



Statistical Indicators on the Labour Market in the eEconomy (STILE)

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Special Project Progress Report

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Part A: Identification

Project Title: Statistical Indicators on the Labour Market in the eEconomy
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Project co-ordinator

Name: Ms Monique Ramioul
Department: Sector Work and Organisation
Organisation: Higher Institute of Labour Studies – Catholic University Leuven
Address: Atrechtcollege, Naamsestraat 63, B-3000 Leuven
Country- Code City: B - Belgium
Telephone: +32 16 32 43 63
Fax: +32 16 32 43 54
E-mail: monique.ramioul@hiva.kuleuven.ac.be

List of Partners

<i>Partner</i>	<i>Role</i>	<i>Country</i>	<i>Budget (KEURO)</i>	<i>Person - Months</i>
Higher Institute of Labour Studies (HIVA)	C	Belgium	835.979	102
Cork Teleworking Centre (CTC)	P	Ireland	101.947	20
Institute for Employment Studies (IES)	P	United Kingdom	199.320	43
CAMIRE Estadística y Análisis, S.L. (CAMIRE)	P	Luxembourg	131.412	25
Institut für Arbeitsmarkt- und Berufsforschung (IAB)	P	Germany	104.001	17
Istituto di Ricerche Economiche e Sociali (IRES)	P	Italy	204.181	37
Organisatie voor Strategisch Arbeidsmarktonderzoek (OSA)	P	The Netherlands	176.834	31
Institute of Sociology – Hungarian Academy of Sciences (ISB)	P	Hungary	197.862	28
Central Statistical Office (CSO)	P	Ireland	51.782	11
Joanne H. Pratt Associates	Subc	USA	136.680	19

Project co-ordinator: Monique Ramioul

Date: 26 / 10 / 2002

Signature:

Part B: Self-Assessment form

B1. Assessment of work done during the reporting period.

Previous note

We kindly invite the project reviewers to visit the **project's website (www.stile.be)**, in particular the secure partners' part of it.¹ Since the last project review, the website has been updated considerably with several products, easily downloadable (item 'Publications') and available for a broad public, even if they are still work in progress. Because we want to aim for continuous improvement of our project results and the STILE authors are interested to receive feedback/comments/suggestions, we added a Reply box at the end of each item. In addition, a lot of improvements/supplements were made on the 'Links' and 'Events' pages, in particular links to related FP5 projects and Statistics Institutes. The website therefore gives a good and permanently updated overview of the state-of-the-art of the project to date.

1. Work package 1: co-ordination and partner meetings

1. The first partner meeting was held in Month 1 (November 2001). A second partner meeting was held in Month 7 (May 2002). The third partner meeting is planned in Month 14 (December 2002) in view of the final discussions of the first batch of projects' work packages and the start-up of new work. In addition (some of) the partners met on several project related events s.a. the Belgian Labour Market Statistics Conference, the WWWe conference in Brussels, the eWork conference in Paris and the IST conference in Prague.
2. The experiences of previous partner meetings confirmed the importance of sharing the information of all work packages amongst all partners involved, even if partners meet separately on a 'work package-based' occasion. The fact that all partners are represented and that the discussions on the running work packages are attended by the whole consortium is a clear added value because it allows to broaden the perspectives and to have additional input on each individual work package. This clearly resulted in more convergence between the different work packages (in particular WP4 and WP5, and WP5 and WP2) and in a stronger cohesion within the consortium.
3. There has been very intensive interaction between the partners involved in WP2 (coding in the LFS) and WP3 (NACE and ISCO codes in the new economy) due to the Eurostat plans on the NACE mini-review. More details about the arrangements made in this respect are described further.
4. As stated above, in order to share all work done within the broad consortium, the secure part of the project website has already strongly proved its added value for the co-ordination of the project's work. All draft documents, minutes of meetings and workshops, presentations of partners at partner meetings and at related events were put into this secure part for permanent consultation, commenting and use for project related initiatives.

¹ The access to the secure website should be asked for with the project co-ordinator.

5. The third partner meeting will be held in Nürnberg on 9-10 December 2002. This will be a crucial meeting because three work packages come to an end around that period, while three others will be kicked off. This requires discussions on final reports and dissemination on the one hand, and important new inputs on methods of work and on time schedules on the other.
6. Several **assessment activities** are built in the core work of the work packages. For WP4 (feasibility study of organisational surveys) an explicit user study is being undertaken by the work package lead partner to assess the usefulness of the developed organisational survey module and to meet the requirements of the constituencies. For WP5 (telework module) the input of the US expert provided a lot of opportunities for an external assessment, based on the analogue US developments. In addition, this work package involved peer review from statistics and scientific bodies in a systematic way to fine-tune the work packages' work to the constituency's needs, in so-called user groups. These user group meetings have proven to be very important milestones in developing the eWork module and were at the same time crucial dissemination opportunities for the project. This is for instance reflected in the different national and political priorities of the user groups for the additional indicators on telework (see further).

2. Work package 2: extending the coding in the current national LFS

1. On the basis of a workplan agreed at the kick-off partners meeting, the different partners involved in this WP reviewed their national LFS surveys and their coding on the inclusion of questions that make it possible to monitor the distribution of eWork, the possibilities of gaining insights into the characteristics of the employed workforce involved through the assessment of questions and derived variables. IES produced an exemplar report which was used as a template by the other partners. Reports covering Belgium, France, Ireland, Italy, and the Netherlands were researched and written by HIVA, CAMIRE, CTC, IRES and OSA respectively. These reports were discussed during a workshop at the STILE partners meeting in Kinsale. The workshop identified the key themes and areas of national questions from the draft reports that might be of use in the analysis of eWork. The draft reports were then revised on the basis of this discussion. Additionally, CAMIRE also produced a report covering Luxembourg, as well as their report covering France. IES then checked these reports for consistency and put them into a common STILE format. Finally, these reports on the national surveys and the potential for further analysis of eWork were delivered as **D2.1 National reports on extending the use of the LFS for analysis of eWork**. Given the fact that the Italian LFS was still in a reviewing process until September 2002, an updated version of the Italian report is now available.
2. In an iterative process between the partners, and including inputs from US experts, consensus was reached on the most appropriate approach to adopt to ensure that questions on eWork can be included in future LFSs. It is clear that eWork is too multidimensional and dynamic a concept to be captured as a single variable by a question such as 'Are you a teleworker (or eWorker)?'. Rather, any given definition of eWork must be arrived at as a derived variable, each dimension of which must be captured separately. Given the definition of eWork adopted this means that, at a minimum, the questions must cover both the location of work and the use of information and communication technologies.
3. Additionally, the routing to any questions attempting to capture eWork and their internal routing are critical. It is possible for eWork to occur as part of, or all of, the main job or the secondary job. Additionally, eWork can be a part of an employees job or as part of self-employment. Capturing all these potential forms of eWork requires careful attention to where any additional

questions are asked. Therefore, WP2 will also focus on the best routing for including eWork questions, as developed within WP5, in the national and CLFS.

4. The national reports cover seven of the fifteen EU countries. To increase the utility of WP2 it was decided to seek out and analyse the LFS questionnaires from the remaining eight countries. This will allow the final WP2 synthesis report to cover the whole of the EU. English language translations of the questionnaires from Denmark, Finland, Greece, Portugal, Spain and Sweden have been obtained, alongside details of their national sectoral and occupational classifications. This has enabled IES to incorporate questions from these countries into the structure of the synthesis report. We have also managed to obtain a German language version of the German Mikrozensus 2001 questionnaire. Although, an English translation of this would be useful. At the same time we are still trying to obtain either an English language version or a German version of the Austrian Mikrozensus questionnaire.
5. From the work done so far, it has become clear that the list of indicators to be developed in WP5 (ad hoc module on eWork) can provide a useful basis for ideas for potential analysis. Further, the wide range of national sectoral and esp. occupational classifications will be providing useful links to WP3 (starting at the beginning of the second project's year).
6. Work on the synthesis report has been started by IES, with the proposed structure circulated. An early draft of the synthesis report will be circulated before the next WP2 workshop that will occur in Luxembourg. This draft will be discussed at this meeting and comments incorporated by IES. The early draft will not at this stage include the national questions from Germany and Austria, the inclusion of which are dependent on obtaining the Austrian questionnaire and a translation of the German questionnaire. The final draft of the synthesis report will be discussed at the partners meeting in Nürnberg.

3. Work package 3: NACE rev. 1 and ISCO 88 (COM) classifications of eBusinesses and eWorkers

Due to the changes to NACE that will be occurring due to Operation 2002 and Operation 2007, IES has produced a working paper entitled: '*Will the convergence of NACE and NAICS in 2007 solve eWork measurement problems?*'. This is designed both to inform the process of Operation 2002 and Operation 2007 as well as act as the basis for further discussions by the STILE partners.

Further, all partners from the consortium are asked to keep in close contact with their NSIs in order to be informed on these developments and on the different inputs from the NSI into the mini-review. In addition HIVA is collecting all relevant information with Eurostat.

All this material will be an important input for the kick-off meeting for WP3 at the Nürnberg partner meeting in December 2002. This will allow the consortium to discuss how these recent developments can adequately be taken on board.

4. Work package 4: ICT feasibility study on organisational panel surveys

During the first project's year, the WP4 team accomplished different tasks that will now lead to an integrated deliverable and project's outcome. This aimed to valorise the existing tools to monitor ICT-related labour market issues in organisation (panel) surveys, to optimise the existing monitoring systems by identification of best practices and black boxes and by initiating an international convergence process, to generate the innovation process of monitoring systems by disseminating

best practices and by designing and developing instruments for monitoring ICT-related labour market issues.

1. **Milestone 4.1: Inventory report.** This step has been accomplished in the first project's period. A detailed report is therefore included in the first progress review report. This inventory report is now available as a separate document on the project's website. The report has definitely proven to be a milestone in this work package's work because it benchmarked the existing organisation panel surveys and allowed the team to identify best practices and black boxes on the measurement of ICT and labour market related issues in organisational panel surveys, a necessary step to develop the digital toolkit and the best practice module, and to develop recommendations for the international convergence of organisation panel surveys. The WP4 team and the other STILE partners therefore decided to include this milestone into the deliverable **D4.1 Report on innovative design and modular instrument**, called '**Is ICT transforming the world of work, and how to know about it?**'.
2. **Milestone 4.2: The user-friendly digital toolkit**, has been finalised during the summer and is now available on the project's website, called: '**The digital toolkit on organisational panel surveys and ICT**'. The structure and design of it is constructed to allow both researchers, statistics producers and policy makers to gain quick overview as well as deep insights into methods, techniques and results of ICT- and labour market monitoring on organisational level. The provided hyperlinks connect the visitor to research institutes, results, questionnaires, methods, databases and even single questions, so it will be easy for users to achieve information and to get inspirations from world-wide expertise for their own research activities. It is a toolkit because it provides researchers with a handy set of instruments to use when measuring ICT use and penetration in enterprises. It provides some background information about ICT and what role it plays within the European economy. From this the users are brought to concepts that are directly related to ICT in enterprises. These concepts are then translated to measurable indicators. The review of current surveys that is described in the STILE project (M4.1, the inventory report) includes a wealth of existing survey questions so that many indicators now have one or more possible survey questions. Finally, a glossary of terms for a speedy update of all the ICT terminology is included as well.
3. Based on the inventory report and the collection of existing organisation panel surveys, a next step lead to the report called '**To monitor the impact of ICT on the labour market**'. This report aims to detect the blind spots and best practices on measuring the impact of ICT in contemporary research in organisations. This analysis and assessment of the surveys includes three levels of investigation:
 - the level of the networked enterprise, interorganisational division of labour and outsourcing tendencies;
 - the level of intra-organisational division of labour, new production concepts, function design and the diffusion and application of ICT in production processes;
 - the impact on external and internal labour market policies: policies on in- and outflow of workforce, internal mobility and career policies; qualification and training.
4. This analysis allowed in a next step to build the basic structure of **a modular instrument**, which can be used for designing own ICT survey modules. It is a questioning module for the investigation of ICT items, which can be built into establishment surveys, which do already have more or less strong relations to labour market research. This module includes indicators and proposed questions for the measurement of the impact of ICT on the following issues:
 - identifying organisations that use ICT;

- identifying complex ICT activities in organisations;
 - organisational networking;
 - the production structure;
 - work organisation;
 - recruitment and the presence of ICT skills;
 - re-inforcing the internal labour market;
 - outflow of ICT skills.
5. **D4.2: Digital toolkit including modular instrument.** The questions developed as the best practice module will in a next step be integrated in the existing digital toolkit as well as a **database** that allows to search for appropriate questions on topics related to ICTs and the labour market. This database is constructed additionally because it was found relevant and interesting by the WP4 partners to develop. The questions in that database are provided with several 'meta-information' or 'qualifications' (questions as well as survey variables). This allows the user to search for questions with specific features (e.g. open or closed questions, quantitative or qualitative questions, perception versus factual question etc.) as well as for questions included in surveys with specific features (e.g. industry versus economy-wide surveys).
 6. **Milestone 4.3: A study of stakeholders' needs** is carried out, which investigates the interests and specify the needs of policy-makers and labour market organisations concerning ICT- and labour market research on establishment level. It will form the basis for a **strategic action plan** for the improvement of establishment-level ICT- and labour market monitoring.
 7. **D4.3: Final report on ICT feasibility study for organisational panel surveys.** This report will include all steps taken and all the work included in this WP. It will consist of descriptions of activities and progresses concerning every step, it will describe and summarise all milestones and deliverables, and it will draw together all results of WP4 and mold them into a synopsis, which has to answer WP4s core question on the feasibility of organisational panel studies concerning ICT and the labour market. Due to delays which occurred during the investigation of stakeholders' needs, which is facing some obstacles in getting enough interview dates within the regular time schedule, a draft version will be presented and discussed at the STILE partner meeting from 9-10th of December. The consortium therefore asks a postponing of this deliverable with one month until the end of December 2002.

5. Work package 5: ad hoc module on telework

1. The first focus of the partners involved in this WP was to construct a user-friendly inventory of useful **literature study** on eWork and the latest state-of-the-art of measuring telework. This inventory is as an Access database available on the website, including the possibility for visitors to add references to it.
2. As stated in the previous review report, the STILE partners decided at the kick-off meeting to support the Irish STILE partners (CTC and CSO) to make a considerable contribution to the Ireland's Quarterly National Household Survey (QNHS), where a limited version of the UK LFS questions on telework was going to be included in the third quarter of 2002. The Irish STILE partners finalised these telework questions in close interaction with, in particular, the UK STILE partner. The consortium decided that this contribution of the Irish partners was very important and proposed that they feed in information from issues found during this process as an alternative to carrying out the 200-person pilot questionnaire. The idea was further that, given the long lead-time for LFS questions and the short duration of the STILE project, it was important to run

parallel investigations into appropriate questions, and the practicalities of including them in LFSs.

3. The Irish chapter of **D5.1 National feasibility reports on telework module**, describes in detail the process, different steps and the considerations made while elaborating these telework questions for the Irish QNHS. One important conclusion on this process is no doubt the issue of the long lead-time required to define the questions and test them, as well as to brief the interviewers and to programme CAPI software. Another aspect was certainly the limits that had to be taken into account for reasons of length and data analysis burdens. For that reason, for instance, the telework questions have not been asked in relation to second jobs, although one were aware of the importance of telemediated distance work for second jobs. Detailed information on the sample for the QNHS questions based on the UK LFS questions, and asked in June 2003 will be available when the analysis is complete.
4. During the same period, in early spring 2001, the Irish CSO held a consultation exercise for input on the content of future ad hoc modules to the QNHS, to be considered by the National Statistics Board. CTC, as part of its STILE activities, drafted an application for a more detailed module on teleworking in collaboration with the eWork Action Forum which was submitted on behalf of the Forum. The application took into account the initial discussions of the STILE partners, and proposed that the results of the STILE pilot questionnaire and user group should be used to help define module questions, which would in turn go through the standard, but separate, CSO user group procedure. The application was considered by the National Statistics Board at its meeting in July 2002. The National Statistics Board made its decisions reflecting national priorities and decided that teleworking is not explicitly a part of it. However, the CSO is considering a number of avenues to incorporate some eWorking questions into the QNHS, in either quarter 2 or quarter 3 of 2003 or to consider to include them into the ICT survey.
5. The consortium developed a **flexible ad hoc module**, that could reconcile as well analysis at the European level as well as national concerns and the characteristics of the national statistical framework, and as well short term needs for an efficient set of questions, as well as a longer term perspective on measuring the impact and facilitating panel research. The experiences from the US with respect to the piggybacking methodology and with respect to the research on eWork, as well as the additional input from WP2, focusing on the assessment of the national LFSs, allowed the consortium to reach an agreement on indicators and questions for such a flexible module. It must be reported that to find this consensus on indicators, core as well as additional ones, has not always been easy. About the fact that eWork has to be approached as a derived variable, and not as a 'pre-defined' concept, that was a clear consensus overall, as well in the different user groups as well as in the consortium. About the related issues to be investigated, it was not the case straight away. Depending on the composition of the national user groups (for member lists, see website), the assessment of what needs to be measured in relation to eWork could differ substantially. In user groups where academics and other researchers form the majority of the group, attention was mainly focused on broadening eWork and on elaborating the list of indicators on readiness and intensity with impact indicators (in particular on the quality of the working life). In national user groups where the majority of participants have a rather statistical experience in regional or National Statistical Institutes, the feasibility of the module to be attached to the LFS was a central point of departure for the discussions, as well as the limits re. timing and. 'lengths for new questions in the existing surveys. As the final list of indicators is a result of the conclusions within all user groups, the different national discussions have proved to be complementary. The fact that a consensus is actually reached in the consortium as well as in the European user group, and led to the finalisation of

indicators and questions can certainly be regarded as a very important achievement: the resulting list of indicators and related questions is able to serve both groups of users and is flexible to take into account different regional priorities as well as evolutions in time on those.

6. As said, the greatest result achieved to date within this WP is the creation of a **common list of indicators** and their translation into approx. **14 questions** for the gauging of remote work to allow the creation of ad hoc modules. These modules will be feasible to be included in the questionnaires of preferably the national labour force surveys. Such a result was achieved by working intensively with all the partners involved and with the help of the respective national user groups. The indicators have been divided into two categories: 'core' and 'additional'.
7. The 'core' indicators are considered to be fundamental for measuring eWork and so are essential to be inserted in the ad hoc module of Labour Force Surveys. One major achievement in this respect is the 'persistent' dissemination and gradually widely accepted idea of an enlarged and improved eWork concept: developed and refined within the EMERGENCE project, the predecessor project of STILE and trendsetter in this respect. STILE has taken up the challenge to continue working on the EMERGENCE results: that eWork has to be approached as a multidimensional and very dynamic concept that has to be measured as a derived variable. In operational terms, the conclusion is that eWork can only be measured based on the combination of three core indicators (use of ICT and a telecommunications link; place(s) of work and intensity of working at a distance). The important outcome in this respect is therefore the development of modular questions for better measuring individual forms of eWork.
8. 'Additional' indicators are more qualitative and have been tested along with the 'core' questions in the pilot testing. Each national partner had the opportunity to add questions that explore some agreed indicators into detail. Next to this they can elaborate the questionnaire with questions on issues of national interest. The list of common indicators had its final conclusion at the first **European user group meeting** end of May 2002. With respect to the first meeting of the European user group for WP5 on the eWork module, the STILE consortium decided to include this meeting in a broader event: the biennial Labour Market Statistics Conference, organised by Steunpunt Werkgelegenheid, Arbeid en Vorming and HIVA on 29 May at the University in Ghent. This decision offered interesting additional input from scientists and statistical institutes to the participants and the user group members, and vice versa, to present to the experts invited a larger forum for eventual presentations. Approximately 150 participants from academic and statistical organisations attended this event. This event was as a very important assessment and dissemination opportunity for the project, thanks to the participation of not only representatives from National Statistics Institutes, but also from Eurostat, OECD and the European Commission (DG Employ).
8. The **pilot study of the ad hoc module** has now been carried out in the different partners' countries and the results are now available for a more detailed analysis in the forthcoming months. The guidelines on the pilot study included:
 - ensuring that a representative sample of the general working population is reached (so that the questions can be tried out in the widest possible range of different situations);
 - ensuring that a sufficiently large number of teleworkers are included in the sample to enable the specific questions which only apply to teleworkers can be fully tested;
 - ensuring that the research methodology allows scope for interviewers to probe to discover how questions were interpreted by the respondents to ensure clarity of meaning and common understanding.

The aim is to achieve a high comparability of the 'core' questions and at the same time ascertain and analyse the differences in the various countries. For the 'additional' questions, the same indicators should be endeavoured to be used by the various partner countries, however the possibility remained to insert some questions specific to the national situation in the pilot testing.

9. In Hungary, the pilot survey has been carried out as an ad hoc module of the quarterly Labour Force Survey in the period July-September. This is of course an important test, because in this case the module was not 'pilot' tested, but indeed included in the Hungarian LFS. On the basis of the 1st and 2nd quarters of the 2002 LFS, the estimated number of teleworkers in the basic sample was 150-160 (almost as many as expected for the ad hoc module questionnaires). A preliminary but important conclusion of the survey procedure in Hungary showed that a relatively detailed block of questions is necessary to identify the teleworkers. One or two single questions are not suitable to produce reliable information. Of course, the actual analyses have still to be carried out in the forthcoming weeks.
10. **D5.1 National reports on extending the use of the LFS for analysis of eWork.** In these reports, the national pilot studies are assessed. Each partner gives a description of the national features of eWork and the nation specific questionnaire. In a second chapter, the sample for the pilot is explored. It is illustrated here that a heterogeneous group of respondents is represented in the pilot testing. Therefore, the assessment of the separate questions and of the questionnaire as a whole can be a valuable basis for further recommendations on the eWork module that is to be added to existing surveys. As a way of assessment, the national partners report on the problems encountered concerning the method of data collection on the one hand and the questions and the total eWork module on the other. The experiences with the individual questions are complemented with an analysis of the non-response, 'the other' categories and the interviewers notes. The assessment of the module's completeness is based on respondents' suggestions. Next to this, a first inventory of the opportunities and limits to measure eWork by piggybacking questions to the LFS, is made. In preparation to more detailed analysis, each partner has explored the core indicators. Thereby focussing on the filtering power of the indicators and their cross tabulations.

The national reports are conceived as a preparation of further work that has to lead to recommendations concerning questions and their analysis opportunities when combined with existing large-scale surveys such as the LFS.

6. Work package 8: dissemination activities

1. The second **Newsletter**, with a.o. substantial reports on the proceedings of the different work packages, is delivered in time and the **website** has been updated and broadened considerably. The closed part of the website serves actually as a major platform to exchange draft reports, milestones and interesting documents, to exchange intermediate work (like minutes of national user groups, national reports), to distribute administrative forms (like notes on cost statements). We have over 773 regular subscribers to these newsletters and many more are distributed at conferences and other events. They are also accessed over the internet. The updating of the content of the public part in view of dissemination of the first project results has been discussed at the second partner meeting (May 2002). All finalised reports will be included as well as relevant links to other websites (such as other to STILE related projects from SINE and KAll, and National Statistics Institutes) and other relevant 'external' documents.

2. There have been several contacts and intensive exchange with related FP5 project and events in order to disseminate the project plans and results, to mutual exchange project plans, concepts and methods, and to consider closer collaboration on specific work. The most important are:

- Career Space project (participation at the Conference 6 December 2001) and ICT Skills Monitoring Group (intensified contacts envisaged in 2003);
- participation at the Telebalt Conference April 2002;
- participation at the WWWe Conference, Brussels 16-17 April 2002 (chair of a session on individual forms of eWork);
- participation at the SINE meeting, 18 April 2002;
- STILE literature review for Ireland provided to Patricia Devine, researcher at Queens University Belfast to assist her in her research work interviewing 100 teleworkers on their motivation and work patterns May 2002
- participation at the Labour Market Statistics Conference Ghent, 29 May 2002 (presentation of the project, presentation of the digital toolkit WP4, presentation of the eWork indicators WP5, European user group on eWork);
- NESIS conference, Olympia, June 2002: the presentation of the project's plans (WP2, 5 and 4) were welcomed in particular by some representatives of NSIs, with further exchange on the development of the project as a result;
- NESIS: preliminary collaboration meeting on labour market mobility (July 2002 and November 2002);
- participation at the Madrid Summer Conference on Indicators for the Information Society (24 July 2002);
- Information about forthcoming results from STILE included in EMERGENCE Ireland SME report "E-work in Ireland", copy submitted, issued August 2002.
- participation at the eWork Conference, Paris, September 2002: chair of a round table debate on 'measuring eWork';
- presentation and discussion of the STILE project at the EMERGENCE partner meeting, 3-4 October 2002;
- participation at the partner meeting of the ENMOB thematic network (Madrid October 2002) on labour market mobility;
- WWW-ICT: participation at the Brussels workshop 21 October 2002, further exchange on ICT occupation definitions and best practices envisaged;
- there have been several exchange of information on measuring eWork with, a.o. SIBIS;
- information from the CLAMOUR project for WP3 kick-off paper;
- participation of STILE consortium members at the IST Conference 2002, Prague;
- presentation of the project for the EPROS working group, October 2002.
- Information about forthcoming results from STILE provided to Margret Fine-Davis, researching work-life balance issues in four countries including Ireland. (Fine-Davis, M., Fagnani, J, Giovannini, D., Hojgaard, J and Clarke, H. Fathers and Mothers: Dilemmas of the Work-Life Balance - A Comparative Study in Four European Countries. Final Report to the European Commission and the Irish Department of Justice, Equality and Law Reform, July 2002).
- STILE literature review for Ireland provided to Helen Curley, Department of Enterprise, Trade and Employment, secretary of the E-work Action Forum, to assist the Forum in preparing its annual report to the Oireachtas, the Irish Parliament May 2002.

Several of these contacts led to more intensive communication and in the near future will allow the consortium to investigate concrete forms of collaboration: such as share and exchange of

concepts and methodologies, fine-tune working plans, exchange results, consider and organise joint dissemination activities etc.

7. Overall assessment

The second six months of working were more concentrated on results and outcome than the previous six months. In the first six months, the work of the partners mainly consisted of:

- bringing together all available material to make a focused state-of-the-art overview on the respective materials, benchmarking and assessing the existing methods and indicators for measuring the impact of ICT on the labour market (see organisation/establishment surveys and the LFS/CLFS);
- discussing concepts and definitions, project plans and time schedules;
- implementing structures and a culture of communication and mutual exchange of information. This resulted in lively email discussions, active participation of all at the partner meetings and other events;
- presenting the project plans to the target audience, making the project visible for the outside world on several occasions (see earlier);
- the implementation of peer review and user groups at the national and European level, establishing contacts with statisticians and statistic producers.

The second half year clearly had a different focus, namely the **actual development and testing** of the project's output: the development of ad hoc modules (see WP4 and WP5). On the one hand, this resulted in a more 'national' orientation of each partner, since each partner had now to carry out work in their own country. On the other hand, this stimulated further intensive communication, now focussed on very concrete and operational aspects of the work to be carried out, for instance on exact wordings, sample problems, questionnaire routing etc. Now, in the next months, the focus will again be on collective work: putting together results, comparing interpretations, working towards a consensus in view of developing common conclusions and in view of dissemination and valorisation activities. As work packages continue working, more emphasis will therefore now be put on the elaboration of concrete recommendations and useable end products for and their dissemination to the statistical and scientific community.

As a result of the very intensive clustering and representation activities of the consortium members, the user groups, the close relationships with NSIs, the developments in the Irish and Hungarian LFS, the study of the stakeholders' needs etc, we can confirm that, after this first project's year, the consortium has been successful to make the project visible to the stakeholders and audience that it is targeting. In the forthcoming period this efforts will have to be continued and intensified, in particular in valorising and disseminating the actual projects' output and in putting all our efforts in keeping the issues on the agenda.

We can confirm that the particular approach of the project to aim for concrete and useable output (such as ad hoc modules to measure eWork) and to improve the existing labour market monitoring instruments, is with no single exception received very positively, in particular but not only by representatives of the statistical institutes. It must however be admitted that the aim of reaching consensus between the different targeted audiences is difficult: researchers and 'statisticians' at the one hand, and researchers and policy makers on the other hand, have often different rationales, different objectives, different (time) perspectives and methods. This fact in particular challenges the consortium, but we can confirm that steps have been taken forwards in bringing these different groups together, notably in the different user groups and in the established contacts with the NSI.

Together with the commitment of all consortium members and the good collaborative atmosphere within the consortium, all this leads us to the conclusion of a very positive and encouraging first project's year, with real achievements at different levels.

However now, the consortium has already to look forward towards the second 'batch' of work packages, that are planned for 2003. As in the first kick-off period with the developments in the Irish QNHS, again we are taken by surprise: the NACE mini-review envisaged by Eurostat which is highly relevant for WP3. In order to take on board these developments, all relevant material has to be collected and kick-off working papers are produced to discuss with the partners before the actual WP3 work starts. The partners found this necessary in order to keep track with the very recent developments in this respect.

We are confident that the new work packages will equally bear the fruits of the first year's investments in making the project visible, in clustering with other projects and in a collaborative and open working culture between all partners involved.

B2. Current project status

<i>As at (end of reporting date)</i>	<i>Number</i>	<i>Comments, problems with deadlines</i>
Deliverables submitted during reporting period (<i>Details in F</i>)	D8.1 (first issue) D8.2 D8.1 D2.1 D4.1 D4.2 D5.1	<ul style="list-style-type: none"> • First Newsletter, widely distributed • Project website, incl. Partners' closed part for sharing documents (under continuous updating) • Second Newsletter, widely distributed • National reports on extending the use of the LFS for analysis of eWork • Report on innovative design and modular instrument • Website and interactive digital toolkit • National feasibility reports on telework module (end 10/2002)
Deliverables acknowledged by EUROSTAT		
Late deliverables - for reporting period	D8.1 (3 weeks)	Due to Christmas closing of printing services.

B3. Work done

Are project objectives being met? Grade from 0 (not at all) to 4 (totally)	Score	Comments
<p>Innovative methodologies and content on the statistical monitoring of the labour market in the eEconomy to support the statistic requirements of the IST Programme</p>	3	<p>1. <i>Work in progress</i></p> <ul style="list-style-type: none"> • The innovativeness mainly refers to making the project results effective by improving the existing statistical instruments at the national and the European level (the piggybacking strategy, developing of modules and recommendations, the improvement of codification, ...) rather than to develop totally new instruments. In the second half year of the project these modules were developed and tested. Detailed analyses and assessment will be scheduled in the forthcoming period. • The clear targeting towards the statistical and scientific community is a key characteristic of the project. NSI are actively involved in the project.
<p>An extension of the coding of the Community Labour Force Survey (CLFS) to take into account eWork by generating data at a more disaggregated level for selected categories; to derive recommendations as to where extensions of the current coding processes can provide more detail and more information about eWork</p>	3	<p>2. <i>Work in progress</i></p> <ul style="list-style-type: none"> • WP2's present status fits properly into proposed time schedules. The internal deliveries fully meet the standards in time, quality and quantity, and the future plans of work also allow to estimate that the future objectives will be met. • National and synthesis reports on the strengths and weaknesses of the national CLFS are finalised. • The questionnaires of the Member States not involved in the consortium have been collected for further assessment and analysis.
<p>Best practice recommendations on how NACE rev. 1 and ISCO could be updated to better account for eBusiness and eWork</p>	N.A.	<p>3. <i>Not yet started</i></p>
<p>Benchmarks on the methods of existing organisational panel surveys in the way they take into account ICT-related indicators with reference to (internal) labour market issues. To generate the innovation process of monitoring systems by disseminating best practices and by designing and developing instruments for monitoring ICT-related labour market issues, thus maximising the effectiveness and cost-efficiency of short-term surveying of organisational changes related to the penetration of ICT</p>	3	<p>4. <i>Work in progress</i></p> <ul style="list-style-type: none"> • Inventory report finalised. • Digital toolkit available on the website. • Module and database reported and ready to be included into the website. • Study of stakeholders' needs nearly ready. • WP4's present status fits nearly completely into proposed time schedules. Delays in finishing the stakeholders' needs investigation are presently producing delays in preparing the final report. Another delay results from the necessity to discuss the results within the STILE consortium. All delays will summarise to 1 month only. All other internal deliveries fully meet the standards in time, quality and quantity, and the drafts and workshop presentations of the future work also show good results and allow to estimate that the future objectives will be met without any problems.

<p>An internationally standardised indicator to measure telework effectively, and a set of reliable and valid questions as a module to be added onto existing national and European Labour Force Surveys in order to maximise the effectiveness and cost-efficiency of short-term monitoring of the dissemination of telework as a key new work pattern in the Information Society</p>	3	<p>5. <i>Work in progress</i></p> <ul style="list-style-type: none"> • WP 5's present status fits properly into proposed time schedules. All internal deliveries fully meet the standards in time, quality and quantity, and the drafts presentations of the future work also show good results and allow to estimate, that the future objectives will be met. • The guidelines given at the planning stage were substantially adhered to in WP5. In fact the various planned activities have been done: a broad-based recognition of existent literature and studies; followed by the drawing up of a list of indicators to gauge telework and the definition of the methodology for the pilot testing. • Literature study available on website. • Indicators finalised in the different national user groups. Consensus reached within the consortium concluded at the European user group (May 2002). • Implementation of pilot questions on eWork as proposed by the consortium in Irish CLFS. • Implementation of questions envisaged in the Hungarian LFS. • Pilot study carried out in the different partners' Member States (Hungary, UK, Belgium, Italy). • National feasibility studies reported.
<p>Data on the sectoral mobility in ICT, using Eurostat LFS and, as a reference, administrative data</p>	N.A.	6. <i>Not yet started</i>
<p>Occupational profiles of two ICT-related occupations, including the identification of required qualifications, training needs, type of contracts and the likely future developments in these areas. In order to reach standardised descriptions of these occupational profiles, a clear and effective methodology and process, involving directly the relevant stakeholders (employees, employers, training experts) is applied and renewed. A comparison of the occupational profiles of Belgium, Italy, Hungary, the Netherlands and the US allows to benchmark and to detect specific qualification and training needs, according to the differences in ICT penetration</p>	N.A.	7. <i>Not yet started</i>
<p>Widely distributed user-friendly reports, a project website and newsletter, and a concluding European conference on the statistical monitoring of the labour market in the eEconomy, targeted at policymakers, scientists, representatives of statistical bodies and all relevant users</p>	3	<p>8. <i>Work in progress</i></p> <ul style="list-style-type: none"> • Website operational and considerably updated in interaction with partners. • Secure part serves as communication platform to the partners. • Second Newsletter widely distributed. • All conditions are fulfilled to guarantee qualitative dissemination activities.
<p>Is work done within the project budget?</p>	<p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p><i>Comments</i></p>

B4. Outline proposed changes to plan (*Details in D*)

1. Work package 2: extending the coding in the current national LFS

1. CAMIRE agreed to produce a national report covering the eWork aspects of national elements of the Luxembourg LFS in addition to the report covering France's LFS they were contracted to produce.
2. IES has agreed to additionally examine the best form of routing for the questions of the *ad hoc* module for eWork developed by WP5.
3. Due to the review of the Italian LFS, the Italian national report, of which a first version was delivered according to schedule, has later been updated to take into account the latest version of their LFS. This updated Italian report is now available.
4. As a result of the previous project review IES has also agreed to examine the LFS questionnaires of the eight additional countries, allowing an EU-wide analysis in the final synthesis report.
5. The workshop designed to discuss the findings with external experts (planned for month 13) has been postponed to allow the information from the additional countries to be incorporated. This workshop will be integrated with another later STILE event.

2. Work package 3: NACE rev. 1 and ISCO 88 (COM) classifications of eBusinesses and eWorkers

1. Given the changes to NACE as a result of Operation 2002 and those planned as a result of Operation 2007 IES has produced a working paper entitled: 'Will the convergence of NACE and NAICS in 2007 solve eWork measurement problems?'. This paper examines the challenges to sectoral classifications posed by eWork and the extent to which Operation 2002 and Operation 2007 will address these problems. The paper will be circulated amongst the partners and will also be sent to a range of interested parties. It is an important milestone for the kick-off meeting of WP3 at the December 2002 partner meeting.
2. A shorter working paper will also be written by IES covering the challenges that eWork poses to occupational classifications and especially ISCO. This will initially be circulated amongst the partners and will then also be sent to a range of interested parties.
3. All partners liaise with their NSIs in order to be informed on the input from the different member states into the mini-review. HIVA is collecting information from Eurostat meetings in this respect. All this material will be brought together and distributed amongst the partners.
4. The kick-off meeting for WP3 and the other elements of the project will start as scheduled with the kick-off meeting occurring at the Nürnberg STILE partners meeting in December.

3. Work package 4: ICT feasibility study on organisational panel surveys

Because of the importance for the work scheduled within WP4 of the inventory report on organisational panel surveys and ICT, which was meant to be a milestone not to be distributed widely, the

partners decided to include this fully into the first deliverable. This way, the reader not only disposes of the 'black boxes and best practices' and the actual questionnaire module, but is also informed about the existence, the strengths and weaknesses of organisation panel surveys.

Although not provided as such in the original WP4 plan of work, and in addition to the digital toolkit and the modular instrument, the WP4 partners considered it to be relevant and worthwhile to develop an additional database with the indicators and questions useful to include in organisational panel surveys that include the investigation of ICT impact on the organisation and on the internal and external labour market. This database includes also 'meta-information' on the questions assessed, for instance if these are factual or perception questions, focus on qualitative or quantitative information etc. This database will be included into the digital toolkit on the project's website.

On the other hand, the stakeholders' study of needs has taken more time than expected. This step is however quite crucial because it provides information on the concrete needs and wishes of different stakeholders for information on the impact of ICT on labour market related issues within organisations collected through establishment panel surveys. In order to integrate fully the important results of this investigation into the final report, the work package partners would like to request the Commission for a delay of the final report with one month (December 2002 instead of November 2002).

4. Work package 5: ad hoc module on telework

As is said earlier, the Irish contribution to WP5 has been revised, mainly because the Irish partner got the opportunity to test some eWork questions within the context of the Quarterly National Household Survey (QNHS). Because of time schedule issues and because of the complexity of developing eWork questions, it was decided to go ahead with a version of the UK LFS questions and feed in information from issues found during this process. Initially, this option was seen as a valuable alternative to the 200-person pilot questionnaire of the other partners participants (HIVA-Belgium, IES-UK, ISB-Hungary, IRES-Italy). The opportunity was grasped with both hands because it offered special chances to investigate the practical reality of producing an eWork module that can be carried out by National Statistics Offices, using a larger sample. This work should be a complement to the assessment of the pilot studies in the other four countries.

During the work, CSO/CTC Ireland have taken up an additional role within WP5. During the May 2002 meeting they agreed to run an extremely small pilot of the main STILE questionnaire in Ireland. These efforts should allow the STILE consortium to take into account Irish language and cultural issues. In addition to this rather quantitative approach, the Irish partner will organise a focus group meeting with the participants to the test survey. In this focus group more qualitative issues will be dealt with.

This elaboration of the project with a qualitative part, is also planned within other countries. During the May 2002 partner meeting, it was indeed agreed that each partner can elaborate on specific issues, depending on the national interests. In some countries one chooses for a focus group, in others more qualitative aspects are (also) included in the pilot survey.

B5. Plans for Implementation and/or Exploitation (*Details in E*)

1. Work package 2: extending the coding in the current national LFS

1. WP2 will produce a final report for the user community which will propose a minimum set of questions designed to capture eWork in national LFSs and the Community LFS. It will also highlight those additional variables in existing surveys, which can usefully be cross-tabulated with these 'eWork questions'. Where such questions exist only in a few countries and have been found useful for analysing eWork, it will attempt to identify the optimal wording for these questions and make recommendations for their more general adoption.
2. In addition to influencing the questions in regular national LFSs and hopefully also the CLFS, WP2 is making inputs to WP5, which is designing and testing an ad hoc module for surveying eWorkers. In turn the outputs of WP5 in terms of a pilot-tested module of questions designed to obtain information on eWork will inform the final synthesis report of WP2. Similarly, the information on the national occupational classifications used in the national surveys will inform the work on ISCO in WP3.

2. Work package 3: NACE rev. 1 and ISCO 88 (COM) classifications of eBusinesses and eWorkers

Due to the Eurostat 'Operation 2002' leading to the review of NACE Rev 1 to NACE Rev 1.1 and the 'Operation 2007' that has just started aiming to converge NACE and NAICS, the STILE partners decided, in anticipation of the actual work of WP3, to produce a working paper on the impact of the proposed changes to NACE. Additionally each of the partners has started to collect the information on the national recommendations on Operation 2002 and Operation 2007 from their National Statistics Institutes and from Eurostat. Although Operation 2002 is not yet fully completed, it is obvious that these recommendations will have to be taken on board by the WP3 partners in developing their workplan. The STILE partners will meet with the information from their National Statistics Institutes and from Eurostat in Luxembourg on the 18th of November and will devote an additional meeting date on this issue after the partners' meeting in Nürnberg to share the information on Operation 2002 and Operation 2007 to clarify the consequences for the project.

3. Work package 4: ICT feasibility study on organisational panel surveys

By offering not only scientific paperwork but also a digital toolkit and a internet-readable modular instrument the WP4 team makes a contribution not only to enrich scientific discussions but also to the unification of EU labour market research, which we hope to allow a more precise monitoring and international comparison of the ongoing changes of the labour market in the EC and the underlying impacts of new information and communication technologies.

At the end of this WP and the deliverable of all related end products of this WP, the WP4 partners are planning to publish some articles not only in academic journals but also in newspapers close to the policy making actors in the field. The WP4 lead partner is planning to hold workshops for labour market organisations, which are meant to distribute informations on account, methods and results of labour market and ICT monitoring with special respect to raise understanding and support for the enhancement of establishment-based (panel) surveying systems (all in 2003, first negotiations starting at present).

Finally, the partners of this WP will investigate new funding opportunities in order to be able to update the digital toolkit developed within WP4. In particular funding opportunities at the European level are aimed.

4. Work package 5: ad hoc module on telework

Through the national user groups, STILE partners are working closely with National Statistical Offices and other users (including academic users and the Social Partners) in the participating countries, enhancing the chances that the results will be implemented. The UK partner has already designed the questions used in the UK LFS since 1997 and STILE team members have already been active in the wording of new eWork questions for the Hungarian and Irish LFSs or related surveys.

The European user group takes this WP5 process one step further, involving Eurostat, the European Commission and a broader range of users, including representatives from NSOs in countries not directly involved in WP5.

The user groups have played an important role in the preparation of the questionnaire that was tested in the different countries (cf. heading C8). As user involvement is an important pillar of the work done in WP5, the pilot results will be submitted to the different national user groups. In these meetings, the focus will be on the dissemination of the experiences on the one hand and on the formulation of recommendations on the other.

The results of the work will also be disseminated, assessed and improved in a second European user group meeting. As one important objective of the work package is to develop an eWork module that is feasible to be attached to the LFS, the second European user group meeting will be related to a conference on the Italian LFS reformations. The combination of both meetings, should result in more targeted recommendations concerning an eWork module and its practical implementation in the LFS. Conversely an ideal framework for dissemination will be given shape here.

Finally, it can be confirmed that the intensive participation at different events closely related to STILE (s.a. conferences, NESIS, EMERGENCE, WWW-ICT workshops etc.) was already an important dissemination and 'promotion' activity for the project. In particular the work related to WP5 (but also on WP4) has always been welcomed as innovative and useful by the audience, and resulted in additional questions afterwards.

B6. EUROSTAT observations

(to be completed by EUROSTAT Project Officer)

Persons consulted:

EUROSTAT Project Officer:

Date: / /2002

Signature:

Part C. Synopsis of Work Undertaken

C4. Work done

1. Work package 1: general co-ordination and assessment activities

The project co-ordinator set up an effective and efficient management structure and communication culture. The partners met twice and a third meeting is scheduled at the end of the first project's year. This meeting is scheduled at the occasion of closing of the first batch of work packages (2, 4 and 5) and the starting of the second batch (3, 6 and 7). The **project website** is developed, operational and regularly updated. It serves not only the external constituencies, but also acts as a means to enforce the partners' involvement and to set up an effective and efficient communication structure within the consortium. The development of a secure part of the website, only accessible to the partners, is a useful tool for distribution and sharing of interim reports, methodological notes and guidelines, preliminary outcomes, discussions, etc.

Assessment and peer review is built in the work packages and organised according to the specificities of each work package. This is realised adequately by involving peer review from US experts (WP2 and 5), in setting up user groups at the national and European level (*idem*) and in undertaking an explicit study of stakeholders' need (WP4). At the end of each work package, a short assessment report will be delivered by the work package lead partner. In May 2003, after the closing of WP5, an assessment report on WP5 will be finalised by the US expert.

2. Work package 2: extending the coding used in current national LFS

The WP partners reviewed the national LFS surveys and their coding and the results have been circulated between the partners. The partners undertook a detailed analyses of their LFS surveys and produced national reports. The national reports were delivered according to schedule in the deliverable **D2.1 National reports on extending the use of the LFS for analysis of eWork**. The lead partner (IES) summarised these national notes and reported the conclusions in a first milestone report called 'The Missing E'. The WP lead partner has collected the LFS questionnaires and relevant information from other Member States not included in the project and assessed those along the same principles. The result of this will be included in the final WP2 report.

3. Work package 4: ICT feasibility study on organisational panel surveys

D4.1: Report on innovative design and modular instrument, called '**Is ICT transforming the world of work, and how to know about it?**'. An inventory has been made of 30 relevant EU and non-EU establishment panel studies, to investigate if they cover the use of ICT in the organisation and the labour market related issues, the educational and training investments and human resources management. The inventory allowed benchmarking (on methodological design and instruments) with regard to the relation between ICT investments and ICT application on the one hand and internal and external labour market effects on the other. Design and instruments are compared with special attention for the ICT variables that are included in the survey. On the basis of the confrontation between best practices and black boxes, an **innovative design and a modular instrument** is developed. This module is appropriate both for integration in existing surveys and for setting up new surveys. It will be disseminated to all stakeholders by means of an interac-

tive website and an interactive digital toolkit with regard to the construction of monitoring systems about labour market, skills and ICT use and ICT applications.

D4.2: Website and interactive digital toolkit including modular instrument. The different instruments are disseminated in a digital toolkit at the project's website including hyperlinks. Additional methodological comments allowing interpreting the research results against the background of the methodological diversity, have been collected into a **database** that will be included into the digital toolkit. Design, modular instrument and methodological explanations will be offered to all stakeholders on the website and in this toolkit.

In preparation of a strategic Action Plan for more convergence of organisation panel surveys, an **inventory of needs** by different stakeholders (regional, federal and European policymakers, unions and employers' federation) is currently carried out and will be finalised shortly.

4. Work package 5: ad hoc module on telework

In preparation to the development of the eWork module, the consortium completed a literature study. An overview of relevant literature is available on the website. In a second step, the list of relevant eWork indicators was discussed in the different national user groups. The reports of these can also be found on the project website. The resulting list of common indicators has been put into concrete questions which have found their final conclusion in the first European user group. During the summer months a pilot study of the questionnaire was organised in the UK, Italy, and Belgium. In Hungary the pilot questions are integrated as ad hoc module of the quarterly Labour Force Survey in the period July-September. The national reports of these tests, are compiled in **D5.1**.

The work done in Ireland differs from the work carried out in other partners' countries, because Ireland got the opportunity to test some eWork questions within the QNHS framework. Because of practical time-limits, the questions asked are based on the UK experience with eWork questions and the observed changes in eWork. The assessment of this test is included in **D5.1**.

D5.1: National reports on extending the use of the LFS for analysis of eWork. The experiences in the participating countries (Belgium, Italy, Hungary and United Kingdom) with the telephonic interviews within heterogeneous samples of (approximately) 200 entities, are collected in a common report. The assessment of the method of data collection (1), the individual questions and the eWork module as a whole (2) and the opportunities and limitations of the eWork indicators to measure eWork by piggybacking questions to the LFS (3), are a basis for further analysis of the informational value of cross tabulations between the eWork indicators and LFS indicators. Especially the report on the Irish and the Hungarian tests can be a valuable basis to assess the opportunities and limitations to measure eWork within the LFS context. The other reports also allow to take into consideration other ways of measuring eWork for a wider range of research objectives.

C5. Problems encountered

1. Work package 2: extending the coding used in current national LFS

1. The main problem encountered with the analysis of national questions covering eWork has been the widespread absence of any CLFS or national LFS questions that deal with the use of information and communication technologies. This absence lies behind the 'Missing e' working title of the synthesis report. In part this problem will be addressed by the incorporation of the

questions from WP5 into the WP2 synthesis report. Additionally, interesting 'e' type questions have been discovered in the questionnaires of the additional eight countries being examined by IES.

2. There were problems obtaining English language versions of the German and Austrian Mikrozensus questionnaires. Efforts are still underway to resolve this problem, however a German language version of the German Mikrozensus questionnaire has now been obtained.

2. Work package 4: ICT feasibility study on organisational panel surveys

When starting to prepare for the stakeholders' needs investigation after the Kinsale partner meeting in May 2002, it turned out, that such would be possible only by a systematic face-to-face questioning of relevant experts within the European labour market organisations. The problem occurred, that accessing to those experts had to be prepared within longer range than previously expected. Therefore, the first interview dates could be acquired for September 2002, which was 4 months after the beginning of the preparations. Those first interviews then turned out not to bear too much results, they served more as 'door-opener'- or first-contact-interviews which made it possible to select appropriate interviewees for subsequent questioning – to be interviewed when coming back some weeks later. This led to a strong delay which is tried to be shortened by additional efforts, but it still exists and has an impact on the subsequent steps. The delay time for delivery 4.3 is therefore estimated to be 1 month. The consortium requests to the Commission a postponing of the final report of this work package in order to compile a full and logic report, that accumulates all knowledge and insights obtained, and all end products developed during the different steps of this work package.

There is a technical and a more substantial reason for this delay. The practical one is, that the WP4 lead partner, though being absolutely well known in his home country, is not so much known at EU level, which proves to turn out into higher access obstacles by addressing EU labour market organisations. This is definitely not an insolvable problem – as the good primary results of the stakeholders' investigation show – but it takes some more time.

The theoretical reason is a first result of the stakeholders' investigation itself. The labour market actors' organisations, be it trade unions or employers federations, policy makers or labour administrators, are absolutely not familiar with organisational surveys of any kind, they are until now an instrument limited to scientific use and interests. This has major consequences for the strategic action plan and for the steps to be taken for a further convergence of establishment-based labour market monitoring, which are to be specified in details in the forthcoming final report (D4.3). This led to the fact, that lots of time had to be spent with explanations and finding the appropriate interview partner.

C6. Changes to the project plan

1. Work package 4: ICT feasibility study on organisational panel surveys

See C5, which leads to a probable delay of approximately one month, concerning D4.3. No substantial change to the project plan.

2. Work package 5: ad hoc module on telework

See C5.

During the project, the contribution of the Irish partner has been changed. The Irish National Statistics Institute offered the opportunity to test some eWork questions attached to the Quarterly National Household Survey. As this was an ideal change to test an eWork module by piggybacking it to a large scale population survey, the original project plan has been reviewed. The Irish partner has attached the UK-eWork indicators, taking into account some difficulties encountered here. Next to this the CTC/CSO team has drafted an application for a more detailed module on teleworking in collaboration with the eWork Action Forum. This was considered by the National Statistics Board, but it was decided that a telework module to the LFS is not an explicit priority for the near future. The QNHS seems however to open some avenues in the near future. Another additional contribution of the Irish partner concerns a small scale test of the STILE eWork questions, in order to be able to account for the specific language and culture.

The developments in Hungary allowed that the eWork module developed within the project was integrated as an ad hoc module into the second quarter of the Labour Force Survey, thus allowing a 'real' testing instead of a pilot test based on a particular sample..

Together with the Irish partner, also some other partners are planning to include a qualitative part in the work package. In order to collect information on more qualitative issues related to eWork, some partners are planning to organise a focus group discussion

C7. Impact of the previous review, if any

Work package 2: extending the coding used in current national LFS

As a result of the previous review IES will include the national questions from LFS's from the Member States not involved in the consortium. All necessary contacts have been established to this aim and most of the questionnaires have by now be obtained (except from Austria).

C8. Specific activities

1. User representation groups

1.1 Work package 5: ad hoc module on telework

Involvement of future users is very important for the work in WP5. Depending on the composition of the national user groups (for member lists see website), the contributions to the project differ. In user groups where academics and other researchers form the majority of the group, attention was mainly focused on broadening eWork and on elaborating the list of indicators on readiness and intensity with impact indicators. In national user groups where the majority of participants have a rather statistical experience in regional or National Statistical Institutes, the feasibility of the module to be attached to the LFS was a central point of departure for the discussions. As the final list of indicators is a result of the conclusions within all user groups, the different national discussions have proved to be complementary. The resulting list of indicators and related questions, is able to serve both groups of users.

Next to the national user groups, the involvement of the European user group, involving Eurostat, the European Commission and a broader range of users, has been very important. First of all because the involvement of these future users can assure a better fine-tuning of the module to the needs and the feasibility at the European level. A second reason for the importance of the European user group can be attained to the organisation of these meetings. The first meeting was planned into the programme of the Labour Market Statistics Conference. The combination of both has emphasised the link between the need for eWork indicators and the STILE ad hoc module in answer to these needs. The second European user group will be included in a conference on the Italian LFS reformations, which should enable the formulation of recommendations on the feasibility of the module to be piggybacked to the LFS.

These changes have not changed the description of work. The consortium has got the chance here to test in practice whether the principle of piggybacking an eWork module to existing large scale surveys is feasible.

2. Validation activities

The website offers an important validation opportunity. Visitors are invited to update or to complete information on the site. For the digital toolkit for instance, it is very important that information is updated and completed on a continuous basis. The same goes for the list of relevant literature and the list of indicators.

Next to the website, the user involvement, finding its embodiment in the workshops with experts (WP2), the study of the stakeholders' needs (WP4) and the national and European user groups (WP5), are important validation mechanisms. The different partners ask future users and experts to give feedback on the work in progress. The experience has learnt that this way of working enhances the purposiveness, the feasibility and thus the usefulness and the qualitative added value of the indicators developed. What is more, the involvement of future users seems to be an important dissemination canal (cf. infra) and allowed us to make the project and its different envisaged outputs visible to the target audience.

3. Dissemination activities

The website is an important dissemination canal, as all reports are available for a broad public. Next to this, the involvement of future users and the participation in European and worldwide conferences are important to distribute the results of the work. The project has been presented in several European conferences and on workshops of related projects (see details in section C). The involvement of an American expert in the WP5 and WP7 work, enables the dissemination of the results in the US. The participation of STILE partners in worldwide level conferences can assure the dissemination in a rather informal way. The conference at the end of the project, will be a finalisation of the work, but at the same time this will be an important starting point for further dissemination by writing articles, participation in conferences and workshops etc.

3.1 Work package 4: ICT feasibility study on organisational panel surveys

The WP4 partners have developed an interactive website included in the project's website which is already being widely used. Beyond that, WP4 members are planning several publishing activities for 2003, both in scientific journals and in stakeholder-related media. First negotiations concerning this have been started in autumn 2002 as a result of the investigation of stakeholders' needs. An-

other result of this are plans of holding workshops at the stakeholders' organisations; negotiations have been taken up.

3.2 Work package 5: ad hoc module on telework

The organisations that have co-operated in the pilot study, by motivating employees to participate in the research, have received the STILE newsletter and are taken up in the STILE mailing list. Special efforts will be made to keep these organisations in touch with the test's results by sending them a report on the pilot.

C9. Contribution to the IST/EPROS Programme objectives (if applicable - valid for non-research projects, e.g. accompanying measures)

In order to *become the most competitive and dynamic economy in the world*, which was set as an objective in Lisbon (23-24 March 2002), the European Union needs accurate data on the opportunities ICT offer in modern economies and how they have changed organisations in the eEconomy. The STILE project grasps and tackles a range of existing conceptual, methodological and practical problems associated with the measurement of the new Information Society and the new economy. In doing so attention is given specifically to priorities that are captured under Objective 2: *'Working in the knowledge-based economy, investing in people and skills'*. In the work packages that have been executed in the past year, this has become clear.

1. Work package 2: extending the coding used in current national LFS

In addition to the contribution identified in the proposal WP3 will now make a contribution to Eurostat's Operation 2007 the review of NACE and its planned convergence with NAICS.

2. Work package 4: ICT feasibility study on organisational panel surveys

In WP4 a conceptual framework for interpreting the organisational changes in the new economy, is developed. Within this work package special attention is given to the investigation of blind spots in measuring the impact of ICT on internal and external labour market logics. Work organisation and human resources management change in the new economy and these changes have an impact on the skills requirements, the quality of work, the labour market mobility of people and thus the employment level. Because the research carried out here has focused on the development of indicators on organisational changes, the results can offer an added value to the policy preparing and policy supporting research.

A better labour market monitoring improves the available informations on the labour market, which is an important condition to appropriate action, facing the challenges and impacts of ICT. STILE should bring us a big step further towards this goal. An important role do not only play the results of STILE, but also its approach 'not to invent the wheel once more', but to benchmark existing approaches and to develop flexible and adaptive solutions, which means to learn from what has been done before instead of doing the same thing the other way round.

STILE aims to develop an establishment-based labour market monitoring system, which stresses the role of establishments as key actors of the labour market. This might help to contribute to a new perspective on enterprises.

The stakeholders' needs investigation, which is part of the project, explicitly takes users' interests into account, which then can be re-fed in the convergence process of an establishment-based monitoring system.

The benchmarking of existing surveys showed a huge lack of representation of SMEs into current surveying – except from some good examples, which might help to increase the inclusiveness of future research.

3. Work package 5: ad hoc module on telework

This work package can be conceived as the WP4 complement at the micro level. The work has resulted in a conceptual broadening of eWork. This goes hand in hand with a broadening of the list of indicators that is available to bring into picture eWork. Attention is not only paid to intensity indicators, but also to quality of work indicators. The importance of these indicators is emphasised with the same arguments as in WP4, the ones that refer to consequences of changes in work organisation and related human resources management. Indicators focusing on these issues are an important basis for gaining insight into the consequences of the penetration of ICT in the network economy on the forms of work, the changes in qualifications requirements, job satisfaction, flexibility, learning opportunities etc.

Next to this conceptual added value, the work carried out here focuses on methodological opportunities to measure the intensity and the impact of the broad defined new forms of work.

4. Overall

The work carried out has always put forward three important principles.

1. The first one is that of '*innovativeness in an efficient way*'. The researchers involved have minimised the development of totally new indicators. As much as possible the existing indicators were assessed and adapted and the informational value of new combinations with existing indicators was investigated.
2. A second important principle is that of user involvement. It has already been said how this has been realised in user groups, workshops etc. In order to be able to *meet the users' needs*, the consortium has opted for a broad composition of the user groups. Statistical bodies as well as labour market researchers, company representatives and employer and employee representatives were asked to make an experienced based contribution to the work.
3. A last important principle concerns the *realisation of consistent indicators capable of comparable analysis*. The focus of WP2 and WP5 on the feasibility of eWork indicators to be attached as a module to the LFS, is important to realise this principle. This survey already has proved its international comparability and its opportunities for longitudinal studies. The national transcending character of the indicators is also guaranteed by taking into account national features when assessing the national work. This enables the interpretation of some national findings in the final common reports, which are only possible thanks to collaboration and networking. The involvement of the European user group has also proved to exceed the national frontiers. The STILE project even has the opportunity to fine-tune the European indicators to the American experience. The commitment of the American subcontractor for WP5, allows to rely on the US experience. It is also important that it is possible to emphasise the differences between Europe and the US. For instance, the work already done learns that a large group of American tele-

homeworkers are self-employed. This type eWorkers is not spread with the same intensity over Europe. This way of co-operation allows the development of Europe specific indicators, inspired by the American expert experience.

Part D - Future project plans

D1. 1 Summary

In the next year the running work packages will be finalised and three new work packages will be started up. The draft conclusions and work to be finalised from the first three work packages will be discussed at the Nürnberg partner meeting (9th-10th December 2002). The new work packages will have their kick-off at the same meeting.

1. **Work package 2: extending the coding used in current national LFS**

In this work package a synthesis report on the potential of extended coding of the LFS for analysis of eWork will be made and delivered in February 2003. This report will draw up some important conclusions, based on the national reports. Another interesting input will be given by the results of the assessment of the opportunities to piggyback an eWork module to the LFS, which is delivered by the WP5 partners.

2. **Work package 4: ICT feasibility study on organisational panel surveys**

A final report on the ICT feasibility will bring into picture all the steps taken and all the work included in this work package. In preparation of the finalisation of the final report, a study of the stakeholders' interests in ICT- and labour market research on establishment level will be carried out. This will be the basis for a strategic action plan that also will be integrated into the final deliverable (D4.3).

3. **Work package 5: ad hoc module on telework**

This work package will find its finalisation in a report on measuring eWork in the CLFS (D5.2). This report will be based on analysis of the pilot test data and on discussions in the different national user groups on a strategic action plan and on recommendations towards Eurostat. These practical conclusions will be discussed also in a second European user group. The total work carried out in WP5 will be summarised in a final report (D5.3), which is to be expected in March 2003.

The work packages that are to be started up in the first months of the following project year are WP3, WP6 and WP7.

4. **Work package 3: NACE rev. 1 and ISCO 88 (COM) classifications of eBusinesses and eWorkers**

This work package is focused on obtaining insight into the coding processes of different statistical bodies, documenting how decisions are made and recording problems with current definitions. It is planned to submit a list of fictive descriptions of eWork establishments and occupations, to challenge the current classifications. Due to the Eurostat developments concerning the NACE review, the WP3 partners are already collecting the information on the national recommendations on the

mini review with the National Statistics Institutes and Eurostat. These developments will have their implications for the WP3 planning.

5. Work package 6: Mobility in the eEconomy

In this work package the focus is on (intersectoral) mobility of eWorkers. The key objective is to reveal determinants of the mobility of ICT workers, based on LFS and other administrative databases. Inflow and outflow are conceived as the most important indicators, where possible also the destination sectors, gender, age, educational background etc. are taken into account.

For these work package, close collaboration with specific NESIS partners and with the ENMOB network are in particular relevant.

6. Work package 7: ICT occupational profiles

The objective of this work package is twofold. First of all it wants to give a detailed description of an ICT-related job and the competences needed in that job. A crucial aspect in the STILE occupational profile will be the opportunity to make regional comparisons of the profiles. Secondly, the experiences with an internationally standardised occupational profiling methodology, giving special attention to stakeholders' involvement, will be translated into recommendations for the fine-tuning and adaptation of the methodology. This would enable internationally comparable research on occupational profiles in the new economy. The involvement of the American partner in this work package allows a US comparison.

For this work package, clustering will include in particular the Career Space project, the WWW-ICT project and the ICT Skills Monitoring Group.

D1.2 Update of the project programme, if any

D1.3 Dependencies and relationships

Part E - Plans for Demonstration, Exploitation, Implementation and expected achievements

Since the project is an Accompanying Measure, all deliverables are belonging to the European Commission and a Technology Implementation Plan has not to be developed. In previous sections, attention has been paid to explain the valorisation and dissemination activities of the project.

E7.1 Final Deliverable Description Sheet				
Reference number	Title	Date due	Date submitted	Target date if overdue
D8.1	First STILE Newsletter Second STILE Newsletter	12/2001 07/2002	01/2002 07/2002	

Executive summary of the deliverables, description of its purpose.

First Newsletter is a general presentation of the project and therefore meant to be an important tool for publicity about the project during the project's lifetime.

Second Newsletter is intended to inform about the work carried out during the first six months of the STILE project and therefore include a lot of reporting on intermediate project results and work in progress of the running work packages.

When available

Exists and available from the STILE website as PDF files.

Type

Leaflets (approx. 8 to 16 pages)

Client(s)/User(s)

Scientific community, ESS, international statistics bodies, Eurostat and IST constituencies, labour market policy responsables at different levels, employer and employee organisations, related FP5 and other scientific projects

Benefits

Important dissemination and promotion instrument for the project allowing to keep the different target audiences informed about work in progress and results. Will be issued every six months.

Other Comments

E7.1 Final Deliverable Description Sheet				
Reference number	Title	Date due	Date submitted	Target date if overdue
D8.2	Project website (under continuous updating) www.stile.be	12/2001	12/2001	

Executive summary of the deliverables, description of its purpose.

Several products are now easily downloadable (item 'Publications') and available for a broad public, even if they are sometimes still work in progress. The website has been updated with links to a lot of related EU projects and events.

The closed part of the website serves actually as a major platform to exchange draft reports, milestones and interesting documents, to exchange intermediate work (like minutes of national user groups, national reports), to distribute administrative forms (like notes on cost statements).

When available

Exists and under continuous updating

Type

Website

Client(s)/User(s)

scientific community, ESS, international statistics bodies, Eurostat and IST constituencies, labour market policy responsables at different levels, employer and employee organisations, related FP5 and other scientific projects, partners of the STILE consortium

Benefits

Provides a permanently updated state of the art of the project, including all possible information about and around the project, thus serving as a major source of information and information exchange, as well for the targeted audience as for the consortium members.

Other Comments

E7.1 Final Deliverable Description Sheet				
Reference number	Title	Date due	Date submitted	Target date if overdue
D2.1	National Labour Force eWork Related Differences Analysis of the potential use of the national LFS in eWork	08/2002	08/2002	

Executive summary of the deliverables, description of its purpose.

A series of national reports covering the eWork related differences in the national Labour Force Surveys in Belgium, France, Ireland, Italy, Luxembourg, the Netherlands and the UK. These reports identify and describe the national questions that are useful when analysing eWork.

When available

Exists and available from the STILE website as PDF files.

Type

Reports

Client(s)/User(s)

Those wishing to develop and undertake comparable statistical analyses of eWork using the CLFS and various national LFS.

Benefits

Detailed national reports that are designed to underpin a synthesis report covering the whole of the EU.

Other Comments

E7.1 Final Deliverable Description Sheet				
Reference number	Title	Date due	Date submitted	Target date if overdue
D4.1	Is ICT transforming the world of work? And how to know about it?	09/2002	09/2002	

Executive summary of the deliverables, description of its purpose.

Apart from the description of all the work done during this WP, the following parts form the core of this deliverable. The first part is devoted to benchmarking research designs on a number of design criteria, which influence the analytical potential of research at organisational level. The second part presents relevant concepts for monitoring the labour market impact of ICT. A first focus of attention is on the aspects of an organisation, which might possibly change due to the implementation of ICT. These aspects are organisational networking, outsourcing, production structure and work organisation. The second focus of attention, is on how the personnel policy relates to the changes, or on the contrary, the immobility in these former aspects. Here the recruitment policy, the training policy, internal mobility and wage policy are the relevant aspects. Next, a modular instrument is presented in the appendix, which is based on the concepts in the second part. With regard to the design parameters discussed in the first part, an attempt has been made to build empirical indicators which are useful in various research designs.

When available

Exists and available from the STILE website as PDF file.

Type

Report

Client(s)/User(s)

Researchers are offered conceptual suggestions and empirical operationalisations for monitoring labour market effects of ICT adoption in organisations.

Data generated by these indicators could inform policy makers as well as stakeholders in the field.

Benefits

The main hypothesis, which drives the report, is whether or not the adoption of ICT leads to an increasing need for ICT skills in the organisation. If so, than a second question is whether organisations employ strategies in order to solve, circumvent or overcome this problem. Knowledge on these strategies can enable researchers, policy makers and other stakeholders to identify 'best practices' in organisational strategies. Ideally, the uptake of these operationalisations will lead to convergence and comparability in international data. This can enable to identify some 'societal effects' in the behaviour and the strategic choices of organisations. Thus, 'best practices' may not only be identified at organisational level, but also at the level of policy measures.

Other Comments

The module presented in the appendix of the report can be an enrichment, but not a replacement for existing questionnaires. Obviously, existing questionnaires contain a wealth of useful and relevant indicators, but we feel that the assessment of the impact of ICT has largely remained a blind spot. The interplay between the indicators suggested in the report and the indicators already used or currently in use can be particularly fruitful.

E7.1 Final Deliverable Description Sheet				
Reference number	Title	Date due	Date submitted	Target date if overdue
D4.2	Digital toolkit	09/2002	09/2002	

Executive summary of the deliverables, description of its purpose.

The digital toolkit provides researchers with a handy set of instruments to use when measuring ICT use and penetration in enterprises. It provides some background information about ICT and what role it plays within the European economy. From this we move on to concepts that are directly related to ICT in enterprises. These concepts are then translated to measurable indicators. The review of current surveys that is described in the STILE project provided us with a wealth of existing survey questions so that many indicators that we have been able to arrive at, now have one or more possible survey questions.

When available

Exists

Type

Toolkit linked to the project website

Client(s)/User(s)

Researchers are offered conceptual suggestions and empirical operationalisations for monitoring labour market effects of ICT adoption in organisations.

Data generated by these indicators could inform policy makers as well as stakeholders in the field.

Benefits

The toolkit should provide researchers with the state of the art in research at organisational level.

Ideally, the increased availability of this 'state-of-the-art' will inspire researchers to adopt indicators, which increase the international comparability of data.

Other Comments

E7.1 Final Deliverable Description Sheet				
Reference number	Title	Date due	Date submitted	Target date if overdue
D5.1	National feasibility reports on tele-work module	10/2002	Expected 10/2002	

Executive summary of the deliverables, description of its purpose.

The report is a collection of all reports on national pilot testings of the eWork module. The assessment of the pilot has to be a valuable basis for further analysis and resulting recommendations concerning eWork questions, the method of data collection and the analysis opportunities of an eWork module piggybacked to existing LFS questions. Therefore, an assessment is made of the completeness, the relevance and the comprehensibility of the questions and the module as a whole. A first exploration of the eWork indicators illustrates the filtering power of the core indicators. What is more, this first analysis introduces further analysis of the opportunities and limitations for cross tabulations with LFS questions.

When available

Expected by the end of October 2002.

Type

Report

Client(s)/User(s)

Scientific community, National Statistics Bodies, other researchers focused on the labour market ESS, international statistics bodies, Eurostat and IST constituencies, labour market policy responsables, employer and employee organisations.

Benefits

A list of tested eWork questions, which can be easily attached to existing surveys and for which relevant cross tabulations are explored.

Other Comments