro
Latvian Builders Association (LBA), Latvia
Bulgarian Construction Chamber (BCC), Bulgaria
European Information Network (EIN), Bulgaria
Hungarian Federation of Building Contractors (EVOSZ), Hungary

Main objective of the Project is to ensure promotion of active involvement and decision making of young workers in undertakings and trade unions, organization of awareness-raising campaign for young employees related to the workers involvement and decision making, promotion of identification and training of young trade union leaders, as well as promotion of establishment of international cooperation network of young workers.

Following activities are to be implemented within the framework of the Project:

1. Coordination and implementation of Project activities and achievement of Project objectives and results

2. Organization of Project Management Committee meeting (February 1, 2018)
3. Implementation of questionnaire for young members of trade unions/young workers on involvement and decision making (February 1, 2018 - May 31, 2018)
4. Development of informative materials and implementation of awareness-rising campaign (April 1, 2018 - August 31, 2018)
5. International round-table meetings/experience exchange visits for representatives of partner countries (April 1, 2018 - October 31, 2018)
6. Development of “Young Active Worker Manual” (April 1, 2018 - October 31, 2018)
7. Implementation of informative seminars for youth workers/students on involvement issues in Partner countries (April 1, 2018 - January 31, 2019)
8. Development of International Training Program for Young Trade Union Leaders (October 1, 2018 - February 28, 2019)
9. Organization and Implementation of International Training for Young Trade Union Leaders in Latvia (March 1, 2019 - May 31, 2019)
10. Organization of Project Closing International Conference (April 1, 2019 - June 30, 2019)

Duration of Activities: January 1, 2018 – June 30, 2019

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