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Argentina

Description: Buenos Aires, the capital city of the country, was before the year 2000, one of the ten more expensive cities in the world along with Tokyo, Hong Kong or New York. After the big crisis which suffered the country in 2001, with the bankruptcy of the bank system, which left many people from the middle class without their savings, the city of Buenos Aires became one of the ten cheaper capitals of the world. Argentina is a country of that kind of contrast and rocking. After the crisis, half of the population fall under the line of poverty and another 20 % was consider even worst, in Spanish "Indigencia". Nowadays the poverty, after the government, is less than 20% and there are almost not indigence. Political situation is never peacefully and politicians are always under the suspect of corruption. Actually, at the moment, there are a big battle (the word use in the media) about the rate about poverty, inflation, minimum wage and the national poverty line between others index. There are strong reports about the government having manipulated the real numbers. The government took place in the administration of the INDEC (Instituto Nacional de Estadísticas y Censos: National Institute of statistics and census) when always the was an independent institution. Being a country of fertile natural resources, and having historically an educated population, never reached the economical and political stability, of another countries in similar conditions.

Callcenter



A) Living situation

Personal questions:

Name: Victoria Cristina Troiani.

Age: 38

Sex: Female

Marital status: living alone

Birthplace: Moron, Buenos Aires Province, Argentina.

Current living place: Buenos Aires City, Boedo Neighbourhood.

Distance between living place and birth place (in km and time): 30 km; 70 minutes. She moved from the suburbs to the city because the life in the suburbs is boring and flat.

Place where he/she goes for work (Workplace): Downtown

Distance between living place and workplace (in km and time): 10 minutes with the metro; 20 minutes by bus, many days by bicycle or sometimes walking 30/40 minutes

Highest grade of completed education: Veterinary Science. Postgraduate studies in veterinary dermatology.

Amount of years in the educational process: I ended my studies 6 years ago and began when I was 6 at primary school. At the university I was 10 years in Argentina and another 2 years in Italy where I validated my title and 1 year for the postgraduate studies. That make in total 25 years!.

Amount of children: none

Age and sex of the children:

What are the children doing:

Living situation: Lives in a house / a flat / a hut / something else, what_____?

Flat. (Note: In Buenos Aires there are old buildings (from 80 to 100 years old) called PH. They are 4 or 5 flats in a one or just two store building. They have always an open space; a patio or terrace. It is something in between a flat and a house. They are looked mainly for young people).

Square meters: 100 m²

Number of rooms: 4 rooms, a kitchen and a small courtyard

Number of persons, who live there: I used to lived with 2 roommates but at the moment I lived alone.

Relationship between the persons:

Cold water in the flat?: yes

Hot water in the flat?: yes

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? Yes

Number of bathrooms in the flat: one

Number of toilets in the flat: one

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 2300 pesos argentinos.

Type of income: I have a minimum plus an amount for productivity and if there are, extra hours. The basic is 1300 pesos but I always have earned more.

Other parts of income: no

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: 2 minimum wage which is around 1000 pesos, I'm not sure.

National poverty line: I don't know.

Net family income / Net household income in local currency: She live alone

Net family income / Net household income in Euro:

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

My living situation is lucky. I do in whatever moment what I want to do. I must say that since a time the fixed situation is a not stable economic situation but doing always what I feel like to do. Till now my goal never was to grow economically, It will be so in the future. Now I want to have a life that allow me to be happy in the moment and that have to be in relation with an intellectual growth; I enjoy going to the cinema, reading or living in some special place. I can't say travelling because It have been long since the last time but is that. Till now that was what I wanted to do and I could do it. I can have this life because I know that when my salary is not enough I have a help from my family. No big amounts of money but that allow me to have this life.

B) Working situation

Work: I work in a call center in the client service area. I work for an Argentinean company which have many clients. I working now in a project for a German company of telephony and broad band called Hansenet. I read the emails, mainly with the complaints and the asking for finishing the contracts, and send them to the proper area.

Job:

Works since (age): Since 18.

Works in this company he/she is currently employed with since: 8 months

Jobs before the current: Many. I began helping my father in an ice-cream shop of his own; then I went on working doing promotions in a supermarket, in another ice cream shop in Italy, taking dogs out as I was studying; as a veterinary but not for long. I have been working always.

Company (can be an Alias if necessary): Telmark (the following information It was taken from the web of the company: <http://www.telmark.com.ar/>)

Sector of production / service: Client Service

Products/Services of the company: Contact Center/Back Office/ Software and web sites/ Translations

Yearly turnover:

Number of workers and number of plants in the country: In my place of work, only on the Hansenet project we are 150.

International linkages of the company: Puerto Rico and Mexico

Important customers of the company: Big and small Companies in Germany, Italy, EE.UU and Argentina.

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,....):

Is further education possible?: Yes

Further training is possible if you want to work in another project of the area where you are. I don't now how it works really. When I began to work I did a training and I was pay. It was 3 days. There is another project where the training is 3 weeks. I would like to go there when my German improves but I don't know how it works. There are not further education in relation to the free time.

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: Yes. It is the contract for the call center workers.

Weekly working time according to the contract and to the law: I work 30 hours weekly. I don't know if it is according the law actually. The only thing I know is that you can't work more than 12 hours in a raw.

Real weekly working time: 30 hours

Is overtime paid extra? How? Yes. The pay me for production and the time I stay. It is well pay; I do around 35 pesos per hour.

Working hours normally and real: From 15 to 21. 30 minutes for rest. Monday to Friday.

Recreation time: I finish at 9 in the afternoon and begin at 3 the next day. I don't work on weekends and I use my 30 minutes break as I want.

Violence at the work place: No

Narrative description of the working situation and -environment, atmosphere at the working place etc.: The atmosphere is very pleasant and relax. The only tension is when there is not too much work because the production increase the salary a lot. It is the only thing. The relation between the workers is very good and also with the managers and people with responsibilities.

Narrative description of his/her career: It is weird for me to talk about my career because I'm not working on the field I have studied for. Nevertheless it gave me tools to get any job with needs some intellectual effort. What I'm doing now requires to know German for example which I'm studying for a year now. I like to study languages. I studied also photography and to take photos is very important to me. I came from a family where to study at the university was important. I suppose It was for that I finished Veterinary even if took me so long. In the meantime I was always doing something.

Rights at work:

Trade union member: Yes

Which trade union: I almost sure is the Trade Workers Union (Empleados de Comercio) but I'm not 100% sure.

Short description of the trade union: I have no idea and I don't know if is a strong union. I don't think so.

Is the union part of a federation or confederation or any bigger institution? I don't know.

Member of ITUC: I don't know.

Works council in the company: Last week for the first time there was an election in the company to have a representative in the Union.

What does it do?:

Are trade unions legal or illegal? Legal

Do trade union members have to fear discrimination or repression? No

Narrative description of trade union situation:

I'm not involved actually there is not much that I can say.

Social security / insurances:

Insurance in case of illness: No

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

Sick leave: Yes

How: I don't know for how long. I suppose they pay me the basic salary without the plus for production.

Safety from firing during sick leave: Yes. According the law I think. I suppose you can go to the Union in case you need.

Doctor in the company/plant?: I suppose yes.

What is his/her position in the company? Represent the company.

Access to independent medical care: Yes. It is for emergencies and specialized cared also. It is the one I have for working in this company and I have a discount in my salary, not much. Whenever you have a contract by law you have a medical care. I never used it yet but It doesn't have a good reputation. I think you can have another one, the one you choose. You must pay of course the difference.

Insurance for accidents: I don't know. It is very difficult to have an accident at work for what I do.

How: What is covered by the insurance?

Safety from firing while pregnancy: I think that the firing for pregnancy is always illegal

How: You can go to the justice even having or not a syndicate

Maternity leave possible?: I don't know but I don't think it depends of the job I'm doing. It is something equal for all workers. Of course the time can be different in different jobs.

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

Leave for taking for near relatives possible?: I don't know.

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: Yes

How: I really don't think about it. I suppose is the minimum and after 25, 30 years?

Insurance in law matters (regarding labour rights): The Union I think.

How:

Is there a juridical representation possible (lawyer)?: The first place I would go would be the Union.

How: *Is there a interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Right to have holidays: Yes

How: I had 5 days after six months. After a year is 15 days and is 3 weeks if you work more than 5 years. It is possible to ask for not paid holidays.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

Personally I don't think that Unions defends the interests of the workers. They try to mediate with the companies and the government; not more than that. In Argentina the only strong Unions are the strong politically speaking. I don't think that the countries in a strong economical situation aid the weaker ones. On the contrary I think that there is a business of helping so to say. On the other hand I see very difficult to coordinate unions or workers in different parts of the world. The existence of companies like mine when the workers in the country of the client should earn much more money speak for himself.

Furniture



A) Living situation

Personal questions:

Name: German Molina.

Age: 39

Sex: Male

Marital status: married

Birthplace: Campo de Mayo, Buenos Aires Province.

Current living place: San Miguel. (A district and a City in the so called Great Buenos Aires; 200.000 people)

Distance between living place and birth place (in km and time): 5 Km; 10 minutes by car.

Place where he/she goes for work (Workplace): He has the workshop in the ground floor of his house. As he works by himself and also looks for customers or puts the furniture that he manufacture in the costumer houses he moves with his truck in a 10 to 40 km distance from his house.

Distance between living place and workplace (in km and time): As mentioned above.

Highest grade of completed education: *Complete Secondary School (Technical)*

Amount of years in the educational process: 13 (7 plus 6).

Amount of children: 4, from that 2 girls, 2 boys

Age and sex of the children: 15 Male; 13 female; 9 female; 4 male.

What are the children doing: they are all going either to primary or secondary school according the age.

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house / a flat / a hut / something else, what _____? House

Square meters: *150 m2 for the house in the first floor and 150 m2 for the workshop on ground level; It is all the same building.*

Number of rooms: 4 rooms; kitchen and living room.

Number of persons, who live there: 6.

Relationship between the persons: Married couple and the 4 children

Cold water in the flat?: Yes

Hot water in the flat?: Yes

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? Yes

Number of bathrooms in the flat: 1 upstairs and two downstairs.

Number of toilets in the flat: 1 upstairs and two downstairs.

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 10000 pesos argentines average.

Type of income: he works on his own; that would be the profit after all his expenses.

Other parts of income: No-

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: That is about seven times the minimum salary of 1500 after his knowledge.

National poverty line: doesn't know

Net family income / Net household income in local currency: 11000 pesos.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage about eight times the minimum salary of 1500

Narrative description of the living situation: I have a very nice situation right now. I'm optimistic by nature but now since a year when I moved here everything is perfect. I worked on my own; the economical situation is Ok. I avoid problems. I work alone and have no employees because here you don't know what happens next. So the secret is to adapt to the situation.

B) Working situation

Work:

Job: I manufacture furniture; mostly kitchen furniture and dressing rooms.

Works since (age): All my life. I learned the job from my father. He was a military man but he was a carpenter also inside and outside the military institution. He learned from my grandfather. I began to help him at 13.

Works in this company he/she is currently employed with since: I work on my own since 2003. I don't do any publicity to have customers; it is a mouth to mouth thing through many years. That includes some architects as clients who ask me works in a more regular basis.

Jobs before the current: I work also as a lifeguard for 15 years now every summer in a country club. But mainly I have worked with my father till he retired in 2003 and I went on alone.

Company (can be an Alias if necessary):

Sector of production / service:

Products/Services of the company:

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,....):

Is further education possible?: My training is for self interest. I'm very curious by nature. I don't assist courses but I'm looking for novelties all the time. I do go every year or so to an Exposition of the business where I find new materials; new machines providers and that kind of things.

Is there a work contract on paper with one copy in the possession of the worker: No

How:

Weekly working time according to the contract and to the law:

Real weekly working time: It is difficult to say because it depends of how much work there is. I would say 6 to 8 hours with the tools and machines. Eventually I went to see clients or have to prepare a budget or a plane. But if the demand is high and I have to work 12 hours a day for a month I do it without problem.

Is overtime paid extra? How?

Working hours normally and real: I manage the time. I have time for example to take the kids everyday to school and to the club. I have a relax schedule.

Recreation time: I don't work on weekends which is holy for me and my family.

Violence at the work place: Of course not.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Since a year when I moved here it is perfect. I'm free to do whatever I want and need. Before that even if my father was retired he went on coming from time to time to the workshop that was of his own. My father is a very strict person. I was under stress for that. Now I have a lot of new projects for the future to improve this place. The only tension could be with the client which is my boss in every time. But normally everything is Ok.

Narrative description of his/her career: I always knew I was going to follow my father job since I was a kid. I liked math and physic also so I have never had problem to think, design and draw a plane. I went to a technical secondary school where I learned a lot about all practical matters; from electricity, electronics to how to build a house. I always liked practical matters. It was like a straight line till now. When I was younger I dreamed of having a big company of course but the different crisis teach me to stay small and not to grow too much. If you have many employees or you are paying a lot of loans and a crisis came what do you do? I prefer to stay like I'm now.

Rights at work:

Trade union member: No

Which trade union:

Short description of the trade union: I know there is a syndicate and that it is not strong. I think that the working conditions for the furniture workers in general it is not good; they are underpay. I work alone which is different.

Is the union part of a federation or confederation or any bigger institution

Member of ITUC: No idea.

Works council in the company: Ja / Nein

What does it do?:

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression?

Narrative description of trade union situation:

I don't pay attention.

Social security / insurances:

Insurance in case of illness: No. I don't have any kind of insurance. I have insurance only during the summers when I work as lifeguard.

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

Sick leave: No

How: With further payment of wage or not? In which amount? For how long?

Safety from firing during sick leave: No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Access to independent medical care: Yes. We pay a family medical care. It cost 650 pesos argentines per month.

Insurance for accidents: No

How: What is covered by the insurance?

Safety from firing while pregnancy: No

How:

Maternity leave possible?: No

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

Leave for taking care of near relatives possible?: No

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: No. I'm complete outside of any formal situation.

How: *What is the amount of the pension compared to the wage? Which preconditions have to be fulfilled to have access to the pension?*

Insurance in law matters (regarding labour rights): No

How:

Is there a juridical representation possible (lawyer)?: No

How: *Is there a interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Right to have holidays: It is very irregular. I don't travel a lot and besides I work during the summers. During the year perhaps. The children went to a club the whole year and I go to a bike circuit every weekend.

How: *How long is the yearly holiday by law and in reality? Can the holiday right really be used? Is the wage paid further during the holiday or is the holiday without wage? Is there additional to the paid holiday the possibility for unpaid holiday?*

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

I think that the conditions are so different in every country that I don't know if something like an international cooperation or coordination could be possible. Every country has its particular needs. I think that there are some international standards, in working safety for example that could be interesting to settle. In this business is something very important because normally one works with dangerous machines. In Argentina and in many places we go on working with old machines. We work also with toxic products; I think that more information would be important. In these matters I hope for some cooperation. I see new machines in the expositions with a lot of improvements, many in relation with safety; we are like million years for that technologies. There could be a way of cooperation to have access to this new technology and training.

Garment

A) Living situation

Personal questions:

Name: Yamila Spinelli.

Age: 20

Sex: female

Marital status: living alone

Birthplace: Buenos Aires City

Current living place: Villa Devoto. (note: a neighbourhood in Buenos Aires City half an hour from the city centre. Neighbourhoods in Buenos Aires can have more identity than proper towns)

Distance between living place and birth place (in km and time): None.

Place where he/she goes for work (Workplace): Chacarita (another typical Buenos Aires neighbourhood).

Distance between living place and workplace (in km and time): 5/7 Km. 20 minutes by bus.

Highest grade of completed education: Finishing this year the secondary school in a night school.

Amount of years in the educational process: 13. 7 in primary plus 6 in secondary. She repeated 2 and 3 year in the secondary school

Amount of children: none.

Age and sex of the children:

What are the children doing



Living situation:

Lives in a house / a flat / a hut / something else, what_____? House.

Square meters: 120/150 m²

Number of rooms: 3 rooms, a kitchen and a living room

Number of persons, who live there: 6.

Relationship between the persons: both parents (52 and 53) and 3 brothers. 7 female; 22 male; 27 male.

Cold water in the flat?: yes

Hot water in the flat?: yes

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? yes

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 1500 pesos argentines.

Type of income: monthly.

Other parts of income: no.

Individual income in Euro: not to be asked, will be converted by editing team

That would be in Austria: not to be asked, will be converted by editing team

That would be in Romania: not to be asked, will be converted by editing team

That would be in Bulgaria: not to be asked, will be converted by editing team

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: a minimum salary

National poverty line: she doesn't know.

Net family income / Net household income in local currency: she don't know how much earn his father (a taxi driver) and how much her mother (a shop assistant) but it is not enough. She and her brothers help to pay the general expenses.

Net family income / Net household income in Euro: not to be asked, will be converted by editing team

That would mean in Austria: not to be asked, will be converted by editing team

That would mean in Romania: not to be asked, will be converted by editing team

That would mean in Bulgaria: not to be asked, will be converted by editing team

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

A kind of unadventurous. I enter here at 8 and work till 4.30. I go back home; eat something, take a shower and go to school till 10.40. I go back home and go to sleep. The following day the same. On Friday I see my boyfriend. On Saturday I do the cleaning of the house and take care of my little brother because my mother is working. Generally I don't go out on Saturdays. On Sundays I see my friends. Too much routine.

B) Working situation

Work:

Job: I cut shoulder pads already done and from time to time I sew also. I can also put the material all together.

Works since (age): 15.

Works in this company he/she is currently employed with since: a year now

Jobs before the current: I worked as a waitress two years in weddings and 15 years anniversaries. Before I manufactured envelopes.

Following information about the company provide by the owner.

Company (can be an Alias if necessary): Braintex.

Sector of production / service: Textile

Products/Services of the company: shoulder pads and inner parts of suits to make them rigid.

Yearly turnover: 1300/1500 million pesos.

Number of workers and number of plants in the country: 3

International linkages of the company: no

Important customers of the company: factories that made costumes to big brands as Christian Dior, Adidas and others.

Owners of the company: A father and son.

Structure of ownership (company registered on stock market, company with limited liability,....): Society of Limited Responsibility.

Is further education possible?: No. It is no necessary.

Is there a work contract on paper with one copy in the possession of the worker: No. I'm a steady worker and pay taxes but I don't have a contract.

How: *Is this a proper contract?*

Weekly working time according to the contract and to the law:

Real weekly working time: 40.

Is overtime paid extra? How? Yes but not often. 15 pesos per hour.

Working hours normally and real: From 8 to 4.30; real.

Recreation time: 16 hours from one day to another. I don't work on weekends. And we have time every time and then to smoke a cigarette, go to the bathroom. It is on us. Without abuse or course.

Violence at the work place: no.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Very nice. Good co workers. We chat as we are working.

Everything is Ok here. Of course I want to improve but here is everything fine.

Narrative description of his/her career:

I don't know what to say. I went to the primary school, all good, after to the secondary school where I did 2nd grade twice and then I repeated 3rd and because of that I change to night school. I'm very lazy. When I was fifteen I began to work doing envelopes with the mother of a friend because I didn't want to ask for money to my parents. I want to take off a concern from them. Now I'm here and trying to finish the school.

Rights at work:

Trade union member: No

Which trade union:

Short description of the trade union: I have no clue about the subject

Is the union part of a federation or confederation or any bigger institution?:

Member of ITUC:

Works council in the company: No.

What does it do?:

Are trade unions legal or illegal? Yes.

Do trade union members have to fear discrimination or repression?

Narrative description of trade union situation:

I have no clue about the subject

Social security / insurances:

Insurance in case of illness: No

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

Sick leave: Yes

How: They pay me normally. If it is a couple of days I work the hours back; if it is something more I bring a certificate.

Safety from firing during sick leave: Yes.

Doctor in the company/plant?: No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Access to independent medical care: Yes. I use the family doctor system since I was a child. It is public for all the people of the city and includes all the specialities.

Insurance for accidents: I don't know. I think yes.

How: something happening here I suppose.

Safety from firing while pregnancy: Yes by law

How:

Maternity leave possible?: Yes

How: I think it is three months by law and they pay you normally.

Leave for taking care of near relatives possible?: No idea. I suppose that according to the situation I can speak here if it is not for long.

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: Yes.

How: I don't know how much would be and the conditions. It is the first time that I'm not working informally

Insurance in law matters (regarding labour rights): No

How:

Is there a juridical representation possible (lawyer)?: No

How: *Is there an interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Right to have holidays: Yes.

How: Last year we had 15 days. They closed here for that time. I had more than I deserved legally because I was just beginning. I don't think it would be possible to have no pay holidays.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

International Cooperation must be help between countries. I'm sceptic because it has relation with politics in which I don't believe.

IT



Personal questions:

Name: *Adrian Bokser*

Age: 44

Sex: Male

Marital status: married

Birthplace: Buenos Aires City.

Current living place: Bella Vista. (A town in the great Buenos Aires; the big circle of cities around the capital)

Distance between living place and birth place (in km and time): 25 km; 40 minutes by car.

Place where he/she goes for work (Workplace): He works at home and have some clients in another towns around Buenos Aires in a 20/30 km distance who he visits by car.

Distance between living place and workplace (in km and time): As mentioned above.

Highest grade of completed education: Secondary School complete (technical) and two years at the career of Electronic Engineering.

Amount of years in the educational process: 15.

Amount of children: 2 , from that 1 girl, 1 boy

Age and sex of the children: 9 female; 6 male.

What are the children doing: Both in primary school.

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house / a flat / a hut / something else, what _____? House.

Square meters: *110 m² plus a courtyard about 150 m²*

Number of rooms: 3 rooms; 1 kitchen and 1 living room.

Number of persons, who live there: 4

Relationship between the persons: Married couple and 2 children

Cold water in the flat?: yes

Hot water in the flat?: yes

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? yes

Number of bathrooms in the flat: 3

Number of toilets in the flat: 4

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 4000 average

Type of income: monthly.

Other parts of income: no.

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: almost 3 minimum salaries of 1500.

National poverty line: The government say is 1000 pesos but it is a lot more.

Net family income / Net household income in local currency: 8000

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage:

Around six times the minimum salary.

Narrative description of the living situation:

A peaceful life. That would be the definition. I'm happy with what I have and I learned to live like that. Thank God we could built a nice house in another economical situation. We can't do more since then but we have it. We do also what we like. We like travelling and we travel a lot. We don't need too much money for that. We have an small trailer. It is not only cheap; I do prefer my small trailer than a hotel. The kids are OK and everything is fine. Nevertheless the economical situation right now is tight. We can't save anymore. We don't live bad, on the contrary but we are not growing economically.

B) Working situation

Work:

Job: I do whatever has to do with computers. I work in three lines so to say: 1. I sell equipments. I buy, assemble and sell. 2. Repair and service; both hardware and software 3. Programming and web design. I have small companies as clients from distributors of beverages till a lawyer buffet; everything that appears. I work alone and I don't have any employee.

Works since (age): 19.

Works in this company he/she is currently employed with since: I work by myself again for 5 years now.

Jobs before the current: I began very young in this business and worked in it in many situations so to say. I began in a small company and shortly I moved to work by myself with a colleague. At the time there were nothing. It was six or seven years with this partner. It was a good time. After I went on alone more or less the same time, 6 or 7 years. Then another 4 years in a big company with a lot of computers that I was in charge of. It was a telecommunication company.

Company (can be an Alias if necessary):

Sector of production / service:

Products/Services of the company:

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,....):

Is further education possible?: I go on training myself but not in a formal basis. I look for solutions according the problems appear. For example when I needed a new language of programming I looked the bibliography and learned alone. It was always more or less like that.

Is there a work contract on paper with one copy in the possession of the worker: No. I don't exist!

How: *Is this a proper contract?*

Weekly working time according to the contract and to the law:

Real weekly working time: Difficult to say. I think I reach the normal 8 hours. But I don't have a real schedule.

Is overtime paid extra? How?

Working hours normally and real: I normally begin a kind of late and for that reason I end late also. Every day I take the kids to school and stuff. Before I used to have clients that if they had a problem I had to run there to solve it. It is not more the case so it is more relax for me. To tell the truth is lucky and not at the same time because those companies were the ones I could charge more.

Recreation time: 99,9% I don't work on weekends.

Violence at the work place: no.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: I liked to work in the way I do; I have almost full freedom so the atmosphere is good. The main problem of course is to get a certain decent amount of money. The thing I would need is an equilibrium. Some days I have a lot of work and others nothing.

Narrative description of his/her career:

I began with my career in the secondary school. At that time it was the first time that there were lessons about computers. It was a technical school in telecommunication. The teacher had never saw a computer in his life; buy he was honest as to tell us. To tell the truth at that time it was very rare to see one. A friend of mine had an old TK85 that brought from EE.UU. At the same time in a magazine I read some articles about programming and I felt it was my thing, that I could do it for myself. So I got the fixed idea that I had to try in a real computer and I sold a small motorbike I had and loved a lot to buy my first computer. At 18 I could already program in basic, the language at the time. I was delighted. I spent the whole day in my room doing things. It was unique on those years. So it was very easy to find job in a company that was beginning to sell computers. I was the only who knew something. They were just sellers. I did everything there; from programming to repairing. At that time I fixed the components when they were not working, now you just change a component for another. I learned most of the thing by myself.

Rights at work:

Trade union member: No

Which trade union:

Short description of the trade union: I have no idea If there is a trade union for workers in the computer world. I never pay attention.

Is the union part of a federation or confederation or any bigger institution?: *Is there one or more national umbrella federations of trade unions? Of which one is the respective union a member? Is this umbrella federation member of a bigger confederation e.g. ITUC, ETUC, Global union branch?*

Member of ITUC:

Works council in the company: Ja / Nein

What does it do?:

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression? *If yes which? From whom, ordered by whom?*

Narrative description of trade union situation:

Corrupted as everything here.

Social security / insurances:

Insurance in case of illness: No. I always think about this because it is my first worry having a family. If something happen to me could be very problematic but here in Argentina all insurance is impossible. I have the idea that they are very expensive and I don't think that they would pay as should be. I'm anti bank and anti insurance companies. I'm like an old person.

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

Sick leave: No

How: With further payment of wage or not? In which amount? For how long?

Safety from firing during sick leave: No

Doctor in the company/plant?: No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Access to independent medical care: Yes. We have as a family the social care system from the job of my wife as a teacher.

Insurance for accidents: No

How: What is covered by the insurance?

Safety from firing while pregnancy No

How:

Maternity leave possible?: No

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

Leave for taking for near relatives possible?: No

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: No. I always thought of having a rent in the future. Buying a small flat to rent; for example, something. We have this house I suppose that without

the children when we will have the age to go on pension we can rent it and moved to a smaller place. That would be the worst case scenario. In the other hand I think that always is possible to get the minimum pension. It is almost nothing but...I hope that we can buy something nevertheless.

How: *What is the amount of the pension compared to the wage? Which preconditions have to be fulfilled to have access to the pension?*

Insurance in law matters (regarding labour rights): No.

How:

Is there a juridical representation possible (lawyer)?: Yes.

How: I think there are public lawyers (defensores publicos).

Right to have holidays: Yes.

How: We like to travel and we always manage to do it as I mentioned. Besides for three summers now, with my brother, we have a small business by the sea side. We don't get much money really but it is not much work on the other side. It is a videogames place where the kids spent a lot of time. We go there the whole summer and it is half holiday and half work.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

For me international solidarity is a collaboration between countries in a difficult situation like an earthquake or something of the like. After that, there are the countries that are always in a bad situation. If it is not a time of catastrophe we get used to it and look to another place. About international collaboration; the other day for example I found some courses in the web by an ONG in Colombia. There are courses in many practical subjects available and for free. That is a perfect example for me about sharing education and resources. The courses are from social science to computation or gastronomy. Very interesting. I think that global collaboration and coordination can be possible; we have the tools now. With the globalization many things are equal in many places so it is easier to look solutions for similar problems.

Service

A) Living situation

Personal questions:

Name: David Garro.

Age: 40

Sex: male.

Marital status: in partnership

Birthplace: Lima, Perú.

Current living place: Buenos Aires.

Distance between living place and birth place (in km and time): 2500 km. Three hours by plane. I emigrated in 1999 because I wanted a life change; it wasn't because of the economical situation as many people who came here.

Place where he/she goes for work (Workplace): Work and live in the same place.

Distance between living place and workplace (in km and time): none.

Highest grade of completed education: complete secondary school (technical)

Amount of years in the educational process: 11. In Perú primary school is 6 years; secondary school 5.

Amount of children: 2, from that 2 girls, _____ boys

Age and sex of the children: 10 and 2 both female.

What are the children doing: going to primary school.

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house / a flat / a hut / something else, what _____? Flat

Square meters 40m²

Number of rooms: 2 rooms and a kitchen

Number of persons, who live there: 4.

Relationship between the persons: couple and 2 children

Cold water in the flat?: yes

Hot water in the flat?: yes

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? yes

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 2000.

Type of income: monthly.

Other parts of income: *I receive 150 for every child (included in the 2000 salary) and the house where we live.*

Individual income in Euro: *not to be asked, will be converted by editing team*



That would be in Austria: *not to be asked, will be converted by editing team*
That would be in Romania: *not to be asked, will be converted by editing team*
That would be in Bulgaria: *not to be asked, will be converted by editing team*
That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage:
Having in account I don't pay rent it is like to minimum salary of 1500 pesos.
National poverty line: Doesn't know.

Net family income / Net household income in local currency: Some months reach 3000. My wife do some service work also and I do extra jobs repairing houses.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage 2 minimum wage

Narrative description of the living situation:

I'm satisfy with my life. I have peace because I have a steady job, my daughters have medical care and It is a more peaceful job than the one I used to have. I'm Okay nowadays after times of insecurity.

B) Working situation

Work:

Job: I'm in charge of maintaining the building; not repairing; just cleaning an having the things in order. Now they put me also a desk at the entrance to control a little bit if someone suspicious come because there were some robbery at the offices. Here there are only offices; about 30.

Works since (age): 17.

Works in this company he/she is currently employed with since: *2 years and a half now.*

Jobs before the current: I was always in the construction job. Doing everything. In Lima I was a taxi driver for a while also, but mainly I have worked in construction.

Company (can be an Alias if necessary): An old Building for offices in the centre of Buenos Aires.

Sector of production / service:

Products/Services of the company:

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,....):

Is further education possible?: No

How: Is further education offered by the company? Are the workers supported in their further education - financially or by other means? Is there a targeted planning of further education from the side of the company/management? *Which further education offers are available, which are supported by the company? Only job-related or also the free time education that are good for creativity etc.?*

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: Yes. In Argentina after working three months in a place you begin to be a steady worker.

Weekly working time according to the contract and to the law: 40 hours

Real weekly working time: 40.

Is overtime paid extra? How? Yes. 12 pesos an hour.

Working hours normally and real: from 8 to 12 and from 5 to 8. Saturdays from 8 to 13.

Recreation time: 12 hours during the week. I work only the morning on Saturdays. During the day I can take a break; go to the bathroom or something.

Violence at the work place: Yes. I have no problem with no one but there is one owner that it is always trying to fire me without reason. He say that I do everything wrong. He said nothing to me but he is pushing all the time in the administration. I went to the trade Union and they sent a document to the administration to stop the harassment. Since then he is more quiet.

Narrative description of the working situation and -environment, atmosphere at the working place etc.:

Here is fine. Not counting this person I'm Okay with everything and everyone. I'm happy here.

Narrative description of his/her career:

I had a nice childhood in Lima. I went to a technical school where I learned a lot about doing everything and I learned also with my fathers and two brothers. It was Okay up there but in a moment I was to bored and come here. I began to work in the construction here. Knowing a job you can work everywhere. Then my wife got pregnant and everything changed. It wasn't easy because I used to work on my own and sometimes you have no income. When you have a child you need an steady job. I was building a new house and living there also. The owner when I finished got me this job and brought me here.

Rights at work:

Trade union member: Yes

Which trade union: SUTERH (Sindicato Único de Trabajadores de Edificios de Renta y Horizontal, <http://www.suterh.org.ar>)

Short description of the trade union: There is a president who are the one who deals with the other trade unions in order to ask for something. He is the one I know because he appears always speaking on TV and radio.

Is the union part of a federation or confederation or any bigger institution?: I suppose it belong to the CGT (Note: Confederación General de los trabajadores: general confederation of the workers; the bigger and more powerful national trade union; always near the peronist party and very suspected of corruption)

Member of ITUC: He doesn't know

Works council in the company: He is alone at work.

What does it do?:

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression? No.

Narrative description of trade union situation:

Like in Peru they are very corrupted but in order to get votes from the workers they obtain things. Unluckily in order to have rights you need a strong trade union and normally to be a strong one there is always corruption involved.

Social security / insurances:

Insurance in case of illness: No

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

Sick leave: I don't think so.

How: With further payment of wage or not? In which amount? For how long?

Safety from firing during sick leave: I'm not sure

Doctor in the company/plant?: No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Access to independent medical care: Yes. The one of the trade union. It covers everything.

Insurance for accidents: Yes

How: any accident in the working time. It is pay from the administration of the building.

Safety from firing while pregnancy: He doesn't know.

How:

Maternity leave possible?: Yes.

How: I have two days for paternity and I didn't know it.

Leave for taking care of near relatives possible?: doesn't know

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: Yes

How: *There is plenty of time ahead; I don't know.*

Insurance in law matters (regarding labour rights): No.

How:

Is there a juridical representation possible (lawyer)?: Yes

How: In the Trade Union

Right to have holidays: Yes

How: 15 days by law. I think I could speak with the administration and ask for not pay holidays.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What

does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

International cooperation or solidarity is something like CARITAS (the catholic ONG of social help) for example.

I don't see how could be possible and arrangement between different trade unions in different countries being the law so different. In Peru and Argentina for example the law is not the same. It could be helpful but I don't see it.

Supermarket

A) Living situation

Personal questions:

Name: Laura Pamela Coldman

Age: 22

Sex: Female.

Marital status: living alone

Birthplace: Moron; Buenos Aires Province, Argentina.

Current living place: Barrio Marina as always. (Note: small neighbourhood in the Moron district in so called Great Buenos Aires. All the district together around Buenos Aires form a huge city of 13 millions.)

Distance between living place and birth place (in km and time): Always in the same place.

Place where he/she goes for work (Workplace): Buenos Aires City

Distance between living place and workplace (in km and time): 30 Km. 1 hour and 20 minutes by bus and train.

Highest grade of completed education: *Secondary School complete.*

Amount of years in the educational process: 13 years,

Amount of children: none

Age and sex of the children:

What are the children doing: *Are they going to school? Are they working? If yes where?, Do they help their parents in the company/self-employment or in farming or not? How much do they work in their parents farm/small company?*

Living situation:

Lives in a house / a flat / a hut / something else, what _____? House.

Square meters: 100 m²

Number of rooms: 6 rooms including living room and kitchen.

Number of persons, who live there: 4 people.

Relationship between the persons: Mother and 3 brothers

Cold water in the flat?: yes

Hot water in the flat?: yes

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? yes

Number of bathrooms in the flat: one

Number of toilets in the flat: one.

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 800 pesos.

Type of income: pay monthly.



Other parts of income:

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage:

Almost half a minimum wage which is 1500 pesos.

National poverty line: doesn't know..

Net family income / Net household income in local currency: 2400 pesos

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage: less than two minimum wage

Narrative description of the living situation:

At the time my living situation is very bad because this job is awful. Just from the start when you arrive they look at your belongings and if you have something of a brand you have to leave it at the entrance because otherwise they think you stole it from the supermarket. Then, 10 minutes before the start at the cashier you have to check everything. Then I work the 4 hours of the day according how they distribute me the hours along the week and every half an hour they check if there is missing money. Of course if something is missing they discount it from your salary. I have only 20 minutes for lunch which is nothing and the same to go to the bathroom. Many times they say no because it is too crowded. They are looking at you all the time and if you do something wrong they count you a fault. The trip to there is long, almost 3 hours every day, coming and going. So my life now is very bad. When I'm back at home many times I have to take care of my nephew and also I help my sister in a shop because the money I earn is too little. I plan to leave soon.

B) Working situation

Work: I'm a cashier in a Supermarket. The normal work as a supermarket cashier; to cash the money from the customers and open and close the cash desk with the other cashiers.

Job:

Works since (age): Since I was 15.

Works in this company he/she is currently employed with since: Almost three months.

Jobs before the current: I began as a waitress in a Bar in a Hospital on weekends. After as a cashier also, in a big Butchery Shop just covering people on holidays and the so. I had also gave flyers on the street.

Company (can be an Alias if necessary): C.O.T.O

General Information from the WEB site of the company (www.cotodigital.com.ar).

Sector of production / service: Hyper and Supermarkets. (The biggest Argentinean Supermarket Chain)

Products/Services of the company: 5 Commercial Centre. 16 Hypermarkets. 35 Maxi markets. 43 supermarkets. 17 minimarkets. 3 meat processing plants.

Yearly turnover: 28% of the Argentinean market share

Number of workers and number of plants in the country: 14000 employees. 110 Branches in the whole country.

International linkages of the company:

Important customers of the company:

Owners of the company: Coto Family who began in the 70's as meat traders.

Structure of ownership (company registered on stock market, company with limited liability,...): Public Limited Company.

Is further education possible?: No.

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: Is a three month contract

Weekly working time according to the contract and to the law: 24 hours per week. Apparently everything is according the law but I'm not sure because I was supposed to receive more money. I complaint but they say that with the discounts and things I don't understand I have to earn what I earn. That is the reason I leaving the job besides the bad treatment they give you here.

Real weekly working time: Sometimes they make me stay an extra half an hour which they are supposed to pay me but not.

Is overtime paid extra? How? No.

Working hours normally and real: 5 hours per day more or less distributed according the job needs; some weeks in the morning some in the afternoon.

Recreation time: At least 10 hours between one day and the other. No work on weekends. Only 20 minutes for lunch which is nothing and no breaks in the work time. Many troubles to go to the bathroom for example.

Violence at the work place: Verbal and psychic violence. The immediate superior treat you like rubbish or a fool. Under this situation I say nothing; It is my only way of handle it; to wait the hour of finishing and leave. There is violence also from the customers. They think you are like a servant and they can treat you as they want. I'm leaving. I don't have the capacity of the other girls of endure everything.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Very bad. Always under stress. Nobody stay much in the job. If you look at the newspaper they are asking for cashiers all the time (Note: The description of the job feelings appears in most of the items with more details)

Narrative description of his/her career: I'm think I had luck with my education. I went to a good technical school. I was there till I was 14 years old. Then I have to change to another school for only half day because I had to stay at home to take care of my nephew. In that school I had workshops in the morning about electricity, carpentry, many things I liked. I don't know what I will do in the future now.

Rights at work:

Trade union member: No

Which trade union:

Short description of the trade union: No idea

Is the union part of a federation or confederation or any bigger institution?: I never heard anything.

Member of ITUC: doesn't know

Works council in the company: doesn't know

What does it do?:

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression? Doesn't know

Narrative description of trade union situation:

She don't have anything to say.

Social security / insurances:

Insurance in case of illness: Yes

How: It is an insurance for sickness or death. It is a money that would receive my mother. For illness I believed not, only death, For illness only a leave time I think.

Sick leave: Yes

How: I believe yes but I don't know for how much and how long.

Safety from firing during sick leave: I believe yes but I never was fired in any job

Doctor in the company/plant?: Yes

What is his/her position in the company?

If something happened an emergency company come to take care of the person. Or the supervisor give you a pill. If you have a headache he give you an aspirin or something to go on working.

Access to independent medical care: Yes because I have a contract. Emergencies and everything.

Insurance for accidents: Yes

How: any accident at work. When you have a contract that is automatic for every worker.

Safety from firing while pregnancy: I don't know.

How:

Maternity leave possible?: Yes

How: It must be three months like in every job. The rule is a month and a half before and a month and a half later.

Leave for taking for near relatives possible?: I think not.

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: Yes

How: I think they discount me 10 pesos. I never knew a person who finish working there! I have no idea how much would be.

Insurance in law matters (regarding labour rights): No

How:

Is there a juridical representation possible (lawyer)?: No

How: *Is there a interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Right to have holidays: Yes

How: We never talk till now but should be 15 days after a year. No idea if there is no pay holidays.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

I hope so. We are slaves of COTO and many costumers treat you like shit. Everything is link and something should come up. International cooperation is everyone together to do something better. But even in rich countries like EE.UU. the workers are not in a good situation so I don't know. It depends with which idea they come. I hope that something change because many workers in big companies have no life. I think that first of all they have to go and see how people works in everyplace. Unions in different places can do something; trying to improve the work conditions, salaries; improve the law. There is a lot to do.

Teacher



Personal questions:

Name: Inés Margarita Javier.

Age: 45

Sex: Female.

Marital status: divorced

Birthplace: Buenos Aires City

Current living place: Barrio Marina (Note: small neighbourhood in the Moron district in so called Great Buenos Aires. All the districts together around Buenos Aires City form a huge megacity of 13 millions.)

Distance between living place and birth place (in km and time): 20 km. She moved here at the age of 6 with all her family.

Place where he/she goes for work (Workplace): Barrio Marina, the small neighbourhood where she lives.

Distance between living place and workplace (in km and time): 5 minutes walk.

Highest grade of completed education: *Teacher Trainingship. (note: teachers in Argentina went to an special school called Magisterio belonging to the education of third degree, meaning, more than secondary school but not with the degree of university studies). One year of the entrance course for Anthropology in the Buenos Aires University and two years of Educational Science at Moron University (a private one). 9 years for English teacher in a private institute (very common in Argentina 30 years ago as a side education besides the primary and secondary school)*

Amount of years in the educational process: 19 years. 5 primary school, 7 secondary school; 4 teaching training ship, 3 not finished studies at the university.

Amount of children: 2, from that 2 girls, 0 boys

Age and sex of the children: 9 and 22 both females.

What are the children doing: One in primary school the other at the university of Lujan studying Visual Arts.

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house / a flat / a hut / something else, what _____? House.

Square meters: 70/80 m²

Number of rooms: 3 rooms, a living room and a kitchen.

Number of persons, who live there: 3

Relationship between the persons: Her younger daughter plus the young daughter of her last couple

Cold water in the flat?: yes

Hot water in the flat?: yes.

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? Yes

Number of bathrooms in the flat: one

Number of toilets in the flat: one.

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 1700 pesos.

Type of income: monthly

Other parts of income: In the salary are included 180 pesos for her child going to school.

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: 10 % more or less the minimum wage which she believes is 1500 pesos.

National poverty line: *she doesn't know.*

Net family income / Net household income in local currency:

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

I wake up very early in the morning, at six, and prepare the breakfast for the girls, I dress them and we go all together to the school because they go to the school where I work. At midday we came back together. If I have something to do, I take them to the father house or call my mother; all a situation. Normally that happen when I go to Moron (the centre of the district) to look for a vacancy in the afternoon as a substitute teacher. If I'm not doing that, I prepare lunch and after that I do the things for the following day at the school. Some days after six I give some private lessons but for free because they are known children. Every day I spent many time connected to the computer and also and chat with friends...I'm in a political party since ever; so on Saturday we have meetings and perhaps talks or demonstrations. I'm also delegate of the Union at school and sometimes there is meetings where I have to go..That is more or less my life.

B) Working situation

Work:

Job: I'm teacher of primary school. This year I teach second grade (seven years old)
Works since (age): 18

Works in this company he/she is currently employed with since: Since 2003 in this school.

Jobs before the current: I'm a teacher since 1994. Before that I gave private English lessons. Also worked for the local town council as a post man taking to the houses the local tax bill; that was while I was studying. At that time I worked in different shops also; as a babysitter...Small jobs. But after I became a teacher I more or less always worked as such.

Company (can be an Alias if necessary): Public school system belonging to the Province of Buenos Aires.

Sector of production / service:

Products/Services of the company:

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,...):

Is further education possible?: Barely. Mainly outside the work hours and you have to pay it. From time to time they open some courses but you can go only if happen to be outside your regular schedule and if you find also the place because there is no room for everyone. They are about important matters, for example Math for the first degree or Language for the first degree; or Introduction for Social Sciences. Of course they are not pay. And you need to do courses in order to get better jobs as substitute teacher; courses I have to pay for myself. There is no further education thinking in our free time.

Is there a work contract on paper with one copy in the possession of the worker: Yes.

How: In one sense is a proper contract but here in Argentina things are tricky because even the government pay you some money in black (informally) in order not to pay the proportional money for holidays or pension. That happens when there is a rise for example. They don't add the rise to the basic salary that is the one which counts for the future pension.

Weekly working time according to the contract and to the law: 20 hours which is according to the law; the thing is that I work a lot at home also and that doesn't count.

Real weekly working time: Same thing

Is overtime paid extra? How? No. The extra is what I do at home and is not pay.

Working hours normally and real: from 8 to 12. A lot more, as mentioned, at home.

Recreation time: I finish at midday beginning the next day. During class hours we don't have official break but we manage between the colleagues to go to the bathroom and stuff. Legally I can't because I can't leave the pupils alone during the breaks and the same thing during the class.

I don't work on weekends.

Violence at the work place: There is verbal and psychic violence from the director mainly. They treat you badly in front of pupils and parents for example. When is

something beyond the line I call the Union. If not that serious we make a meeting at the school and we face the problem as a group.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: When the director are outside the school, even if we have with the others teachers more responsibilities the atmosphere is perfect. We work peacefully in cooperation we the others teachers. When the director is there is a chaos; just like that. And It is not something with a person in particular; It is something in relation with the system itself. They must pay more attention to the paper work than to the people. They are also under stress all the time trying to avoid discipline measures from above. That is the main problem I think. The problem in Argentina is that the educational system is very related to the social care system. They are doing statistics all the time; which pupils are receiving what all the time.

Narrative description of his/her career:

I always was a dedicated student. Besides going to school I assisted English lessons. It was an effort to my parents to pay for them; I came from a very poor family. The secondary school was the same. I did the teacher trainingship in order to get a job I liked and have the possibility to go studying at the University. That wasn't possible for one reason or another. I got pregnant of my first daughter; then married, then divorce; that is life. But I'm always reading. I'm divorce of second couple for 3 years now; I'm now more settle and have the idea of beginning to study again; perhaps Psychology.

Rights at work:

Trade union member: Yes

Which trade union: SUTEBA.(Sindicato Union Trabajadores del Educación de Buenos Aires: Workers in Education in the Province of Buenos Aires)

Short description of the trade union: There is a President (secretario general) and department (areas of work) which have meetings weekly to discuss different matters. They are settle in La Plata (capital of Buenos Aires Province) in order to help teachers with all kind of paper work.

Is the union part of a federation or confederation or any bigger institution?:

There is at least another three Unions of teachers in the Buenos Aires Province. Mine belongs to CTERA (Confederación trabajadores de la Educación República Argentina: Confederation of Education Workers of Argentinean Republic) which belongs to the National Union called CTA (Confederación Argentina del Trabajo: Argentina Workers Confederation) one of the two big National Trade Union (The other is the CGT: Confederación General de los Trabajadores: General Confederation of workers)

Member of ITUC: I know that my syndicate belongs to an international Union Confederation but don't remember the name.

Works council in the company: Yes.

What does it do?: I represent my colleagues in the syndicate but there is not a representative of the syndicate in the school. Nevertheless If something come up we face the director.

Are trade unions legal or illegal? Legal.

Do trade union members have to fear discrimination or repression? Yes; That is my case. From the members of the syndicate because I belong to the opposition within the syndicate. Fear of discrimination.

Narrative description of trade union situation:

The Syndicate don't work for the workers but for themselves and as we know there are a lot of corruption. So, we have a lot of problems, from salary to working conditions, and we are in the middle of political fighting all the time.

Social security / insurances:

Insurance in case of illness: Yes.

How: It covers illness appearing because of the work. You are asked to choose one insurance. I think is state owned and come together with the Insurance for accidents. For example if you have problems which your voice as a teacher they put you in another job within the institution and you don't lose the job. It is voluntary and they discount you a small amount.

Sick leave: Yes

How: You receive the normal salary and for 20 days. For psychiatric problems there is a pay licence until a year long.

Safety from firing during sick leave: Yes.

Doctor in the company/plant?: Yes

What is his/her position in the company? It is a doctor you have to see if you have to take a sick leave. It represents of course the institution.

Access to independent medical care: Yes. The one belonging to the teachers trade union. I could choose another one. Emergencies and further medical care; everything.

Insurance for accidents: Yes.

How: Accidents in the schools during the working hours.

Safety from firing while pregnancy: Yes

How: It is illegal to firing someone for maternity

Maternity leave possible?: Yes

How: Three months. There is an extra month for post birth depression if it is the case.

Leave for taking for near relatives possible?: Yes

How: 20 days and a close relative. Sons & Daughters; husband and parents if they are on your charge.

Pension insurance: Yes

How: Right now would be 2200/2300 pesos argentines.

Insurance in law matters (regarding labour rights): Yes

How: Trough the syndicate.

Is there a juridical representation possible (lawyer)?: Yes

How: Trough the syndicate.

Right to have holidays: Yes

How: 45 days. There is no not pay holidays.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

From my point of view all consumers are worker of some kind; so there is not a distinction at that point. A global coordination could be possible. International

cooperation for me are the actions with Haiti for example. In the other hand I think that in the first world conditions are far more better than here; so we can learn of this situation; they could be advisor; they could be advisor in the syndicates also. On the other hand, actually, I think that we as workers are the only ones that can help ourselves. Nobody help you.

Austria

Busdriver (female)



A) Lebenssituation

Persönliche Daten:

Name: *bitte keinen Namen nennen*

Alter: 35

Geschlecht: w

Familienstand: *ledig in Lebensgemeinschaft*

Geburtsort: Wels

Wohnort: *Land, Bezirk LL, 950 EW*

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): *Wo wurde die Person geboren, wo lebt sie jetzt? Ist die Person migriert? Von wo nach wo? Warum? Bitte nachfragen!*

Linz, 18 km

Ort, an dem der Arbeitsplatz ist: *Ist der Arbeitsplatz in einem anderen Ort als die Wohnung?*

Linz

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): *Muss die Person zum Arbeitsplatz pendeln? Wie weit? 23 km bis zur Busgarage Wie viel Zeit braucht sie durchschnittlich täglich, um zum Arbeitsplatz bzw. wieder nach Hause zu kommen (Hin- und Rückweg) 1h*

Mit welchem Verkehrsmittel? Auto, Straßenbahn

Muss sie am Arbeitsort vielleicht eine zusätzliche Unterkunft beziehen, da der Weg zum Wohnort zu weit ist? Wie weit? Wie lang dauert der Weg? Wie oft kann die Person heimfahren?

Höchste abgeschlossene Bildung/Ausbildung: *Schulabschluss? Lehrabschluss - Floristin Darüber hinausgehender beruflicher Abschluss? Wagenführerin, Busfahrerin*

Universitätsabschluss?

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: *Wie viele Jahre hat die Person im formalen Bildungsprozess verbracht, also Schule, Fachhochschule, Uni etc. 9 Jahre Pflichtschule + 3 Jahre Lehre*

Anzahl der Kinder: 2, davon 1 Mädchen, 1 Buben

Alter und Geschlecht der Kinder: **Sohn, 7/ Tochter, 5**

Was machen die Kinder: *Besuchen sie eine Schule? Arbeiten sie? Wenn ja, wo? Helfen sie im elterlichen Betrieb? Wie viel?*

Sohn, Schüler

Tochter, Kindergarten

Wohnsituation: *Wenn die Person zwei Wohnorte hat, weil sie am Arbeitsort eine Unterkunft hat, bitte beide Wohnungen erfragen.*

Wohnt in einem Haus / einer Wohnung / anderes

Quadratmeter: 150

Anzahl der Räume: 5

Anzahl der Personen, die dort wohnen: 4

Beziehung der Personen zueinander: *Lebenspartner, Kinder,*

Kaltes Wasser in der Wohnung vorhanden: ja

Heißes Wasser in der Wohnung vorhanden: ja
Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:
Anzahl der Badezimmer: 1
Anzahl der Toiletten: 2

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: *Das Einkommen der Person selbst im Durchschnitt der letzten drei Monate inklusive eventueller Überstundenentlohnungen etc. € 1200*

Art der Bezahlung: Akkordlohn / Zeitlohn / Mischform – wie? **Fixlohn???**

Andere Lohnbestandteile: *Gibt es irgendwelche Leistungen zum eigentlichen Lohn dazu? ZB. Finanzielle Unterstützung für schulpflichtige Kinder, Fahrtkostenbeihilfe etc.*

Haushaltszulage, Kinderzulage,

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Nachfragen, ob die Person die Höhe kennt bzw. ob sie überhaupt weiß, dass so etwas existiert. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Nationale Armutsgrenze: *Nachfragen, ob die Person die Höhe kennt. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Familieneinkommen / Haushaltseinkommen in lokaler Währung: *Das Netto-Einkommen aller berufstätiger Personen in der Familie bzw. im Haushalt. Gibt es Transferleistungen, die zum Einkommen dazukommen, wie zB Kinderbeihilfe, Wohnbeihilfe etc...? Wie hoch sind die? Dazurechnen!*

€ 2400 + Kinderbeihilfe

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Wie würde die Person selbst ihre Lebenssituation beschreiben? Was ist daran für sie charakteristisch, wichtig? Was möchte sie selbst gern noch erzählen? Nachfragen, der Person ein wenig Zeit zum Überlegen lassen!

Sehr mit der Lebenssituation zufrieden. Genau nach Vorstellung. An ihrer Lebenssituation möchte die Befragte nichts ändern.

B) Arbeitssituation

Arbeit:

Job:

Arbeitet seit (Alter): 15

Arbeitet im selben Unternehmen seit: *Oder arbeitet die Person selbständig? Auf welcher Basis? Für welche KundInnen bzw. Unternehmen? Bitte anführen.*

1999

Arbeitsverhältnisse vorher: *Wie viele Arbeitsverhältnisse hat die Person gehabt? Dazu auch selbständige Tätigkeiten, informelle Tätigkeiten, prekäre Tätigkeiten einrechnen. Gemeint sind nicht Anstellungen, sondern alles, womit sich die Person bisher ihren Lebensunterhalt verdient hat.*

5

Unternehmen (kann ein Pseudonym sein): Linz AG

Sektor / Branche: Verkehr

Produkte, Dienstleistungen des Unternehmens:

Bei den folgenden Punkten bitte nachfragen, ob die Person diese Dinge weiß. Wenn nicht, bitte recherchieren.

Abfall, Wasser, Bäder, Strom, Verkehr...

Jahresumsatz: ???

Anzahl der ArbeitnehmerInnen: 1600

Internationale Vernetzungen des Unternehmens: nein

Wichtigste KundInnen: LinzerInnen, OberösterreicherInnen

EigentümerInnen: Stadt Linz

Eigentümerstruktur (AG, GesmbH...): AG

Ist Weiterbildung möglich: Ja / Nein

Wie: Wird Weiterbildung im Betrieb angeboten? Werden die ArbeitnehmerInnen unterstützt – finanziell, oder anders? Gibt es eine gezielte Planung der Weiterbildung vom Unternehmen aus? Welche Bildungsangebote gibt es bzw. werden gefördert? Im Job verwertbare oder auch solche, die dem Ausgleich, Kreativität etc. dienen?

Verschieden Angebote für die einzelnen Bereiche, z.B.:

Fahrsicherheitstraining, Stresstraining, Computerkurse – diese Möglichkeiten werden vom Unternehmen bezahlt.

Ausgleichsgruppen (Tennis, Billard, Bowling, Schwimmen, Schifahren,

Geselligkeitsklub, Fitness) – Unternehmen stellt Räumlichkeiten zur Verfügung

Keine gezielte Weiterbildung in Planung

Gibt es einen Arbeitsvertrag: Ja / Nein

Wie: schriftlich

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 23,1h Teilzeit, 38,5h Vollzeit

Tatsächliche wöchentliche Arbeitszeit: 24h

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Teilzeit nein, Vollzeit ja.

Ruhezeit: Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten? 8h

Wie lang ist die Wochenendruhe? *Verschiedene Arbeitsmodelle auch*

Wochenenddienste (Vollzeit: 4 Tage Dienst und 2 Tage frei/ Teilzeit keine Sonn- und Feiertage) Wie sind Pausen während der Arbeitszeit geregelt?

Gesetzliche Regelung – 4,5h Lenkzeit, dann 30min Pause

Opfer von Gewalt am Arbeitsplatz: Wurde die Person schon mal Opfer von Gewalt am Arbeitsplatz? *nein*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Es geht um das subjektive Empfinden. Was empfindet die Person als Problem, was würde sie gern verändern, verbessern? Was ist ihr größtes Problem?*

Arbeitsumfeld wird als angenehm empfunden.

Ein Problem, welches vor allem Vollzeitbeschäftigte betrifft, ist der selbst erzeugte Stress. Druck wird nicht vom Unternehmen ausgeübt, sondern von den Bediensteten selber – Einstellung zum Fahren. Viele BuslenkerInnen sind unter Druck – sie müssen zum Wendepunkt, da dort die Pause gemacht wird. Wenn aber die Fahrt durch Störungen, wie langsam einsteigende Kunden, Verkehr beeinflusst wird, dann fällt auch oft die Pause aus.

Narrative Beschreibung des beruflichen Werdegangs: *Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?*

Kindergarten

Volksschule

Hauptschule

Polytechnischer Lehrgang

Berufsausbildung mit Berufsschule + Lehrabschluss

WagenführerIn

FS alle bis auf A

Arbeitsrechte:

Gewerkschaftsmitglied: Ja / Nein

Welche Gewerkschaft: vda

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja / Nein

Sind Gewerkschaften legal: Ja / Nein

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Wenn ja, welche? Durch wen werden sie ausgeübt? NEIN*

Narrative Beschreibung der gewerkschaftlichen Situation:

Jede Sparte hat ihren eigenen Betriebsrat + Zentralbetriebsrat für gesamte AG. Betriebsrat Verkehr konnte im Betrieb in der Vergangenheit vieles möglich machen – Stimmrechte, Entscheidungen – Zukunft wird aber sicher ein harter Kampf – Einsparungen.

Soziale Absicherung:

Krankenversicherung: Ja

Wie: Was deckt die Krankenversicherung ab? Wie kommt man in den Genuss der Versicherung? Ist sie privat oder staatlich? Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?

Laut Gesetz

Krankenstand: Ja

Wie: Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange?

Laut Gesetz

Kündigungsschutz während Krankenstand: Ja

Betriebsärztin/arzt vorhanden: Nein

Was ist ihre/seine Position im Betrieb? Werden die Interessen der ArbeitnehmerInnen vertreten oder ist die/der Betriebsärztin/arzt ein Instrument der Geschäftsführung?

Zugang zu unabhängiger medizinischer Versorgung: Ja

Wie: Hat die Person Zugang zu medizinischer Versorgung? Muss sie die Versorgung selbst bezahlen oder ist sie durch eine Versicherung abgedeckt? Bis zu welchem Grad – ist nur Notfallversorgung abgedeckt oder auch weiterreichende medizinische Versorgung?

Unfallversicherung: Ja

Wie: Was ist durch die Unfallversicherung abgedeckt?

Kündigungsschutz während Schwangerschaft: Ja

Wie: laut Gesetz

Elternkarenz möglich: Ja

Wie: Wie lange ist Elternkarenz möglich? Wie hoch ist das Karenzgeld? Besteht für Männer und Frauen die Möglichkeit der Elternkarenz? Wie lange jeweils?

Laut Gesetz

Pflegekarenz möglich: Ja / Nein

Wie: Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?

Ist sich nicht sicher, wenn es gesetzlich geregelt ist, dann gibt es Pflegekarenz auch in diesem Unternehmen.

Pensionsversicherung: Ja

Wie: Wie hoch ist die Pension im Vergleich zum Arbeitseinkommen? Welche Voraussetzungen müssen erfüllt sein, um Anspruch auf Pension zu haben?

Laut Gesetz, zusätzlich Privatpensionsvorsorge

Rechtsschutz: Ja

Wie: beruflich und privat – bei Berufsunfällen wird Jurist zur Verfügung gestellt

Juristische Vertretung vorhanden: Ja

Wie: Besteht eine Interessensvertretung wie zb die AK, an die sich ArbeitnehmerInnen bei arbeitsrechtlichen Problemen wenden können?

Urlaubsanspruch: Ja

Wie: Wie lange ist der jährliche gesetzliche Urlaubsanspruch? 15 Tage

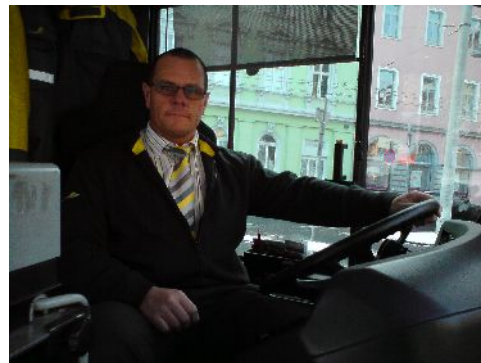
Kann der Urlaub auch tatsächlich in Anspruch genommen werden? Ja

Werden die Bezüge während des Urlaubs weiter bezahlt oder ist der Urlaub unbezahlt? Ja

Besteht zusätzlich zum bezahlten Urlaub die Möglichkeit auf unbezahlten Urlaub?

Ja, nur mit Zustimmung des Vorstandsvorsitzenden

Busdriver (male)



A) Lebenssituation

Persönliche Daten:

Name: Klaus Gessl

Alter: 43

Geschlecht: männlich

Familienstand: geschieden

Geburtsort: Linz

Wohnort: Linz, 190.000 EinwohnerInnen

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): Geburtsort ist Wohnort

Ort, an dem der Arbeitsplatz ist: Nein – Arbeitsplatz ist Wohnort

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit):

4 km mit Öffis in Linz, 30 min

Höchste abgeschlossene Bildung/Ausbildung: Einzelhandelskaufmann, Berufskraftfahrer im 2. Bildungsweg, Matura im 2. Bildungsweg (HLW)

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 16 Jahre

Anzahl der Kinder: 1 , davon 1 Mädchen, 0 Buben

Alter und Geschlecht der Kinder: 16, weiblich

Was machen die Kinder: Lehre als Sportadministratorin bei Linzer Veranstaltungs-GesmbH

Wohnsituation:

Wohnt in Wohnung

Quadratmeter: 50

Anzahl der Räume: 2

Anzahl der Personen, die dort wohnen: 2

Beziehung der Personen zueinander: Kinder

Kaltes Wasser in der Wohnung vorhanden: ja

Heißes Wasser in der Wohnung vorhanden: ja

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser: -

Anzahl der Badezimmer: 1

Anzahl der Toiletten: 1

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: € 2.300,-

Art der Bezahlung: Fixlohn

Andere Lohnbestandteile: Fahrtkostenbeihilfe, Alleinerzieherabsatzbetrag

Individuelles Einkommen in Euro: nicht abfragen, rechnen wir um

Das entspräche in Österreich: nicht abfragen, rechnen wir um

Das entspräche in Rumänien: nicht abfragen, rechnen wir um

Das entspräche in Bulgarien: nicht abfragen, rechnen wir um

Das entspricht % eines existenzsichernden Lohnes und % eines gesetzlichen Mindestlohnes: Nachfragen, ob die Person die Höhe kennt bzw. ob

sie überhaupt weiß, dass so etwas existiert. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.

Nationale Armutsgrenze: Nachfragen, ob die Person die Höhe kennt. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.

Familieneinkommen / Haushaltseinkommen in lokaler Währung: € 2300,-

Familieneinkommen / Haushaltseinkommen in Euro: nicht abfragen, rechnen wir um

Das entspräche in Österreich: nicht abfragen, rechnen wir um

Das entspräche in Rumänien: nicht abfragen, rechnen wir um

Das entspräche in Bulgarien: nicht abfragen, rechnen wir um

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Vollkommen mit LS zufrieden, Wohnsituation zufrieden, familiäre Situation sehr zufrieden. Leben ist nicht ganz einfache, aber er kommt mit dem Geld aus und ist zufrieden.

B) Arbeitssituation

Arbeit:

Job: Berufskraftfahrer

Arbeitet seit (Alter): 16

Arbeitet im selben Unternehmen seit: 1990

Arbeitsverhältnisse vorher: 4

Unternehmen (kann ein Pseudonym sein): ÖBB Postbus GesmbH, Standort Linz

Sektor / Branche: Transport

Produkte, Dienstleistungen des Unternehmens: Personentransport

Jahresumsatz: € 350,68 Mio.

Anzahl der ArbeitnehmerInnen: 3900

Internationale Vernetzungen des Unternehmens: ja, Tschechien ?

Wichtigste KundInnen: Land OÖ

EigentümerInnen: ÖBB

Eigentümerstruktur (AG, GesmbH...): GesmbH

Ist Weiterbildung möglich: Ja

Wie:

Jeder Lenker eines Omnibusses oder LKWs muss einen Fortbildungskurs besuchen (EU-Gesetz), wird vom Betrieb bezahlt. Muss aber in der Freizeit abgehalten werden - Ausmaß 35h.

Sonst keine Fortbildung vom Unternehmen. Wäre aber wünschenswert, weil Dienstleister und dadurch Konflikten im Arbeitsalltag ständig ausgesetzt. Themen wären Umgang mit Konflikten, Stressmanagement, Umgang von tätlichen Übergriffen.

Intranet – Weiterbildung wird angeboten, jedoch durch Turnusdienst Teilnahme erheblich erschwert.

Gibt es einen Arbeitsvertrag: Ja

Wie: schriftlich

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 40h

Tatsächliche wöchentliche Arbeitszeit: entspricht der gesetzlichen Arbeitszeit

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Ja, finanziell

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?*

Unterschiedlich- zwischen 2 Arbeitstagen 9h

Wie lang ist die Wochenendruhe?

Alle 14 Tage von Fr 13:00 bis Mo 05:00, bzw. 14-tägig von Di 14:00 bis Fr 12:00

Wie sind Pausen während der Arbeitszeit geregelt?

Laut Gesetz HTV, 4h30 Fahrzeit – 45min Pause

Persönlicher Dienstplan: Pausen vm 2h50, nm 1h50 bei ganztägigem Dienst

Opfer von Gewalt am Arbeitsplatz: Ja, tätlicher Angriff durch Fahrgast

Wie konnte sie sich dagegen wehren und diesen Zustand beenden? Abwehrreaktion und Fahrgast konnte aufgrund seiner Trunkenheit keinen erneuten Angriff starten.

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Es geht um das subjektive Empfinden. Was empfindet die Person als Problem, was würde sie gern verändern, verbessern? Was ist ihr größtes Problem?*

Atmosphäre in der Kollegenschaft ist schlecht, aber aufgrund des natürlichen Abganges (Pensionierung) im Besser werden. Durch die Fusionierung von Postbus und Bahnbus vor ca. 5 Jahren entstand ein Konkurrenzdenken der unterschiedlichen Firmenstrukturen, welche durch die Firmenleitung gefördert wird. Einer Berufsgruppe wird immer wieder vorgehalten wie teuer sie ist.

Problem: Verkehrssituation auf der Straße, speziell im Stadtgebiet, wird immer untragbarer – Staus, gereizte Fahrgäste, Verspätungen – Lenker sind machtlos und nervlich belastet.

Narrative Beschreibung des beruflichen Werdegangs: *Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?*

Kinderkrippe (Mutter war alleinerziehend)

Kindergarten, Linz

Volksschule, Erziehungsheim Micheldorf

Hauptschule, Bad Goisern, Heimschule für Schulbrüder Stephaneum

Berufsschule, Linz und Ried im Innkreis

Berufskraftfahrer, WIFI, Erwachsenenbildung

Berufsreifeprüfung, WIFI

Matura, HLW Auhof

Arbeitsrechte:

Gewerkschaftsmitglied: Ja

Welche Gewerkschaft: vida

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?*

ÖGB...

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja

Sind Gewerkschaften legal: Ja

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? Wenn ja, welche? Durch wen werden sie ausgeübt? nein

Narrative Beschreibung der gewerkschaftlichen Situation:

Sehr wichtig, viele Arbeitsrechtliche Erfolge in letzter Zeit erreicht. Z. B. Überstundenausbezahlung für Kollektivvertragslenker, Englischkurs fürs Unternehmen wurde letztendlich bezahlt unter vorheriger Androhung einer Klage. In diesem Unternehmen haben wir einen starken und guten BR.

Soziale Absicherung:

Krankenversicherung: Ja

Wie: Was deckt die Krankenversicherung ab? fast alles

Wie kommt man in den Genuss der Versicherung? Anstellung

Ist sie privat oder staatlich? Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?

Krankenstand: Ja

Wie: Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange? Laut Gesetz

Kündigungsschutz während Krankenstand: Ja

Betriebsärztin/arzt vorhanden: Nein

Was ist ihre/seine Position im Betrieb? Werden die Interessen der ArbeitnehmerInnen vertreten oder ist die/der Betriebsärztin/arzt ein Instrument der Geschäftsführung?

Zugang zu unabhängiger medizinischer Versorgung: Ja

Unfallversicherung: Ja

Wie: Was ist durch die Unfallversicherung abgedeckt? Laut Gesetz

Kündigungsschutz während Schwangerschaft: Ja

Wie: laut Gesetz

Elternkarenz möglich: Ja

Wie: Wie lange ist Elternkarenz möglich? Wie hoch ist das Karenzgeld? Besteht für Männer und Frauen die Möglichkeit der Elternkarenz? Wie lange jeweils?

Laut Gesetz

Pflegekarenz möglich: Ja / Nein

Wie: Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?

Pflegeurlaub möglich, ist abhängig vom Verwandtschaftsverhältnis. 1 Woche in der Regel, kann auf 2 Wochen erhöht werden.

Pensionsversicherung: Ja

Wie: Wie hoch ist die Pension im Vergleich zum Arbeitseinkommen? Laut Gesetz

Welche Voraussetzungen müssen erfüllt sein, um Anspruch auf Pension zu haben?

Laut Gesetz

Rechtsschutz: Ja

Wie: privat

Juristische Vertretung vorhanden: Ja

Wie: AK

Urlaubsanspruch: Ja

Wie: *Wie lange ist der jährliche gesetzliche Urlaubsanspruch? 200h*

Kann der Urlaub auch tatsächlich in Anspruch genommen werden? Ja

Werden die Bezüge während des Urlaubs **weiter bezahlt** oder ist der Urlaub unbezahlt?

Besteht zusätzlich zum bezahlten Urlaub die Möglichkeit auf unbezahlten Urlaub?

Ich hoffe – nicht sicher.

Callcenter

A) Lebenssituation

Persönliche Daten:

Name: *Heinz Soyka*

Alter: **62**

Geschlecht: **m**

Familienstand: *ledig / verheiratet / geschieden / verwitwet*

Geburtsort: **Linz**

Wohnort: Linz *ist der Ort, an dem die Person ihrer eigenen Definition nach lebt. Lebt die Person auf dem Land, in der Stadt? Wieviel EinwohnerInnen hat der Ort/die Stadt? 180.000*

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): gleich *Wo wurde die Person geboren, wo lebt sie jetzt? Ist die Person migriert? Von wo nach wo? Warum? Bitte nachfragen!*

Ort, an dem der Arbeitsplatz ist: Linz *Ist der Arbeitsplatz in einem anderen Ort als die Wohnung?*

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): Öffis ca. 70 Minuten hin und zurück, von Neue Heimat bis Bulgariplatz *Muss die Person zum Arbeitsplatz pendeln? Wie weit? Wie viel Zeit braucht sie durchschnittlich täglich, um zum Arbeitsplatz bzw. wieder nach Hause zu kommen (Hin- und Rückweg). Mit welchem Verkehrsmittel? Muss sie am Arbeitsort vielleicht eine zusätzliche Unterkunft beziehen, da der Weg zum Wohnort zu weit ist? Wie weit? Wie lang dauert der Weg? Wie oft kann die Person heimfahren?*

Höchste abgeschlossene Bildung/Ausbildung: Einzelhandelskaufmann

Schulabschluss? HS Lehrabschluss? Darüber hinausgehender beruflicher Abschluss? Universitätsabschluss?

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: Wie viele Jahre hat die Person im formalen Bildungsprozess verbracht, also Schule, Fachhochschule, Uni etc. 8 Jahre Schule, 3 Jahre Lehrzeit

Anzahl der Kinder: 3, davon **1** Mädchen, **2** Buben

Alter und Geschlecht der Kinder: 22, 20, 17 Jahre

Was machen die Kinder: Besuchen sie eine Schule? Arbeiten sie? Wenn ja, wo? Helfen sie im elterlichen Betrieb? Wie viel?

Juliane studiert, Sebastian Computerfachmann, Christoph 3. Lehrjahr Einzelhandelskfm.

Wohnsituation: *Wenn die Person zwei Wohnorte hat, weil sie am Arbeitsort eine Unterkunft hat, bitte beide Wohnungen erfragen.*

Wohnt in einem Haus / einer Wohnung / anderes

Quadratmeter: ca. 81

Anzahl der Räume: 4

Anzahl der Personen, die dort wohnen: 2

Beziehung der Personen zueinander: Ehepaar, Kinder, Eltern, FreundInnen, KollegInnen?

Kaltes Wasser in der Wohnung vorhanden: ja

Heißes Wasser in der Wohnung vorhanden: ja

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:



Anzahl der Badezimmer: 1
Anzahl der Toiletten: 1

Einkommen:

Individuelles Netto-Einkommen in lokaler Wahrung: *Das Einkommen der Person selbst im Durchschnitt der letzten drei Monate inklusive eventueller uberstundenentlohnungen etc. ca. 1.300,--*

Art der Bezahlung: Akkordlohn / Zeitlohn / Mischform – wie? **Monatsgehalt**

Andere Lohnbestandteile: *Gibt es irgendwelche Leistungen zum eigentlichen Lohn dazu? ZB. Finanzielle Unterstutzung fur schulpflichtige Kinder, Fahrtkostenbeihilfe etc. nein!!*

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entsprache in sterreich: *nicht abfragen, rechnen wir um*

Das entsprache in Rumanien: *nicht abfragen, rechnen wir um*

Das entsprache in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Nachfragen, ob die Person die Hohe kennt bzw. ob sie uberhaupt wei, dass so etwas existiert. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.*

Nationale Armutsgrenze: *Nachfragen, ob die Person die Hohe kennt. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.*

Familieneinkommen / Haushaltseinkommen in lokaler Wahrung: *Das Netto-Einkommen aller berufstatiger Personen in der Familie bzw. im Haushalt. Gibt es Transferleistungen, die zum Einkommen dazukommen, wie zB **Kinderbeihilfe***

*198,-/Monat, **Wohnbeihilfe** 232,-/Monat Wie hoch sind die? Dazurechnen! 1730,-*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entsprache in sterreich: *nicht abfragen, rechnen wir um*

Das entsprache in Rumanien: *nicht abfragen, rechnen wir um*

Das entsprache in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Wie wurde die Person selbst ihre Lebenssituation beschreiben? Was ist daran fur sie charakteristisch, wichtig? Was mochte sie selbst gern noch erzahlen? Nachfragen, der Person ein wenig Zeit zum uberlegen lassen!

Grundsatzlich zufrieden, gute Sozialleistungen in , dadurch finanziell abgesichert, Gesundheitsversorgung auch gut in .

B) Arbeitssituation

Arbeit:

Job:

Arbeitet seit (Alter): 15

Arbeitet im selben Unternehmen seit: 2004, Oder arbeitet die Person selbstandig?
Auf welcher Basis? Fur welche KundInnen bzw. Unternehmen? Bitte anfuhren.

Arbeitsverhältnisse vorher:

Bis 28 Jahre Angestellter in D, bis 2003 selbständig als Einzelhandelskaufmann

(Papiergeschäft, Bastelbedarf, Schneiderzubehör), Geschäft aufgegeben weil zu klein, Kunden haben sich geändert, bedienen sich lieber selbst. Kein Platz für größere Verkaufsfläche, Umsatz daher zu wenig, große haben kleine aufgefressen“ Gibt nur mehr ganz spezielle Fachgeschäfte mit hohem Preisniveau, Service nicht mehr so gefragt. Man schaut, wo es was billiger gibt.

Wie viele Arbeitsverhältnisse hat die Person gehabt? Dazu auch selbständige Tätigkeiten, informelle Tätigkeiten, prekäre Tätigkeiten einrechnen. Gemeint sind nicht Anstellungen, sondern alles, womit sich die Person bisher ihren Lebensunterhalt verdient hat.

Unternehmen (kann ein Pseudonym sein): 118899 Alles Auskunft

Telefonauskunft AG

Sektor / Branche: Callcenter

Produkte, Dienstleistungen des Unternehmens: Auskunft und Verkaufsgeschäft (inbound/outbound), Telefonieren Verkauf/Service (z.B. Aufbau einer Hotline, Einschulung, Software, Überlauf von Telefonaten ausgelagert an diese Firma) Auslagerungen nur landintern, deutschsprachig.

Bei den folgenden Punkten bitte nachfragen, ob die Person diese Dinge weiß. Wenn nicht, bitte recherchieren.

Jahresumsatz: Firma verweigert Bekanntgabe, ev. Von 2007 möglich, obwohl AG werden Bilanzdaten 2008 nicht veröffentlicht

Anzahl der ArbeitnehmerInnen: reduziert von 80 auf ca. 40, GF möchte BR loswerden, angeblich Verkauf an andere Firma, BR soll ausgetrickst werden, Mag. Reichinger/Silmbroth GPA-DJP weiß Genaueres

Reduzierung Personal aufgrund von Managementfehlern, kompliziertes Firmengeflecht,

Internationale Vernetzungen des Unternehmens: -- Tochtergründung MIG, dann Verkauf Fa. Strato aus FL mit Sitz in Urfahr

Wichtigste KundInnen: Firmen, Endverbraucher, die Auskunft brauchen (get mobile, TVM, Schmuckkanal, Dario, Hoyer, Lutta, Betten-Reiter) manche 2-3 Jahre Kunden

EigentümerInnen: Aktionäre (BEKO, weiter werden bekanntgeben)

Eigentümerstruktur (AG, GesmbH...): AG

Ist Weiterbildung möglich: Ja / Nein

Wie: Wird Weiterbildung im Betrieb angeboten? Werden die ArbeitnehmerInnen unterstützt – finanziell, oder anders? Gibt es eine gezielte Planung der Weiterbildung

*vom Unternehmen aus? Welche Bildungsangebote gibt es bzw. werden gefördert?
Im Job verwertbare oder auch solche, die dem Ausgleich, Kreativität etc. dienen?*

Firmenleitung möchte das nicht, kein Angebot, außer Hör/Seetest nichts

Nur Streitereien, dass Bildschirmpausen eingehalten werden

Gibt es einen Arbeitsvertrag: Ja / Nein

DV sehr einseitig formuliert, wer nicht unterschreibt, bekommt keinen, viele Punkte drinnen, die nicht reingehören, 2.300-2.400 Euro müsste Gehalt betragen, dass dieses greift (z.B. man darf 2 Jahre in keinem solchen Beruf arbeiten bei Kündigung) Schwer wieder rauszubringen nur mit Justizhilfe, Strafe ist Jahresgehalt, Viele können nicht wählen, ob sie Job annehmen, können von AL nicht leben. BR kaum Einfluss, da man jeden Punkt einklagen müsste, KV-lich nicht verboten, aber sehr an der Grenze. BR funktionierte nicht richtig, VS abgewählt, selbst als VS tut man sich leichter.

Wie: s.o.

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 40 Stunden

Tatsächliche wöchentliche Arbeitszeit: 40 Std. als BR kann ich verlangte Überstunden ablehnen, da nicht ausbezahlt

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Überstunden verlangt vom DG, aber nur als ZA abgegolten

In neuen DV steht drinnen, dass Überstd. Nicht ausbezahlt, nur in ZA abgegolten werden

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?*

Gibt es nicht, 10 min. bildschirmfreie Arbeitszeit nach 50 Min. oder nach 100 Min. 20 Minuten bildschirmfrei (z.B. Kopierarbeiten), werden allgemein zum Klogehen genutzt, wird vom BR auch geraten länger auf Toilette zu bleiben, da sehr oft nicht eingehalten. (manchmal 3-4 Stunden ohne Pause, da dauernd Anrufe, 400-500 Anrufe in 8 Stunden), Konzentration leidet

Wie lang ist die Wochenendruhe? Gibt es nicht, 2 Tage pro Woche müssen frei sein, letzter Zeit willkürlich gehandhabt, sehr oft keine 2 zusammenhängenden freie Tage, 5 Tage-Woche vorgeschrieben, Wochenende ist normale Arbeitszeit.

Wie sind Pausen während der Arbeitszeit geregelt? Nein, kein Kaffeholen (wird in bildschirmfreier Zeit genutzt, auch Rauchen)

Opfer von Gewalt am Arbeitsplatz: *Wurde die Person schon mal Opfer von Gewalt am Arbeitsplatz? Nein, Chef bei fristloser Kündigung Türschild rausgerissen und auf Tisch geworfen. Kenne niemanden. Physischer oder psychischer, Mobbing?*

Eine Vorgesetzte, die KollegInnen auf sehr unangenehme Art mit Fehlern konfrontiert hat, war sehr laut, keine Umgangsformen, ev. Chefauftrag Druck auszuüben, manche haben daraufhin selbst aufgehört. Schlechtes Klima deswegen, eine Koll. War monatelang ausgebrannt. Chefsekretärin wurde von Cheffrau ersetzt (rausgebissen),

Von wem wurde die Gewalt ausgeübt? Wie konnte sie sich dagegen wehren und diesen Zustand beenden?

Narrative Beschreibung von Arbeitsumfeld und -situation, Atmosphäre am Arbeitsplatz etc.: *Es geht um das subjektive Empfinden. Was empfindet die Person als Problem, was würde sie gern verändern, verbessern? Was ist ihr größtes Problem?*

Bin draufgekommen, dass es Massenkündigungen gab, hat die Firmenleitung damit konfrontiert, daraufhin entlassen mit Hausverbot. Bin weiterhin reingegangen, privater Wachmann hat verhindert, dass ich reinkam. Bin im Stiegenhaus für Koll. Zur

Verfügung gestanden. Polizei wurde geholt, konnte nichts machen, habe den Geschäftsablauf nicht gestört, Anzeige von Firma wegen beharrlichem Verfolgen. GPA hat geraten, das zu lassen. Arbeitslos, nachweis der Klage nichts genützt, kein Geld bekommen, später aber Nachzahlung, und auch Geld von Firma erhalten. Verhandlung im Juni, dzt. Wieder angestellt, aber kann nichts machen weil Hausverbot.

Arbeitsklima schlecht, Bedürfnisse werden nicht berücksichtigt, jeder möchte ordentlich arbeiten, kein Entgegenkommen. Permanenter Leistungsdruck. Kein Ansporn, fehlende Pausen. Abschlüsse oft schwierig, man zieht Leute über den Tisch, das weiß man, ist schwer zu verarbeiten, weil es schon an Betrug grenzt. Konsumenteninfo muss daran noch viel intensiver arbeiten, solche Geschäfte verbieten.

Positiv war 2006: sehr gute Arbeitsverhältnisse, sehr sympathische Leiterin, leider ausgeschieden. Ab da wurde es immer schlechter. Druck von oben verstärkt. Wichtig ist gerade da BR als Schutz für KollegInnen.

Narrative Beschreibung des beruflichen Werdegangs: *Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?*

Kindergarten und VS in Linz, 2 Jahre Mittelschule in Konvikt in Waidhofen/Ybbs, dann 3 Jahre Gymnasium Bindermichl. 3 Jahre Lehrerzeit in Wels, danach BHeer, danach 8 Jahre Deutschland, 1 Jahr unselbständig Familienbetrieb in Linz. Bis 2003 Selbständig mit Papiergeschäft.

Arbeitsrechte:

Gewerkschaftsmitglied: Ja / Nein

Welche Gewerkschaft: GPA-DJP

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja Vorsitz seit kurzem/ Nein

Sind Gewerkschaften legal: Ja / Nein

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Wenn ja, welche? Durch wen werden sie ausgeübt?*

Problem bei BR-wahl 2008, eine Liste von GF, haben auch gewonnen. Alle die den BR unterstützt haben, sind in 2. BR-Sitzung zur Kündigung angemeldet worden. BR hat GF klargemacht, dass er damit aber nicht durchkommt. Einige BR.Mitglieder sind auf eigenen Wunsch ausgeschieden, weil sie Druck nicht mehr standhielten.

Stimmung von Kollegen: anfängliche Skepsis, nach den Kündigungen aber sehr froh über BR. Verfahren wurden gar nicht eingehalten bei Kündigungen, keine Liste der Personen dem AMS vorgelegt. BR hat Gewerkschaft eingeschaltet. Alle, die zur Kündigung angemeldet wurden, sind auch dienstfrei gestellt worden. Jeder Kollege ist arbeitsbereit, wenn er Gehalt nicht bekommt, wird geklagt auf Entgeltfortzahlung.

Narrative Beschreibung der gewerkschaftlichen Situation:

Geringer Organisationsgrad, kaum 10%,

BR war in sich gespalten, daher wenig getan. Wenn gute Arbeit, wieder besser nach den positiven Beispielen bei den Kündigungen. Ohne Gew. Wäre das alles nicht möglich gewesen, viele Unterstellungen. Halt durch die GPA sehr wichtig gewesen.

Soziale Absicherung:

Krankenversicherung: Ja /

Wie: *Was deckt die Krankenversicherung ab?*

Wie kommt man in den Genuss der Versicherung? Ist sie privat oder staatlich?

Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?

Krankenstand: Ja lt. Gesetz, haben nur Angestellte in Fa.

Wie: *Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange?*

Kündigungsschutz während Krankenstand: Nein

Betriebsärztin/arzt vorhanden: Betrieb ab 5 Pers. Muss mit jemandem zusammenarbeiten, der die Gesundheit checkt. Dr. Schimeta ist Arbeitsmedizinerin, die Impfungen macht usw., Diätologin war einmal da.

Arbeitsplatz ist ok, sogar Sitzbälle, haben sich nicht bewährt.

Was ist ihre/seine Position im Betrieb? *Werden die Interessen der ArbeitnehmerInnen vertreten oder ist die/der Betriebsärztin/arzt ein Instrument der Geschäftsführung?*

Zugang zu unabhängiger medizinischer Versorgung: Ja / Nein *Hat die Person Zugang zu medizinischer Versorgung? Muss sie die Versorgung selbst bezahlen oder ist sie durch eine Versicherung abgedeckt? Bis zu welchem Grad – ist nur Notfallversorgung abgedeckt oder auch weiterreichende medizinische Versorgung?*

Unfallversicherung: Ja / Nein

Wie: *Was ist durch die Unfallversicherung abgedeckt?lt. Gesetz*

Kündigungsschutz während Schwangerschaft: Ja lt. Gesetz

Wie:

Elternkarenz möglich: weiß nichts, kein Bedarf dagewesen, die 2 od. 3, die in Karenz gingen, kamen nicht mehr zurück, Optik bei diesem Job nicht wichtig.

Wie: *Wie lange ist Elternkarenz möglich? Wie hoch ist das Karenzgeld? Besteht für Männer und Frauen die Möglichkeit der Elternkarenz? Wie lange jeweils?*

Pflegekarenz möglich: / Nein kein Fall bekannt

Wie: *Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?*

Lt. Gesetz

Pensionsversicherung: Ja / Nein

How: *Wie hoch ist die Pension im Vergleich zum Arbeitseinkommen? Welche Voraussetzungen müssen erfüllt sein, um Anspruch auf Pension zu haben?*

Rechtsschutz: Ja / Nein außer Gew.mitglied, sonst AK

Wie:

Juristische Vertretung vorhanden: Ja / Nein s.o.

Wie: *Besteht eine Interessensvertretung wie zb die AK, an die sich ArbeitnehmerInnen bei arbeitsrechtlichen Problemen wenden können? ja*

Urlaubsanspruch: Ja lt. Gesetz

Wie: *Wie lange ist der jährliche gesetzliche Urlaubsanspruch? Kann der Urlaub auch tatsächlich in Anspruch genommen werden? Werden die Bezüge während des*

Urlaubs weiter bezahlt oder ist der Urlaub unbezahlt? Besteht zusätzlich zum bezahlten Urlaub die Möglichkeit auf unbezahlten Urlaub? Hängt vom Arbeitsanfall ab, bis jetzt nichts bekannt.

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation?

Unsere Branche zu klein, möglich wenn, dann nur über Gewerkschaft

Furniture



A) Lebenssituation

Persönliche Daten:

Name: Wurm Simona (noch entscheiden, ob anonym)
Simona.wurm@aon.at

Alter: 47

Geschlecht: weiblich

Familienstand: *verheiratet*

Geburtsort: Murska Sobota Slowenien

Wohnort: Gallneukirchen, kleine Stadt, ca. 4000 EinwohnerInnen

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): etwa 5,5 Stunden Fahrzeit, etwa ..Kilometer; *die Person ist mit den Eltern nach Österreich migriert, aus Arbeitsgründen*

Ort, an dem der Arbeitsplatz ist: *Ist der Arbeitsplatz in einem anderen Ort als die Wohnung? JA*

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 17 Km, ca. 30 Minuten

Höchste abgeschlossene Bildung/Ausbildung: *Schulabschluss: Hauptschule*

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 9 Jahre

Anzahl der Kinder: ___1___, davon _____ Mädchen, ___1___ Buben

Alter und Geschlecht der Kinder: 28 Jahre

Was machen die Kinder: *ausgebildeter Maurer, dann Jugendbetreuer, Sanitätsausbildung, derzeit: Produktion Feuerwehrautos*

Wohnsituation: nicht der Fall

Wohnt in einer Wohnung

Quadratmeter: 80 Quadratmeter

Anzahl der Räume: 9

Anzahl der Personen, die dort wohnen: 2

Beziehung der Personen zueinander: *Freundin*

Kaltes Wasser in der Wohnung vorhanden: Ja

Heißes Wasser in der Wohnung vorhanden: Ja

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:

Anzahl der Badezimmer: 1

Anzahl der Toiletten: 1

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: 800-900 Euro

Art der Bezahlung: Zeitlohn

Andere Lohnbestandteile: nein

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Nachfragen, ob die Person die Höhe kennt bzw. ob sie überhaupt weiß, dass so etwas existiert. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Nationale Armutsgrenze: *Nachfragen, ob die Person die Höhe kennt. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Familieneinkommen / Haushaltseinkommen in lokaler Währung: *Das Netto-Einkommen aller berufstätiger Personen in der Familie bzw. im Haushalt: 2500 €*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Grundsätzlich zufrieden

B) Arbeitssituation

Arbeit: Kommissionieren, das heißt Waren bestellen, übernehmen, kontrollieren, einpacken, Versand in entsprechende Firmen/Abteilungen

Job:

Arbeitet seit (Alter): 1978 (27 Jahre anrechenbar)

Arbeitet im selben Unternehmen seit: 20 Jahre

Arbeitsverhältnisse vorher: *Wie viele Arbeitsverhältnisse hat die Person gehabt? 2*

Unternehmen (kann ein Pseudonym sein): Möbelfabrik

Sektor / Branche: Holzindustrie

Produkte, Dienstleistungen des Unternehmens:

Bei den folgenden Punkten bitte nachfragen, ob die Person diese Dinge weiß. Wenn nicht, bitte recherchieren.

Jahresumsatz:

Anzahl der ArbeitnehmerInnen: ca. 450

Internationale Vernetzungen des Unternehmens: nur Österreich

Wichtigste KundInnen: andere Möbel-Großhandel

EigentümerInnen: Familienunternehmen

Eigentümerstruktur: GesmbH

Ist Weiterbildung möglich: nichts; Ausnahme: Staplerschein

Gibt es einen Arbeitsvertrag: Ja

Wie: erst seit kurzem

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 38,5 Stunden

Tatsächliche wöchentliche Arbeitszeit: Teilzeit, 30 Stunden aus gesundheitlichen Gründen (Bandscheibenabnützung)

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Ja

Ruhezeit: im Schichtbetrieb: 6.00 bis 14.00, 14.00 bis 22.00, jeweils 1 Pause von 18 Minuten nach 4 Stunden
Tagschicht: 7.00 bis 15.30 Uhr mit Pause von 10.00 bis 10.18 Uhr und Mittag von 12.00 bis 12.40

Opfer von Gewalt am Arbeitsplatz: Ja, *Mobbing.*

Aus Neid, von Arbeitskollegen Wie konnte sie sich dagegen wehren: Personalchef hielt zu mir

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: Derzeit zufrieden, da relativ viel persönliche Freiheit und Entscheidungsmöglichkeit

Narrative Beschreibung des beruflichen Werdegangs: *Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?*

Arbeitsrechte:

Gewerkschaftsmitglied: Ja

Welche Gewerkschaft: Bau-Holz

Kurze Beschreibung der Gewerkschaft: Bauindustrie, -Gewerbe, Möbelindustrie, Tischler, Maler, Tapezierer

Mitglied in größerem Verband: Mitgliedsgewerkschaft des ÖGB, *ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands: ja, europäische und internationale Bau-Holzarbeitergewerkschaft*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja

Sind Gewerkschaften legal: Ja

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? nein

Narrative Beschreibung der gewerkschaftlichen Situation:

Ca 50% der ArbeitnehmerInnen sind Gewerkschaftsmitglieder. Bei den ArbeiterInnen 230 von 350, bei den Angestellten weniger. Insgesamt ist das Verhältnis mit der Geschäftsleitung derzeit einigermaßen ok.

Soziale Absicherung:

Krankenversicherung: Ja

Wie: GKK

Krankenstand: Ja

Wie: *Werden die Bezüge während des Krankenstands weiter bezahlt? Ja*

Kündigungsschutz während Krankenstand: Ja

Betriebsärztin/arzt vorhanden: Ja

Was ist ihre/seine Position im Betrieb? *Werden die Interessen der ArbeitnehmerInnen vertreten: durch Betriebsrat, oder ist die/der Betriebsärztin/arzt ein Instrument der Geschäftsführung? Derzeit zufrieden*

Zugang zu unabhängiger medizinischer Versorgung: Ja

Unfallversicherung: Ja

Wie: *Was ist durch die Unfallversicherung abgedeckt?*

Kündigungsschutz während Schwangerschaft: Ja

Wie:

Elternkarenz möglich: Ja

Wie: *Wie lange ist Elternkarenz möglich? Durch Gesetz i Österreich geregelt*

Pflegekarenz möglich: Ja

Wie: österr. Regelung

Pensionsversicherung: Ja

How: österreichisches Gesetz

Wie hoch ist die Pension im Vergleich zum Arbeitseinkommen? Welche Voraussetzungen müssen erfüllt sein, um Anspruch auf Pension zu haben?

Rechtsschutz: Ja

Wie:

Juristische Vertretung vorhanden: Ja, Arbeiterkammer

Wie:

Urlaubsanspruch: Ja

Wie: *Wie lange ist der jährliche gesetzliche Urlaubsanspruch? 5 Wochen, ab dem 20. Jahr in der gleichen Firma mit 5 Jahre Vordienstzeiten Anspruch auf 6 Wochen*

*Kann der Urlaub auch tatsächlich in Anspruch genommen werden? Unterschiedlich; manche können den Urlaub nicht abbauen, weil der Arbeitsdruck sehr groß ist
Werden die Bezüge während des Urlaubs weiter bezahlt: ja*

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität?

Möglichkeiten für internationale Kooperation?

Existiert nicht

Health (female)



A) Lebenssituation

Persönliche Daten:

Name: Andrea Strobl

Alter: 49

Geschlecht: weiblich

Familienstand: *verheiratet*

Geburtsort: Wien

Wohnort: NÖ, 2045 Alberndorf im Pulkautal, 738 Einw.

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): 8km

Weil Lebenssituation mit Kindern am Land besser ist und eine ähnlich gute Lebenssituation in der direkten Umgebung von Wien nicht leistbar war

Ort, an dem der Arbeitsplatz ist: Wien

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 1h45Min für eine Strecke – Auto zum Zug, 50 Min im Zug, kommt Floridsdorf oder Handelskai an und fährt mit der U6 zum Arbeitsplatz

Höchste abgeschlossene Bildung/Ausbildung: Krankenpflegeschule abgeschlossen. Weiterbildung: Als BR – BRAK, MentorInnen Ausbildung, Wissensmanagement, NLP Practitioner, Reiki

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 13 Jahre – 4 VS, 4 Hauptschule, 1 Poly, 4 Krankenpflegeschule

Anzahl der Kinder: 3, davon 1 Mädchen, 2 Buben

Alter und Geschlecht der Kinder: B: 21, 14, M: 20

Was machen die Kinder: *Ines studiert auf Pädak; Luca 21 macht auf 2.*

Bildungsweg HAK-Abschluss, Bernhard macht Aufbaugymnasium in Hollabrunn.

Ines arbeitet geringfügig in einer Apotheke im Lager, Luca arbeitet geringfügig im KH in der Haustechnik als Mädchen für alles. Kinder arbeiten, weil es finanziell notwendig ist, weil AS kann sie nur bedingt unterstützen – bekommen Kinderbeihilfe, 150 EUR + Alimente vom Vater. Kinder wohnen nicht mehr zuhause, müssen also ihren eigenen Lebensunterhalt verdienen. Sollen aber auch Lebenserfahrung sammeln.

Wohnsituation: *Wenn die Person zwei Wohnorte hat, weil sie am Arbeitsort eine Unterkunft hat, bitte beide Wohnungen erfragen.*

Wohnt in einem Haus, Fertigteilhaus, selbst errichten lassen. Ist nach der Scheidung aufs Land geflüchtet, um mit den Kindern Ruhe zu finden

Quadratmeter: 160

Anzahl der Räume: wichtig war, das jedes Kind ein eigenes Zimmer hat, 3 KiZi, 2 Bäder, 1 Wohnzimmer, Küche, Schlafzimmer

Anzahl der Personen, die dort wohnen: 3, 9 Katzen, 1 Hund

Beziehung der Personen zueinander: Ehepaar und Sohn

Kaltes Wasser in der Wohnung vorhanden: ja

Heißes Wasser in der Wohnung vorhanden: ja

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:

Anzahl der Badezimmer: 1

Anzahl der Toiletten: 1

Einkommen:

Individuelles Netto-Einkommen in lokaler Wahrung: 2.550 EUR netto

Art der Bezahlung: inklusive berstundenpauschale, Nachtdienste, Sonderklassehonorare (wird im OP in Privatkrankenhuser blicherweise bezahlt, um erfahrene, gut ausgebildete Leute zu bekommen. Im Gegensatz zu ffentlichen KH mussen Leute in privaten in allen Abteilungen arbeiten)

Andere Lohnbestandteile: fur alle MitarbeiterInnen im Haus gibt's ein Mittagessen laut Tarif vom KV (Jause 1,12, Mittag 2,43, Abend 1,93, Fruhstuck 1,12) jeder kann ein Fruhstuck bestellen, das das Haus bezahlt (mit Brot, Semmeln, Marmelade, Butter), Kaffee und Mineralwasser. Wenn guter Erfolg eingefahren wird, bekommen MA Gutscheine im Wert von 100 EUR. Fur besonders gute Leistungen gibt's auch immer wieder Anerkennung in Form von Gutscheinen – wenn besonders wichtige Dienste waren, wenn spontan eingesprungen wurde etc. – das bekommt eine Abteilung, bis hin zum Reinigungspersonal.

Apothekenwaren konnen zu sehr gunstigen Preisen bestellt werden.

Individuelles Einkommen in Euro: nicht abfragen, rechnen wir um

Das entsprache in sterreich: nicht abfragen, rechnen wir um

Das entsprache in Rumanien: nicht abfragen, rechnen wir um

Das entsprache in Bulgarien: nicht abfragen, rechnen wir um

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: Nachfragen, ob die Person die Hohe kennt bzw. ob sie uberhaupt wei, dass so etwas existiert. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.

Nationale Armutsgrenze: Nachfragen, ob die Person die Hohe kennt. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.

Familieneinkommen / Haushaltseinkommen in lokaler Wahrung:

1.700 Einkommen Ehemann

Familienbeihilfe 3 x 150 EUR

Das Netto-Einkommen aller berufstatiger Personen in der Familie bzw. im Haushalt. Gibt es Transferleistungen, die zum Einkommen dazukommen, wie zB Kinderbeihilfe, Wohnbeihilfe etc...? Wie hoch sind die? Dazurechnen!

Familieneinkommen / Haushaltseinkommen in Euro: nicht abfragen, rechnen wir um

Das entsprache in sterreich: nicht abfragen, rechnen wir um

Das entsprache in Rumanien: nicht abfragen, rechnen wir um

Das entsprache in Bulgarien: nicht abfragen, rechnen wir um

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Lebenssituation halte ich fur ist im Vergleich mit anderen Landern sicher spitze, finde dass es uns gut geht. Super, dass ich in jener Einkommensschiene befinde, in der ich mir Kleinigkeiten kaufen kann, die mir gefallen – zb ein Pullover, der mir gefallt, dass ich meine Kinder unterstutzen kann...

Arbeitsbelastung im Pflegebereich ist enorm, psychische Anforderungen sind sehr hoch, Arbeit mit Menschen und PatientInnen kann nicht liegen bleiben, es gibt Dinge, die mussen fertig gemacht werden, die nicht warten konnen, weil es um Menschen

geht. Psychische Belastung durch schwer kranke PatientInnen, junge PatientInnen etc. ist extrem belastend. Pflegepersonal hat Supervision, um das zu verarbeiten.

B) Arbeitssituation

Arbeit:

Job:

Arbeitet seit (Alter): Mit der Schule ab 15. Lebensjahr

Arbeitet im selben Unternehmen seit: Seit 1985.

Oder arbeitet die Person selbständig? Auf welcher Basis? Für welche KundInnen bzw. Unternehmen? Bitte anführen.

Arbeitsverhältnisse vorher: Kaiserin Elisabeth Spital, Gemeinde Wien, 1975-1985

Unternehmen (kann ein Pseudonym sein): Privatklinik Goldenes Kreuz (wg. Pseudonym fragt AS noch)

Sektor / Branche: Krankenpflege

Produkte, Dienstleistungen des Unternehmens: auf Homepage nachschauen!

Jahresumsatz: Homepage!!!! Unternehmen darf keinen Gewinn machen.

Anzahl der ArbeitnehmerInnen: 240

Internationale Vernetzungen des Unternehmens: nein – kleines Privatspital.

Wichtigste KundInnen: PatientInnen mit Zusatzversicherung; KassenpatientInnen die Selbstbehalt selbst zahlen; PatientInnen, die nicht versichert sind

EigentümerInnen: GesmbH, 100% Tochterfirma eines Vereines

Eigentümerstruktur (AG, GesmbH...):

Ist Weiterbildung möglich: Innerbetriebliche Fortbildungen: Bildungsmanagerin, zum Teil fachspezifische Fortbildungen, vom GuKG vorgeschriebene Fortbildungen (es gibt Fortbildungspässe, Pflegepersonal muss bestimmte Stundenanzahl machen),

Bildungsanträge können gestellt werden: müssen im Zusammenhang mit beruflicher Tätigkeit stehen, kann zB auch Stress und Burnout betreffen.

Weiterbildung wird während der Arbeitszeit, Kosten der Weiterbildung wird vom Unternehmen bezahlt zB eine kinesiologische Ausbildung für das gesamte OP-Pflegepersonal. Bei gewissen Weiterbildungen müssen sich die AN für eine gewisse Zeit verpflichten.

Förderungsexpertin gibt es, die Förderungen individuell oder als Unternehmen aufstellt.

Geschäftsführung ist ggü Bildung sehr aufgeschlossen

Wie: Wird Weiterbildung im Betrieb angeboten? Werden die ArbeitnehmerInnen unterstützt – finanziell, oder anders? Gibt es eine gezielte Planung der Weiterbildung vom Unternehmen aus? Welche Bildungsangebote gibt es bzw. werden gefördert? Im Job verwertbare oder auch solche, die dem Ausgleich, Kreativität etc. dienen?

Gibt es einen Arbeitsvertrag: Ja. Hat aber ohne angefangen, anfangs nur mündlicher Vertrag, Lohn wurde bar ausbezahlt im Lohnsackerl.

Wie:

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 40h laut KV, in den meisten Fällen mehr, weil alle Überstundenpauschalen haben (max. 8h pro Woche, in ihrem Fall 6h)

Tatsächliche wöchentliche Arbeitszeit: durchschnittlich 42h in der Pflege, im Verwaltungsbereich eher 40h. Teilzeitkräfte haben zugenommen.

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Pauschale, wenn mehr als die 6h Überstunden anfallen, werden sie ausbezahlt.

Dienste: Krankenanstaltenarbeitszeitgesetz ist flexibler als normales, lässt viel längere Arbeitszeiten als im Normalfall zu. MA sind es gewöhnt, länger als 8h zu arbeiten. Man arbeitet lieber 12h und hat dann länger frei. Obwohl es einfach nicht mehr zeitgemäß ist, weil die Anforderungen so hoch sind, dass die Belastung eigentlich zu groß ist. Personal wurde reduziert, Eigenverantwortlichkeit wurde erhöht (durch GuKG geregelt), Dokumentationspflicht hat zugenommen. Früher hat man Frühstück ausgeteilt, dann mit den PatientInnen geplaudert – für persönliches Gespräch bleibt heute kaum mehr Zeit. Eigentlich bräuchte man eine eigene Personen, die sich nur mit den PatientInnen unterhält etc...

Längst möglicher Dienst: 24h 30Min, 1/3 ist Arbeitsbereitschaft (da kann man auch schlafen, es gibt Betten in Sozialräumen). Diese Arbeitszeit ist durchaus gewünscht, da danach zwischen 2 und 4 Tagen frei sind (gesetzlich 11h Ruhezeit von einem Dienst zum anderen) – kommt PendlerInnen sehr entgegen.

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?* 11h *Wie lang ist die Wochenendruhe?* 36h, muss aber nicht am Wochenende aus. *Wie sind Pausen während der Arbeitszeit geregelt?* Alle MA im KZG (alle, die für den Rund-um-die-Uhr-Betrieb notwendig sind) haben bezahlte Mittagspause (30 Min) weil sie Station nicht verlassen dürfen.

Opfer von Gewalt am Arbeitsplatz: *Betriebsvereinbarung – es wird eine Beratungsstelle eingerichtet werden etc. – Mobbing, sexuelle Belästigung, Übergriffe von PatientInnen, robusterer Umgang von BelegärztInnen mit dem Personal... Es wird auch Schulungen geben, letztes Jahr für Führungskräfte, wird jetzt auf die Basis erweitert: Generationenkonflikte, zwischen ElternTZ-MitarbeiterInnen (die können sich Arbeitszeiten fixieren), etc...*

Als OP-Schwester ist es schon oft passiert, dass sie „robuster“ angesprochen wurde, kann sich aber durch ihre persönliche Art zum Glück selber wehren. Ist aber auch schon vorgekommen, dass ein Patient Pflegepersonal bedroht hat, auch sexuelle Belästigung durch Kollegen ist schon vorgekommen.

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Problem sind fehlende Rückzugsmöglichkeiten, auch wenn Mittagspause bezahlt wird, kann sie oft nicht durchgehend gehalten werden, man kann nicht einfach eine halbe Stunde weggehen, es ist zu wenig Platz im Sozialraum. Arbeitsklima ist sehr gut – Kleinigkeiten wie zb, dass es immer Mineralwasser gibt, tragen dazu bei.*

Narrative Beschreibung des beruflichen Werdegangs:

Arbeitsrechte:

Gewerkschaftsmitglied: Ja

Welche Gewerkschaft: vida

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja

Sind Gewerkschaften legal: Ja

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Nein, keine Diskriminierungen.*

Narrative Beschreibung der gewerkschaftlichen Situation:

Goldenes Kreuz war bis vor ÖGB-Skandal das am besten organisierten Privatspital.

Soziale Absicherung:

Krankenversicherung: Ja

Wie: MAs und Kinder bis 18 Jahre dürfen sich kostenfrei behandeln lassen, es gibt eine Gruppen-Zusatzversicherung über den Verein „Freude am Leben“, die man selbst bezahlen muss. Alle die hier arbeiten, von Bedienerin bis zum Manager.

Was deckt die Krankenversicherung ab? Wie kommt man in den Genuss der Versicherung? Ist sie privat oder staatlich? Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?

Krankenstand: Ja

Wie: Im gesetzlichen Rahmen. *Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange?*

Kündigungsschutz während Krankenstand: Ja / Nein

Betriebsärztin/arzt vorhanden: Ja: Gesetzlich verpflichtende Präventionszeit von 3h pro Woche. Es gibt eine Arbeitsmedizinerin und eine Sicherheitsfachkraft.

Was ist ihre/seine Position im Betrieb? *Diese Bereiche werden vom Dienstgeber überhaupt nicht unter Druck gesetzt. Vorschläge werden, wenn auch manchmal mit Zeitverzögerung, umgesetzt.*

Zugang zu unabhängiger medizinischer Versorgung: Ja / Nein *Hat die Person Zugang zu medizinischer Versorgung? Muss sie die Versorgung selbst bezahlen oder ist sie durch eine Versicherung abgedeckt? Bis zu welchem Grad – ist nur Notfallversorgung abgedeckt oder auch weiterreichende medizinische Versorgung?*

Unfallversicherung: Ja / Nein

Wie: *Was ist durch die Unfallversicherung abgedeckt?*

Kündigungsschutz während Schwangerschaft: Ja / Nein

Wie:

Elternkarenz möglich: Gesetzlich geregelt,

Wie: *Wie lange ist Elternkarenz möglich? Wie hoch ist das Karenzgeld? Besteht für Männer und Frauen die Möglichkeit der Elternkarenz? Wie lange jeweils?*

Pflegekarenz möglich: Ja

Wie: *Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?*

Pensionsversicherung: Ja.

How: Keine zusätzliche betriebliche Pension. ESt§3. *Wie hoch ist die Pension im Vergleich zum Arbeitseinkommen? Welche Voraussetzungen müssen erfüllt sein, um Anspruch auf Pension zu haben?*

Rechtsschutz: Als ÖGB-Mitglied. Vom Betrieb aus nicht. Krankenpflegeverband.

Wie:

Juristische Vertretung vorhanden: Ja - Betriebsrat

Wie: *Besteht eine Interessensvertretung wie zb die AK, an die sich ArbeitnehmerInnen bei arbeitsrechtlichen Problemen wenden können?*

Urlaubsanspruch: Ja, gesetzlich: 6 Wochen in der Pflege durch KV geregelt. Durch Dauer der Dienstzugehörigkeit kann das auf 7 Wochen steigen. 1154 ABGB. Sabbatical ist im KV geregelt, muss mit Dienstgeber vereinbart werden,

Wie:

Wie lange ist der jährliche gesetzliche Urlaubsanspruch? Kann der Urlaub auch tatsächlich in Anspruch genommen werden? Werden die Bezüge während des Urlaubs weiter bezahlt oder ist der Urlaub unbezahlt? Besteht zusätzlich zum bezahlten Urlaub die Möglichkeit auf unbezahlten Urlaub?

Health (male)

A) Lebenssituation

Persönliche Daten:

Name: *Martin Dworschak*

Alter: 46

Geschlecht: männlich

Familienstand: *ledig / verheiratet / geschieden / verwitwet*

Geburtsort: *Wien*

Wohnort: *Wien*

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): *0km*

Ort, an dem der Arbeitsplatz ist: *Wien*

Distanz zwischen Wohnort und Arbeitsplatz (in km und Zeit): *6km, 15 Minuten mit dem Auto*

Höchste abgeschlossene Bildung/Ausbildung: *10 Jahre Pflichtschule + Krankenpflegeausbildung 3 Jahre, danach Weiterbildung Stationsleitungspersonal (3 Monate Vollzeit) und Sonderausbildung Intensivkrankenpflege (1 Jahr Vollzeit)*

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: *10 + 1*

Anzahl der Kinder: 1, davon _____ Mädchen, 1 Buben

Alter und Geschlecht der Kinder: *21 (lebt bei der Mutter)*

Was machen die Kinder: *Studium*

Wohnsituation:

Wohnt in einem Haus / einer Wohnung / anderes

Quadratmeter: *87*

Anzahl der Räume: *3 + Küche + Bad*

Anzahl der Personen, die dort wohnen: *3*

Beziehung der Personen zueinander: *Martin + Ehefrau + Sohn der Frau Kaltes Wasser in der*

Wohnung vorhanden: *ja*

Heißes Wasser in der Wohnung vorhanden:

Wenn nein: *Wo ist Zugang zu kaltem / heißem Wasser:*

Anzahl der Badezimmer: *1*

Anzahl der Toiletten: *1*

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: *2.100 EUR, Überstunden eher selten, Einkommen höher als bei normalem Pflegepersonal da Stationsleiter*

Art der Bezahlung: *Akkordlohn / Zeitlohn / Mischform – wie?*

Andere Lohnbestandteile: *Nein Gibt es irgendwelche Leistungen zum eigentlichen Lohn dazu? ZB. Finanzielle Unterstützung für schulpflichtige Kinder, Fahrtkostenbeihilfe etc.*

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Nachfragen, ob die Person die Höhe kennt bzw. ob sie überhaupt weiß, dass so etwas existiert. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Nationale Armutsgrenze: *Nachfragen, ob die Person die Höhe kennt. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Familieneinkommen / Haushaltseinkommen in lokaler Währung: *3.700 ca. + 180 „Kinderbeihilfe“*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Ist mit ganzem Herzen Krankenpfleger, aber schon früh in BR gekommen und daher tiefer in BR-Arbeit eingetaucht. Möchte beides nicht missen, Mischform passt sehr gut, ist aber auch schwierig, da die Station recht groß ist. Wenn Martin nicht auf der Station ist, übernimmt eine Kollegin die Leitung. (Intensivstation: 6 Intensivbetten + 16 normale Betten; rund 20 diplomierte Gesundheits- und KrankenpflegerInnen). Mit Lebensumständen und –standard sehr zufrieden.

B) Arbeitssituation

Arbeit:

Job:

Arbeitet seit (Alter): 1982 diplomiert, mit 19 Jahren (mit 16 Ausbildung begonnen)

Arbeitet im selben Unternehmen seit: *Hat im KH schon die Ausbildung gemacht und ist seither geblieben*

Arbeitsverhältnisse vorher:

Unternehmen (kann ein Pseudonym sein): KH der barmherzigen Brüder

Sektor / Branche: Gesundheit

Produkte, Dienstleistungen des Unternehmens:

Diagnostik, Therapie, seelische Betreuung für PatientInnen

Auch Sonderklasse-Abteilungen, aber kleinerer Bereich

Breite Versorgung mit vielen Abteilungen, fast alle Fachrichtungen mit hauseigenen ÄrztInnen

LKF-KH → bezieht Gelder aus öffentlicher Hand für die Leistungen

Jahresumsatz: 60 Mio. EUR

Anzahl der ArbeitnehmerInnen: ca. 740 ArbeiterInnen und Angestellte

Internationale Vernetzungen des Unternehmens: Barmherzige Brüder haben weltweit

Niederlassungen, jedes Unternehmen wird aber autonom als Betrieb geführt, darüber Provinzialat

Wichtigste KundInnen: Jeder Kunde ist wichtig, auch jene, die nichts bezahlen können, also Nicht-Versicherte → ist großes Aushängeschild des KHs, wirtschaftlich bringt Sonderklasse natürlich viel Geld ein leider

EigentümerInnen: Orden der barmherzigen Brüder

Eigentümerstruktur (AG, GesmbH...): Krankenanstalt mit Öffentlichkeitsrecht

Ist Weiterbildung möglich: Ja / Nein

Laufende Weiterbildung, zB onkologische Weiterbildung, Sonderausbildung (gesetzlich vorgeschrieben, v.a. auf Intensiv, OP), Stationsleitungsausbildungen werden auch vorangetrieben (mittleres und basales Management mit universitärem Niveau) -> wird von Unternehmen gefördert. Von BR-Schiene gabs eine Zeit lang Sprachkurse, Computerkurs, ECDL aber nicht

Gibt es einen Arbeitsvertrag: Ja / Nein

Wie: öst. Arbeitsrecht

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 40h (auch TZ möglich)

Tatsächliche wöchentliche Arbeitszeit: meistens ein paar Überstunden, aber nicht gravierend; phasenweise wenn Krankenstände im Personal sich häufen etc...

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Werden ausbezahlt, selten Zeitausgleich wenn MA das möchte (mind. 1:1,5)

Ruhezeit: min. 11h *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten? Wie lang ist die Wochenendruhe? 36h* *Wie sind Pausen während der Arbeitszeit geregelt? In*

Betriebsvereinbarung: zwischen 11 und 14h muss jeder, der länger als 6h Dienst hat, muss 30 Min.; ab 8h 1h Pause

Opfer von Gewalt am Arbeitsplatz: *Verbale Gewalt kommt vor, wenn KollegInnen untereinander nicht können, dann werden Supervisionen eingesetzt, ist aber eher selten der Fall. Gewalt durch PatientInnen und Angehörigen, v.a. bei Migrationshintergrund, sind häufig aggressiv, oft gegenüber weibliche Schwestern, Angehörige halten sich nicht an Besuchszeiten, kommen im gesamten Familienambulanz, auch in der Ambulanz kommt teilweise Gsindel, ist aggressiv gegenüber dem Personal*

*Umgang damit: Man kann so gut wie nichts machen, PatientInnen müssen behandelt werden; für Portiere gabs schon (Umgang mit schwierigen Menschen), vom Unternehmen finanziert, Deeskalationstraining für Personal gabs noch nicht, ist aber im Gespräch
Sicherheit: Notfallsruf gibt es, Polizei wird verständigt, hauseigene Security gibt es nicht*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.:

*Momentan schwierig im ärztlichen Bereich, da keine Ärzte gefunden werden, die im KH arbeiten möchten, da offensichtlich die Arbeitsbedingungen nicht gut genug sind, Bezahlung, Arbeitszeiten, Wertschätzung – daher ist es in gewissen Bereichen schwierig ist, Stellen nachzubesetzen.
Atmosphäre zwischen KollegInnen im Pflegebereich nicht so schlecht, zeitweise ist die Belastung durch Personalmangel hoch. Freizeit: M hat „Regeldienst“ – 5-Tage-Woche und Wochenende frei, hätte lieber Wechseldienst (weniger längere Dienste und längere Freizeitperioden)*

Narrative Beschreibung des beruflichen Werdegangs: Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?

Arbeitsrechte:

Gewerkschaftsmitglied: Ja / ist Betriebsleitung im großen und ganzen egal, Gewerkschaft wird ein bisschen als Feindbild gesehen aber nicht absolut abgelehnt

Welche Gewerkschaft: *vida*

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja / Nein

Sind Gewerkschaften legal: Ja / Nein

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? Wenn ja, welche? Durch wen werden sie ausgeübt?

Narrative Beschreibung der gewerkschaftlichen Situation:

*AG „Barmherzige Brüder Betriebsräte“ – 9 Häuser in ganz Ö, treffen sich 2x jährlich – wollten Konzernbetriebsrat gründen, war aber rechtlich nicht möglich: alle Häuser sind isoliert, haben nichts miteinander zu tun, Barmherzige Brüder sind kein Konzern = Meinung der Geschäftsleitung ARGE (20 Personen) ist aber legitimiert, Freistellung ist OK, wird vom Dienstgeber geduldet
Bei Treffen vor der Sitzung werden Themen eingebracht – Erfahrungsaustausch, Beratungsinstrument, Rechtsabgleichung...*

Soziale Absicherung:

Krankenversicherung: Ja

Wie: *keine Zusatzversicherung Was deckt die Krankenversicherung ab? Wie kommt man in den Genuss der Versicherung? Ist sie privat oder staatlich? Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?*

Krankenstand: Ja / Nein

Wie: *Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange?*

Kündigungsschutz während Krankenstand: Ja / Nein

Betriebsärztin/arzt vorhanden: Ja

Was ist ihre/seine Position im Betrieb? Hat angeblich Informationen an Dienstgeber weitergegeben, persönlich kein schlechtes Verhältnis, würde aber wirklich streng vertrauliche Dinge nicht mit ihm besprechen

Zugang zu unabhängiger medizinischer Versorgung: Ja / Keine Vergünstigungen im Haus

Unfallversicherung: Ja / Nein

Wie: *Was ist durch die Unfallversicherung abgedeckt?*

Kündigungsschutz während Schwangerschaft: gesetzlich / Nein

Wie:

Elternkarenz möglich: gesetzlich / Nein

Wie:

Pflegekarenz möglich: gesetzlich / Nein

Wie: *Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?*

Pensionsversicherung: Ja / Nein

How: gesetzlich

Rechtsschutz: Nicht vom Betrieb, über Gewerkschaftsmitgliedschaft oder private Versicherung

Wie:

Juristische Vertretung vorhanden: Ja, AK, Gewerkschaft, BR

Wie: *Besteht eine Interessensvertretung wie zb die AK, an die sich ArbeitnehmerInnen bei arbeitsrechtlichen Problemen wenden können?*

Urlaubsanspruch: Ja / Nein

Wie: *eine woche mehr als gesetzlich: 6 Wochen*

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation?

Kein Kontakt mit BR in ausländischen Häusern, alle sind mit eigenen Angelegenheiten ausgelastet

Supermarket

A) Lebenssituation

Persönliche Daten:

Name: *Barbara Herczeg*

Alter: 50

Geschlecht: weiblich

Familienstand: *ledig / verheiratet / geschieden / verwitwet*

Geburtsort: Wien

Wohnort: *Wien, übersiedelt aber nach NÖ Korherrn*

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): 0

Ort, an dem der Arbeitsplatz ist: *Wien, 19. Bezirk, Sieveringerstraße der Arbeitsplatz in einem anderen Ort als die Wohnung?*

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): *15km, mit dem Auto ca. 20 Minuten. Korherrn ca. 35-40 Minuten mit dem Auto.*

Höchste abgeschlossene Bildung/Ausbildung: *Lehrabschluss Einzelhandel*

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: *4 VS, 4 HS, 3 HAK, anschließend 3 Jahre Lehre*

Anzahl der Kinder: 1 davon 1 Mädchen, _____ Buben

Alter und Geschlecht der Kinder: 29

Was machen die Kinder: *Mag.a Politikwissenschaft und Geschichte und ist Journalistin bei NÖN*

Wohnsituation: *Wenn die Person zwei Wohnorte hat, weil sie am Arbeitsort eine Unterkunft hat, bitte beide Wohnungen erfragen.*

Wohnt in einem Haus / einer Wohnung / anderes

Quadratmeter: 110

Anzahl der Räume: 3 + Bad + Küche

Anzahl der Personen, die dort wohnen: 2

Beziehung der Personen zueinander: *Ehepaar*

Kaltes Wasser in der Wohnung vorhanden: ja

Heißes Wasser in der Wohnung vorhanden: ja

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:

Anzahl der Badezimmer: 1

Anzahl der Toiletten: 1

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: *1.200 EUR * 14 + ca. 5.000 EUR brutto im Jahr*

Art der Bezahlung: *Zeitlohn + Prämie, die sich nach Umsatz, Schwund und Gewinn (Deckungsbeitrag) der Filiale. Filiale ist zwar eigentlich negativ, hätte 2005 oder 2006 geschlossen werden sollen, aber Bevölkerung ist Sturm dagegen gelaufen!*

Andere Lohnbestandteile: *Nein, momentan nicht, möchte aber um*

Fahrtkostenzuschuss ansuchen – wird das mit dem Rayonsmanager besprechen

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Nachfragen, ob die Person die Höhe kennt bzw. ob sie überhaupt weiß, dass so etwas existiert. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Nationale Armutsgrenze: *Nachfragen, ob die Person die Höhe kennt. Wenn ja, Beträge eintragen. Wenn nicht, recherchieren wir selbst.*

Familieneinkommen / Haushaltseinkommen in lokaler Währung: *3.000 EUR (Gehalt, Gehalt vom Mann)*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Ist im Prinzip mit Lebenssituation zufrieden, Freizeit und Arbeit ist ausgewogen (arbeitet 30h), ist aber nicht die Regel, normalerweise verbringen Marktmanager sehr viel Zeit in der Filiale, sodass Freizeit eher zu kurz – typisch ist eher zwischen 50 und 60h, BR kämpft darum, dass die Situation besser wird, Personalstruktur ist aber immer dünner. Viele tragen ihre Überstunden gar nicht ein, weil sie Angst um ihren Job haben. Barbara versucht, den Jungen klar zu machen, dass sie sich diese Dinge nicht gefallen lassen sollen.

Druck von oben auf AN ist in den letzten 15 Jahren viel besser geworden, durch das deutsche Management ist zb auch Bestechung durch „Geschenke“, Sozialgesetzgebung und Arbeitsrecht hat sich aber auch sehr verbessert samt den entsprechenden Kontrollorganen.

B) Arbeitssituation

Arbeit: Marktmanagerin einer kleinen Billa-Filiale

Job:

Arbeitet seit (Alter): *20 Jahre (mit 30 begonnen)*

Arbeitet im selben Unternehmen seit: *Oder arbeitet die Person selbständig? Auf welcher Basis? Für welche KundInnen bzw. Unternehmen? Bitte anführen.*

Arbeitsverhältnisse vorher: *mit 18 Lehre in einer Buchhandlung begonnen, danach bei den Eltern im Maschinenbau-Unternehmen, danach beim Ehemann, der das Unternehmen übernommen hat – insgesamt 9 Jahre (von 21 bis 30).*

Unternehmen (kann ein Pseudonym sein): *Billa*

Sektor / Branche: *Lebensmittel Einzelhandel*

Produkte, Dienstleistungen des Unternehmens:

Bei den folgenden Punkten bitte nachfragen, ob die Person diese Dinge weiß. Wenn nicht, bitte recherchieren.

Jahresumsatz:

Anzahl der ArbeitnehmerInnen: Billa ca. 17.000 MA in Österreich, in der Filiale 7 Personen inkl. ihr. Fluktuation ist in ihrer Filiale sehr niedrig, im Billa generell ist die Fluktuation im Vergleich mit anderen Supermarktketten nicht sehr hoch. ZB. Hofer: man verdient dort zwar sehr gut, aber mit hohem körperlichen Einsatz, es gibt wesentlich weniger Personal in den Filialen, das Personal muss schwere Kisten und Paletten schleppen.

Internationale Vernetzungen des Unternehmens: BILLA hat eine große Produktpalette aus Österreich, aber natürlich auch ausländische Produkte. Wo Eigenmarken produziert werden: Viele Dinge sind aus Tschechien zb. Niederlassungen: Tschechien, Italien, Kroatien → Maria noch fragen!

Wichtigste KundInnen:

EigentümerInnen: REWE

Eigentümerstruktur (AG, GesmbH...):

Ist Weiterbildung möglich: Ja, wird in den letzten Jahren sehr gefördert, man kann eigene Wünsche anbringen, es werden vom Unternehmen Seminare etc. angeboten: Produktbezogene Weiterbildung, zb. Obstseminar, Weinseminar, Umgang miteinander, Rhetorik-Seminare...

Obstseminar, Feinkostseminare zu Käse, möchte gerne ein Weinseminar besuchen, Mitarbeitergespräch, Rhetorik, Umgang miteinander und Kunden schon besucht

Gibt es einen Arbeitsvertrag: Ja / Nein

Wie:

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 30h

Tatsächliche wöchentliche Arbeitszeit: geht sich aus,

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Werden ausbezahlt, oder Zeitausgleich 1:1,5, kann man sich aussuchen. Zeiterfassung wird im Zuge der Personalplanung gemacht, Abweichungen werden händisch am Plan vermerkt und dann in den Computer eingegeben, die Eingaben werden von den BR kontrolliert. Vor- und Nacharbeitszeit: sind bezahlte Arbeitszeit

Zuschläge: sind im KV geregelt → BR-Folder von Maria besorgen!!!

Sa, nach 13h +50%, ab 15h + 70% → wird automatisch vom Computer berechnet!!!

Das ist laut Barbara ein großer Fortschritt gegenüber früher, wo das „per Hand“ berechnet werden musste. Das Zuschlagssystem ist so kompliziert, dass man sich bei der Berechnung immer verrechnet hat. Der Computer hat die Arbeit erleichtert und garantiert, dass alle das richtige ausbezahlt bekommen.

Ruhezeit: Blockfreizeit: geht über mehrere Arbeitstage in Verbindung mit einem Wochenende oder einem Feiertag...

Zwischen Arbeitstagen 11h, sind aber mit den momentanen Arbeitstagen nicht zu schaffen. Beginn um 6h, die zweiten um 6.30h – 7.15h wird die Filiale geöffnet. Um 19.30h wird zugesperrt, um 20h ist fertig. Schichtenteilungen werden ganz individuell gestaltet, Dienstpläne werden 2 Wochen im Vorhinein gemeinsam gemacht.

Buskräfte: Kommen aus NÖ oder Stmk. Werden mit dem Bus abgeholt und gebracht, die haben einen fixen Dienstplan, 1 Tag frei, 1 Tag Dienst, dürfen mit ihrem Einverständnis 12h am Tag arbeiten.

Pausen werden auch individuell vereinbart.

Opfer von Gewalt am Arbeitsplatz: *Ja. Bereits 2 Überfälle, häufig kommen verbale Angriffe durch die KundInnen vor. Auch zum Umgang damit gibt es Seminare, aber leider viel zu wenige. In ihrer Filiale wird darüber gesprochen, man muss aber leider viel schlucken.*

Schwerstalkholiker, hat mit Holzplatten Regale zertrümmert, Polizei hat ihn abgeholt, nach einer Stunde war er wieder da.

Tillgasse – Sandler haben sich einfach den Alkohol geholt, es gibt nicht wirklich die Möglichkeit für das Personal, sich dem entgegenzusetzen.

Überfall: Es gibt zwar einen Knopf, der aber eine direkt hörbare Alarmanlage auslöst. Nicht empfehlenswert, den auszulösen.

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Situation in ihrer Filiale ist sehr gut*

Narrative Beschreibung des beruflichen Werdegangs: *Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?*

Arbeitsrechte:

Gewerkschaftsmitglied: Ja

Welche Gewerkschaft: GPA

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja

Sind Gewerkschaften legal: Ja / Nein

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Verhältnis von Konzernleitung zu Gewerkschaften und BR sind im großen und ganzen gut, hat sich in den letzten 15 Jahren sehr verbessert.*

Repressionen gibt es im Allgemeinen auch nicht...

Organisationsgrad bei GPA erfragen!!! Es gibt eine eigene Dame, die Gewerkschaftsmitglieder wirbt.

Narrative Beschreibung der gewerkschaftlichen Situation:

Soziale Absicherung:

Krankenversicherung: Ja

Wie: *Gruppenversicherung über den BR*

Krankenstand: Ja /

Wie: *Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange?*

Kündigungsschutz während Krankenstand: Ja / Nein

Betriebsärztin/arzt vorhanden: Ja

Was ist ihre/seine Position im Betrieb? *Es gibt 9 REWE-BetriebsärztInnen, kommen in die Filialen und machen dort Checks: Sicherheit in der Filiale, beraten zb. Über richtiges Heben, Arbeitsschuhe, Sicherheit am Arbeitsplatz; bietet Impfungen an.*

Zugang zu unabhängiger medizinischer Versorgung: Ja / Nein *Hat die Person Zugang zu medizinischer Versorgung? Muss sie die Versorgung selbst bezahlen oder ist sie durch eine Versicherung abgedeckt? Bis zu welchem Grad – ist nur Notfallversorgung abgedeckt oder auch weiterreichende medizinische Versorgung?*

Unfallversicherung: Ja

Wie: *Nein*

Kündigungsschutz während Schwangerschaft: Ja / Nein

Wie:

Elternkarenz möglich: Ja

Wie: *Neutral*

Pflegekarenz möglich: Ja / Nein

Wie: *Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?*

Pensionsversicherung: Ja / Nein

How: *Eine Pensionsversicherung ist gerade im Werden, es wird gerade eine passende Versicherung gesucht.*

Rechtsschutz: Ja

Wie: *Könnte sein*

Juristische Vertretung vorhanden: Ja

Wie: *Marktamts-Angelegenheiten: Rechtsanwalt der Firma übernimmt die Vertretung, (Marktamt kommt 1-2 x pro Jahr, schauen Ablaufdaten, Preisauszeichnung, Stichproben von Lebensmitteln, Verdachtsproben wenn etwas verdächtig aussieht... Strafen bewegen sich von Strafzetteln bis zu Anzeigen. Einmal Extrawurst mit zu hohem Fettanteil und „fetzenartigen“ Geruch*

Abgepacktes Schnittbrot mit Schimmel

Strafen übernimmt die Firma, ihr ist kein Fall bekannt, in dem sie selber getragen werden musste

Urlaubsanspruch: Ja

Wie: *5 Wochen, gesetzlich geregelt, ab 20 Dienstjahren 6 Wochen*

Teacher (female)

A) Lebenssituation

Persönliche Daten:

Name: Christine Eder

Alter: 58

Geschlecht: w

Familienstand: ledig / verheiratet / geschieden / verwitwet

Geburtsort: Zell am See

Wohnort: Uttendorf Gemeint ist der Ort, an dem die Person ihrer eigenen Definition nach lebt. Lebt die Person auf dem Land, in der Stadt? Wieviel EinwohnerInnen hat der Ort/die Stadt? 2800

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): Wo wurde die Person geboren, wo lebt sie jetzt? Ist die Person migriert? Von wo nach wo? Warum? Bitte nachfragen! 25 km 20 Minuten mit dem Auto

Ort, an dem der Arbeitsplatz ist: Ist der Arbeitsplatz in einem anderen Ort als die Wohnung? nein

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 500 Meter, Fußweg von 5 Minuten hin und retour.

Muss die Person zum Arbeitsplatz pendeln? Wie weit? Wie viel Zeit braucht sie durchschnittlich täglich, um zum Arbeitsplatz bzw. wieder nach Hause zu kommen (Hin- und Rückweg). Mit welchem Verkehrsmittel? Muss sie am Arbeitsort vielleicht eine zusätzliche Unterkunft beziehen, da der Weg zum Wohnort zu weit ist? Wie weit? Wie lang dauert der Weg? Wie oft kann die Person heimfahren?

Höchste abgeschlossene Bildung/Ausbildung: PÄDAK

Schulabschluss? Lehrabschluss? Darüber hinausgehender beruflicher Abschluss? Universitätsabschluss?

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 19 Jahre

Wie viele Jahre hat die Person im formalen Bildungsprozess verbracht, also Schule, Fachhochschule, Uni etc.

Anzahl der Kinder: ____2____, davon ____1____ Mädchen, ____1____ Buben

Alter und Geschlecht der Kinder:

Was machen die Kinder: Besuchen sie eine Schule? Arbeiten sie? Wenn ja, wo? Helfen sie im elterlichen Betrieb? Wie viel?

Tochter Sigrun 32 Psychologin

Sohn Gregor 27 Buchhalter

Wohnsituation: Wenn die Person zwei Wohnorte hat, weil sie am Arbeitsort eine Unterkunft hat, bitte beide Wohnungen erfragen.

Wohnt in einem Haus / einer Wohnung / anderes

Quadratmeter: 150

Anzahl der Räume: 5

Anzahl der Personen, die dort wohnen: 3

Beziehung der Personen zueinander: Ehepaar, Kinder, Eltern, FreundInnen, KollegInnen?

Kaltes Wasser in der Wohnung vorhanden: ja

Heißes Wasser in der Wohnung vorhanden: ja
Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:
Anzahl der Badezimmer: 2
Anzahl der Toiletten: 4

Einkommen:

Individuelles Netto-Einkommen in lokaler Wahrung: 2000,-

Das Einkommen der Person selbst im Durchschnitt der letzten drei Monate inklusive eventueller uberstundenentlohnungen etc.

Art der Bezahlung: Monatsgehalt

Akkordlohn / Zeitlohn / Mischform – wie?

Andere Lohnbestandteile: nein

Gibt es irgendwelche Leistungen zum eigentlichen Lohn dazu? ZB. Finanzielle Unterstutzung fur schulpflichtige Kinder, Fahrtkostenbeihilfe etc.

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entsprache in osterreich: *nicht abfragen, rechnen wir um*

Das entsprache in Rumanien: *nicht abfragen, rechnen wir um*

Das entsprache in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Nachfragen, ob die Person die Hohe kennt bzw. ob sie uberhaupt wei, dass so etwas existiert. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.*

Nationale Armutsgrenze: *Nachfragen, ob die Person die Hohe kennt. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.*

Familieneinkommen / Haushaltseinkommen in lokaler Wahrung: 2000,-

Ehepartner ist schon pensioniert.

Das Netto-Einkommen aller berufstatiger Personen in der Familie bzw. im Haushalt.

Gibt es Transferleistungen, die zum Einkommen dazukommen, wie zB

Kinderbeihilfe, Wohnbeihilfe etc...? Wie hoch sind die? Dazurechnen!

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entsprache in osterreich: *nicht abfragen, rechnen wir um*

Das entsprache in Rumanien: *nicht abfragen, rechnen wir um*

Das entsprache in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Schwiegermutter wohnt im Haus. Wir haben sozusagen keinen richtigen eigenen Wohnbereich, obwohl wir ein ganzes Haus haben. Nur 1 Eingang fur beide Parteien. Riesige Grunflachen vor dem Haus. Das macht sehr viel Arbeit neben dem Beruf. Das Haus ist viel zu gro. Nur ein kleiner Teil wird bewohnt. Der Rest ist in der Hand der Schwiegermutter oder steht leer. Fruher hatte die Schwiegermutter eine Pension – diese Zimmer sind unbenutzt bis heute. Die Situation entspricht nicht meinem Wunsch.

Wie wurde die Person selbst ihre Lebenssituation beschreiben? Was ist daran fur sie charakteristisch, wichtig? Was mochte sie selbst gern noch erzahlen? Nachfragen, der Person ein wenig Zeit zum uberlegen lassen!

B) Arbeitssituation

Arbeit:

Job:

Arbeitet seit (Alter): 21 (1972)

Arbeitet im selben Unternehmen seit: 1974

Oder arbeitet die Person selbständig? Auf welcher Basis? Für welche KundInnen bzw. Unternehmen? Bitte anführen.

Arbeitsverhältnisse vorher: 1972 – 1974 HS Mittersill

Wie viele Arbeitsverhältnisse hat die Person gehabt? Dazu auch selbständige Tätigkeiten, informelle Tätigkeiten, prekäre Tätigkeiten einrechnen. Gemeint sind nicht Anstellungen, sondern alles, womit sich die Person bisher ihren Lebensunterhalt verdient hat.

Unternehmen (kann ein Pseudonym sein): HS Uttendorf

Sektor / Branche: öffentlicher Dienst

Produkte, Dienstleistungen des Unternehmens: Weiterbildung, Erziehung, Sozialverhalten, Schule

Bei den folgenden Punkten bitte nachfragen, ob die Person diese Dinge weiß. Wenn nicht, bitte recherchieren.

Jahresumsatz:

Anzahl der ArbeitnehmerInnen: 30

Internationale Vernetzungen des Unternehmens:

Wichtigste KundInnen: Kinder zwischen 10 und 14

EigentümerInnen: Gemeinde

Eigentümerstruktur (AG, GesmbH...):

Ist Weiterbildung möglich: Ja / Nein

Verpflichtende Weiterbildung 15h pro Jahr. Es gibt ein Kursprogramm der PÄDAK. Begrenzte TeilnehmerInnenzahl – daher oft überbucht und man kommt nicht in die Kurse. Die Lehrer können der PÄDAK auch Vorschläge machen. Auch von privaten Institutionen wird Weiterbildung angeboten. Die Teilnahme muss von den LehrerInnen allerdings selbst finanziert werden. Die Kurse über die PÄDAK sind kostenlos. Zusätzlich werden Kurse für Entspannungstechniken und Gesprächsführung angeboten.

Wie: Wird Weiterbildung im Betrieb angeboten? Werden die ArbeitnehmerInnen unterstützt – finanziell, oder anders? Gibt es eine gezielte Planung der Weiterbildung vom Unternehmen aus? Welche Bildungsangebote gibt es bzw. werden gefördert? Im Job verwertbare oder auch solche, die dem Ausgleich, Kreativität etc. dienen?

Gibt es einen Arbeitsvertrag: Ja / Nein

Wie: schriftlich

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 21 h in der Schule, Rest Vorbereitung und Nachbereitung zu Hause.

Tatsächliche wöchentliche Arbeitszeit: 40h – hinzu kommen nämlich Gespräche mit Eltern...Vorbereitungszeit, Korrigieren, Nachbearbeitung...

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? 20h pro Jahr unbezahlte Überstunden. Überstunden werden nur dann ausbezahlt, wenn ein

Großteil der KollegInnen schon über 20 Supplierstunden machen musste. Überstunden fallen an, wenn KollegInnen auf Weiterbildung sind oder krank sind.

Ruhezeit: Pausen in der Schule – 5 Minuten nach jeder Unterrichtseinheit. 1 Mal 20 Minuten große Pause. 1h Mittagspause.

Die LehrerInnen dürfen nur in der Mittagspause oder bei Freistunden nach Hause gehen. In allen anderen Pausen müssen sie in der Schule bleiben.

Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten? Wie lang ist die Wochenendruhe? Wie sind Pausen während der Arbeitszeit geregelt?

Opfer von Gewalt am Arbeitsplatz: Ja, vor rund 15 Jahren gab es Fälle von Mobbing gegen die Befragte. Mehrere Kolleginnen waren beteiligt. Durch Gespräche konnte dieses Problem allerdings gelöst werden.

Wurde die Person schon mal Opfer von Gewalt am Arbeitsplatz? Physischer oder psychischer, Mobbing? Von wem wurde die Gewalt ausgeübt? Wie konnte sie sich dagegen wehren und diesen Zustand beenden?

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.:

Geprüfte Fächer: Mathematik, Leibesübungen und Musikerziehung

Fächer zusätzlich: Geografie und Wirtschaftkunde, Bildnerische Erziehung, Geometrisch Zeichnen.

Der Arbeitsplatz ist sehr beengend. Zu Wenig Platz für alle. Kaum Stauraum vorhanden. Nur 2 Computer für 30 LehrerInnen!!!! Im Konferenzzimmer ist es sehr eng. Man hat keine Ruhe. Der Lärmpegel generell ist sehr hoch im Schulhaus und in den Klassen, obwohl die Kinder relativ zivilisiert sind. Durch den Lärm wird man schnell müde.

Die Arbeit mit den Kindern finde ich aber auch nach 40 Jahren noch interessant. Leider hat sich die Situation mit den Kindern stark verändert. Sie kennen keine Grenzen, haben kein Rechtsbewusstsein, Werte wie Ehrlichkeit fehlen. Das Mobbing unter den Kindern nimmt zu. Konflikte werden sehr heftig ausgetragen. Die persönlichen Grenzen nicht wahrgenommen. Das Verhalten der LehrerInnen gegenüber ist oft sehr provokant. Die Eltern halten meistens zu den Kindern und können gar nicht verstehen, wieso sich die LehrerInnen so aufregen. Zur normalen Lehrtätigkeit kommt Mediation und Streitschlichter hinzu.

Jeder Lehrer muss Anspruch auf einen eigenen Arbeitsplatz haben und Raum für das Verstauen von Unterrichtsmaterial, persönlichen Dingen. Auch dort wird gestohlen. Praktisch wären Computer auch in den Klassenzimmern. Der Einsatz von neuen Medien ist schwierig. Ideal wären kleinere Klassen und Gruppen. Für die großen Klassen sind die Räume aber viel zu klein. Das Stundensystem sollte man auch ändern. Fächerübergreifender Unterricht! ist überhaupt nicht möglich. Ist aber manchmal sinnvoll, da viele Themen in mehreren Fächern vorkommen. Die Einheiten in der Schule für den Unterricht sind eigentlich zu kurz. Pro Stunde soll 1 Thema gelehrt werden. 10 Minuten gehen aber am Anfang schon für Organisatorisches und Ähnliches drauf. Die Kinder sind oft aufgedreht und müssen erst wieder beruhigt werden. Dann fehlt fast immer die Zeit für die Übungsphase. Die ist viel zu kurz. In der nächsten Stunde wissen die Kinder nicht mehr, was in der letzten gelernt wurde. Die Förderung einzelner SchülerInnen ist schwierig. Ich bin für lernen in Modulen. Leider ist das auch nicht drin.

Es geht um das subjektive Empfinden. Was empfindet die Person als Problem, was würde sie gern verändern, verbessern? Was ist ihr größtes Problem?

Narrative Beschreibung des beruflichen Werdegangs: *Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?*

Kindergarten 2 Jahre

VS

HS

LehrerInnenbildungsanstalt bis in die 6. Klasse

Musisch-pädagogisches Gymnasium

PÄDAK

Arbeitsrechte:

Gewerkschaftsmitglied: Ja seit 1972

Welche Gewerkschaft: GÖD

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja

Sind Gewerkschaften legal: Ja

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? Wenn ja, welche? Durch wen werden sie ausgeübt?

Narrative Beschreibung der gewerkschaftlichen Situation:

Personalvertreter im Bezirk an die man sich oft eher wendet.

Soziale Absicherung:

Krankenversicherung: Ja

Wie: *Was deckt die Krankenversicherung ab? Wie kommt man in den Genuss der Versicherung? Ist sie **privat** oder **staatlich**? Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?*

Krankenstand: Ja

Wie: *lt. Gesetz. Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange?*

Kündigungsschutz während Krankenstand: Ja / Nein

Betriebsärztin/arzt vorhanden: Nein

Was ist ihre/seine Position im Betrieb? *Werden die Interessen der ArbeitnehmerInnen vertreten oder ist die/der Betriebsärztin/arzt ein Instrument der Geschäftsführung?*

Zugang zu unabhängiger medizinischer Versorgung: Ja / Nein *Hat die Person Zugang zu medizinischer Versorgung? Muss sie die Versorgung selbst bezahlen oder ist sie durch eine Versicherung abgedeckt? Bis zu welchem Grad – ist nur Notfallversorgung abgedeckt oder auch weiterreichende medizinische Versorgung?*

Unfallversicherung: Ja / Nein

Wie: *Was ist durch die Unfallversicherung abgedeckt?*

Kündigungsschutz während Schwangerschaft: Ja / Nein

Wie:

Elternkarenz möglich: Ja / Nein

Wie: lt. Gesetz

Wie lange ist Elternkarenz möglich? Wie hoch ist das Karenzgeld? Besteht für Männer und Frauen die Möglichkeit der Elternkarenz? Wie lange jeweils?

Pflegekarenz möglich: Ja / Nein

Wie: lt. Gesetz

Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?

Pensionsversicherung: Ja / Nein

How: lt. Gesetz

Wie hoch ist die Pension im Vergleich zum Arbeitseinkommen? Welche Voraussetzungen müssen erfüllt sein, um Anspruch auf Pension zu haben?

Rechtsschutz: Ja / Nein

Wie:

Juristische Vertretung vorhanden: Ja / Nein

Wie: *Besteht eine Interessensvertretung wie zb die **AK**, an die sich ArbeitnehmerInnen bei arbeitsrechtlichen Problemen wenden können?*

Urlaubsanspruch: Ja / Nein

Wie: lt. Ferienregelung

Wie lange ist der jährliche gesetzliche Urlaubsanspruch? Kann der Urlaub auch tatsächlich in Anspruch genommen werden? Werden die Bezüge während des Urlaubs weiter bezahlt oder ist der Urlaub unbezahlt? Besteht zusätzlich zum bezahlten Urlaub die Möglichkeit auf unbezahlten Urlaub?

Teacher (male)

A) Lebenssituation

Persönliche Daten:

Name:	Edi Pfisterer
Alter:	36
Geschlecht:	männlich
Familienstand:	verlobt
Anzahl der Kinder:	0 davon 0 Mädchen, 0 Buben
Alter und Geschlecht der Kinder:	---
Was machen die Kinder:	---
Geburtsort:	Lienz
Wohnort:	Wien

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): ca. 500 km, 5h mit dem Auto. Ist wegen Studium nach Wien übersiedelt und geblieben.

Ort, an dem der Arbeitsplatz ist: Neusiedl am See

Distanz zwischen Wohnort und Arbeitsplatz (in km und Zeit): 60km, 1h mit dem Auto. Pendelt täglich.

Höchste abgeschlossene Bildung/Ausbildung: Universitätsabschluss (Studium der Wirtschaftspädagogik)

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 24 Jahre

Wohnsituation:

Wohnt in:	einer Mietwohnung
Quadratmeter:	120
Anzahl der Räume:	6 + Bad
Anzahl der Personen, die dort wohnen:	2
Beziehung der Personen zueinander:	Verlobtes Paar
Kaltes Wasser in der Wohnung vorhanden:	ja
Heißes Wasser in der Wohnung vorhanden:	ja
Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:	---
Anzahl der Badezimmer:	1
Anzahl der Toiletten:	1

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: 2.200 EUR

Art der Bezahlung: Zeitlohn

Andere Lohnbestandteile: Fahrtkostenzuschuss (77 EUR, bereits eingerechnet), weil er aufgrund einer selbständigen Nebentätigkeit nicht am Unterrichtsort wohnen kann.

Bildungszulage (7,30 EUR brutto).

Individuelles Einkommen in Euro: ---

Das entspräche in Österreich: ---

Das entspräche in Rumänien:

Das entspräche in Bulgarien:

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes.

Nationale Armutsgrenze:

Familieneinkommen / Haushaltseinkommen in lokaler Währung: 4.400 EUR

Familieneinkommen / Haushaltseinkommen in Euro: ---

Das entspräche in Österreich: ---

Das entspräche in Rumänien:

Das entspräche in Bulgarien:

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes.

Narrative Beschreibung der Lebenssituation:

Hauptnachteil ist das Pendeln, das täglich 2h dauert. Trotzdem arbeitet er lieber am Land als in Wien – der Beruf des Lehrers genießt dort ein höheres Ansehen, der Respekt der SchülerInnen ist höher. Außerdem ist das Arbeitsklima besser als in den anderen Schulen, in denen er vorher war. Der Direktor lässt den LehrerInnen viele Freiheiten und setzt auf die Eigenverantwortung, was er auch sehr schätzt.

B) Arbeitssituation

Arbeit

Job: Lehrer für wirtschaftliche Fächer an einer HAK.

Arbeitet seit (Alter): Mit 20 Jahren ein Jahr als Hilfsarbeiter am Bau. Dann, während des Studiums, diverse geringfügige und befristete Nebenjobs. Mit 27 fest angestellt als Systemadministrator an der WU Wien zu arbeiten begonnen. Mit 30 im Schuldienst begonnen, zuerst 2 Jahr in Wien (Wassermannngasse), seit 5 Jahren in Neusiedl.

Arbeitet im selben Unternehmen seit: 5 Jahre

Arbeitsverhältnisse vorher: Wie viele Arbeitsverhältnisse hat die Person gehabt: insgesamt 12.

Unternehmen: Bundeshandelsakademie Neusiedl am See

Sektor / Branche: Bildungswesen, Berufsbildende Höhere Schule

Produkte, Dienstleistungen des Unternehmens: Handelsschule (3 Jahre), Handelsakademie (5 Jahre)

Jahresumsatz: ---

Anzahl der ArbeitnehmerInnen: 60 (18 Männer, 42 Frauen)

Internationale Vernetzungen des Unternehmens:

- 3 der LehrerInnen arbeiten teilweise an einem deutschsprachigen Gymnasium in Bratislava im Rahmen einer Kulturaustausch-Initiative des Ministeriums. Es werden gemeinsame Ausflüge für die SchülerInnen, Fußballspiele, gegenseitige Besuche organisiert.
- COMENIUS-Projekt: SchülerInnen besuchen Übungsfirmen-Messen zb in Bratislava und Madrid, vor rund 10 Jahren sogar in Brasilien.

- Kooperation mit italienischer Schule: Französisch-SchülerInne skypen mit italienischen Französisch-SchülerInnen
- Wichtigste KundInnen: SchülerInnen aus dem nördlichen Burgenland und dem östlichen Niederösterreich (rund 40km Einzugsgebiet)

EigentümerInnen: Republik Österreich
 Eigentümerstruktur (AG, GesmbH...): ---

Ist Weiterbildung möglich: Ja, an Pädagogische Hochschulen: Bieten Kurse an in allen Fächern, die unterrichtet werden. Die Teilnahme ist freiwillig, es ist sehr erwünscht, dass daran teilgenommen wird. Edi hat freiwillig keine Weiterbildung besucht, ist aber 3x dazu eingeteilt worden.

Gibt es einen Arbeitsvertrag: Ja
 Wie: nationales Arbeitsrecht

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 40h

Tatsächliche wöchentliche Arbeitszeit: wenn man anfängt sicher 60-70h, weil viel Vorbereitungszeit notwendig ist. Das nimmt aber mit zunehmender Erfahrung ab. Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Ja, werden ausschließlich ausbezahlt. Am Jahresanfang werden Stunden aufgeteilt (manchmal bleiben Stunden übrig, die keine ganze Lehrverpflichtung ergeben oder jemand geht in Karenz) und so ermittelt, wer wie viel Stunden unterrichten wird.

Vorbereitungszeiten werden nicht kontrolliert, Vorbereitungen werden auch zuhause und nicht in der Schule gemacht.

Ruhezeit: Pausen ergeben sich durch die Schulpausen, Mittagspause gibt es keine.

Opfer von Gewalt am Arbeitsplatz: Nicht in seiner Schule, zumindest nicht gegen LehrerIn. Unter den SchülerInnen kommt psychische Gewalt (Mobbing) manchmal vor.

Narrative Beschreibung

50% der KollegInnen haben einen Nebenberuf (Landwirtschaft = Weinbau), viele haben Kinder und üben daher keine ganze Lehrverpflichtung aus. Das Arbeitsumfeld Schule ist daher nicht der Mittelpunkt des Lebens, wodurch alle sehr entspannt sind. Es herrscht großes Verständnis für SchülerInnen, insbesondere vom Direktor. Zwischen den LehrerInnen herrscht große Kollegialität und Loyalität – man fällt sich nicht gegenseitig in den Rücken etc...

Arbeitsrechte

Gewerkschaftsmitglied: Ja

Welche Gewerkschaft: GPA

Kurze Beschreibung der Gewerkschaft: Welche Branchen sind in der Gewerkschaft organisiert?

Mitglied in größerem Verband: Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC?

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja / Nein

Sind Gewerkschaften legal: Ja
Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? Wenn ja, welche? Durch wen werden sie ausgeübt? Nein

Narrative Beschreibung der gewerkschaftlichen Situation

Soziale Absicherung:

Krankenversicherung: Ja

Wie: gesetzliche Krankenversicherung Was deckt die Krankenversicherung ab? Wie kommt man in den Genuss der Versicherung? Ist sie privat oder staatlich? Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?

Krankenstand: Ja /

Wie: Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange?

Kündigungsschutz während Krankenstand: Ja

Betriebsärztin/arzt vorhanden: Ja

Was ist ihre/seine Position im Betrieb? Verhält sich den Angestellten gegenüber loyal – Krankenstände etc. sind kein Problem. Verhindert werden sie eher dadurch, dass Ausfälle aufgrund von Krankheiten ja von anderen eingearbeitet werden müssen und man den KollegInnen nicht über Gebühr beanspruchen möchte.

Zugang zu unabhängiger medizinischer Versorgung: Ja / Nein Hat die Person Zugang zu medizinischer Versorgung? Muss sie die Versorgung selbst bezahlen oder ist sie durch eine Versicherung abgedeckt? Bis zu welchem Grad – ist nur Notfallversorgung abgedeckt oder auch weiterreichende medizinische Versorgung?

Unfallversicherung: Ja

Wie: Was ist durch die Unfallversicherung abgedeckt?

Kündigungsschutz während Schwangerschaft: Ja

Wie:

Elternkarenz möglich: Ja

Wie: Gesetzlich, Väternkarenz wird nicht besonders gefördert. Es gibt aber zusätzlichen Mutterschutz – werdende Mütter können, wenn es nicht zumutbar scheint, in die Schule zu kommen (zb wegen H1N1) kann sie sofort in Mutterschutz gehen – darauf ist vom Landesschulrat extra hingewiesen worden.

Pflegekarenz möglich: Ja

Wie: Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?

Pensionsversicherung: Ja

How: Man könnte eine Zusatzpension in Anspruch nehmen, dabei würde der Arbeitgeber einen Teil bezahlen (50%). Hat Edi aber nicht in Anspruch genommen, da er den Finanzmärkten nicht über den Weg traut.

Rechtsschutz: Ja

Wie: Nicht vom Arbeitgeber.

Juristische Vertretung vorhanden: Ja

Wie: Landesschulrat hat Juristen, die aktiv werden: Eine Schülerin hat einen Einspruch gegen ein Zeugnis erhoben – wird von den JuristInnen auf Richtigkeit geprüft, dann hat Lehrperson die Möglichkeit, sich zum Vorwurf zu äußern. Beraten

die Lehrperson, wenn es um eine Privatklage geht übernehmen sie aber nicht die Vertretung.

Urlaubsanspruch: Ja

Wie: Urlaubsanspruch ist 5 Wochen. Theoretisch müssen sich alle Lehrpersonen während der Sommerferien für Sitzungen etc. zur Verfügung halten. Praktisch: 9 Wochen Sommer, 2 Wochen Weihnachten, 1 Wochen Semesterferien, 1 Woche Osterferien. Der Nachteil daran ist, dass der Urlaub zu 100% von Arbeitgeberseite vorgeschrieben ist.

Work with people with disabilities

A) Lebenssituation

Persönliche Daten:

Name: Gertraud Klein

Alter: 53

Geschlecht: w

Familienstand: ledig / verheiratet / geschieden / verwitwet

Geburtsort: Gmunden

Wohnort: Gemeint ist der Ort, an dem die Person ihrer eigenen Definition nach lebt. Lebt die Person auf dem Land, in der Stadt? Wieviel EinwohnerInnen hat der Ort/die Stadt?

Rif/Hallein – d.h. „Land“ bzw. ev. „Vorstadt“, weil zunehmende zersiedelt

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): Wo wurde die Person geboren, wo lebt sie jetzt? Ist die Person migriert? Von wo nach wo? Warum? Bitte nachfragen!

ca. 70 Entfernung zw. Gmunden und Hallein, migriert von Gmunden/Altmünster nach Unken (Jobangebot) – Bischofshofen – Rif (Heirat)

Ort, an dem der Arbeitsplatz ist: Ist der Arbeitsplatz in einem anderen Ort als die Wohnung?

Salzburg

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): Muss die Person zum Arbeitsplatz pendeln? Wie weit? Wie viel Zeit braucht sie durchschnittlich täglich, um zum Arbeitsplatz bzw. wieder nach Hause zu kommen (Hin- und Rückweg). Mit welchem Verkehrsmittel? Muss sie am Arbeitsort vielleicht eine zusätzliche Unterkunft beziehen, da der Weg zum Wohnort zu weit ist? Wie weit? Wie lang dauert der Weg? Wie oft kann die Person heimfahren?

ca. 11 km: 40 min mit dem Rad oder 1,5 h einfach (3 h H+R) mit den Öffis, weil keine direkte Verbindung

Höchste abgeschlossene Bildung/Ausbildung: Schulabschluss? Lehrabschluss? Darüber hinausgehender beruflicher Abschluss? Universitätsabschluss?

dreijährige Fachschule für wirtschaftliche Frauenberufe

später Berufsreifeprüfung (berufsbegleitend), derzeit (in Bildungskarenz)

Abendgymnasium

zusätzlich auch Lehrgang für Didaktik und Methodik in der Erwachsenenbildung/St. Virgil

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: Wie viele Jahre hat die Person im formalen Bildungsprozess verbracht, also Schule, Fachhochschule, Uni etc.

11 Jahre Schule

Anzahl der Kinder: __1__, davon _____1_ Mädchen, __1__ Buben

Alter und Geschlecht der Kinder: 29 (w)

Was machen die Kinder: *Besuchen sie eine Schule? Arbeiten sie? Wenn ja, wo? Helfen sie im elterlichen Betrieb? Wie viel?*

freiberufliche Schauspielerin

Wohnsituation: *Wenn die Person zwei Wohnorte hat, weil sie am Arbeitsort eine Unterkunft hat, bitte beide Wohnungen erfragen.*

Wohnt in einem Haus / einer Wohnung / anderes

Quadratmeter: 78m²

Anzahl der Räume: 4 Zimmer plus VZ + Bad

Anzahl der Personen, die dort wohnen: 1

Beziehung der Personen zueinander: Ehepaar, Kinder, Eltern, FreundInnen, KollegInnen?

Kaltes Wasser in der Wohnung vorhanden: ja

Heißes Wasser in der Wohnung vorhanden: ja

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:

Anzahl der Badezimmer: 1

Anzahl der Toiletten: 1 (im Badezimmer)

Einkommen:

Individuelles Netto-Einkommen in lokaler Wahrung: *Das Einkommen der Person selbst im Durchschnitt der letzten drei Monate inklusive eventueller uberstundenentlohnungen etc. 1500 Euro*

Art der Bezahlung: Akkordlohn / Zeitlohn / Mischform – wie?
Angestelltegehalt

Andere Lohnbestandteile: *Gibt es irgendwelche Leistungen zum eigentlichen Lohn dazu? ZB. Finanzielle Unterstutzung fur schulpflichtige Kinder, Fahrtkostenbeihilfe etc.*

keine – (es gibt vom BR aus einen Unterstutzungsfonds fur Hartefalle)

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entsprache in sterreich: *nicht abfragen, rechnen wir um*

Das entsprache in Rumanien: *nicht abfragen, rechnen wir um*

Das entsprache in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Nachfragen, ob die Person die Hohle kennt bzw. ob sie uberhaupt wei, dass so etwas existiert. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.*

? Existenzminimum?

Nationale Armutsgrenze: *Nachfragen, ob die Person die Hohle kennt. Wenn ja, Betrage eintragen. Wenn nicht, recherchieren wir selbst.*

?

Familieneinkommen / Haushaltseinkommen in lokaler Wahrung: *Das Netto-Einkommen aller berufstatiger Personen in der Familie bzw. im Haushalt. Gibt es Transferleistungen, die zum Einkommen dazukommen, wie zB Kinderbeihilfe, Wohnbeihilfe etc...? Wie hoch sind die? Dazurechnen!*

s.o.

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation:

Wie würde die Person selbst ihre Lebenssituation beschreiben? Was ist daran für sie charakteristisch, wichtig? Was möchte sie selbst gern noch erzählen? Nachfragen, der Person ein wenig Zeit zum Überlegen lassen!

Im Augenblick traumhaft, weil ich in Bildungskarenz bin. Schätze mich derzeit sehr glücklich, in einem so gesicherten Netz zu leben, dass ich mir den Freiraum nehmen kann, aus dem Berufsleben für 1 Jahr auszusteigen, zur persönlichen Weiterbildung. In meinem Fall heißt das Abendschule und außerdem Seminare zu besuchen, wann und was ich will. Ich lebe 1 Jahr Freiheit. Finanziell abgesichert durch die AMS-Förderung, was reicht, da die Wohnung ausbezahlt ist und nur mehr die Betriebskosten anfallen.

B) Arbeitssituation

Arbeit:

Job:

Arbeitet seit (Alter): 20

Arbeitet im selben Unternehmen seit: *Oder arbeitet die Person selbständig? Auf welcher Basis? Für welche KundInnen bzw. Unternehmen? Bitte anführen.*

1997

Arbeitsverhältnisse vorher: *Wie viele Arbeitsverhältnisse hat die Person gehabt? Dazu auch selbständige Tätigkeiten, informelle Tätigkeiten, prekäre Tätigkeiten einrechnen. Gemeint sind nicht Anstellungen, sondern alles, womit sich die Person bisher ihren Lebensunterhalt verdient hat.*

3 Jahre in einem Rehab für geistig und mehrfach Behinderte (Arbeitsvorbereitung)

2 Jahre Lebenshilfe Bischofshofen (Institutionsleiterin)

6 Jahre Kinderbetreuung, Hausbau, Ehemannbetreuung, „Buntes Leben“

2-3 Jahre IG Kultur (Assistenz der GF)

2 Jahre arbeitslos

seit 97 Lebenshilfe

außerdem kurzfristige Versuche, z.B. bei Immobilienbüro, Steuerberater ...

in Arbeitslose auch geringfügige Beschäftigung bei Städtepartnerschaft Salzburg-León/Nicaragua

daneben ehrenamtlich bzw. kaum remuneriert Kinderschwimmkurse, Kindergruppen ein paar Jahre lang (als Kind klein war)

Unternehmen (kann ein Pseudonym sein): Lebenshilfe Salzburg

Sektor / Branche: Sozialarbeit

Produkte, Dienstleistungen des Unternehmens:

Bei den folgenden Punkten bitte nachfragen, ob die Person diese Dinge weiß. Wenn nicht, bitte recherchieren.

Betreuung von Menschen mit Behinderungen (Tagesstruktur, Werkstätten, Wohnhäuser, Ambulatorium, Frühförderung, Familienberatung)

Jahresumsatz: ?? (weiß vermutlich keiner)

Anzahl der ArbeitnehmerInnen: 430-450 bei Lebenshilfe Salzburg

Internationale Vernetzungen des Unternehmens: keine

Wichtigste KundInnen: KlientInnen – Menschen mit Behinderungen/deren

Familien – KundInnen in der „Industriearbeit“ wechseln je nach Auftrag

EigentümerInnen: Verein (Elternverein) mit GesmbH

Eigentümerstruktur (AG, GesmbH...):

Ist Weiterbildung möglich: Ja

es gibt ca. 1 Woche/Jahr für Weiterbildung (in der Dienstzeit). Darüber hinaus geht es auf Urlaubszeit.

Teilweise gab es verpflichtende Fortbildungen von der Lebenshilfe, jetzt nicht mehr. Die FB werden bezahlt, auf Ansuchen, wenn es berufsrelevant ist, wobei es keine bestimmten (bekannten) Richtlinien für die Entscheidung gibt. Die verfügbare Arbeitszeit kann aber für jede Art von Fortbildung verwendet werden. Es gibt auch einen Folder mit „internen“ Fortbildungsangeboten.

Wie: Wird Weiterbildung im Betrieb angeboten? Werden die ArbeitnehmerInnen unterstützt – finanziell, oder anders? Gibt es eine gezielte Planung der Weiterbildung vom Unternehmen aus? Welche Bildungsangebote gibt es bzw. werden gefördert? Im Job verwertbare oder auch solche, die dem Ausgleich, Kreativität etc. dienen?

Gibt es einen Arbeitsvertrag: Ja

Wie: schriftlich

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 38,5

Tatsächliche wöchentliche Arbeitszeit: 36,5 plus 2h (zu dokumentierende) Vorbereitungszeit

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? nein

Ruhezeit: Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?

Wie lang ist die Wochenendruhe? Wie sind Pausen während der Arbeitszeit geregelt?

Ruhezeit 16-8 Uhr, Wochenende: Fr 15-Mo 8 Uhr

Mittagspause 0,5 h, Vormittags 15 min lt. Vertrag

Opfer von Gewalt am Arbeitsplatz: Wurde die Person schon mal Opfer von Gewalt am Arbeitsplatz? Physischer oder psychischer, Mobbing? Von wem wurde die Gewalt ausgeübt? Wie konnte sie sich dagegen wehren und diesen Zustand beenden?

von Seiten von KlientInnen: Problem kein Schadenersatzanspruch, weil

„Berufsrisiko“. Ich habe einen Spitz in den Oberschenkel bekommen, der dann 3

Wochen massiv blau war, war im Krankenhaus zur Kontrolle, war aber sonst nichts.

Vorgehen: Vereinbarungen mit KollegInnen treffen – KollegInnen zu Hilfe rufen

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am

Arbeitsplatz etc.: Es geht um das subjektive Empfinden. Was empfindet die Person

als Problem, was würde sie gern verändern, verbessern? Was ist ihr größtes

Problem?

„katastrophal“ - wegen der Stagnation. Es gibt kaum Erfolgserlebnisse, keine positiven Rückmeldungen, auch nicht/kaum vom Arbeitgeber (den Institutionsleitern), auch die Qualität der Nachbesetzung ist schlecht: Hauptsache niedrige Einstufung.

Ausgleich sind v.a. einzelne KollegInnen, mit denen man gut reden kann.
Überforderung durch die Leitung – und die Vorgaben an Arbeitspensen (in den Werkstätten): die möglichen Pensens sind ja sehr stark von der Gruppe abhängig und davon, was jeder Einzelne beitragen kann.
oder es werden Maschinen gekauft, die nur die Betreuer benutzen können (die aber eigentlich für die Gruppe sorgen müssen, auch Pflegedienste leisten).

Narrative Beschreibung des beruflichen Werdegangs: *Welche Bildung, Ausbildung, Weiterbildung hat die Person genossen? Ganz am Anfang anfangen – Kindergarten, Volksschule?*

Volksschule und Hauptschule in Altmünster (Kindergarten nur kurz)
3jährige Fachschule in Bad Ischl
nach Salzburg zur Ausbildung als Krankenschwester, die aber bald abgebrochen wurde (Jobangebot in Unken)
2002 Berufsreifeprüfung (in Anstellung bei Lebenshilfe)

Arbeitsrechte:

Gewerkschaftsmitglied: Ja (war Betriebsrätin)

Welche Gewerkschaft: GPA

Kurze Beschreibung der Gewerkschaft: *Welche Branchen sind in der Gewerkschaft organisiert?*

Mitglied in größerem Verband: *Gibt es einen nationalen Dachverband, in dem alle / mehrere Gewerkschaften zusammengeschlossen sind? Gibt es mehrere solche Dachverbände und in welchem ist die Gewerkschaft? Ist dieser Dachverband wiederum Mitglied eines größeren Dachverbands, zB der ETUC? ÖGB – Ich hoffe (Mitglied bei internationalen Verbänden?)*

Mitglied der ITUC:

Betriebsrat im Unternehmen: Ja

Sind Gewerkschaften legal: Ja

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Wenn ja, welche? Durch wen werden sie ausgeübt?*
nein

Narrative Beschreibung der gewerkschaftlichen Situation:

„Unser Betriebsrat ist eine Frechheit. Die Leute gehören weg!“
Eine Betriebsrätin schrieb nach einem persönlichen Gespräch auf dem Weg von der Arbeit einen Brief an die Abteilungsleiterin mit persönlichen Details (familiäre Belastungen) und begründete damit das Ersuchen um eine Einzelsupervision. Das führte zu einem Quasi-Kündigungsschreiben der Vorgesetzten. Von den anderen BR-Mitgliedern bekam sie keine Unterstützung. Bei der AK bekam sie sehr kundige Mobbing-Beratung. BR ist eine gute Einrichtung, aber es gibt nur eine Liste und daher keine Wahl.

Soziale Absicherung:

Krankenversicherung: Ja

Wie: *Was deckt die Krankenversicherung ab? Wie kommt man in den Genuss der Versicherung? Ist sie privat oder staatlich? Besteht Versicherungspflicht, Pflichtversicherung oder ist die Versicherung „freiwillig“?*

Krankenstand: Ja

Wie: *Werden die Bezüge während des Krankenstands weiter bezahlt? In welcher Höhe? Wie lange? bis zu 6 Wochen, dann von Kassa*

Kündigungsschutz während Krankenstand: Nein

Betriebsärztin/arzt vorhanden: Ja -

Was ist ihre/seine Position im Betrieb? *Werden die Interessen der ArbeitnehmerInnen vertreten oder ist die/der Betriebsärztin/arzt ein Instrument der Geschäftsführung?*

sollte sein, seit Jahren aber nicht mehr präsent

Zugang zu unabhängiger medizinischer Versorgung: Ja

Hat die Person Zugang zu medizinischer Versorgung? Muss sie die Versorgung selbst bezahlen oder ist sie durch eine Versicherung abgedeckt? Bis zu welchem Grad – ist nur Notfallversorgung abgedeckt oder auch weiterreichende medizinische Versorgung?

Unfallversicherung: Ja

Wie: *Was ist durch die Unfallversicherung abgedeckt? Arbeitsunfälle?*

Kündigungsschutz während Schwangerschaft: Ja

Wie:

Elternkarenz möglich: Ja – im gesetzlichen Rahmen

Wie: *Wie lange ist Elternkarenz möglich? Wie hoch ist das Karenzgeld? Besteht für Männer und Frauen die Möglichkeit der Elternkarenz? Wie lange jeweils?*

Pflegekarenz möglich: Ja

Wie: *Wer hat das Recht auf Pflegekarenz, abhängig vom Verwandtschaftsverhältnis zur/zum Kranken? Wie lange? Bei welchen Bezügen?*

für Personen, die im „gemeinsamen Haushalt“ leben, sonst in Übereinstimmung mit dem DG – keine Bezüge

Pensionsversicherung: Ja

How: *Wie hoch ist die Pension im Vergleich zum Arbeitseinkommen? Welche Voraussetzungen müssen erfüllt sein, um Anspruch auf Pension zu haben?*

Altersgrenze, ...

Rechtsschutz: Ja - privat bzw. über Gewerkschaft

Wie:

Juristische Vertretung vorhanden: Ja / Nein

Wie: *Besteht eine Interessensvertretung wie zb die AK, an die sich ArbeitnehmerInnen bei arbeitsrechtlichen Problemen wenden können?*

Urlaubsanspruch: Ja

Wie: *Wie lange ist der jährliche gesetzliche Urlaubsanspruch? 25 bzw. inzwischen schon 27 Tage/Jahr (in den alten Verträgen gibt es auch noch 3 W. Sonderurlaub nach 5 Jahren)*

Kann der Urlaub auch tatsächlich in Anspruch genommen werden? ja

Werden die Bezüge während des Urlaubs weiter bezahlt oder ist der Urlaub unbezahlt? ja

Besteht zusätzlich zum bezahlten Urlaub die Möglichkeit auf unbezahlten Urlaub? ja

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation?

vermutlich null

Sprachbarriere verhindert in unserem Bereich eigentlich die Konkurrenz durch billigere ausländische Betreuer.

Es gibt kaum KollegInnen mit Migrationshintergrund.

Burkina Faso

Electrical Engineer



A) Lebenssituation

Persönliche Daten:

Name: Ahmed POUGRAOUA (Vorname und Name)

Alter: 25 Jahre

Geschlecht: männlich

Familienstand: verheiratet

Geburtsort: Ouagadougou (Hauptstadt des Landes)

Wohnort: Pissy, Bezirk 17 (Stadtviertel in Ouagadougou). Ouagadougou hat 1,7 Millionen Einwohner.

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): -

Ort, an dem der Arbeitsplatz ist: Pissy, Bezirk 17 in Ouagadougou.

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 5Km. 20 Minuten Hinweg, mit einem Moped. Rückfahrt erst am Ende der Arbeit am Abend.

Höchste abgeschlossene Bildung/Ausbildung: CAP Elektrizität. (technische Schule, Niveau Gymnasium).

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 6Jahre in der Grundschule, 4 Jahre in der Hauptschule, 3 Jahre in der technischen Schule.

Anzahl der Kinder: 1 Bube

Alter und Geschlecht der Kinder: 3 Jahre.

Was machen die Kinder: Das Kind ist zu Hause mit der Mutter oder mit den Großeltern.

Wohnsituation:

Wohnt in: Mietwohnung.

Quadratmeter: zweimal 3x5 m² für die Wohnung und 300m² für den Hof.

Anzahl der Räume: 2 Zimmer

Anzahl der Personen, die dort wohnen: 3 in der Wohnung von Ahmed und 8 andere Leute im Hof (es gibt 6 Mietwohnungen im Hof).

Beziehung der Personen zueinander: Ahmed, dessen Frau und Kind in der Wohnung. Keine Verwandtschaft mit den anderen, die im Hof leben.

Kaltes Wasser in der Wohnung vorhanden: nein

Heißes Wasser in der Wohnung vorhanden: nein

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser: es gibt einen Wasserhahn im Hof, aber nur kaltes Wasser.

Anzahl der Badezimmer: kein

Anzahl der Toiletten: 4 Toiletten im Hof.

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: zwischen 50 000 und 400 000F CFA (zwischen 76 und 609 Euro), je nach den Leistungen.

Überstundenentlohnungen etc: keine

Art der Bezahlung: Akkordlohn, nach jeder Leistung bezahlt.

Andere Lohnbestandteile: keine

Individuelles Einkommen in Euro: nicht abfragen, rechnen wir um

Das entspräche in Österreich: nicht abfragen, rechnen wir um

Das entspräche in Rumänien: nicht abfragen, rechnen wir um

Das entspräche in Bulgarien: nicht abfragen, rechnen wir um

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*
Nationale Armutsgrenze: *1US Dollar pro Tag. (aber Ahmed weiß das nicht).*
Familieneinkommen / Haushaltseinkommen in lokaler Währung: *Die Frau von Ahmed bekommt 30 000 F CFA (45 Euro) monatlich als Lohn, da sie in einer Privatgrundschule unterrichtet.*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation: *das Leben ist schwierig: das Einkommen ist nicht garantiert. Ahmed muss Geld haben um einige Leistungen machen zu können. Er ist aber optimistisch: er hat vor, ein Prachtgut zu gründen.*

B) Arbeitssituation

Arbeit:

Job: *Elektrotechniker.*

Arbeitet seit (Alter): *arbeitet so seit 9 Jahren (als er 16 Jahre alt war).*

Arbeitet im selben Unternehmen seit: *eigenes Unternehmen.*

Arbeitsverhältnisse vorher: *Elektrizität und Reparaturen ab und zu.*

Unternehmen (kann ein Pseudonym sein): *SEDIFE*

Sektor / Branche: *Informeller Sektor.*

Produkte, Dienstleistungen des Unternehmens: *Elektrizitätsausrüsten, Reparatur von Elektrogeräten, Klimaanlage, Telefon,...*

Jahresumsatz: -

Anzahl der ArbeitnehmerInnen: *2 jungen Leute arbeiten mit Ahmed.*

Wichtigste KundInnen: *NGOs, Projekte, einzelne Kunden.*

EigentümerInnen:

Eigentümerstruktur:

Ist Weiterbildung möglich: *Ja*

Gibt es einen Arbeitsvertrag: *nein*

Wie beschaffen:

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: *35 Stunden.*

Tatsächliche wöchentliche Arbeitszeit: *von Montag bis Sonntag, von 7Uhr 30 bis 21 Uhr.*

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? *Nein*

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?: 10 Stunden.*

Wie lang ist die Wochenendruhe?: -

Wie sind Pausen während der Arbeitszeit geregelt?: *Keine feste Pause, nur für das Mittagessen und wenn man braucht in die Stadt zu fahren um etwas zu kaufen.*

Opfer von Gewalt am Arbeitsplatz: *keine Gewalt. Manchmal braucht Ahmed auszuschelten oder dem Lohn eines Angestellten etwas abzunehmen, das einem Schaden entspricht. Wer einen Fehler gemacht hat, kann auch als Strafe den Lohn nicht zur rechten Zeit bekommen.*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre: plaudern, Witze, gemeinsames Mittagsessen (Ahmed und die 2 Mitarbeiter). Freunde in der Umgebung. Der Betrieb liegt auf einer Straße. Keine besondere Sorge !*

Narrative Beschreibung des beruflichen Werdegangs: *Lehre in der technischen Schule, dann erste Leistungen in der Stadt als Elektrotechniker und Reparatur.*

Arbeitsrechte:

Gewerkschaftsmitglied: *nein*

Welche Gewerkschaft:

Kurze Beschreibung der Gewerkschaft:

Mitglied in größerem Verband:

Mitglied der ITUC: *nein*

Betriebsrat im Unternehmen: *nein*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal*

Narrative Beschreibung der gewerkschaftlichen Situation:

Viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung.

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Wenn man sehr krank ist, dann muss man mit der Arbeit aufhören.*

Wie: *Man bekommt kein Geld, wenn man nicht arbeitet. Kann vorkommen, dass man Hilfe (etwas Geld) von einem Freunde, oder einem Verwandten bekommt.*

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: *nein*

Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um seine Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es.*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft:

Wie:

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: *persönliche Initiative.*

Pensionsversicherung: *Ja,*

Wie: *Ahmed gibt der Staatskasse (Caisse Nationale de Sécurité Sociale)*

Arbeitnehmerbeiträge für seine spätere Pension. Er muss mindestens 20 Jahre lang

Beiträge leisten, um eine volle Pension zu bekommen. Die Pension bekommt man jeden dritten Monat. Als Unternehmer bestimmt Ahmed die Höhe der Beiträge in einem gesetzlichen Rahmen (Minimum –Maximum).

Rechtsschutz: Wie: *nein*

juristische Vertretung vorhanden: *nein*

Wie:

Urlaubsanspruch: *nein*

Wie:

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen, Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Durch internationale Vernetzung kann man Zugang zu weiterausbilden haben, kann man Arbeitsmaterial bekommen, kann man Zusammenarbeit und gemeinsame Projekte entwickeln. Das ist auch Anlass zum Ideen-und Wissensaustausch. Dadurch kann der Süden die neusten Technologien bekommen.

Bi-/Motorcycle Mechanic



A) Lebenssituation

Persönliche Daten:

Name: Boureima TAONSA (Vorname und Name)

Alter: 19 Jahre

Geschlecht: männlich

Familienstand: ledig

Geburtsort: Kui, ein Dorf, im Zentrum des Landes (40 km von Ouagadougou).

Wohnort: Tanghin, Bezirk 23 (Stadtviertel in Ouagadougou). Ouagadougou hat 1,7 Millionen Einwohner.

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): 40 km. Der Vater von Boureima ist von Kui nach Ouagadougou migriert, weil er eine Arbeit dort gefunden hat. So lebt die Familie jetzt in Ouagadougou.

Ort, an dem der Arbeitsplatz ist: Tanghin, Bezirk 23, unter einem Mangobaum, neben einer großen Straße.

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 200m. 5 Minuten Hinweg mit einem Fahrrad, 15 Minuten zu Fuß.

Höchste abgeschlossene Bildung/Ausbildung: CE1. (3. Jahr der Grundschule).

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 3 Jahre Mechaniklehre .

Anzahl der Kinder: 00

Alter und Geschlecht der Kinder:

Was machen die Kinder:

Wohnsituation:

Wohnt in: Elternhaus.

Quadratmeter: Der Hof hat 300 m²

Anzahl der Räume: ein Haus mit 3 Zimmern, 2 Häuser mit 2 Zimmern, = 7 Zimmer.

Anzahl der Personen, die dort wohnen: 09

Beziehung der Personen zueinander: der Vater mit dessen 2 Frauen. Die ältere Frau hat 2 Kinder und die jüngere 2. Boureima. Ein Junge von Kui (Heimatsdorf von Boureima) lebt in der Familie. Die Mutter von Bourereima ist schon lange verstorben.

Kaltes Wasser in der Wohnung vorhanden: nein

Heißes Wasser in der Wohnung vorhanden: nein

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser: es gibt einen Brunnen und einen Wasserhahn im Hof (nur kaltes Wasser).

Anzahl der Badezimmer: kein

Anzahl der Toiletten: eine Toilette im Hof.

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: zwischen 1 000 und 4000 F CFA pro Tag, das heißt zwischen 24 000 und 96 000 F CFA monatlich (zwischen 36 und 146 Euro).

Überstundenentlohnungen etc: keine

Art der Bezahlung: Akkordlohn, bezahlt nach jeder Leistung.

Andere Lohnbestandteile: keine

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*
Das entspräche in Österreich: *nicht abfragen, rechnen wir um*
Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*
Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*
Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*
Nationale Armutsgrenze: *1US Dollar pro Tag. (Boureima weiß das nicht).*
Familieneinkommen / Haushaltseinkommen in lokaler Währung: *keine Ahnung.*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*
Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*
Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*
Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes
Narrative Beschreibung der Lebenssituation: *Harmonie in der Familie, aber es ist etwas schwierig, weil der Vater mit einer Pension lebt. Boureima macht sich Sorgen um seine Arbeit (manchmal gibt es nicht viele Kunden).*

B) Arbeitssituation
Arbeit:

Job: *Fahr-und Motorradmechaniker.*

Arbeitet seit (Alter): *arbeitet so seit 3 Jahren (Anfang als er 16 Jahre alt war).*

Arbeitet im selben Unternehmen seit: *eigenes Unternehmen.*

Arbeitsverhältnisse vorher: *Arbeit auf dem Feld während der Regenzeit, Mechaniklehre in Tanghin, dann in Hamdalaye (Bezirk 10). Mechanik neben der Polizeiwache von Tampouy (Bezirk 22), dann neben Silmande Hotel (Bezirk 24).*

Unternehmen (kann ein Pseudonym sein): *kein spezifischer Name für den Betrieb.*

Sektor / Branche: *Informeller Sektor.*

Produkte, Dienstleistungen des Unternehmens: *Reparatur von: Fahrrad und Motorrad.*

Jahresumsatz: *-*

Anzahl der ArbeitnehmerInnen: *Boureima ist allein.*

Wichtigste KundInnen: *Einwohner von Tanghin und Leute die auf der großen Straße fahren.*

EigentümerInnen: *Boureima selbst.*

Eigentümerstruktur:

Ist Weiterbildung möglich: *Ja. Boureima möchte Sonderkurse (Abendkurs) machen.*

Gibt es einen Arbeitsvertrag: *nein*

Wie beschaffen:

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: *35 Stunden pro Woche (aber Boureima weiß das nicht).*

Tatsächliche wöchentliche Arbeitszeit: *von Montag bis Samstag, von 6 oder 7 bis 17 oder 18 Uhr.*

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? *Nein*

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?: 11 Stunden.*

Wie lang ist die Wochenendruhe?: *Sonntag.*

Wie sind Pausen während der Arbeitszeit geregelt?: *Keine feste Pause, nur für das Mittagessen und wenn Boureima braucht in die Stadt zu fahren um etwas zu kaufen, oder wenn er etwas zu Hause holen will.*

Opfer von Gewalt am Arbeitsplatz: *keine Gewalt.*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre: Plaudern und Witze mit Feldarbeitern, jungen Leuten, die eine Kneipe leiten und Fruchtverkäuferinnen in der Nähe. (er kennt viele Nachbarn))Der Mangobaum steht neben einer großen Straße. Sorgen, wenn er einen schlechten Bestandteil für einen Kunden kauft und dem Lieferer nicht zurückgeben kann.*

Narrative Beschreibung des beruflichen Werdegangs: *Lehre der Mechanik, 3 Jahre lang.*

Arbeitsrechte:

Gewerkschaftsmitglied: *nein*

Welche Gewerkschaft:

Kurze Beschreibung der Gewerkschaft:

Mitglied in größerem Verband:

Mitglied der ITUC: *nein*

Betriebsrat im Unternehmen: *nein*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal*

Narrative Beschreibung der gewerkschaftlichen Situation:

Viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung. (Das weiß Bourreima nicht).

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Wenn Boureima sehr krank ist, dann muss er mit der Arbeit aufhören.*

Wie: *kein Geld, wenn er nicht arbeitet. Kann vorkommen, dass er Hilfe (etwas Geld) von einem Freunde, oder einem Verwandten bekommt.*

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: *nein*

Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um seine Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es.*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft:

Wie:

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: *persönliche Initiative.*

Pensionsversicherung: *nein*

Wie:

Rechtsschutz: **Wie:** *nein*

juristische Vertretung vorhanden: *nein*

Wie:

Urlaubsanspruch: *nein*

Wie:

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen, Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Keine Ahnung

Secondary-school teacher



A) Lebenssituation

Persönliche Daten:

Name: Pierre T. OUEDROAGO (Vorname und Name)

Alter: 43 Jahre

Geschlecht: männlich

Familienstand: verheiratet

Geburtsort: Ziniaré (im Zentrum des Landes)

Wohnort: Tanghin, Bezirk 23 (Stadtviertel in Ouagadougou). Ouagadougou hat 1,7 Millionen Einwohner.

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): 35 Km.

Ort, an dem der Arbeitsplatz ist: Zogona, (Bezirk 13 in Ouagadougou).

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 5Km. 30 Minuten
Hinweg, mit einem Auto.

Höchste abgeschlossene Bildung/Ausbildung: Master.

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 6Jahre in der Grundschule, 7 Jahre im Gymnasium, 5 Jahre an der Uni, 3 Jahre in der technischen Hochschule.

Anzahl der Kinder: 3 Kinder

Alter und Geschlecht der Kinder:

Die Zwillinge (Mädchen) sind 9 Jahre alt.

Der Bube ist 4 Jahre alt.

Was machen die Kinder:

Die Zwillinge besuchen die Grundschule.

Der Bube besucht den Kindergarten.

Wohnsituation:

Wohnt in: eigenem Haus

Quadratmeter: der Hof hat 300m² und die beiden Häuser machen 250m².

Anzahl der Räume: das größte Haus hat 5 Zimmer und das kleine 2 Zimmer = 7 Zimmer.

Anzahl der Personen, die dort wohnen: 5 Personen im größten Haus und 2 im kleinen = 7 Personen.

Beziehung der Personen zueinander: Pierre, dessen Frau und 3 Kinder im größten Haus. Mutter und Nichte von Pierre im Kleinen.

Kaltes Wasser in der Wohnung vorhanden: Ja

Heißes Wasser in der Wohnung vorhanden: Ja (Pierre hat ein Heißwassergerät gekauft)

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:

Anzahl der Badezimmer: 2 im großen Haus und eins im Hof.

Anzahl der Toiletten: 2 im großen Haus und eine im Hof.

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: 200 000 F CFA (304 Euro).

Überstundenentlohnungen etc: keine

Art der Bezahlung: monatlicher Lohn.

Andere Lohnbestandteile: keine

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*
Das entspräche in Österreich: *nicht abfragen, rechnen wir um*
Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*
Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*
Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*
Nationale Armutsgrenze: *1US Dollar pro Tag.*
Familieneinkommen / Haushaltseinkommen in lokaler Währung: *300 000 F CFA (457 Euro) mit dem Lohn der Frau. Manchmal hat Pierre kleine Leistungen, die etwas Geld (50 000F CFA – 100 000F CFA zwischen 76 und 150 Euro) bringen.*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*
Das entspräche in Österreich: *nicht abfragen, rechnen wir um*
Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*
Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*
Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes
Narrative Beschreibung der Lebenssituation: *das Leben ist relativ schwierig: alles in der Stadt ist zu kaufen. Aber es ist nicht so schlimm: Pierre gehört zum mittleren Stand der Arbeiter.*
B) Arbeitssituation
Arbeit:

Job: *Gymnasiumlehrer (unterrichtet Elektronik).*
Arbeitet seit (Alter): *arbeitet seit 18 Jahren (als er 25 Jahre alt war).*
Arbeitet im selben Unternehmen seit: *2 Jahren.*
Arbeitsverhältnisse vorher: *Lehrer in einem Ausbildungszentrum; Leiter des Ausbildungszentrums.*
Unternehmen (kann ein Pseudonym sein): *LTO (Lycée Technique de Ouagadougou).*
Sektor / Branche: *technische Unterrichten.*
Produkte, Dienstleistungen des Unternehmens: *Elektronikunterrichten.*
Jahresumsatz: -
Anzahl der ArbeitnehmerInnen: *160 Lehrer im Gymnasium und Hilfspersonal (Nachtwächter, Fahrer, Putzfrau).*
Wichtigste KundInnen: *Schülereltern.*
EigentümerInnen: *Staat.*
Eigentümerstruktur: *staatliche Verwaltung: Schulleiter vertritt den Staat.*
Ist Weiterbildung möglich: *Ja*

Gibt es einen Arbeitsvertrag: *Ja*
Wie beschaffen: *Ein Ministerialerlass, das Pierre als Lehrer bestätigt.*
Wöchentliche Arbeitszeit laut Vertrag / Gesetz: *18 Stunden.*
Tatsächliche wöchentliche Arbeitszeit: *12 Stunden.*
Werden Überstunden / Mehrarbeitszeiten extra abgegolten? *Nein*
Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?: Der Gymnasiumlehrer hat zwischen 2 und 6 Stunden Unterrichtung, wenn er zur Schule gehen muss. Aber nach dem Unterrichten, muss er Kopien korrigieren, und Vorlesungen vorbereiten.*

Wie lang ist die Wochenendruhe?: *Samstag und Sonntag normalerweise.*
Wie sind Pausen während der Arbeitszeit geregelt?: *Pause um 10 Uhr im allgemeinen. Dann Mittagspause von 12 bis 15 Uhr.*

Opfer von Gewalt am Arbeitsplatz: *keine Gewalt.*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre: Plaudern, Witze unter Kollegen (die meisten Lehrer sind frühere Schüler von Pierre). . Lehrmaterial vorhanden. Viele Schüler/Innen in den Klassen (40 -60 !). Manchmal muss man die faulen Schüler/Innen ausschelten.*

Narrative Beschreibung des beruflichen Werdegangs: *Lehre in technischen Schulen und Privatgymnasien, dann Leistungen im Ausbildungszentrum als Elektrotechniklehrer, dann Fortbildung in Österreich, dann Leiter des Zentrums, und jetzt Lehrer in LTO.*

Arbeitsrechte:

Gewerkschaftsmitglied: *nein*

Welche Gewerkschaft:

Kurze Beschreibung der Gewerkschaft:

Mitglied in größerem Verband:

Mitglied der ITUC: *nein*

Betriebsrat im Unternehmen: *nein*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal: der Leiter der Schule kann Führer und Mitglieder einer Gewerkschaft psychisch quälen: provozierende Reden, willkürlicher Arbeitseinsatz. Wer streikt bekommt seinen Lohn zerfetzt ist auch die Regel.*

Narrative Beschreibung der gewerkschaftlichen Situation:

Es gibt viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung.

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Ja*

Wie: *Der Arzt oder Krankenpfleger darf eine Ruhezeit (3 bis 7 Tage) vorschreiben. Keine Änderung mit dem Lohn. Normalerweise bekommt jeder Stattdarbeiter eine Minderung seiner Rechnung im Spital (leider wenige Leute wissen das).*

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: *nein*

Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um seine Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es.*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft:

Wie:

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: der Stattarbeiter darf um 3 bis 7 Tage bitten, um sich um Vater, Mutter, Gatte/in, Kinder zu kümmern. Der Lohn wird nicht deswegen zerfetzt.

Pensionsversicherung: Ja,

Wie: Pierre gibt der Staatskasse für Stattarbeiter (CARFO) Arbeitnehmerbeiträge für seine spätere Pension (8% des Lohns). Er muss mindestens 15 Jahre lang Beiträge leisten, um eine volle Pension zu bekommen. Die Pension bekommt man jeden dritten Monat.

juristische Vertretung vorhanden: nein

Wie:

Urlaubsanspruch: Ja

Wie: 2 Ferienperioden während des Schuljahres (2mal 2 Wochen im Dezember und April) und die großen Ferien (2 Monate Juli und August).

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen, Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Durch internationale Vernetzung kann man Zugang zu Fortbildung (im Ausland) haben, kann man Arbeitsmaterial bekommen, kann man Zusammenarbeit und gemeinsame Projekte entwickeln. Das ist auch Anlass zum Ideen- und Wissensaustausch. Dadurch kann der Süden die neusten Technologien bekommen.

Welder

A) Lebenssituation

Persönliche Daten:

Name: Soumaïla GANSORE (Vorname und Name)

Alter: 22 Jahre

Geschlecht: männlich

Familienstand: ledig

Geburtsort: Tanghin, Bezirk 23 in Ouagadougou (Hauptstadt des Landes)

Wohnort: Tanghin, Bezirk 23 (Stadtviertel in Ouagadougou). Ouagadougou hat 1,7 Millionen Einwohner.

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): wohnt im Elternhaus in Tanghin.

Ort, an dem der Arbeitsplatz ist: Tanghin, Bezirk 23.

Distanz zwischen Wohnort und Arbeitsplatz (in km und Zeit): 500m. 20 Minuten Hinweg, zu Fuß, 5 Minuten mit einem Fahrrad. Rückfahrt erst am Ende der Arbeit am Abend.

Höchste abgeschlossene Bildung/Ausbildung: CE2 (4. Jahr der Grundschule),

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 3 Jahre Lehre mit einem ersten Meister, dann 2 Jahre Lehre mit dem jetzigen Meister.

Anzahl der Kinder: 00

Alter und Geschlecht der Kinder:

Was machen die Kinder:

Wohnsituation:

Wohnt in: Elternhaus.

Quadratmeter: Der Hof hat 300 m²

Anzahl der Räume: ein Haus mit 3 Zimmern, ein Haus mit 2 Zimmern und ein Haus mit einer Reihe von 3 Zimmern, also 8 Zimmer.

Anzahl der Personen, die dort wohnen: 13

Beziehung der Personen zueinander: der Vater und dessen 2 Frauen (die Mutter von Soumaïla lebt nicht mehr im Hof); 4 Halbbrüder von Soumaïla, 3 Halbschwester von Soumaïla, ein Neffe von Soumaïla, ein Mann, der mit dem Vater von Soumaïla arbeitet.

Kaltes Wasser in der Wohnung vorhanden: nein

Heißes Wasser in der Wohnung vorhanden: nein

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser: Es gibt einen alten Brunnen und einen Wasserhahn im Hof (nur kaltes Wasser).

Anzahl der Badezimmer: kein

Anzahl der Toiletten: eine Toilette im Hof.

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: 15 000 F CFA (22 Euro).

Überstundenentlohnungen etc: keine

Art der Bezahlung: Akkordlohn, vom Meister bezahlt.

Andere Lohnbestandteile: keine

Individuelles Einkommen in Euro: nicht abfragen, rechnen wir um

Das entspräche in Österreich: nicht abfragen, rechnen wir um

Das entspräche in Rumänien: nicht abfragen, rechnen wir um

Das entspräche in Bulgarien: nicht abfragen, rechnen wir um



Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*
Nationale Armutsgrenze: *1US Dollar pro Tag. (Soumaïla kennt das nicht).*
Familieneinkommen / Haushaltseinkommen in lokaler Wahrung: *75 000 F CFA (114 Euro). Einkommen des Vater, der Halbbruder und von Soumaïla.*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entsprache in sterreich: *nicht abfragen, rechnen wir um*

Das entsprache in Rumanien: *nicht abfragen, rechnen wir um*

Das entsprache in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation: *Harmonie im Hof. Soumaïla fuhlt sich wohl im Vergleich zu seinen Kameraden (Er kann sich das leisten, was sich die andern leisten: Kleidung, Schuhe, Fahrrad, Essen, Entspannung).*

B) Arbeitssituation

Arbeit:

Job: *Loter*

Arbeitet seit (Alter): *arbeitet so seit 10 Jahren (Anfang als er 12 Jahre alt war).*

Arbeitet im selben Unternehmen seit: *arbeitet mit einem Meister.*

Arbeitsverhaltnisse vorher: *Lehre und Mitarbeiten mit einem ersten Meister, dann mit dem jetzigen.*

Unternehmen (kann ein Pseudonym sein): *kein spezifischer Name fur den Betrieb.*

Sektor / Branche: *Informeller Sektor.*

Produkte, Dienstleistungen des Unternehmens: *Tur- und Fensterloten, Schlosserarbeit, Glaserhandwerk.*

Jahresumsatz: -

Anzahl der ArbeitnehmerInnen: *Soumaïla hat 3 Kollegen.*

Wichtigste KundInnen: *Einwohner von Tanghin.*

EigentumerInnen: *der Meister*

Eigentumerstruktur: *der Meister ist der einzige Eigentumer.*

Ist Weiterbildung moglich: *Ja. Soumaïla mochte Sonderkurse (Abendkurs) machen.*

Gibt es einen Arbeitsvertrag: *nein*

Wie beschaffen:

Wochentliche Arbeitszeit laut Vertrag / Gesetz: *35 Stunden pro Woche (aber Soumaïla wei das nicht).*

Tatsachliche wochentliche Arbeitszeit: *von Montag bis Samstag, von 7 bis 18 Uhr. Manchmal auch am Sonntag, wenn jemand eine Leistung will.*

Werden uberstunden / Mehrarbeitszeiten extra abgegolten? *Nein*

Ruhezeit: *Wie lang ist die tagliche Ruhezeit von einem Arbeitstag zum nachsten?: 11 Stunden.*

Wie lang ist die Wochenendruhe?: *Sonntag.*

Wie sind Pausen während der Arbeitszeit geregelt?: *Keine feste Pause, nur für das Mittagessen und wenn man braucht in die Stadt zu fahren um etwas zu kaufen, oder wenn man etwas zu Hause holen will.*

Opfer von Gewalt am Arbeitsplatz: *keine Gewalt. Manchmal gibt es kleine Streitereien zwischen den jüngeren Kollegen von Soumaïla. Manchmal muss der Meister ausschelten. .*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre: plaudern, Witze, Freunde in der Umgebung (sie kennen alle Nachbarn))Der Betrieb liegt auf einer Straße. Keine besondere Sorge !*

Narrative Beschreibung des beruflichen Werdegangs: *Lehre mit den beiden Meistern. .*

Arbeitsrechte:

Gewerkschaftsmitglied: *nein*

Welche Gewerkschaft:

Kurze Beschreibung der Gewerkschaft:

Mitglied in größerem Verband:

Mitglied der ITUC: *nein*

Betriebsrat im Unternehmen: *nein*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal*

Narrative Beschreibung der gewerkschaftlichen Situation:

Viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung. (Das weiß Soumaïla nicht).

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Wenn man sehr krank ist, dann muss man mit der Arbeit aufhören.*

Wie: *Man bekommt kein Geld, wenn man nicht arbeitet. Kann vorkommen, dass man Hilfe (etwas Geld) von einem Kollegen oder einem Freunde, oder einem Verwandten bekommt.*

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: *nein*

Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um seine Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es.*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft:

Wie:

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: *persönliche Initiative.*

Pensionsversicherung: *nein*

Wie:

Rechtsschutz: **Wie:** *nein*

juristische Vertretung vorhanden: *nein*

Wie:

Urlaubsanspruch: *nein*

Wie:

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen, Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Keine Ahnung

Carpenter

A) Lebenssituation

Persönliche Daten:

Name: *Albert BEBANE (Vorname und Name)*

Alter: *31 Jahre*

Geschlecht: *männlich*

Familienstand: *ledig*

Geburtsort: *Dapoya, Bezirk 12 in Ouagadougou (Hauptstadt des Landes)*

Wohnort: *Tanghin, Bezirk 23 (Stadtviertel in Ouagadougou). Ouagadougou hat 1,7 Millionen Einwohner.*

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): *4 Km. 30 Minuten mit einem Fahrrad (des Staudamms wegen).*

Ort, an dem der Arbeitsplatz ist: *Tanghin, Bezirk 23.*

Distanz zwischen Wohnort und Arbeitsplatz (in km und Zeit): *20m. der Arbeitsplatz ist unter Mangobäumen neben dem Wohnhaus.*

Höchste abgeschlossene Bildung/Ausbildung: *CE1 (3. Jahr der Grundschule),*

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: *2 Jahre Lehre der Automechanik, 2 Jahre Lehre der Tischlerei, 6 Monate Lehre der Mauererei.*

Anzahl der Kinder: *00*

Alter und Geschlecht der Kinder:

Was machen die Kinder:

Wohnsituation:

Wohnt in: *Großelternhaus.*

Quadratmeter: *Der Hof hat 300 m²*

Anzahl der Räume: *ein Haus mit 2 Zimmern, ein Haus mit 2 Zimmern und ein Haus mit einer Zimmer = 5 Zimmer.*

Anzahl der Personen, die dort wohnen: *02*

Beziehung der Personen zueinander: *Albert lebt mit dem Großvater.*

Kaltes Wasser in der Wohnung vorhanden: *nein*

Heißes Wasser in der Wohnung vorhanden: *nein*

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser: *Es gibt Brunnen um den Hof herum (das ist ein Tiefboden, wo Leute Gemüse anbauen). (nur kaltes Wasser).*

Anzahl der Badezimmer: *kein*

Anzahl der Toiletten: *eine Toilette im Hof.*

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: *zwischen 35 000 und 75 000F CFA (53 und 114 Euro), je nach Leistungen.*

Überstundenentlohnungen etc: *keine*

Art der Bezahlung: *Akkordlohn, bezahlt nach Leistung. Normalerweise bekommt Albert einen Vorschuss um das Material kaufen zu können.*

Andere Lohnbestandteile: *keine*

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*



Nationale Armutsgrenze: 1US Dollar pro Tag. (aber Albert weiß das nicht).
Familieneinkommen / Haushaltseinkommen in lokaler Währung: der Großvater arbeitet nicht, das einzige Einkommen kommt von Albert.

Familieneinkommen / Haushaltseinkommen in Euro: nicht abfragen, rechnen wir um

Das entspräche in Österreich: nicht abfragen, rechnen wir um

Das entspräche in Rumänien: nicht abfragen, rechnen wir um

Das entspräche in Bulgarien: nicht abfragen, rechnen wir um

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation: Albert ist Gott dankbar, weil er in Gesundheit lebt. Er ist ein guter Tischler, aber er braucht eine finanzielle Unterstützung um sich das nötige Arbeitsmaterial zu leisten. Er hätte gerne manche Jugendlichen mit sich genommen um ihnen die Tischlerei zu lehren aber er kann das nicht, weil das Arbeitsmaterial mangelhaft ist.

B) Arbeitssituation

Arbeit:

Job: Tischler

Arbeitet seit (Alter): arbeitet hier seit 3 Jahren, ansonsten macht er Tischlerei seit 10 Jahren (in Dapoya war er zuvor). (Also Anfang als er 21 Jahre alt war).

Arbeitet im selben Unternehmen seit: eigenes Unternehmen.

Arbeitsverhältnisse vorher: Automechanik 4 Jahre lang, Getreideverkäufer in Tenkodogo (im Osten des Landes, 200Km von Ouagadougou entfernt), Mauerei.

Unternehmen (kann ein Pseudonym sein): kein spezifischer Name für den Betrieb.

Sektor / Branche: Informeller Sektor.

Produkte, Dienstleistungen des Unternehmens: Möbel, Türe- und Fensterrahmen, Schlosserarbeit, Glaserhandwerk, Decken, Holztüren,

Jahresumsatz: -

Anzahl der ArbeitnehmerInnen: Albert hat 2 Jungen, die mit ihm arbeiten. In den Ferien kommen auch 3 Jungen, die Schüler sind (während des Schuljahres sind sie in der Schule).

Wichtigste KundInnen: Einwohner von Tanghin, ein reicher Kaufmann in Tanghin, eine Leiterin einer Volksbank (Caisse populaire).

EigentümerInnen:

Eigentümerstruktur:

Ist Weiterbildung möglich: nein.

Gibt es einen Arbeitsvertrag: nein

Wie beschaffen:

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: 35 Stunden pro Woche (aber Soumaïla weiß das nicht).

Tatsächliche wöchentliche Arbeitszeit: von Montag bis Samstag, von 6 bis 18 Uhr. Manchmal auch am Sonntag, wenn jemand eine Leistung will.

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? Nein

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?: 11 Stunden.*

Wie lang ist die Wochenendruhe?: *Sonntag.*

Wie sind Pausen während der Arbeitszeit geregelt?: *Keine feste Pause, nur für das Mittagessen und wenn man braucht in die Stadt zu fahren um etwas zu kaufen, oder wenn man etwas zu Hause holen will.*

Opfer von Gewalt am Arbeitsplatz: *keine Gewalt.*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre: plaudern, Witze, Freunde in der Umgebung (sie kennen alle Nachbarn.). Der Betrieb ist an einem Ort situiert, wo viele Einwohner des Bezirks (Tanghin) arbeiten. Keine besondere Sorge, wenn nicht viel Wasser den Betrieb umgibt (der Ort ist ein Tiefboden, wo Mangobäume stehen).*

Narrative Beschreibung des beruflichen Werdegangs: *Lehre der Automechanik mit einem Onkel und der Tischlerei mit einem Meister.*

Arbeitsrechte:

Gewerkschaftsmitglied: *nein*

Welche Gewerkschaft:

Kurze Beschreibung der Gewerkschaft:

Mitglied in größerem Verband:

Mitglied der ITUC: *nein*

Betriebsrat im Unternehmen: *nein*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal*

Narrative Beschreibung der gewerkschaftlichen Situation:

Viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung. (Das weiß Albert nicht).

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Wenn man sehr krank ist, dann muss man mit der Arbeit aufhören.*

Wie: *Man bekommt kein Geld, wenn man nicht arbeitet. Kann vorkommen, dass man Hilfe (etwas Geld) von einem Kollegen oder einem Freunde, oder einem Verwandten bekommt.*

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: *nein*

Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um seine Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es im Stadtviertel (Tanghin).*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft:

Wie:

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: *persönliche Initiative.*

Pensionsversicherung: *nein*

Wie:

Rechtsschutz: **Wie:** *nein*

juristische Vertretung vorhanden: *nein*

Wie:

Urlaubsanspruch: *nein*

Wie:

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität?

Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale

Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und

KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie

internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche

Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen,

Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Keine Ahnung

Iron haberdashery vendor



A) Lebenssituation

Persönliche Daten:

Name: Saïdou TAPSOBA (Vorname und Name)

Alter: 21 Jahre

Geschlecht: männlich

Familienstand: ledig

Geburtsort: Ziga, ein Dorf, im Zentrum des Landes (55 km von Ouagadougou).

Wohnort: Tanghin, Bezirk 23 (Stadtviertel in Ouagadougou). Ouagadougou hat 1,7 Millionen Einwohner.

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): 55 km. Saïdou ist von Ziga nach Ouagadougou migriert um eine Arbeit in der Stadt zu suchen.

Ort, an dem der Arbeitsplatz ist: Tanghin, Bezirk 23.

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 2km. 30 Minuten Hinweg mit einem Fahrrad, aber Saïdou fährt selten nach Hause: er wohnt in seinem Laden.

Höchste abgeschlossene Bildung/Ausbildung: keine Schule besucht. (Er hat als Bube bei einem Meister den Koran studiert).

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: keine Bildung (nur 3 Jahre bei dem Koranmeister).

Anzahl der Kinder: 00

Alter und Geschlecht der Kinder:

Was machen die Kinder:

Wohnsituation:

Wohnt in: Eisen-und Kurzwarenladen.

Quadratmeter: Der Hof (wo der Laden ist) hat 300 m²

Anzahl der Räume:

Anzahl der Personen, die dort wohnen:

Kaltes Wasser in der Wohnung vorhanden: nein

Heißes Wasser in der Wohnung vorhanden: nein

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser: Saïdou holt das Wasser bei einer Fontäne in der Nähe.

Anzahl der Badezimmer: kein

Anzahl der Toiletten: eine Toilette im Hof.

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: 150 000 F CFA (228 Euro). Überstundenentlohnungen etc: keine

Art der Bezahlung: das Einkommen gehört dem Onkel von Soumaïla (der Besitzer des Ladens): davon bekommt Saïdou etwas Geld (22 Euro monatlich) um leben zu können.

Andere Lohnbestandteile: keine

Individuelles Einkommen in Euro: nicht abfragen, rechnen wir um

Das entspräche in Österreich: nicht abfragen, rechnen wir um

Das entspräche in Rumänien: nicht abfragen, rechnen wir um

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*
Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*
Nationale Armutsgrenze: *1US Dollar pro Tag. (Saïdou kennt das nicht).*
Familieneinkommen / Haushaltseinkommen in lokaler Währung: *200 000 F CFA (304 Euro). Einkommen des Onkels, und von Saïdou.*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*
Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*
Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*
Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes
Narrative Beschreibung der Lebenssituation: *Harmonie in der Familie des Onkels. Saïdou fühlt sich wohl.*

B) Arbeitssituation
Arbeit:

Job: *Eisen-und Kurzwarenverkäufer.*
Arbeitet seit (Alter): *arbeitet so seit einem Jahr (Anfang als er 20 Jahre alt war).*
Arbeitet im selben Unternehmen seit: *arbeitet für seinen Onkel.*
Arbeitsverhältnisse vorher: *Tankwart, Gärtner, Arbeit auf dem Feld in Ziga.*
Unternehmen (kann ein Pseudonym sein): *kein spezifischer Name für den Betrieb.*
Sektor / Branche: *Informeller Sektor.*
Produkte, Dienstleistungen des Unternehmens: *Verkauf von Eisen-und Kurzwaren (Baumaterial, Strommaterial, Wasserleitung material...).*

Jahresumsatz: -
Anzahl der ArbeitnehmerInnen: *Saïdou ist allein.*
Wichtigste KundInnen: *Einwohner von Tanghin.*
EigentümerInnen: *der Onkel*
Eigentümerstruktur: *der Onkel ist der einzige Eigentümer.*

Ist Weiterbildung möglich: *Ja. Saïdou möchte Sonderkurse (Abendkurs) machen.*

Gibt es einen Arbeitsvertrag: *nein*
Wie beschaffen:
Wöchentliche Arbeitszeit laut Vertrag / Gesetz: *35 Stunden pro Woche (aber Saïdou weiß das nicht).*
Tatsächliche wöchentliche Arbeitszeit: *von Montag bis Sonntag, von 6 bis 22 Uhr.*
Werden Überstunden / Mehrarbeitszeiten extra abgegolten? *Nein*
Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?: 7 Stunden.*
Wie lang ist die Wochenendruhe?: *keine*
Wie sind Pausen während der Arbeitszeit geregelt?: *Keine feste Pause, nur für das Mittagessen und wenn man braucht in die Stadt zu fahren um etwas zu kaufen, oder wenn man etwas zu Hause holen will.*

Opfer von Gewalt am Arbeitsplatz: *keine Gewalt.*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre in der Familie des Onkels. Plaudern und Witze mit Freunde in der Umgebung des Ladens(er kennt viele Nachbarn))Der Betrieb liegt auf einer Straße. Keine besondere Sorge !*

Narrative Beschreibung des beruflichen Werdegangs: *keine echte Lehre: der Onkel sagt den Preis jeder Ware und Saïdou weiß wie er mit den Kunden diskutiert um jede Ware zu einem guten Preis verkauft.*

Arbeitsrechte:

Gewerkschaftsmitglied: *nein*

Welche Gewerkschaft:

Kurze Beschreibung der Gewerkschaft:

Mitglied in größerem Verband:

Mitglied der ITUC: *nein*

Betriebsrat im Unternehmen: *nein*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal*

Narrative Beschreibung der gewerkschaftlichen Situation:

Viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung. (Das weiß Saïdou nicht).

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Wenn man sehr krank ist, dann muss man mit der Arbeit aufhören.*

Wie: *Man bekommt kein Geld, wenn man nicht arbeitet. Kann vorkommen, dass man Hilfe (etwas Geld) von einem Kollegen oder einem Freunde, oder einem Verwandten bekommt.*

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: *nein*

Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um seine Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es.*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft:

Wie:

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: *persönliche Initiative.*

Pensionsversicherung: *nein*

Wie:

Rechtsschutz: Wie: *nein*

juristische Vertretung vorhanden: *nein*

Wie:

Urlaubsanspruch: *nein*

Wie:

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen, Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Keine Ahnung

Primary-school teacher

A) Lebenssituation

Persönliche Daten:

Name: Catherine SAWADOGO (Vorname und Name) (Frau von Pierre).

Alter: 33 Jahre

Geschlecht: Frau

Familienstand: verheiratet

Geburtsort: Abidjan (in der Elfenbeinküste, 1200Km von Burkina entfernt).

Wohnort: Tanghin, Bezirk 23 (Stadtviertel in Ouagadougou). Ouagadougou hat 1,7 Millionen Einwohner.

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): 1200 Km.

Ort, an dem der Arbeitsplatz ist: Tanghin, (Bezirk 23 in Ouagadougou).

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): 100m. 10 Minuten
Hinweg zu Fuß, 2 Minuten mit dem Moped .

Höchste abgeschlossene Bildung/Ausbildung: CAP (Diplom der
Grundschullehrer).

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: 6Jahre in der Grundschule,
7 Jahre im Gymnasium, 2 Jahre in der Ausbildungsschule.

Anzahl der Kinder: 3 Kinder

Alter und Geschlecht der Kinder:

Die Zwillinge (Mädchen) sind 9 Jahre alt.

Der Bube ist 4 Jahre alt.

Was machen die Kinder:

Die Zwillinge besuchen die Grundschule.

Der Bube besucht den Kindergarten.

Wohnsituation:

Wohnt in: eigenem Haus

Quadratmeter: der Hof hat 300m² und die beiden Häuser machen 250m².

Anzahl der Räume: das größte Haus hat 5 Zimmer und das kleine 2 Zimmer = 7
Zimmer.

Anzahl der Personen, die dort wohnen: 5 Personen im größten Haus und 2 im
kleinen = 7 Personen.

Beziehung der Personen zueinander: Lebt mit Pierre, dem Mann und den 3
Kindern im größten Haus. Mutter und Nichte von Pierre leben im kleinen Haus.

Kaltes Wasser in der Wohnung vorhanden: Ja

Heißes Wasser in der Wohnung vorhanden: Ja (der Mann hat ein
Heißwassergerät gekauft)

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser:

Anzahl der Badezimmer: 2 im großen Haus und eins im Hof.

Anzahl der Toiletten: 2 im großen Haus und eine im Hof.

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: 100 000 F CFA (152 Euro).

Überstundenentlohnungen etc: keine

Art der Bezahlung: monatlicher Lohn.

Andere Lohnbestandteile: *keine*

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*

Nationale Armutsgrenze: *1US Dollar pro Tag. (aber Catherin weiß das nicht).*

Familieneinkommen / Haushaltseinkommen in lokaler Währung: *300 000 F CFA (457 Euro) mit dem Lohn des Mannes. Manchmal hat der Mann kleine Leistungen, die etwas Geld (50 000F CFA – 100 000F CFA zwischen 76 und 150 Euro) bringen.*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation: *das Leben ist schwierig: alles in der Stadt ist zu kaufen. Sie muss dem Mann helfen sich um Kinder und Verwandte zu kümmern. Aber es ist nicht so schlimm: sie macht Fortschritte in der Arbeit: sie ist gerade Schulberaterin geworden (durch Auswahlprüfung).*

B) Arbeitssituation

Arbeit:

Job: *Grundschullehrerin.*

Arbeitet seit (Alter): *arbeitet seit 11 Jahren (als er 22 Jahre alt war).*

Arbeitet im selben Unternehmen seit: *2 Jahren.*

Arbeitsverhältnisse vorher: *Grundschullehrerin in Nagreongo (50Km von Ouagadougou entfernt), in Tampouy (Bezirk 21 in Ouagadougou).*

Unternehmen (kann ein Pseudonym sein): *Ecole Tanghin Barrage (Grundschule von Tanghin am Staudamm).*

Sektor / Branche: *Unterrichten.*

Produkte, Dienstleistungen des Unternehmens: *Betreuung von Schüler/Innen der Grundschule.*

Jahresumsatz: *-*

Anzahl der ArbeitnehmerInnen: *8 Lehrer/Innen in der Schule.*

Wichtigste KundInnen: *Schülereltern.*

EigentümerInnen: *Staat.*

Eigentümerstruktur: *staatliche Verwaltung: Schulleiterinn vertritt den Staat.*

Ist Weiterbildung möglich: *Ja*

Gibt es einen Arbeitsvertrag: *Ja*

Wie beschaffen: *Ein Ministerialerlass, das Catherine als Lehrerin bestätigt.*

Wöchentliche Arbeitszeit laut Vertrag / Gesetz: *27,5 Stunden. (von 7Uhr 30 bis 12 und von 15Uhr bis 17, Donnerstag und Sonntag ausgenommen).*

Tatsächliche wöchentliche Arbeitszeit: *27,5 Stunden.*

Werden Überstunden / Mehrarbeitszeiten extra abgegolten? *Nein*

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?: Der Grundschullehrer hat 5Uhr ½ Stunden Unterrichtung, wenn er zur Schule gehen muss. Aber nach dem Unterrichten, muss er Kopien korrigieren, und Vorlesungen vorbereiten.*

Wie lang ist die Wochenendruhe?: Samstag und Sonntag normalerweise.

Wie sind Pausen während der Arbeitszeit geregelt?: Pause um 10 Uhr im allgemeinen. Dann Mittagspause von 12 bis 15 Uhr.

Opfer von Gewalt am Arbeitsplatz: *Psychische Gewalt manchmal: der Schulleiter kann Lehrer willkürlich auswählen für eine Aus/Fortbildung, kann einen Lehrer willkürlich einsetzen...*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre: Plaudern, Witze unter Kollegen. Die Schullehrerin ist nicht kompliziert. Lehrmaterial vorhanden. Viele Schüler/Innen in den Klassen (100 -120 !). Manchmal muss man die faulen Schüler/Innen ausschelten. Ruhe in der Umgebung. Manche Schüler verlassen die Schule und versuchen Geld zu gewinnen auf dem nahe liegenden Viehmarkt.*

Narrative Beschreibung des beruflichen Werdegangs: *2 Jahre in der Ausbildungsschule mit dem CAEP-Diplom am Ende, dann CAP-Diplom, dann erste Erfahrung als Lehrerin in Nagreongo.*

Arbeitsrechte:

Gewerkschaftsmitglied: *Ja*

Welche Gewerkschaft: *SYNATEB*

Kurze Beschreibung der Gewerkschaft: *SYNATEB ist die wichtigste Gewerkschaft der Grundschullehrer/innen in Burkina Faso. Sie wird nicht (so denkt Catherine) von dem Staat beeinflusst.*

Mitglied in größerem Verband: *Ja, Mitglied von CGTB.*

Mitglied der ITUC: *weiß nicht*

Betriebsrat im Unternehmen: *Alle Lehrer/innen sind Mitglieder des Schulrats. Der Schulleiter ist der Leiter.*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal: der Leiter der Schule kann Führer und Mitglieder einer Gewerkschaft psychisch quälen: provozierende Reden, willkürlicher Arbeitseinsatz. Wer streikt bekommt seinen Lohn zerfetzt ist auch die Regel.*

Narrative Beschreibung der gewerkschaftlichen Situation:

Es gibt viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung.

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Ja*

Wie: *Der Arzt oder Krankenpfleger darf eine Ruhezeit (3 bis 7 Tage) vorschreiben. Keine Änderung mit dem Lohn. Normalerweise bekommt jeder Stattdarbeiter eine Minderung seiner Rechnung im Spital (leider wenige Leute wissen das). Wenn der*

Arbeiter lange stoppen muss (mehr als eine Woche), muss der Gesundheitsrat, (das im Ministerium sitzt), es entscheiden. Nach 3 Monaten wird der Lohn zerfetzt, wenn der Arbeiter die Arbeit nicht wieder begonnen hat.

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: nein
Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um seine Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es.*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft: *Ja*

Wie: *Arbeiterinnen stoppen ein Monat vor Geburt des Babys und fangen wieder an mit der Arbeit ein Monat nach Geburt des Babys (insgesamt 3 Monate in Anspruch). Sie bekommt ihren Lohn immer vom Staat. Der Mann bekommt 3 Tage Geburtsferien.*

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: *der Stattarbeiter darf um 3 bis 7 Tage bitten, um sich um Vater, Mutter, Gatte/In, Kinder zu kümmern. Der Lohn wird nicht deswegen zerfetzt.*

Pensionsversicherung: *Ja,*

Wie: *Catherine gibt der Staatskasse für Stattarbeiter (CARFO) Arbeitnehmerbeiträge für ihre spätere Pension (8% des Lohns). Sie muss mindestens 15 Jahre lang Beiträge leisten, um eine volle Pension zu bekommen. Die Pension bekommt man jeden dritten Monat.*

juristische Vertretung vorhanden: *nein*

Wie:

Urlaubsanspruch: *Ja*

Wie: *2 Ferienperioden während des Schuljahres (2mal 2 Wochen im Dezember und April) und die großen Ferien (2 Monate Juli und August).*

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen, Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Durch internationale Vernetzung kann man Hilfe haben: Arbeitsmaterial, Bau von Schulen, finanzielle Unterstützung der armen Schüler/Innen, Essen für die Schüler/Innen, Beitrag zur Schulung der Kinder. Man kann auch Zusammenarbeit und gemeinsame Projekte entwickeln. Das ist auch Anlass zum Ideen-und Wissensaustausch.

Catherine wünscht eine direkte Kooperation (direkt vom Norden zur bestimmten Schule im Süden). Sie wünscht auch einen Dialog zwischen Partnern um zusammen die Projekte zu identifizieren.

Vulcanizer



A) Lebenssituation

Persönliche Daten:

Name: *Salif YANOOGO*

Alter: *35 Jahre*

Geschlecht: *männlich*

Familienstand: *verheiratet*

Geburtsort: *Ouagadougou (Hauptstadt des Landes)*

Wohnort: *Tanghin, Bezirk 23 (Stadtviertel in Ouagadougou)*

Distanz zwischen Wohnort und Geburtsort (in km und Zeit): *wohnt im Elternhaus in Tanghin.*

Ort, an dem der Arbeitsplatz ist: *Dapoya, Bezirk 12 in Ouagadougou*

Distanz zwischen Wohnort und Arbeitsort (in km und Zeit): *8Km. 40 Minuten Hinweg, mit einem Motorrad. Rückfahrt erst am Ende der Arbeit am Abend.*

Höchste abgeschlossene Bildung/Ausbildung: *keine Schule besucht, nur Sonderkurs (Abendkurs, das heißt 4 Stunden jeden Tag während einem Jahr)*

Anzahl der Jahre im Bildungs-/Ausbildungsprozess: *10 Jahre Lehre mit dem älteren Bruder auf dem Arbeitsplatz.*

Anzahl der Kinder: *3, davon 2 Mädchen, 1 Bube*

Alter und Geschlecht der Kinder: *Mädchen: 11 und 6. Bube: 4*

Was machen die Kinder: *Das Mädchen mit 11 besucht die Grundschule. Die anderen sind zu Hause mit der Mutter.*

Wohnsituation:

Wohnt in: *Elternhaus.*

Quadratmeter: *Der Hof hat 300 m²*

Anzahl der Räume: *ein Haus mit 2 Zimmern und ein Haus mit einer Reihe von 3 Zimmern, also 5 Zimmer.*

Anzahl der Personen, die dort wohnen: *10*

Beziehung der Personen zueinander: *Salif und dessen Frau und dessen 3 Kinder, 2 jungen Brüder, einer der Brüder hat eine Frau und 2 Kinder (die Eltern sind nicht mehr dort).*

Kaltes Wasser in der Wohnung vorhanden: *nein*

Heißes Wasser in der Wohnung vorhanden: *nein*

Wenn nein: Wo ist Zugang zu kaltem / heißem Wasser: *Das Wasser wird bei einer Fontäne in der Nähe geholt.*

Anzahl der Badezimmer: *kein*

Anzahl der Toiletten: *eine Toilette im Hof.*

Einkommen:

Individuelles Netto-Einkommen in lokaler Währung: *15 000 F CFA (22 Euro).*

Überstundenentlohnungen etc: *keine*

Art der Bezahlung: *Akkordlohn, nach jeder Leistung bezahlt.*

Andere Lohnbestandteile: *keine*

Individuelles Einkommen in Euro: *nicht abfragen, rechnen wir um*

Das entspräche in Österreich: *nicht abfragen, rechnen wir um*

Das entspräche in Rumänien: *nicht abfragen, rechnen wir um*

Das entspräche in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes: *Mindestlohn in Burkina ist 30 000 FCA (45 Euro)*
Nationale Armutsgrenze: *1US Dollar pro Tag. (Salif kennt das nicht).*
Familieneinkommen / Haushaltseinkommen in lokaler Wahrung: *30 000 F CFA (45 Euro) mit Einkommen der beiden jungeren Bruder.*

Familieneinkommen / Haushaltseinkommen in Euro: *nicht abfragen, rechnen wir um*

Das entsprache in sterreich: *nicht abfragen, rechnen wir um*

Das entsprache in Rumanien: *nicht abfragen, rechnen wir um*

Das entsprache in Bulgarien: *nicht abfragen, rechnen wir um*

Das entspricht _____ % eines existenzsichernden Lohnes und _____ % eines gesetzlichen Mindestlohnes

Narrative Beschreibung der Lebenssituation: *Relative Ruhe im Hof (manche Bruder haben den Hof verlassen, weil sie keine Konflikte wollen). Sorgen in der Regenzeit, weil der Hof auf einem Tiefboden situiert ist. Manchmal Konflikte zwischen den beiden Frauen im Hof. Sorgen wenn die Frau von Salif schwanger ist weil er Medizin bezahlen muss (an die 100 000F CFA (150 Euro)).*

B) Arbeitssituation

Arbeit:

Job: *Vulkanisierer*

Arbeitet seit (Alter): *arbeitet so seit 6 Jahren (als er 29 Jahre alt war).*

Arbeitet im selben Unternehmen seit: *eigenes Unternehmen seit 6 Jahren*

Arbeitsverhaltnisse vorher: *Lehre und Mitarbeiten mit einem alteren Bruder bis Dieser verstorben ist.*

Unternehmen (kann ein Pseudonym sein): *kein spezifischer Name fur den Betrieb.*

Sektor / Branche: *Informeller Sektor.*

Produkte, Dienstleistungen des Unternehmens: *Vulkanisieren, Batteriewiederaufladen, Reifenverkauf.*

Jahresumsatz: -

Anzahl der ArbeitnehmerInnen: *2 jungen Leute arbeiten mit Salif (einer ist der jungere Bruder von Salif).*

Wichtigste KundInnen: *Autobesitzer, Motorraderbesitzer, Fahrraderbesitzer, Karrenbesitzer*

EigentumerInnen:

Eigentumerstruktur:

Ist Weiterbildung moglich: *nein*

Gibt es einen Arbeitsvertrag: *nein*

Wie beschaffen:

Wochentliche Arbeitszeit laut Vertrag / Gesetz:

Tatsachliche wochentliche Arbeitszeit: *von Montag bis Samstag, von 7 bis 18 Uhr.*

Werden uberstunden / Mehrarbeitszeiten extra abgegolten? *Nein*

Ruhezeit: *Wie lang ist die tägliche Ruhezeit von einem Arbeitstag zum nächsten?: 11 Stunden.*

Wie lang ist die Wochenendruhe?: *Sonntag.*

Wie sind Pausen während der Arbeitszeit geregelt?: *Keine feste Pause, nur für das Mittagessen und wenn man braucht in die Stadt zu fahren um etwas zu kaufen.*

Opfer von Gewalt am Arbeitsplatz: *keine Gewalt. Manchmal braucht Salif auszuschetten.*

Narrative Beschreibung von Arbeitsumfeld und –situation, Atmosphäre am Arbeitsplatz etc.: *Gute Atmosphäre: plaudern, Witze, Freunde in der Umgebung (ein Kioskleiter, ein Tankwart, eine Callcenterleiterin, ...)Der Betrieb liegt auf einer Straße. Keine besondere Sorge !*

Narrative Beschreibung des beruflichen Werdegangs: *Lehre mit dem älteren Bruder auf dem Arbeitsplatz.*

Arbeitsrechte:

Gewerkschaftsmitglied: *nein*

Welche Gewerkschaft:

Kurze Beschreibung der Gewerkschaft:

Mitglied in größerem Verband:

Mitglied der ITUC: *nein*

Betriebsrat im Unternehmen: *nein*

Sind Gewerkschaften legal: *Ja*

Haben Gewerkschaftsmitglieder Diskriminierungen oder Repressionen zu befürchten? *Ja, manchmal*

Narrative Beschreibung der gewerkschaftlichen Situation:

Viele Gewerkschaften in Burkina, je nach der Arbeitskategorie. Manche Gewerkschaften sind zusammengeschlossen. Gewerkschaften haben eine internationale Verbindung. (Das weiß Sali nicht).

Soziale Absicherung:

Krankenversicherung: *nein*

Wie:

Krankenstand: *Wenn man sehr krank ist, dann muss man mit der Arbeit aufhören.*

Wie: *Man bekommt kein Geld, wenn man nicht arbeitet. Kann vorkommen, dass man Hilfe (etwas Geld) von einem Kollegen oder einem Freunde, oder einem Verwandten bekommt.*

Kündigungsschutz während Krankenstand: Betriebsärztin/arzt vorhanden: *nein*

Was ist ihre/seine Position im Betrieb?

Zugang zu unabhängiger medizinischer Versorgung: *Jeder muss um sein Gesundheit kümmern und dafür selbst bezahlen. Krankenhäuser und Kliniken gibt es.*

Unfallversicherung: *nein*

Wie:

Kündigungsschutz während Schwangerschaft:

Wie:

Elternkarenz möglich: *Ja*

Wie: *Das ist eine persönliche Initiative.*

Pflegekarenz möglich: *Ja*

Wie: *persönliche Initiative.*

Pensionsversicherung: *nein*

Wie:

Rechtsschutz: **Wie:** *nein*

juristische Vertretung vorhanden: *nein*

Wie:

Urlaubsanspruch: *nein*

Wie:

Narrative Beschreibung: Internationale Vernetzung? Internationale Solidarität? Möglichkeiten für internationale Kooperation? Wie sehen Sie internationale Zusammenarbeit von ArbeitnehmerInnen/Gewerkschaften und KonsumentInnen? Was bedeutet internationale Solidarität für Sie? Meinen Sie internationale Zusammenarbeit kann ihrer Arbeitssituation helfen? Welche Möglichkeiten für internationale Zusammenarbeit von ArbeitnehmerInnen, Gewerkschaften, KonsumentInnen und anderen sehen Sie?

Keine Ahnung

Bulgaria

Furniture (1)



A) Living situation

Personal questions:

Name: Albena Savova

Age: 33

Sex: female

Marital status: single

Birthplace: Sofia

Current living place: city of Elin Pelin, about 7 000 inhabitants

Distance between living place and birth place (in km and time): Albena was born in Sofia, but now live in Elin Pelin, which is about 25 km away – around 30 min by car/bus

Place where he/she goes for work (Workplace): village Petkovo

Distance between living place and workplace (in km and time): 3 km – 10 min by her own car, because she prefers this – there is transport from the factory, that goes through the towns and gathers workers

Highest grade of completed education: master degree in engineering – Mechanical wood technology – University of Forestry, Sofia (4 years)

Number of years in the educational process: 16 – 4 for higher education, 12 for secondary (of which 8 primary)

Number of children: no

Age and sex of the children: -

What are the children doing: -

Living situation:

Lives in a house

Square meters: 60

Number of rooms: 3

Number of persons, who live there: 2

Relationship between the persons: Albena and her father

Cold water in the flat?: yes

Hot water in the flat?: yes

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 800

Type of income: salary

Other parts of income: only overtimes from the regular work, but they vary.

Individual income in Euro: not to be asked, will be converted by editing team

That would be in Austria: not to be asked, will be converted by editing team

That would be in Romania: not to be asked, will be converted by editing team

That would be in Bulgaria: not to be asked, will be converted by editing team

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: does not know

National poverty line: does not know

Net family income / Net household income in local currency: 1000

Net family income / Net household income in Euro: not to be asked, will be converted by editing team

That would mean in Austria: not to be asked, will be converted by editing team

That would mean in Romania: not to be asked, will be converted by editing team

That would mean in Bulgaria: not to be asked, will be converted by editing team

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

The life is hard - insufficient funds for a normal life. The work environment is very tense and responsible for money that she receives. Typical for her is that she wants to do her obligations the best way she can. Albenka likes to spend her free time with friends and if there is possibility – sightseeing around the country

B) Working situation

Work: *Albenka is technologist – develops the production technology for the goods they produce, monitors the production process, compliance with the standards, trains the staff, reports refusals, makes casts for pressing, etc. She likes her job a lot, but there are factors, that do not let her relax and concentrate only on it. Working situation becomes very nervous when the production materials are not delivered on time, which leads to decreasing of wages, because they are paid on the basis of the produced goods, and that lasts for years – and for her (as manager of these people) is not pleasant job to reduce their wages, because somebody else did not do his job on time. And because Albenka is all the time among these people, she is the person that accumulates the negative reaction from workers, which leads to tense working situation.*

Job:

Works since (age): 23 years old

Works in this company he/she is currently employed with since: 10 years

Jobs before the current: none

Company (can be an Alias if necessary): “NIKROM WENIYR” SPLL (Sole proprietor limited liability company)

Sector of production / service: wood processing, production of furniture

Products/Services of the company: chairs from curved glued laminated wood

Yearly turnover: 500 000 chairs per year

Number of workers and number of plants in the country: 120 in the factory

International linkages of the company: Europe – Sweden. The materials for production are purchased in Bulgaria and Sweden

Important customers of the company: IKEA is the main client – chairs are sent to different shops of IKEA in many countries

Owners of the company: Mr. Perianov

Where is the owner / are the owners from: city of Triavna, Bulgaria

Structure of ownership (company registered on stock market, company with limited liability...): SPLL

Is further education possible?: Yes / No

How: yes, depends on the employer – in case workers need more training or education – he organizes such one

Is there a work contract on paper with one copy in the possession of the worker: Yes / No

How: permanent labour contract according to Bulgarian law

Weekly working time according to the contract and to the law: 40

Real weekly working time: 40

Is overtime paid extra? How? Yes – 1,5 of regular hour wage in working days; 1,75 in weekends; 2,0 in official holidays

Weekly working hours regarding contract / regarding law: 5 days a week, 8 hours a day

Weekly working hours regarding in fact: 5 days a week, 8 hours a day – in case of overtime she works extra hours

Recreation time: How long is the daily recreation time from the end of one working day to the beginning of the other? – 16 hours; How long is the weekend recreation time? Depends of the extra time, but usually all the weekend is free; How are breaks dealt with during the working hours? – 30 minutes break during work.

Violence at the work place: none, beside the negative reaction from workers for reduced wages, but she does not consider that as violence

Narrative description of the working situation and -environment, atmosphere at the working place etc.: There are things to be improved considering working conditions and planning of on time deliveries of materials so the working process goes smoothly

Rights at work:

Trade union member: Yes / No

Which trade union: CL „Podkrepa“

Short description of the trade union: *defends the rights of the workers. 70 people out of all factory are members of the trade union – section wood processing and furniture industry from Federation of Light Industry of CL “Podkrepa”. There is no other trade union*

Is the union part of a federation or confederation or any bigger institution?: *member of ETUC*

Member of ITUC: *Boriana does not know*

Works council in the company: Yes / No

What does it do: -

Are trade unions legal or illegal? Yes / No

Do trade union members have to fear discrimination or repression? *no*

Narrative description of trade union situation: *Albena describes the situation as normal – she is head of the section of CL “Podkrepa” in the factory and the trade union work takes a lot of her private time and creates problems with the management of the company, but makes her happy with the work done. She protects people from firing, fights for better working conditions, payment and normal working atmosphere, which is hard. The social dialogue with the executive manager nearly does not exist.*

Social security / insurances:

Health insurance: Yes / No

How: *according to labour law – covers minimal things, does not think that is enough.*

Sick leave: Yes / No

How: *sick leave, that is paid by law – you present paper from doctor and first day is paid by employer, the rest – from the state*

Protected against layoff while on sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? -

Access to independent medical care: Yes / No

Insurance for accidents: Yes / No

How: *insurance from the employer, but she does not know what exactly is covered*

Protected against layoff while on sick leave during pregnancy: Yes / No

How: *according to the labour code there is special protection against layoff for pregnant and mothers with kids under the age of 3, and women that have pregnancy leave. These women can be fired only if the enterprise is liquidated*

Parental leave possible?: Yes / No

How: *according to labour code – it is for period of 2 years, during the first the mother receives some % of the wage – she does not know how big, and the second year she receives the minimum wage*

Nursing leave: Yes / No

How: *for members of the family – if he/she is ill, or has to go for medical help*

Pension insurance: Yes / No

How: *monthly taxes – she knows only that you have to work period of years and collect certain quantity of points that allow to receive pension.*

Insurance in law matters (regarding labour rights): Yes / No

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How: *lawyers from the trade union.*

Holiday entitlement: Yes / No

How: *20 days by law + 2 from collective bargaining agreement. It is paid. If someone has used his paid holiday he/she is allowed to use not paid one*

Narrative description: *International cooperation between workers / unions and consumers is very useful. Practices used elsewhere, can help in many decision-making. International solidarity is how you look at your colleagues in the world, to support them, to be empathetic with their problems, to help as much as possible.*

Furniture (2)

A) Living situation

Personal questions:

Name: *Boriana Georgieva*

Age: *48*

Sex: *female*

Marital status: *widow*

Birthplace: *city of Elin Pelin*

Current living place: *city of Elin Pelin, about 7 000 inhabitants*

Distance between living place and birth place (in km and time): *0*

Place where he/she goes for work (Workplace): *village Petkovo*

Distance between living place and workplace (in km and time): *3 km – 10 minutes with the bus provided by the factory*

Highest grade of completed education: *secondary vocational education – with specialization cook; Vocational school for Catering, Sofia*

Number of years in the educational process: *11 – 8 primary education, 3 secondary*

Number of children: *2, one girl, one boy*

Age and sex of the children: *girl is 27 years old, boy is 23 years old*

What are the children doing: *the girl is in pregnancy leave; the boy is working and helps in the house work*



Living situation:

Lives *in an apartment*

Square meters: *74*

Number of rooms: *4*

Number of persons, who live there: *2*

Relationship between the persons: *Boriana and her son*

Cold water in the flat?: *yes*

Hot water in the flat?: *yes*

Number of bathrooms in the flat: *1*

Number of toilets in the flat: *1*

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *500*

Type of income: *salary*

Other parts of income: *overtimes from the regular work, if there is any*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means ___% of a living wage (that means decent wage of which worker and family can live a decent life) and ___% of the legal minimum wage: *does not know*

National poverty line: *does not know*

Net family income / Net household income in local currency: *800*

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to ___% of a living wage and ___% of the legal minimum wage

Narrative description of the living situation:

Insufficient funds for a normal life.

B) Working situation

Work: *Boriana is head of shift – responsible for the glue, takes in and takes out the produced goods, delivers the materials to processing places – it is more hack work, than the work she has to do.*

Job:

Works since (age): 19 years old

Works in this company he/she is currently employed with since: 11 years

Jobs before the current: sales consultant of clothes, machine operator for confectionary

Company (can be an Alias if necessary): "NIKROM WENIYR" SPLLC (Sole proprietor limited liability company)

Sector of production / service: wood processing, production of furniture

Products/Services of the company: chairs from curved glued laminated wood

Yearly turnover: 500 000 chairs per year

Number of workers and number of plants in the country: 120 in the factory

International linkages of the company: Europe – Sweden. The materials for production are purchased in Bulgaria and Sweden

Important customers of the company: IKEA is the main client – chairs are sent to different shops of IKEA in many countries

Owners of the company: Mr. Perianov

Where is the owner / are the owners from: city of Triavna, Bulgaria

Structure of ownership (company registered on stock market, company with limited liability...): SPLLC

Is further education possible?: Yes / No

How: only if the employer decides so; but I would like to receive more education and develop myself

Is there a work contract on paper with one copy in the possession of the worker: Yes / No

How: personal working contract for permanent job

Weekly working time according to the contract and to the law: 40

Real weekly working time: 44 – due to extra hours – average 16 per month – 4 per week

Is overtime paid extra? How? Yes – 1,5 of regular hour wage in working days; 1,75 in weekends; 2,0 in official holidays – it is in accordance with Labour code

Weekly working hours regarding contract / regarding law: 5 days a week, 8 hours a day

Weekly working hours regarding in fact: 5 days a week, 8 hours a day + 4 hours of overtime

Recreation time: How long is the daily recreation time from the end of one working day to the beginning of the other? – 16 hours; How long is the weekend recreation time? The weekend is free of work, but sometimes she works 8 hours on Saturdays which is and is paid as overtime; How are breaks dealt with during the working hours? – 30 minutes break during work.

Violence at the work place: none

Narrative description of the working situation and -environment, atmosphere at the working place etc.: tense working atmosphere – delays with materials supply, inadequate lightning, poor aspiration, very noisy

Rights at work:

Trade union member: Yes / No

Which trade union: CL „Podkrepa“

Short description of the trade union: defends the rights of the workers. 70 people are members of the trade union. There is no other trade union

Is the union part of a federation or confederation or any bigger institution?: member of ETUC

Member of ITUC: Boriana does not know

Works council in the company: Yes / No

What does it do: -

Are trade unions legal or illegal? Yes / No

Do trade union members have to fear discrimination or repression? no

Narrative description of trade union situation: With obstacles, nerves and permanent hints from the manager that there is no money to improve conditions. Since the establishment of the trade union section Boriana is Secretary and protects the rights and interests of workers. This caused a lot of extra effort and nerves.

Social security / insurances:

Health insurance: Yes / No

How: according to labour code – compulsory health insurance

Sick leave: Yes / No

How: sick leave, that is paid by law

Protected against layoff while on sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? -

Access to independent medical care: Yes / No

Insurance for accidents: Yes / No

How: *insurance from the employer, but she does not know what exactly is covered*

Protected against layoff while on sick leave during pregnancy: Yes / No

How: *according to the labour code*

Parental leave possible?: Yes / No

How: *according to labour code – it is for period of 2 years, she does not know how big is the salary during that period*

Nursing leave: Yes / No

How: *for members of the family (mother, father, wife, husband, kids, grandparents) – 10 days are paid as the holiday – full salary*

Pension insurance: Yes / No

How: *monthly taxes – you are entitled to pension if you cover requirements stated in the labour code.*

Insurance in law matters (regarding labour rights): Yes / No

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How: *lawyers from the trade union.*

Holiday entitlement: Yes / No

How: *20 days by law + 2 from collective bargaining agreement. It is paid – full salary. If someone has used his paid holiday he/she is allowed to use not paid one*

Narrative description: *International cooperation must become part of the working process. That will lead to better training and work. The experience of others will be useful for her for better trade union activity. International solidarity is empathy.*

Garment



A) Living situation

Personal questions:

Name: *Maria Peycheva*

Age: *28*

Sex: *female*

Marital status: *single*

Birthplace: *village Hadzhdimovo*

Current living place: *village Hadzhdimovo*

Distance between living place and birth place (in km and time): *0*

Place where he/she goes for work (Workplace): *city of Gotze Delchev*

Distance between living place and workplace (in km and time): *15 km – 10 minutes by car; there is bus provided by the factory*

Highest grade of completed education: *secondary education – general;*

Number of years in the educational process: *11 – 8 primary education, 3 secondary*

Number of children: *-*

Age and sex of the children: *-*

What are the children doing: *-*

Living situation:

Lives *in a house*

Square meters: *120*

Number of rooms: *4*

Number of persons, who live there: *5*

Relationship between the persons: *her parents, her brother and her grandmother*

Cold water in the flat?: *yes*

Hot water in the flat?: *yes*

Number of bathrooms in the flat: *1*

Number of toilets in the flat: *1*

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *450*

Type of income: *salary*

Other parts of income: *none*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means *??* % of a living wage (that means decent wage of which worker and family can live a decent life) and *??* % of the legal minimum wage: *does not know*

National poverty line: *does not know*

Net family income / Net household income in local currency: *1500*

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

Insufficient funds for a normal life.

B) Working situation

Work: *Maria says she barely makes it from one month to the other – she got loans that are hard to be paid. Sometimes money is not enough for food and clothes. She is looking for a second job to have additional incomes.*

Job:

Works since (age): *20 years old*

Works in this company he/she is currently employed with since: *4 years and 3 months*

Jobs before the current: *contoller (monitor) of the quality of the production in clothes company "Sprint"*

Company (can be an Alias if necessary): *"Pirintex production" SPLLC (Sole proprietor limited liability company)*

Sector of production / service: *textile - clothes*

Products/Services of the company: *male suits*

Yearly turnover: *100 000 male suits*

Number of workers and number of plants in the country: *2160; in total there are 3 factories in Bulgaria – the others are in Ruse and Silistra – the total workers in 3 factories are 2460*

International linkages of the company: *Bulgaria, Germany, France, Italy – countries where the production is sold; materials are from Germany*

Important customers of the company: *Hugo Boss, Strelsson, JOOP, ECCE, etc.*

Owners of the company: *Bertram Rollman*

Where is the owner / are the owners from: *Germany*

Structure of ownership (company registered on stock market, company with limited liability...): *SPLLC*

Is further education possible?: Yes / No

How: *improving the skills and foreign language courses – they are provided and paid by the company*

Is there a work contract on paper with one copy in the possession of the worker: Yes / No

How: *personal working contract for permanent job*

Weekly working time according to the contract and to the law: *40*

Real weekly working time: *over 40 – due to extra hours – but they are paid and there is no violation of the contract*

Is overtime paid extra? How? *Yes – 1,5 of regular hour wage in working days; 1,75 in weekends; 2,0 in official holidays – it is in accordance with Labour code*

Weekly working hours regarding contract / regarding law: *5 days a week, 8 hours a day*

Weekly working hours regarding in fact: *5 days a week, 8 hours a day + overtime*

Recreation time: *minimum 30 minutes break during work, weekends are free if there is no overtime*

Violence at the work place: *none*

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *Works in the workshop "Strelsson", where operate more than 500 seamstresses and 20 supervisors and 10 person from supporting staff. The shop has good working conditions, good lighting, air conditioning, quiet machines. Maria works with eager and improves her skills. The only problem that she sees is connected with the supervisors, who often issue opposite orders, which is confuses the working process and creates difficulties in the implementation process for the staff.*

Rights at work:

Trade union member: Yes / No

Which trade union: *CL „Podkrepa“*

Short description of the trade union: *new national trade union – protects the full rights of the workers. Most of the workers are members of the trade union*

Is the union part of a federation or confederation or any bigger institution?: *it is part of a Bulgarian confederation, and it is member of ETUC*

Member of ITUC: *Maria does not know*

Works council in the company: Yes / No

What does it do: *informs the workers about the situation in the company; also it consults the workers in case of problem or if they request consultation*

Are trade unions legal or illegal? Yes / No

Do trade union members have to fear discrimination or repression? *no*

Narrative description of trade union situation: *There is trade union section of CL "Podkrepa". It is protecting workers rights and negotiates collective agreement. Gives to workers bonuses – if workers are ill for more than 20 days.*

Social security / insurances:

Health insurance: Yes / No

How: *according to labour code*

Sick leave: Yes / No

How: *sick leave which is paid*

Protected against layoff while on sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? *Monitors the health of the workers, his functions are prevention and emergency aid, the doctor sends patients to their GP in case of problem. He works in favor of the worker*

Access to independent medical care: Yes / No – GP

Insurance for accidents: Yes / No

How: *according to the law – insurance from the employer, in case of death on working place sum of money is paid*

Protected against layoff while on sick leave during pregnancy: Yes / No

How: *according to the labour code*

Parental leave possible?: Yes / No

How: *according to labour code*

Nursing leave: Yes / No

How: *according to labour code*

Pension insurance: Yes / No

How: *according to labour code.*

Insurance in law matters (regarding labour rights): Yes / No

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How: *free lawyer from CL "Podkrepa"*

Holiday entitlement: Yes / No

How: *minimum 20 days by law + 3 from collective agreement. It is paid – full salary.*

Narrative description: *Consultation and information and solidarity helps to solve technological, labour and social issues at company – Country – international community level*

Glass



A) Living situation

Personal questions:

Name: Nikolai Tonkov

Age: 44

Sex: male

Marital status: married

Birthplace: Plovdiv

Current living place: village Kadievo, about 1 200 inhabitants

Distance between living place and birth place (in km and time): 10 km – 8 min. by car – Nikolai was born in Plovdiv

Place where he/she goes for work (Workplace): city of Plovdiv

Distance between living place and workplace (in km and time): 17 km – 30 min by car

Highest grade of completed education: secondary vocational education – fitter

Number of years in the educational process: 11 – 8 for primary, 3 for secondary

Number of children: 1 girl

Age and sex of the children: 11 years old

What are the children doing: goes to school

Living situation:

Lives in a house

Square meters: 52

Number of rooms: 3

Number of persons, who live there: 3

Relationship between the persons: Parents with kid

Cold water in the flat?: yes

Hot water in the flat?: yes

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: 960

Type of income: salary

Other parts of income: none

Individual income in Euro: not to be asked, will be converted by editing team

That would be in Austria: not to be asked, will be converted by editing team

That would be in Romania: not to be asked, will be converted by editing team

That would be in Bulgaria: not to be asked, will be converted by editing team

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: does not know

National poverty line: does not know

Net family income / Net household income in local currency: 1360

Net family income / Net household income in Euro: not to be asked, will be converted by editing team

That would mean in Austria: not to be asked, will be converted by editing team

That would mean in Romania: not to be asked, will be converted by editing team

That would mean in Bulgaria: not to be asked, will be converted by editing team

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

He considers that has low standard of living – has difficulties with payment of the credits. The family has 2 cars, 12 and 20 years old, which are costly and difficult to maintain. The money is not enough for what they want - they can not buy what they want and what is necessary for normal life. There is a need for bigger salary

B) Working situation

Work: *in glass producing factory – fitter in the compression workshop*

Job:

Works since (age): *17 years old*

Works in this company he/she is currently employed with since: *20 years*

Jobs before the current: *none*

Company (can be an Alias if necessary): *Glass factory “Druzhiba” (Friendship) SC (Stock Company)*

Sector of production / service: *glass, faience, ceramics*

Products/Services of the company: *glass containers – bottles, jars, etc.*

Yearly turnover: *500 000 tons of melted glass mass*

Number of workers and number of plants in the country: *525 in the factory*

International linkages of the company: *there are factories in another 4 countries – total of 2200 workers in holding Youla Glass*

Important customers of the company: *Coca Cola*

Owners of the company: *Mr. Vulgarakis*

Where is the owner / are the owners from: *Greece*

Structure of ownership (company registered on stock market, company with limited liability...):
Stock Company

Is further education possible?: Yes / No

How: *courses provided by the company*

Is there a work contract on paper with one copy in the possession of the worker: Yes / No

How: *permanent personal labour contract*

Weekly working time according to the contract and to the law: *40*

Real weekly working time: *40*

Is overtime paid extra? How? *Yes – 1,5 of regular hour wage in working days; 1,75 in weekends; 2,0 in official holidays*

Weekly working hours regarding contract / regarding law: *5 days a week, 8 hours a day*

Weekly working hours regarding in fact: *5 days a week, 8 hours a day*

Recreation time: *30 minutes per working day*

Violence at the work place: *none*

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *Works in a compression workshop – machines for vacuum, air and water – noisy environment, vibrations, electro magnetic influence. Hard communication with supervisors - often issued contradictory orders, which confuses work process. Better working micro climate at the work place is needed*

Rights at work:

Trade union member: Yes / No

Which trade union: *CL „Podkrepa“*

Short description of the trade union: *defends the rights of the workers*

Is the union part of a federation or confederation or any bigger institution?: *FLI is part of CL “Podkrepa”, and it is part of the ETUF*

Member of ITUC:

Works council in the company: Yes / No

What does it do: *it works on problems with the working conditions*

Are trade unions legal or illegal? Yes / No

Do trade union members have to fear discrimination or repression? *no*

Narrative description of trade union situation: *Negotiates collective bargaining agreements, social bonuses and social activities of workers – transport to the factory from the places of residence; protect*

workers in redundancy. Employer may provide bigger social bonuses - there were big incomes – and that is what the trade union is working for

Social security / insurances:

Health insurance: Yes / No

How: according to labour law – health and pension insurance

Sick leave: Yes / No

How: sick leave given by GP

Protected against layoff while on sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? Prevention and Emergency - several times a year preventive examinations for dangerous illnesses. In case of illness the doctor gives direction to the GP

Access to independent medical care: Yes / No

Insurance for accidents: Yes / No

How: through insurance company – from the employer, in case of working disablement or death on working place sum of money is paid

Protected against layoff while on sick leave during pregnancy: Yes / No

How: according to the labour code

Parental leave possible?: Yes / No

How: according to the labour code

Nursing leave: Yes / No

How: for members of the family – if he/she is ill, or has to go for medical help

Pension insurance: Yes / No

How: according to the labour code

Insurance in law matters (regarding labour rights): Yes / No

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How: lawyers from the trade union

Holiday entitlement: Yes / No

How: 20 days by law; Collective bargaining agreement can get more

Narrative description: By gathering the efforts of local and European trade unions, and with the assistance of NGOs the presence of solidarity between them may greatly improve the industrial relations, and hence the businesses will become more socially responsible

Kindergarten teacher



A) Living situation

Personal questions:

Name: *Boriana Nikolova*

Age: *51*

Sex: *female*

Marital status: *married*

Birthplace: *Dupnitsa*

Current living place: *Aitos, about 25 000 inhabitants*

Distance between living place and birth place (in km and time): *Boriana was born in Dupnitsa, but now live in Aitos, which is about 400 km away – her husband is from there*

Place where he/she goes for work (Workplace): *Aitos - 2 km – 30 min walk or 5 min by car*

Distance between living place and workplace (in km and time): *if her husband doesn't drive her – she walks; depends on his schedule*

Highest grade of completed education: *master of pre-school pedagogy (5 years) and completed second professional qualification (they are five – start from 5th) – she is preparing now the first – has to write thesis*

Number of years in the educational process: *16 – 5 for higher education, 11 for secondary, the qualifications are done out of the educational facilities – she has to prepare them herself*

Number of children: *2 – 1 girl, 1 boy*

Age and sex of the children: *the girl is 30 years old, the boy is 27 years old*

What are the children doing: *they are working – the boy works in the prosecution as administrator; the girl is broker in real estate company. The family has some lands out of the city, that plan to use for agriculture that all the family will participate.*

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house

Square meters: *130*

Number of rooms: *6*

Number of persons, who live there: *4*

Relationship between the persons: *parents with two children*

Cold water in the flat?: *yes*

Hot water in the flat?: *yes*

Number of bathrooms in the flat: *1*

Number of toilets in the flat: *1*

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *630*

Type of income: *salary*

Other parts of income: *none.*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: *240*

National poverty line: *no, she does not know*

Net family income / Net household income in local currency: *2300 for the 4 of them*

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

Boriana is satisfied with her life, from what she has achieved so far – with her family, with her development and looking forward her future development – she is still studying, which makes her happy and makes her feel useful

B) Working situation

Work: *Boriana is a teacher in kindergarten*

Job:

Works since (age): *18 years old (she worked for an year, then she started studying and after that continued when she was 21 – and since then she worked with no breaks)*

Works in this company he/she is currently employed with since: *works for that employer for 20 years*

Jobs before the current: *Boriana has always worked as a teacher of small kinds – teacher in school of kids group – 6 years old kids in different schools – all in the municipality of city of Aitos*

Company (can be an Alias if necessary): *full day kindergarten “Slaveiche” (nightingale), city of Aitos*

Sector of production / service: *children education*

Products/Services of the company: *educated children*

Yearly turnover: *120 children*

Number of workers and number of plants in the country: *16*

International linkages of the company: *none*

Important customers of the company: *kids are most important*

Owners of the company: *the municipality*

Where is the owner / are the owners from: *Bulgaria*

Structure of ownership (company registered on stock market, company with limited liability,): *municipality owned*

Is further education possible?: *Yes / No*

How: there is none, or at least she does not know

Is there a work contract on paper with one copy in the possession of the worker: *Yes / No*

How: according to Bulgarian law

Weekly working time according to the contract and to the law: *40*

Real weekly working time: *40*

Is overtime paid extra? How? *no*

Weekly working hours regarding contract / regarding law: *5 days a week, 8 hours a day*

Weekly working hours regarding in fact: *5 days a week, 8 hours a day – 6 hours work with kids + 2 hours self preparation and work in kindergarten*

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other? – 13 hours How long is the weekend recreation time? 61 hours How are breaks dealt with during the working hours? – no breaks, there is only 1 teacher per group, there is nobody to substitute the teacher during recreation.*

Violence at the work place: *psychic violence from the director of the kindergarten – insults, rude treatment, loud voice. There are no problems with the parents*

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *Boriana would like to change the psycho climate in the team. The working conditions and the staff are good. She would like to improve the interior, the equipment and facilities – but these are minor problems – they do not depend on the staff, but from the municipality – it determines the budget.*

Rights at work:

Trade union member: *Yes / No*

Which trade union: *trade union of the Bulgarian teachers*

Short description of the trade union: *our trade union operates in the field of education, all the staff of the kindergarten are members, but she does not think there is much use of it – usually after some actions there are no effect – strikes and so on – there no improvement of the salary, working conditions, etc.*

Is the union part of a federation or confederation or any bigger institution?: *member of CITUB – Confederation of Independent Trade Unions in Bulgaria – the biggest trade union in Bulgaria*

Member of ITUC: *Boriana does not know*

Works council in the company: Yes / No

What does it do: -

Are trade unions legal or illegal? Yes / No

Do trade union members have to fear discrimination or repression? *no*

Narrative description of trade union situation: *the only positive thing from the trade union are the 8 additional days of to the minimum established by the law*

Social security / insurances:

Health insurance: Yes / No

How: *mandatory – it is paid with taxes. Got free health help*

Sick leave: Yes / No

How: *the full salary is paid. Once Boriana was ill for 6 months and she got all the salary during that time*

Protected against layoff while on sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? *Paramedic – responsible for the kids – has to make examination of kids every day when they come, but does not do it as rule – only if they look or feel sick – then he examines the kid and calls its parents and personal doctor.*

Access to independent medical care: Yes / No – *personal doctor, every visit is paid – he/she gives prescription or tells what doctor to visit or what examinations to do – they are free.*

Insurance for accidents: Yes / No

How: -

Protected against layoff while on sick leave during pregnancy: Yes / No

How: *all the period of the leave*

Parental leave possible?: Yes / No

How: *Until the kid is 2 years old, and 45 days before birth – 90% of the salary is paid – it is allowed for man to have this leave – for all period if it is needed*

Nursing leave: Yes / No

How: *for kid and parents (parent of the wife/husband). The length depends on the doctor - it is as for yourself*

Pension insurance: Yes / No

How: *pention is very low, without help from kids it hard. Condition to receive pention is to work minimum number of years.*

Insurance in law matters (regarding labour rights): Yes / No

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How: *Boriana is not sure, but thinks there is none.*

Holiday entitlement: Yes / No

How: *48 days by law + 8 from collective bargaining agreement. The holiday is used only when the director decides, but not when you want, which is against the law. There is no problem to use all days. The person is paid full salary. You can also use unpaid holiday*

Narrative description: *international cooperation always is positive – it can help as experience, help to implement in work, etc. It can give ideas for improving the living and working situation – they lack information*

Textile



A) Living situation

Personal questions:

Name: *Doroteya Ivanova*

Age: *37*

Sex: *female*

Marital status: *widow*

Birthplace: *city of Radnevo*

Current living place: *city of Nova Zagora*

Distance between living place and birth place (in km and time): *25 km – 30 min by car*

Place where he/she goes for work (Workplace): *city of Nova Zagora*

Distance between living place and workplace (in km and time): *3 km – 10 minutes by bicycle or 7 by car*

Highest grade of completed education: *secondary vocational education – with specialization mining technician*

Number of years in the educational process: *12*

Number of children: *2, one girl, one boy*

Age and sex of the children: *girl is 16 years old, boy is 13 years old*

What are the children doing: *both are studying in Secondary school “Atanas Drinov” – vocational school on automation of open pits (mining pits)*

Living situation:

Lives *in an apartment*

Square meters: *120*

Number of rooms: *5*

Number of persons, who live there: *4*

Relationship between the persons: *Doroteya, her husband and their kids*

Cold water in the flat?: *yes*

Hot water in the flat?: *yes*

Number of bathrooms in the flat: *1*

Number of toilets in the flat: *1*

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *450*

Type of income: *salary*

Other parts of income: *no, she does not work overtimes from*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: *does not know*

National poverty line: *does not know*

Net family income / Net household income in local currency: *1000*

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

Doroteya is dissatisfied with the quality of life and her living situation - would like to receive more money to improve it. The family has a place in the village, which provide them with products and they spend a lot of their free time there. Priority in their family are the children.

Working situation

Work: *Doroteya works as a spooling operator*

Job:

Works since (age): *18 years old (since she received her diploma in 1991)*

Works in this company he/she is currently employed with since: *5 years*

Jobs before the current: *mine "Trayanovo – Sever" (north), village of Kovachevo*

Company (can be an Alias if necessary): *"Miroglio – Nova Zagora" SPLLC (Sole proprietor limited liability company)*

Sector of production / service: *textile – twisting of synthetic and natural wool*

Products/Services of the company: *synthetic and natural wool*

Yearly turnover: *900 tons of wool*

Number of workers and number of plants in the country: *216 in the factory; there are two more factories in the country – total workers are 1420*

International linkages of the company: *European countries – Doroteya does not know exactly what companies or brands are buying the production*

Important customers of the company: *European countries – Doroteya does not know exactly what companies or brands are buying the production*

Owners of the company: *Eduardo Miroglio*

Where is the owner / are the owners from: *Italy*

Structure of ownership (company registered on stock market, company with limited liability...): *SPLLC*

Is further education possible?: Yes / No

How: *the company provides improving of qualification, language training or computer literacy – depends on the requirements and willingness of workers*

Is there a work contract on paper with one copy in the possession of the worker: Yes / No

How: *according to the labour law*

Weekly working time according to the contract and to the law: *40*

Real weekly working time: *40*

Is overtime paid extra? How? *Yes – 1,5 of regular hour wage in working days; 1,75 in weekends; 2,0 in official holidays – it is in accordance with Labour code*

Weekly working hours regarding contract / regarding law: *5 days a week, 8 hours a day*

Weekly working hours regarding in fact: *5 days a week, 8 hours a day*

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other? – 16 hours; How long is the weekend recreation time? The weekend is free; How are breaks dealt with during the working hours? – 30 minutes break during work.*

Violence at the work place: *she says there is none – because there are questionnaires distributed by the management and in case of trouble – workers report that. But it happens that supervisors use insulting words toward workers*

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *Doroteya says the working conditions are good, but they require further improvement – good option will be to change the attitude of the managers/supervisors toward the workers to have more respect, in order not to create conflicts in the workplace*

Rights at work:

Trade union member: Yes / No

Which trade union: *FLI „Podkrepa“*

Short description of the trade union: *new trade union, helps the workers, protects their rights*

Is the union part of a federation or confederation or any bigger institution?: *yes, the trade union is part of CL "Podkrepa" that is member of ETUC*

Member of ITUC: *does not know*

Works council in the company: Yes / No

What does it do: -

Are trade unions legal or illegal? Yes / No

Do trade union members have to fear discrimination or repression? *no*

Narrative description of trade union situation: *There is trade union section in each department of the company. There is also trade union council. The trade unions negotiate the collective bargaining agreement that is in the interest of the workers*

Social security / insurances:

Health insurance: Yes / No

How: *according to labour code – compulsory health insurance*

Sick leave: Yes / No

How: *sick leave, that is paid – according to legislation*

Protected against layoff while on sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? *Makes examinations of the workers in case of symptoms from them. Once per year there is eye-check*

Access to independent medical care: Yes / No - GP

Insurance for accidents: Yes / No

How: *insurance from the employer*

Protected against layoff while on sick leave during pregnancy: Yes / No

How: *according to the labour code*

Parental leave possible?: Yes / No

How: *according to labour code*

Nursing leave: Yes / No

How: *according to labour code*

Pension insurance: Yes / No

How: *according to labour code*

Insurance in law matters (regarding labour rights): Yes / No

How: *lawyers from the trade union*

Is there a juridical representation possible (lawyer)?: Yes / No

How: *free juridical trade union help*

Holiday entitlement: Yes / No

How: *20 days by law + 7 from collective bargaining agreement. It is paid – full salary.*

Narrative description: *through international cooperation and solidarity it will ensured a good social and working microclimate*

Tourism



A) Living situation

Personal questions:

Name: *Nevenka Angelova*

Age: *21*

Sex: *female*

Marital status: *single*

Birthplace: *Sofia*

Current living place: *Sofia*

Distance between living place and birth place (in km and time): *0*

Place where he/she goes for work (Workplace): *Sunny beach resort*

Distance between living place and workplace (in km and time): *0 km – accommodation is provided by the hotel she is working at – whole season. After the season is over – she goes back to Sofia*

Highest grade of completed education: *secondary education – language school;*

Number of years in the educational process: *15 – 12 secondary, now studies in 3rd grade in University of Sofia – Tourism*

Number of children: *-*

Age and sex of the children: *-*

What are the children doing: *-*

Living situation:

Lives *in a house*

Square meters: *150*

Number of rooms: *8*

Number of persons, who live there: *4*

Relationship between the persons: *Nevenka, her brother and her parents*

Cold water in the flat?: *yes*

Hot water in the flat?: *yes*

Number of bathrooms in the flat: *2*

Number of toilets in the flat: *2*

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *500*

Type of income: *salary*

Other parts of income: *accommodation and food provided by the hotel*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: *240*

National poverty line: *does not know*

Net family income / Net household income in local currency: *3000*

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

Nevenka is happy with her current situation. She is student and at the moment lives at the hotel she is working in, that is part of her plan for developing herself in the future, because her work is connected with her study at the university - Tourism

B) Working situation

Work: *Administrato in a 3* hotel*

Job:

Works since (age): *20 years old*

Works in this company he/she is currently employed with since: *1 year*

Jobs before the current: *administrator in hotel Olympian Bay, Leptokarya, Greece*

Company (can be an Alias if necessary): *Park Hotel Continental*

Sector of production / service: *tourism, hotel industry*

Products/Services of the company: *accommodation*

Yearly turnover: *82 000 clients per season (5 months)*

Number of workers and number of plants in the country: *72; 2 hotels – second is in the sky resort Borovetz*

International linkages of the company: *world tour operators – TUI, ITC, Balkan Holidays, Apollo, MED hotels, Loma Matkat, etc.*

Important customers of the company: *tourists form Germany, UK, Russia, Finland, Bulgaria*

Owners of the company: *?*

Where is the owner / are the owners from: *Bulgaria*

Structure of ownership (company registered on stock market, company with limited liability...):
SPLLC

Is further education possible?: *Yes / No*

How:

Is there a work contract on paper with one copy in the possession of the worker: *Yes / No*

How: *personal working contract for permanent job*

Weekly working time according to the contract and to the law: *60*

Real weekly working time: *60*

Is overtime paid extra? How? *No*

Weekly working hours regarding contract / regarding law: *5 days a week, 12 hours a day*

Weekly working hours regarding in fact: *5 days a week, 12 hours a day*

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other? – 18 hours; How long is the weekend recreation time? No weekends as such – depends on the shifts; How are breaks dealt with during the working hours? – 30 minutes break during work.*

Violence at the work place: *none*

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *Nevenka is happy with the working situation, the work is interesting and diverse, good communication with customers, interesting new people, the staff is young and nice. She would be glad if the living conditions in the hotel can improve – now she shares her bathroom and toilet.*

Rights at work:

Trade union member: *Yes / No*

Which trade union:

Short description of the trade union: *-*

Is the union part of a federation or confederation or any bigger institution?: *-*

Member of ITUC: *-*

Works council in the company: *Yes / No*

What does it do: *-*

Are trade unions legal or illegal? *Yes / No*

Do trade union members have to fear discrimination or repression? *-*

Narrative description of trade union situation: *-*

Social security / insurances:

Health insurance: Yes / No

How: -

Sick leave: Yes / No

How: *sick leave, that is paid by law*

Protected against layoff while on sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? *The doctor makes examinations of staff and customers of the hotel – gives prescriptions, and sick leave*

Access to independent medical care: Yes / No

Insurance for accidents: Yes / No

How: -

Protected against layoff while on sick leave during pregnancy: Yes / No

How: -

Parental leave possible?: Yes / No

How:

Nursing leave: Yes / No

How:

Pension insurance: Yes / No

How:

Insurance in law matters (regarding labour rights): Yes / No

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How:

Holiday entitlement: Yes / No

How: *the work is seasonal*

Narrative description: *Nevenka Sees the international solidarity as a type of support for people from the developing countries so they can live and work under the same conditions as in developed countries.*

She believes that the state and the trade unions should have more influence in the working processes and to encourage such cooperation to improve relations between employers and employees and companies and government institutions.

Bolivia

Dentist

Personal questions:

Name: *(can be an alias if wanted)* Janeth Cordova Taborga

Age: 40

Sex: female

Marital status: unmarried

Birthplace: Cochabamba

Current living place: *living place means the place, where the interviewed person lives, according to his/her own definition. Please interviewer also add from own knowledge or ask: Does the person live in the city or the countryside? How many inhabitants does the village/city have?*

Barrio Temporal, Zona Norte, Cochabamba

Distance between living place and birth place (in km and time): *Where was the person born? Where does he/she live now? Did the person migrate? From? to? Why? Please ask also for these backgrounds!*

As a child I live in the Avenida Santa Cruz, some 5 km from here (15 min. by bus and 30 min. walking). All my family was living in rent in the Av. Sta Cruz but then my parents bought a ground and we went to live their to stop paying rent and little by little we built the rooms there.

Place where he/she goes for work (Workplace): *Is the workplace in another village or city than the living place?*

I have 3 jobs:

My profession is dentist.

I do voluntary work for "Mano a Mano Bolivia" (unpaid).

Informal tradeswoman/trader.

As a dentist I work in a surgery/office together with a colleague. It is in common property of both of us. And it is in the Avenida Thunupa Villa Granado (about 15 km).

Distance between living place and workplace (in km and time): *Has the person to commute to the workplace? How far? How long does it on average take daily to get to and back from the workplace. Which transport is used?*

I have to go there daily and it takes me 30 minutes to get there by public transport.

Does he/she has to use another accommodation at the work place, because the daily way from and back home would be too far? How long is the way? How long would it take? What does it cost? How often can the person go home? (either birth or living place - as interviewed person sees it)

It is necessary for my voluntary work when I go to other provinces or departments of the country where I live. But the institution looks for accommodation, some times in the homes of the communities, some times in tents. Referring to the nutrition we are



always invited from the village people and sometimes they also give us potatoes, handicrafts, etc. This is their way of thanking us for the voluntary work.

The time depends: last year I have been out 12 times during all the year. This year I have only gone 4 times. Usually it is only for 3 days or sometimes one week when it is in other departments.

I also travel to other departments to trade. In this case I have to provide accommodation and nutrition. When I do the informal trade I travel to other cities like Oruro, I stay there for about 4 days, I take advantage for example from the beginning of carnaval (the big parade in Oruro) as many people are travelling then and I use it for buying mercery. Some years I do this journey, some years I don't.

Highest grade of completed education: *school completed? Which school? Vocational school or training completed? Which school/company? More than these? Any (vocational or other) grade not mentioned? University degree?*

*I studied Odontology at the public university of Cochabamba.
I learned to trade in early years, my mother taught us to trade/to sell.*

Amount of years in the educational process: *How many years did the person spend in the formal educational system (school, high school, university etc.)*

Kindergarten: 1 year

Primary: 8 years

Secondary: 4 years

Odontology: 7 years – there were many problems and every academic year took 12 to 14 months.

Amount of children: 0 , from that girls, boys

Age and sex of the children: **no children**

What are the children doing: *Are they going to school? Are they working? If yes where?, Do they help their parents in the company/self-employment or in farming or not? How much do they work in their parents farm/small company?*

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

House (of my parents)

Lives in a house / a flat / a hut / something else, what ?

Square meters: *If necessary find out in local measurement and convert in square meters*

400 m² (ground)

Number of rooms: **8 (including kitchen)**

Number of persons, who live there: **6 persons**

Relationship between the persons: *Married couple, children, parents, friends, colleagues?*

brothers/sisters and father

Cold water in the flat?: yes

Hot water in the flat?: yes, only in the shower

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean?

Number of bathrooms in the flat: 2 bathrooms with toilet and shower in each one of them

Number of toilets in the flat:

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *The average individual income of the person of the last three months including (if relevant) overtime pay etc.*

In the last 3 months she earned about 6000 bolivianos (2000 per month).

Type of income: per piece pay / pay for certain amount of hours / mixed pay - describe how?

In the jobs I do I receive the salary per piece, for the number of persons and teeth I check and treat and in the informal trade for the number of products I sell.

In the dental office I earn about 1500 bolivianos per month.

In the informal trade I earn about 500 bolivianos per month.

As a voluntary worker I do not earn but the institution gives us some actualisation courses.

So I have about 2000 Bolivianos per month.

Other parts of income: *Are there other parts of income (money and non-money) that are added to the income e.g. social allowance for children (that have to go to school) etc.*

In the voluntary work I do sometimes the people I attend (who are poor and live in places far away where they can't find medical assistance) give me food they produce like potatoes, dried potatoes (chuño), handicrafts or souvenirs of their places. This is a way of thanking for the voluntary assistance they receive. They also provide for our nutrition and accommodation (in some cases).

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: *Ask if the person knows these amounts or if he/she knows that these things exist/should exist. If yes report amounts. If not this will be added by editing team.*

Yes, I think it is about 700 bolivianos per month. It is a salary who get for the work you do and the minimum wage is fixed by the government.

National poverty line: *Ask if the person knows the amount. If yes report the amount. If not it will be researched by editing team.*

I do not know.

Net family income / Net household income in local currency: *The Net-income of all persons having a job in the family or household. Are there transfer payments (e.g. by the state) that are added to the income (e.g. social allowance for children, added money for flat etc.) Which amounts are these?*

My father is also working in the informal trade and he may earn about 1000 bs per month.

My elder sister Nely is also working in the informal trade and he may earn about 1000 bs per month.

Then I, Janet, earn about 2000 bs. With my work as dentist and with the informal trade.

Luis Alberto earns about 2000 bs. He is industrial engineer and works by chance.

Juan Pablo earns about 2300 bs. He is lawyer and works in the Supreme Court of Justice as proceedings officer.

Rudy is not contributing because he is studying engineering at the university.

The income of all the family is about 8300 bs.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

How would the interviewed person describe his/her living situation? What is characteristic about it for him/her? What she/he wants to report from his/her initiative? Ask and let the interviewed person time to think and answer!

I am a very hard-working person, as my family is numerous we have always been working all of us. I started working when I was 5. My mother said that I was very cute when I was a little child, so she used this and sent me to sell toasted cereals, tied to my waist and people bought from me because I was little. I remember that we always stayed with my elder sister as my mother was always out trying to get food. We are 8

brothers and sisters, and my parents always motivated us to study. Especially my father, and my mother always wanted us to be better than her.

At the beginning my father worked upholstering furniture, so he worked at home and stayed more time with us, and he helped us a little with the homework. As he had studied till the 5th grade he could help us meanwhile my mother only had studied till 2nd of primary, so she was very good at numbers, that's why she was a good tradeswoman.

My parents made a lot of effort to make us study, we have all finished school (bachillerato) and seven are professionals (have finished university courses). My elder sister studied dressmaking but she never practiced it because she worked in informal trade. We all – besides our professions – know about informal trade and we also work in this area.

I think that I am a hard-working person. I have always been working, I have even washed and looked after cars. I have a vision of business.

My mother always told us that we had to be more than tradesmen, that's why we studied our professions at university. She gave us the advice before she died that if our profession would not make us live we could always make business as she taught us.

My family was very numerous, before my mother died we were 10 and in the beginning we lived very tight/cramped, we only had 2 rooms, one was the kitchen where my parents slept with the baby – there was always a baby – and in the other big room my brothers and sisters and I slept. We had 2 beds and we had to put ourselves comfortable there. One story I remember is that we never ate undamaged fruit. My mother bought lightly damaged fruit because it was cheaper and at home we ate them cutting the damaged parts. But as the business got bigger we lived somehow more comfortable.

I remember that my brother studied in a methodist college and as he was a good student they gave him a small bed as a gift and my mother also entered the mothers' club of the college and she got basic food like milk, oat, oil, etc. as they saw in which situation we lived. In the mothers' club she also learned something about toys and sewing and she made up small dresses and sold them. We were selling sweets, bars, ... and later my mother started to have her fix stand and to sell at the stadium on holidays and so the business grew. We also made fried potatoes, popcorn and we sold it at the stands or we delivered it to house on order.

Referring to the studies it was fundamental that my parents always motivated us to study, even more my father as he was at home more time. It was him to assist to the parents' meetings at school and to the handing over of the reports. But it was my elder sister to make us do our homework as my parents only had basic education. My sister controlled us a bit because we anyhow we were quite interested in studying and it was easy for us. My elder brothers always got diplomas and I also got them about 3 times. My younger brothers and sisters have not been that good but neither that bad pupils.

Job:

My profession is dentist.

I am also a voluntary worker for „manos unidas“

I am informal tradeswoman

Works since (age):

I work since I was very little, since I was 5 years old I started to sell toasted cereals but my mother was always together with me.

Works in this company he/she is currently employed with since: Or is the person working self-employed? On which basis?

As a dentist I work self-employed – for about 11 years. I work Monday to Sunday from 9 a.m. to 1 p.m. (half time)

As a voluntary worker for 5 years more or less

Informal tradeswoman for about 35 years. Only when there are soccer matches in the stadium or concerts at night. Now I sell at the stadium, it is like a fix stand that my brothers and sisters have there.

For which (European?) customers does the company produce/work?

For men and women of all ages, to the dentist everybody comes from children to old people.

Also the sweets I sell are bought from people of all ages and sexes.

Jobs before the current: How many jobs had the person before already? Also self-employed occupations, informal work, precarious jobs count. *That means not only decent jobs with a decent labour contract but everything the person earned his/her living with.*

I have been working since I was a child. I had to work in different jobs, like washing and looking after cars (but very short time because my mother always tried to avoid that we got in touch with the street children), selling sweets, toasted cereals, fried potatoes, pop corn etc. also preparing fried potatoes, popcorn, groundnut, fried plantains.

Now I keep working in the informal trade, besides the work I do in my dentist's office.

Company (can be an Alias if necessary):

Dentist

Tradeswoman

Sector of production / service:

**Health
Trade**

Products/Services of the company:

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

dental attention

selling of sweets

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,....):

Is further education possible?: Yes

How: Is further education offered by the company? Are the workers supported in their further education - financially or by other means? Is there a targeted planning of further education from the side of the company/management? Which further education offers are available, which are supported by the company? Only job-related or also the free time education that are good for creativity etc.?

In the voluntary work I do with "Mano a mano", they offer us courses and seminars for updating and refreshing trainings every 4 months. This is also very helpful for my work as independent dentist. I get trainings for 3 days where we learn about new materials and techniques for our profession. I get certificates as participant and as organisator as we organize participants from other departments.

To sell at the stadium and to get the sanitary license they offer us a training for all sellers where they teach us the handling of food, hygiene ..

In Mano a Mano we have a planification for the trainings every year within all the voluntary professionals, we plan the dates where we go to offer our service, and the places where we go and the time for trainings.

Is there a work contract on paper with one copy in the possession of the worker: No – I am independent

How: *Is this a proper contract?*

Weekly working time according to the contract and to the law:

Real weekly working time:

Is overtime paid extra? How?

Working hours normally and real:

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other? How long is the weekend recreation time? How are breaks dealt with during the working hours?*

My recreation time is about 8 hours.

I do not have break on the weekends, neither on holidays, I always go to the office in the mornings. Only when I have my trainings or seminars I won't go because they take 3 days and when I do the voluntary work because I have to travel. And sometimes when I have to travel to buy mercery and to sell it at the stadium I do not go to the office.

The dental office is the property of me and my colleague. We are the owners of the instruments, the furniture etc. We pay the rent together, also water, electric light, telephone. I work in the mornings and my colleague works in the afternoons.

Violence at the work place: *Has the person ever been victim to violence at the workplace? Physic or psychic violence? Mobbing? By whom? Could he/she resist and end the violence? How?*

In my dental office no.

At the stand many times because people (the visitors of soccer games and of concerts) think that we are ignorant because we are sellers. But in many cases we work because the trade is another mean of getting some income.

When they offend us or shout at us we ignore it.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *This is about the subjective personal feeling of the interviewed person on his/her working place reality. What does the person feel as a problem? What would he/she like to change/better? What is his/her biggest problem?*

In my dental office I have a very good relation with my colleague, we work together for more than 10 years and we don't have problems. I wouldn't change anything.

Narrative description of his/her career: *Which education, vocational education, further education? Start at the very beginning Kindergarden*

I went to the kindergarten, then 8 years primary school, 4 years secondary school and I studied odontology for 7 years. I needed so much time because there were many problems in the university.

Rights at work:

Trade union member: *Yes*

Which trade union:

Union of the sellers at the stadium

Short description of the trade union: *number of members, which sectors organized etc.?*

The union is an association with a president, a secretary, speakers whose role is to defend our rights and we have statutaries, rules and legal status.

For example the union is in charge of paying a fee to the stadium for the right to sell and have our stands there. We pay a total of 6600 bolivianos. The represantatives

defend and look after our interests and the sense of the union is also to avoid that other people who are not part of the union come to the stadium to sell their products.

which sectors organized etc.?

Within the stadium only the sellers

Outside the stadium there are also unions of the persons who look after the cars etc.

Is the union part of a federation or confederation or any bigger institution?:

yes

Is there one or more national umbrella federations of trade unions?

There are different unions, por example the federation of the sellers of “La Cancha” (the main market of Cochabamba)

Of which one is the respective union a member?

we belong to the national federation

Is this umbrella federation member of a bigger confederation e.g. ITUC, ETUC, Global union branch?

Yes, the national federation of sellers is member of the COB (Bolivian Workers' headquarter)

Member of ITUC: I do not know.

Works council in the company:

In my profession of odontology there is but I am not in it because I do not agree with the idea of paying contributions because this association doesn't do what it should do, por example you pay your contributions and you do not know what is happening with this money, they do not present the accounts.

But I will have to get into it now because the institution where I work as voluntary worker requires us to be in professional associations.

What does it do?:

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression? If yes which? From whom, ordered by whom?

Yes, por example, some people think that we are ignorant because we are sellers. Every year our representatives make the contract with the sports secretary of the department because we have to rent the stadium for the right to sell there. I think it is a discrimination that many of those officials think that we are nothing “those people” - as if we were not worth anything, for example we had to wait a very long time to get the last contract, they always put us in the last place or they threaten us that they

want to kick us out of the stadium and put some hamburger chain or other companies to the stadium.

We have 125 members and pay 60 bolivianos each per month.

Narrative description of trade union situation:

Let the interviewed person talk freely

Social security / insurances:

Insurance in case of illness: No

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

In the case of the sellers' work I have in the stadium we don't have any insurance, nothing - but when a member dies, the union pays something for the funeral. But there is no fix amount, por example they may pay the coffin, depending on the necessities of the family. There is also some support when there are needs for illness.

Sick leave: No, till now I have never been ill.

How: With further payment of wage or not? In which amount? For how long?

Safety from firing during sick leave: Yes / No

As a dentist I work independently but in the case of the stand in the stadium when I am ill somebody else from the family can go to sell as we have to pay the 60 bolivianos per month in any case. And if nobody can replace me, I can show them the medical report and I only have to pay half of the amount.

Doctor in the company/plant?: No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Access to independent medical care: Yes /No *Has the person access to medical care? Has he/she to pay for it for him/herself or is it covered by an insurance? To which degree? Is only emergency care covered or further medical care?*

Yes

*When I need medical assistance I go to a private doctor.
I have to pay for all the expenses.*

Insurance for accidents: No

How: What is covered by the insurance?

Safety from firing while pregnancy: -

How:

Maternity leave possible?: -

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

Leave for taking for near relatives possible?: No

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: No

How: *What is the amount of the pension compared to the wage? Which preconditions have to be fulfilled to have access to the pension?*

Insurance in law matters (regarding labour rights): Yes / No

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How: *Is there a interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Right to have holidays: Yes / No

How: *How long is the yearly holiday by law and in reality? Can the holiday right really be used? Is the wage paid further during the holiday or is the holiday without wage? Is there additional to the paid holiday the possibility for unpaid holiday?*

I work self-employed.

Garment

Name: *Beatriz Canedo Carrasco*

Age: 43

Sex: female

Marital status: *divorced*

Birthplace: Cochabamba, Bolivia

Current living place: Cochabamba, Bolivia

517.024 (2001) or 625.429 Einw. (estimation from 2010) – both wikipedia.at

Distance between living place and birth place (in km and time): she lives in the same city where she was born



she only changed her address when she got married and moved to another part of the city to live with her husband and children – about 15 km (30 minutes by car) from the North West to North East of Cochabamba.

Place where he/she goes for work (Workplace):

Distance between living place and workplace (in km and time):

She has different jobs:

Monday to Friday she works as teacher for industrial sewing in the Zone of Ticti Norte (3 km – 20 min. from home by private car)

Saturday she sells cars in the car selling zone of the Hipódromo (10 km, 40 min from home by private car)

She also makes up clothes at home.

All places are in the same city.

Highest grade of completed education:

She finished her primary education (8 years) and attended 3 years of secondary education (so the 4th year was lacking to finish the final exams). She did not study at the university.

Garment Tailoring / Dress-making course finished with the title of „skilled worker“

She also attended specializations in Italy:

Fashion design

industrial patterns

Amount of years in the educational process:

8 years primary

3 years secondary

18 months garment tailoring

specialization: 10 months

she constantly attends courses to get actualized

Amount of children: 3, from that 1 girls, 2 boys

Age and sex of the children: Dustan: 27 years, Luis: 23 years, Karen: 7 years

What are the children doing:

Dustan is a young man with **special skills** (handicapped), so he didn't go to school but attended institutions for special children like CONSIPE. He did work in a cleaning company, but actually he does not work. Sometimes there are problems because they do not accept him, society is somehow discriminating because they do not do things very well.

Now he does not work but study bakery, he had done some courses in electricity, also bakery but now he is perfecting to dedicate himself to the profession of bakery.

He doesn't help in the household very much, sometimes he helps with the housework but as he is studying he doesn't help because he feels tired. He neither helps me with the sewing work I do at home.

Luis finished his secondary education and is now studying a university course for petrol engineering at the private university Udabol (Universidad de Aquino Bolivia). He turned to his classes recently, after having lost 3 semesters. That's why I sent him to work as a punishment. He worked this time as a distributor of lemonades and the money he earned in this 6 months was destined to pay the *maintenances of the semesters he lost*. *Actually he is not working and he neither helps me very much in the housework.*

Karen is attending the first grade of primary school in the Colegio Nuestra Señora del Pilar. The little girl helps me with some of the works in the household like washing the dishes and in spite of being little she helps me to clean and to put in order the studio/workshop.

Living situation:

Lives in a house / a flat / a hut / something else, what _____? House

Square meters: 282 m² (House or ground???)

Number of rooms: 8 (without bath rooms)

Number of persons, who live there: *actually 6*

Relationship between the persons: *mother and children, brother/sister*

I have a student living with us who used to live in Cliza (a municipality 36 km from here) and as it was very far for her I offered her to live with us till she finishes her course at the condition that she stays with my little daughter while I am away.

Cold water in the flat?: Yes

Hot water in the flat?: Yes *Hot water in the shower*

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? Yes

Number of bathrooms in the flat:

Number of toilets in the flat:

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

There are 2 bath rooms with showers and toilets together.

INCOME

Individual net-income (after deduction of taxes and social insurances) in local currency:

Is variable, not always it is continuous. This year my income has increased as I am working more, like 12 hours more or less

Teacher's wage: 2400 Bol

Car selling income: 3500 Bol (it is not fix, sometimes I sell, sometimes not)

Tailoring: 500 Bol. (it is not fix, depending on the orders)

Total: 12.700 Bol (more or less)

From February to April about 38.100 Bol, but that is not always like that.

Type of income:

As teacher in one of my workplaces I get paid for hours and in the other for work time.

Tailoring is paid for piece of work (order) and also the car selling.

Other parts of income: -

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means ?? % of a living wage (that means decent wage of which worker and family can live a decent life) and ?? % of the legal minimum wage:

The national minimum wage is a wage fixed by the government as a basic wage that every person should earn and it is 680 Bol per month.

National poverty line: *... she doesn't know this information.*

Net family income / Net household income in local currency:

The father of my children pays a family assistance of 1500 Bol. per month.

She is the only one working in the household.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

Thanks God now I am fine, economically, but I have other goals and objectives that I want to achieve in the future. Since I have got divorced, I think that the fact of staying alone with my children made me become more mature. And also the professional trainings made me think of better options for me and my children, as I looked for other income and other activities.

Personally I think that it characterizes me that I am a woman who fights to get ahead and also that I like to work in social activities, it fascinates me to help other people.

As mother I try to be an example for my children, teaching them about values, honesty, unaffectedness/modesty, ...

I always explain to my children that although they may say that in our country there is a lot of poverty, we have to get ahead. I am not so conform with this because I analyse, I make an evaluation and I think that if there are poor it is because they are conformist and that this point takes them to mediocrity, so they do not look for other objectives, to clearer objectives in their lives and they do not act to change their life quality.

But I – from my experience – can say that when we see the possibilities and want to achieve an objective, we do this. It is a personal decision and it is not only having a dream but make this dream real taking some actions to do so.

Was it very difficult for you to achieve your objectives?

It has been a constant sacrification. I have married very young, at the age of 16. And I observed in my husband that he was very conformist, he lived for the moment and did not think about the future of my children. I matured a lot having a handicapped child. I was always thinking „ time passes, years go by and if I do not have a house at least what future can there be for my child? So I looked for new oportunities.

Obviously many years I gave my husband time to cover the basic needs one has in the household, but observing that he didn't achieve it and time was passing, my children were growing up, I necessarily had to look for possibilities to earn money and to contribute to the household expenses.

I passed tremendous economic needs – before I worked and when the wage of my husband didn't get us to the end of the month, I had to lend, I had to ask my mother to give us food so that I could give my children something to eat. And this made me feel very bad, I felt useless.

And as I got married so young I did not have any profession and I decided to study a technical course. I started to study and I time went by and that's why I also went abroad to work and to improve the economic situation of the family because I didn't have support of my husband, he was very conformist and he didn't care/worry.

That's why I tried: first I went to Argentine, in 1994, I was there for 1 year, it was difficult for me although they even speak our language there, but when we leave our country ... in our country when we need a glass of water, there will always be somebody who gives us one, but in a foreign country it is not the same. So I passed very tough moments, one month almost without working and my money running out and I didn't have food. My daily food was a liter of milk and bread till I found work.

But then I got work in a dress-making factory. I had to travel a long distance to go there (for an hour) and the winter is hard there, so I had to buy winter clothes. So I analysed my situation and said to myself „I have come here to save money and like this I will not be able to save“ ... and I even had a cousin there, but relatives may help you up to a certain point but no more ...

So I started to think „as I live in their house I will have to pay them some rent, my cousin will not have me here gratis all time, ... buying warm clothes, food, my transportation to work ... and in the end I will not save anything.

So I decided to work as a house maid, I earned less there but I had no expenses because I didn't need a house, nor to buy clothes as I only went out at the weekends, I had a meal there, so I didn't spend money and everything I earned was to save, which was my objective. I also got other jobs where I was paid by hours, so I could work on my free days and that was what I needed for my personal expenses like shampoo, soap, etc. and my wage was completely dedicated for saving. So I returned home after one year with almost 5000 dollars.

So this helped me to mature. After 2000 I travelled to Italy with the idea of saving money and studying there a specialization course, so I stayed there for one year and a half. My course took one year. First I was working for half a year and then I found a place to study. I finished the course and stayed some more months there and returned home. So when I stayed in Italy I studied and worked at the same time, I had a job where I got a wage of 700 or 800 dollars per month. So when I got to know that my course would cost 300 dollars per month I looked for additional jobs in cleaning jobs because my objective was also to save some money. So in the building where I cleaned I found another job in a beauty salon where I had to clean 2 hours every second day. So this was to pay my course and my wage was dedicated to save money.

How do you feel as a woman?

Unfortunately I still see lots of abuses and ill treatments against women in our country. And women bear it because of the economic dependance. So as a woman I believe that it is better to stop any abuse because women can go ahead alone and it may work much better. I fell very proud. Sometimes people say that divorced women are losers but I honestly tell you with very proudly that a woman who has been ill treated has to feel it like a victory to get out of this situation that damages her and that the failure would be to stay and bear such a situation all life long, unhappy and damaged. And you also have to think of the children. If they emotionally grow up in an atmosphere of discussions, misunderstandings, ... they grow up badly and it is better sometimes to take a decision on time even if they pass some hard moments but they stabilize again and at least they see that there are rules and that there are rights to be respected. For me the point is to destroy a vicious circle that harmes from generation to generation. So as a woman I feel very proud and my situation has bettered, thanks God.

When you were abroad who was looking for your children?

When I went to Argentine my 2 sons stayed with my parents and they also stayed with their father. Their father worked but my mother was always there to look after them. And I sent money for their expenses. When I went to Italy I left them with their father and a house maid. We did not live any more in the house of my parents. But my 2 sons were no little children any more, they already were more independent and they stayed under the responsibility of their father and I always sent money for them.

First I sent 100 dollars per month, although my husband had his salary here as a military but I always said, „go and buy them some ice cream or something they need“ and I also sent money to pay the debts I had for the phone line and I also owed 500 dollars to the dentist because Dustan needed braces because his teeth were twisted. And this 500 dollars were too

much money here, I wouldn't have been able to pay it here. We also had taken a credit to buy a computer for my children because they always were reclaiming it from me. And that was what made me go abroad. My son had said to me when he still was a child: „Mami, don't buy any present for us in our next birthdays neither for Christmas, for the next 5 years. And save the money to buy us a computer instead. We want to have a computer. And it was too difficult to buy one for us. It cost 500 dollars and this was inaccessible for us. So I decided to work abroad.

So I had to pay all these debts from Italy. At the beginning I earned about 700 dollars and sent 500 per month. But then I stopped it as I had calculated that the debts should have been paid already. But when I asked my husband he told me that there were still debts to be paid and so I realized that he used the money for other things. And I got very angry and told him that he had to solve this on his own now and I stopped sending money and started to save my money in Italy.

I want to subline that when I was in Italy, you feel homesick and you also start to think that you would like to do something ... and as I was doing my professional training I felt that I would like to pass on my new knowledge to people who really are in need. So I thought about the street children sniffing glue and that I really would like to teach to them what I learnt and if somebody could give a place and the tools I wouldn't mind working with them and make that these people who are so distained in our society and considered as useless may learn something and may start to produce something and get some income.

But when I returned I had to solve my personal problems with my husband. He had done many bad things while I was away instead of supporting me. I was very deluded but no way – I had to go ahead and after a while I opened a fashion atelier and I also taught there. I wanted to open a school as they had proposed me at the fashion school where I studied in Italy because I showed a lot of talent. As I advanced well in my professional training they made me the proposal of opening a branch of their school. [...]

I was very interested in this idea but I realized that I would have needed too much money to pay the rent for the school, the machines, the resolution from the ministry (for the certificate) that would have cost me 3000 to 5000 dollars etc. So this was an investment that I couldn't afford at that moment.

So I tried, taking a atelier big enough for teaching there (without official certificate) and I noted that it was too hard to do everything on my own, attending the clients, drawing the design, measuring and teaching at the same time. And the students knew that they wouldn't have any certificate but that I only could teach them what I knew.

So I decided not to do the contract with Italy and I dedicated my time to make up fashion for 3 years. And I was doing well but the rent was very high, I had to pay 200 dollars every month, and paying the workers the earnings where minimum.

So I got the opportunity – via a client – to teach at the project *Wiñay Mujo* for poor people. So for me it was the opportunity that God gave me to support other people. I accepted and they gave me the job. I had to do 3 months on trial and worked with 2 levels: people who already had some basic knowledge and beginners. And I really worked hard these 3 months. We prepared a fashion show and presented different clothes. So my bosses were surprised and they expanded my courses and gave me a new challenge for the following year: to take care of the sector of micro-enterprises. So this was new for me because that was a job for somebody

with training in business administration but they thought that I might be able to do the job for the experience that I had shown.

So I was a bit frightened about some things I did not know, like preparing surveys and reports but I was honest to them and told them that I would have to learn those things and they offered to support me.

So this opportunity also motivated me to continue to learn and train the things I was not able to do. I got into a lot of courses of business administration, I learned a lot and I learned that when you get clear your objectives and goals and you have a vision of the future, you can achieve it. This is a personal decision on having success or staying conformist and mediocre.

So, this is my story but thanks God that he gave me this opportunity.

Job:

Teaching: industrial sewing, business management, leadership

Dressmaking on request

Buying and selling cars

Works since (age):

I work since I was 11 or 12, but only occasionally in the vacation or on Sundays.

My father was hurt in an accident and couldn't support us and my mother started to drink because of the deception. In the house of my grandparents we had earnings of 300 dollars from the rent of the stores. My mother never motivated us to study, she only complained that there was no money. So I always looked for a job in my vacation, I worked in shops, I sold shoes at Manaco (Bolivian shoe store), I helped a woman to sell snacks in the park on Sundays, I helped her to sell kebab. I remember that I bought a big ball for playing from my first salary.

At the age of 16 I got bored and stopped working for a while. And after the problems with my husband I started to think that I needed a profession and I started to study tailoring. I studied in the year 1991, then from 1991-1992 I opened a small workshop at home. I put a sign and got some orders. I had a worker helping me and she commented that in Argentine I could earn more and she offered me to accompany her to Argentine and so I decided to go because I wanted to earn faster.

After returning from Argentine I opened a studio again and so I started to work.

Works in this company he/she is currently employed with since: Or is the person working self-employed? On which basis? For which (European?) customers does the company produce/work?

Self-employed: dressmaking since 1992 till presence (18 years)
selling cars (2007-presence, 3 years)
teacher of industrial sewing since 2004 (6 years)

On which basis?

For which (European?) customers does the company produce/work?

Dressmaking for local consumers of all ages and both sexes

Car selling: to local consumers, especially men

Teaching: young people of both sexes, sometimes also adult women and rare times adult men but all of low income. Never elderly people.

Jobs before the current: How many jobs had the person before already? Also self-employed occupations, informal work, precarious jobs count. *That means not only decent jobs with a decent labour contract but everything the person earned his/her living with.*

The first year after marriage I didn't work. Only when we lived at Potosi/Uyuni because my husband was based there, I sometimes brought merchancy to Cochabamba when I visited my family and sold it, that was around 1984.

Well, I have worked selling shoes, selling anticuchos, selling diverse products like clothes, food, household products, etc. just what was at our disposal. I also opened a dressmaking workshop, then I went to Argentine, there I worked sewing at a factory, then I started to work as a house maid. When I went to Italy I also worked as a house maid and doing cleaning jobs in private houses and in a beauty salon.

When I returned to Bolivia, I opened my fashion atelier, where I also taught sewing and I made up clothes for clients. Finally I got the chance to teach at the project Wiñay Mujo, some persons also ask me to teach them private lessons. I also started to buy and sell cars but I never gave up my work of dressmaking. So I had more or less 10 jobs.

Company (can be an Alias if necessary): **Wiñay Mujo – Cepja (there is an alliance between these 2 projects whose common goal is to support an alternative education to better the life quality of the students)**

Sector of production / service: alternative education

Products/Services of the company: students with graduation in industrial sewing

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover: ?

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,...):

Is further education possible?: Yes

How: Is further education offered by the company?

Yes, workshops are offered all the time.

Are the workers supported in their further education - financially or by other means?

No, I can't do it during the worktime. I have to find time during my free hours without influencing my work.

I can get economic support once, I did a course of business administration. I got this support because they wanted me to teach these classes at the project. Before they paid a consultant who cost a lot of money, so they paid my training, so that I could teach this course on my own since then.

Is there a targeted planning of further education from the side of the company/management?

No, I attend trainings on my own planning, for example I wish to do a training in bride dressmaking.

Which further education offers are available, which are supported by the company?

Trainings that treat with family aspects, social aspects like ill treatment of children, sanity, gender equality.

Only job-related or also the free time education that are good for creativity etc.?

They were useful for me in personal matters as well as for the job.

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: *Is this a proper contract?* **For services**

Weekly working time according to the contract and to the law: I have a monthly working time and the contract is according to the law.

Real weekly working time: I do overtime hours and they do not pay it, but I do them because I want to.

Is overtime paid extra? How?

Working hours normally and real:

As I have various jobs I work more than 8 hours a day.

As a teacher I have 3 turns: 8-12.30, 14-18.00, 18-20.30 on Monday and Wednesday I only have 2 turns. So I have about 12 hours to relax and to do other works.

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other? How long is the weekend recreation time? How are breaks dealt with during the working hours?*

I have 2 free days after teaching, that is Saturday and Sunday. But these days I work on my own, Saturdays I sell cars and Sundays I have to prepare the clothes I make up, so I often have to work have to finish till morning hours.

I relax when I sleep, and I usually sleep for 6 hours.

Breaktime is only from 12.30 to 14.00 (90 minutes).

Violence at the work place: *Has the person ever been victim to violence at the workplace? Physic or psychic violence? Mobbing? By whom? Could he/she resist and end the violence? How?*

No, in no way.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *This is about the subjective personal feeling of the interviewed person on his/her working place reality. What does the person feel as a problem? What would he/she like to change/better? What is his/her biggest problem?*

I think that sometimes organization is missing as there have been choined two institutions that have a agreement, sometimes the organization is bad. On the other hand I miss „pattern desks“ (mesas de patronaje) because the students sometimes have to do their work on the floor. „Patronaje“ refers to the pattern/mould once you take the measures of a person or you define the industrial sizes, you have to prepare a model of the cloth you wish to make up; it's like a map of the body where you have to identify the cloth you want to cut and make up.

Sometimes I have groups of 25 students and we don't have enough desks for them to work at.

Another thing I don't like is the lack of interest of some students, but there are others with lots of interest, but I suppose that this happens everywhere. It just disturbs me that the people without interest just come to the lessons to pass their time.

I would like that the children changed, I think that if the education at the basic level changed, they would have to support the children to get a creative and enterprising spirit.

The biggest problem?

There have always been some failings but we achieved to resolve them. Nevertheless the lack of coordination and organization is the point we really have to work at.

Narrative description of his/her career: Which education, vocational education, further education? Start at the very beginning Kindergarden

I started primary school at 6 years and I was studying relatively well till the third grade of secondary and never lost a year. But as I married at the age of 16, I didn't finish my secondary education because the fourth year was missing. In the year 1990 I did a training in sewing and dressmaking.

In 1994 I went to Argentine and when I got back I was asked to teach lessons in sewing and dressmaking to children and young people with special needs at Consipe. For this I got some training at the University of Cochabamba (San Simón) for "special education" (teaching handicapped children).

Then when I went to Italy in 2000 I attended 2 specialization courses in sewing.

I also did some more trainings that I describe in my curriculum vitae in a more detailed way (**not traduced!**)

Rights at work:

Trade union member: Yes

Which trade union: ASIUVAC (Association of importers and exhibitors of used cars and car parts Cochabamba)

Short description of the trade union: *number of members, which sectors organized etc.?*

This is a new union. It has got its only in 2008.

I got the opportunity to be elected president of the election comitee in 2009. This was a good learning experience for me because I had the command in my hands but in the union there is a separation between new and old ones and each of them tried to manipulate me for their own purposes. So it was a struggle for me and I almost tore the towel but as I am a person who looks for justice and who likes to have things correctly done, I went ahead and brought ahead the elections.

In the union there are statutes and rules and to understand them I got the advice of 3 lawyers to understand well everything and do things according to the rules and statutes. The goal of the association is to look after the income and the work source of the members.

Sector: selling of cars and car parts

Is the union part of a federation or confederation or any bigger institution?:

no

Is there one or more national umbrella federations of trade unions?

At a regional level there are 7 unions that come together.

Of which one is the respective union a member?

One for the place (local criteria) and one for the age of the organization (depending from the year of ist foundation)

Is this umbrella federation member of a bigger confederation e.g. ITUC, ETUC, Global union branch?

No

Member of ITUC: no

Works council in the company: no, only a board

What does it do?:

Are trade unions legal or illegal? Yes / No + additions

our union is legal, we have legal status, rules and statutes and we are registered at the regional prefecture of Cochabamba.

Do trade union members have to fear discrimination or repression? If yes which? From whom, ordered by whom?

I felt that I was somehow discriminated when I was president of the electoral committee, on the one hand for being a woman and on the other hand for wanting to do the things correctly.

By the members of the union who wanted to implement the criteria for their own interest. The old members wanted to stay in the board and the new ones wanted them to change because there had been many irregularities.

Work council in the project??????? Number of union members?

Narrative description of trade union situation:

Let the interviewed person talk freely

Social security / insurances:

Insurance in case of illness: no

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

The union is checking the possibility of getting an insurance and to get inscribed in some sanity institution and to see which would be the fee everyone would have to apport.

Sick leave: No, I have never had a sick leave.

How: With further payment of wage or not? In which amount? For how long?

Safety from firing during sick leave: Yes

Doctor in the company/plant?: Yes / No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Yes, in the project Wiñay Mujo we have a doctor who attends the community and also the employees of the institution but I have never gone to the centre. When I or my children need medical attention we go to a private institution.

Access to independent medical care: Yes

Has the person access to medical care? Yes

Has he/she to pay for it for him/herself or is it covered by an insurance?

Yes I have to pay because I go to private institutions.

To which degree?

*I have to pay for all of it, from the consultance to the prescribed medicine.
Is only emergency care covered or further medical care?*

Insurance for accidents: Yes

How: What is covered by the insurance?

For example in Wiñay Mujo before the union with Cepja, I had an insurance but I never got inscribed nor used it although I paid the contributions. I know that when the employees have an insurance at work and they have accidents at work, the insurance pays all costs.

Safety from firing while pregnancy: Yes

How: As the employee is assured, she gets her salary and they look for a substitute for 90 days which is defined by law: one month before the birth and one month after. They also get a subsidiary for lactancy.

Maternity leave possible?:

I think in some institutions it is also possible for the father to take some break but I don't know in which because at Wiñay Mujo we are only women.

??? 90 days or more??? 2 months after the birth?

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

Leave for taking care for near relatives possible?: Yes / No

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

This is the first time I hear about that. I have never heard about anybody who got the leave at his work to take care of his relatives.

Pension insurance: Yes

How: *What is the amount of the pension compared to the wage? Which preconditions have to be fulfilled to have access to the pension?*

When I was at Wiñay Mujo, I paid the contributions for the AFPs, they discounted it from our payroll.

At the moment I don't pay but I will go to pay my contributions.

Insurance in law matters (regarding labour rights): Yes

How: I think that there is legal protection from the Ministry of Labor.

Is there a juridical representation possible (lawyer)?: No, only the Ministry of Labor.

How: *Is there an interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Right to have holidays: Yes

How: *How long is the yearly holiday by law and in reality? Can the holiday right really be used? Is the wage paid further during the holiday or is the holiday without wage? Is there additional to the paid holiday the possibility for unpaid holiday?*

15 days once a year. At the end of the year we have a holiday for Christmas and New Year.

(??? how many days???)

Wage is paid.

When I had to travel to Iquique (Chile – to buy used cars), I had to organize a substitute teacher for my lessons and I had to pay him.

Gastronomy



Personal questions:

Name: *Patricia Narda Quiroga Meneses*

Age: 39

Sex: female

Marital status: widow

Birthplace: Cochabamba

Current living place: *living place means the place, where the interviewed person lives, according to his/her own definition. Please interviewer also add from own knowledge or ask: Does the person live in the city or the countryside? How many inhabitants does the village/city have?*

Barrio Ticti Norte, Zona Norte, Cochabamba

Distance between living place and birth place (in km and time): *Where was the person born? Where does he/she live now? Did the person migrate? From? to? Why? Please ask also for these backgrounds!*

From the quarter Cala Cala al quarter Ticti Norte, about 8 km. (10 min. in collective transport)

I was living with my parents and my brothers and sisters for rent and as rents were increasing we moved farther away because my parents couldn't afford higher rents.

Place where he/she goes for work (Workplace): *Is the workplace in another village or city than the living place?*

I have 3 jobs:

- cook in a novitiate*
- tradeswoman for cosmetics and underwear*
- catering service for gastronomic events*

Distance between living place and workplace (in km and time): *Has the person to commute to the workplace?*

Yes, to my work at the novitiate.

My work as a caterer is casual, only when I have orders.

I sell cosmetics and underwear in the afternoons. I visit my friends and offer them my products.

How far? How long does it on average take daily to get to and back from the workplace. Which transport is used?

About 4 km to my work as a cook. It takes me about 60 min. walking or 30 in taxi (or collective taxi)

Does he/she has to use another accommodation at the work place, because the daily way from and back home would be too far? How long is the way? How long would it take? What does it cost? How often can the person go home? (either birth or living place - as interviewed person sees it)

no

Highest grade of completed education: *school completed? Which school? Vocational school or training completed? Which school/company? More than these? Any (vocational or other) grade not mentioned? University degree?*

She attended kindergarten, primary and secondary education, finishing with the title of bachiller (final exams). She studied gastronomy for 18 months.

Amount of years in the educational process: *How many years did the person spend in the formal educational system (school, high school, university etc.)*

kindergarten: 1 year

primary: 8 years

secondary: 4 years

gastronomy: 18 months.

Amount of children: 6 , from that 3 girls, 3 boys

I have 4 children of my own and 2 heritated from my husband and his former wife – they are the elder ones) but I consider them all my children because I have been living with them since they were children.

Age and sex of the children:

Rodrigo Illatarco Delgadillo, 22 years, male

Juan René Illatarco Delgadillo, 21 years, male

Dayan Gutierrez Quiroga, 19 years, female

Diego Illatarco Quiroga, 15 years, male

Sharym Illatarco Quiroga, 9 years, female

Valeria Illatarco Quiroga, 3 years, female

What are the children doing: *Are they going to school? Are they working? If yes where?, Do they help their parents in the company/self-employment or in farming or not? How much do they work in their parents farm/small company?*

Rodrigo studied till 3rd grade of secondary and made a course as technician for the assembly of mobile phones. He is going to be father, he is working, he has his shop for selling and buying mobile phones and things like casings, decorations, and all that has to do with mobiles. He is still living in my house and also his wife.

Juan René, studied til 4th of secondary, and also for technician in assembly of mobile phones. He works together with his brother in the mobile shop. The shop is of the two of them. He has his girl friend and they live in the house together with me.

Dayan, studied till 3rd grade of secondary, then she went to live with her boyfriend and left school. Now she is living in the house of the mother of this boy and sometimes she comes to stay with me. She is working with her mother-in-law, they are selling food in a pension.

Diego is still studying, now the 8th grade of primary school. He also helps me when we have contracts to prepare food.

Sharym studies the 4th grade of primary.

Valeria doesn't study yet, she is with me, only in the mornings when I go my work she stays with her brothers and sisters. In the afternoons she comes with me to sell products.

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house / a flat / a hut / something else, what _____?

House in rent

Square meters: *If necessary find out in local measurement and convert in square meters*

400 m² (ground)

Number of rooms:

The house has 8 rooms (including the kitchen) but Patricia only occupies 7 with her family. One room is occupied by 2 nephews of her husband.

Number of persons, who live there:

10 persons

Relationship between the persons: Married couple, children, parents, friends, colleagues?

Mother and sons/daughters

brothers-sisters

couples

daughters-in-law

nephews

cousins

Cold water in the flat?: yes

Hot water in the flat?: yes, only in the shower

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean?

Number of bathrooms in the flat:

we have 2 bath rooms with shower and toilet in each of them, but in one the shower isn't working and in the other the toilet isn't working.

Number of toilets in the flat: 2 but only one is working.

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *The average individual income of the person of the last three months including (if relevant) overtime pay etc.*

about 3000 bolivianos (within the 3 months)

Type of income: per piece pay / pay for certain amount of hours / mixed pay - describe how?

In the novitiate where I work from Monday to Saturday from 8.30 to 11.30 they pay me for hours – per month 490 bolivianos. They pay 120 per week and the last week of the month I get 130, so 490 in total. On the sheet it says 500 but they discount 110 for my contributions.

For my work as peddler (vendedora ambulante) of cosmetics and underwear I earn for every product I sell and I gain about 510 bolivianos per months.

Other parts of income: *Are there other parts of income (money and non-money) that are added to the income e.g. social allowance for children (that have to go to school) etc.*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: *Ask if the person knows these amounts or if he/she knows that these things exist/should exist. If yes report amounts. If not this will be added by editing team.*

Yes – I think it is about 600 bs.

National poverty line: *Ask if the person knows the amount. If yes report the amount. If not it will be researched by editing team.*

She doesn't know.

Net family income / Net household income in local currency: *The Net-income of all persons having a job in the family or household. Are there transfer payments (e.g. by the state) that are added to the income (e.g. social allowance for children, added money for flat etc.) Which amounts are these?*

Patricia 1000,-

Rodrigo: 600,-
Juan Rene: 500,-
Total: 2100,-

Also my children who study get a voucher/bond once a year, called "Juancito Pinto": it is kind of a stimulation to pass the year's grade/course at the primary school and they get 200 bs. each.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

How would the interviewed person describe his/her living situation? What is characteristic about it for him/her? What she/he wants to report from his/her initiative? Ask and let the interviewed person time to think and answer!

I had many traumas as a child because my parents quarrelled a lot and beating each other and I didn't know who to defend. After many years of quarrelling my father decided to leave the house because once when they were fighting, I caught a pillory (picota) to hit my father, that was when he decided to leave us definitely. And afterwards my mother blamed me that he left us for my fault. That happened more or less when I was 12 years old and I started to attend an evangelic church for 4 years, I liked it there. We were 5 children but one died, so we were left 3 females and 1 male. When my father had gone, my mother worked as a dressmaker to earn money and he had to pay us a pension after my mother had taken him to the court.

When I was 18 I got to know the father of my daughter, then I did my final school exams. I wanted to study journalism but there was no course here at Cochabamba at the public university, only in the private ones and it was very expensive and my parents didn't have the money to pay my studies.

My father worked as a driver in the public university and he told me to study any course there but at the public university where he was working and I didn't want to and I set my mind on it and so I didn't study at all.

So I didn't study, I married the father of my daughter but we didn't live well together, we stayed 2 years together but we hit each other and so we separated. He was also very irresponsable and I had to keep the family with my income.

We decided to separate and we both formed new families with other partners. Now we talk to each other and as my daughter is pregant he gives her 200 bs. every month but before he had never done that.

When we separated he went to Santa Cruz and he only saw my daughter once a year when he came to see his mother.

2 years later I started to work as an assistant in an upholstery/tapestry and there I got to know the father of my children called Juan. We both had children from former marriages, I had a daughter and he had two sons but we decided to accept us in this way and to build up a family.

For one year and a half I am widow now. My husband worked as a taxi driver. They robbed him and the robbers killed him. I miss him very much, I do not have any more to whom to talk and with whom to share the problems. Besides widows and divorced are frowned upon by society.

Since my husband is not with us any more, I work the double because he also contributed to the household expenses. Including Rodrigo and Juan Rene who are the sons of my husband and already have their wives don't want to leave the house. Maybe they don't want to leave their brother and sisters but also they want to help me with the household expenses.

We used to get on very well with each other (with the sons of my husband), we respect each other and we go ahead in bad moments and love their younger brother and sisters.

I think that I am a responsible person because when I give my word this is law, for example when I have a debt and I say I will pay it tomorrow I fulfill it.

Job:

- cook in a novitiate
- tradeswoman for cosmetics and underwear
- catering service for gastronomic events

Works since (age):

I have been working since I was 18. I liked to do men's jobs. In my first job I was technician for water pumps.

Works in this company he/she is currently employed with since: Or is the person working self-employed? On which basis? For which (European?) customers does the company produce/work?

As a cook in the novitiate for 4 years. I cook for catholic monks between 16 and 55 years.

I also work self-employed – selling cosmetics and underwear and offering catering (cooking and service) for special events like birthdays or special dinners .. - for all kinds of clients and ages.

Jobs before the current: How many jobs had the person before already? Also self-employed occupations, informal work, precarious jobs count. *That means not only decent jobs with a decent labour contract but everything the person earned his/her living with.*

I think in about 10 jobs.

My first job was as a technician for water pumps, I worked for one year, I left because I started to study dressmaker but then I left because I realized that it was not very attractive to me, I didn't like it too much.

Then I worked in Plane (that is a job the government offers to unemployed persons), I worked paving streets, cutting grass and weeds, cleaning rivers and droughts. There I worked for 2 years.

I have always been working in what was possible: washing clothes, upholstering furniture, selling food etc.

Company (can be an Alias if necessary): novitiate (house where monks and novices live)

Sector of production / service: gastronomy

Products/Services of the company: cooking for the monks

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,....):

Is further education possible?: Yes – on my own initiative: for example as I cook for monks who come from different countries like Argentina, Paraguay, Peru, Chile, Spain and others, I look for recipes in the newspapers and I try them. I try to vary the dishes of those countries although they also like Bolivian dishes.

How: Is further education offered by the company? Are the workers supported in their further education - financially or by other means? Is there a targeted planning of further education from the side of the company/management? *Which further education offers are available, which are supported by the company? Only job-related or also the free time education that are good for creativity etc.?*

No, no kind of further education at work.

In my work I have the possibility to get further education personally, because I cook what I want for my bosses. For that I also did a course of 18 months in gastronomy but I studied in the afternoons and always went to work (in the mornings), I never failed for that.

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: Is this a proper contract?

We have an oral contract, my bosses pay me with a paper/ticket.

Weekly working time according to the contract and to the law:

I think so because I have my contributions to the **AFPs.**

Real weekly working time:

Is overtime paid extra? How?

I don't work holidays, some times I do extra hours, for example I cook in the mornings but sometimes they have guests or meetings and they call me to cook in the afternoons and pay it extra.

Working hours normally and real:

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other? How long is the weekend recreation time? How are breaks dealt with during the working hours?*

I relax about 7 hours a day.

At the novitiate I work Monday to Saturday for 3 hours.

I sell my products from Monday to Friday in the afternoon.

On Saturday I do the shopping for my house and on Sundays I relax and pass all day with my children. We go to the cemetery to put flowers for my husband, we make a trip or to visit parents.

Sometimes I work for the orders – but that's only in special occasions like Christmas time, New Year and in this period I have my vacation in the novitiate.

Violence at the work place: *Has the person ever been victim to violence at the workplace? Physical or psychic violence? Mobbing? By whom? Could he/she resist and end the violence? How?*

never

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *This is about the subjective personal feeling of the interviewed person on his/her working place reality. What does the person feel as a problem? What would he/she like to change/better? What is his/her biggest problem?*

I like everything about my job. I relax there. I wouldn't like to change anything, I love my job and I try to look after it, I am very satisfied in my work.

Narrative description of his/her career: Which education, vocational education, further education? Start at the very beginning Kindergarten

I studied from kindergarten to secondary, I never lost a year, I was a good student. But then I got married and I didn't go on studying at university. I studied some 6 months for dressmaker but I didn't like it and I left it.

Then, already married, I studied 18 months gastronomy to improve the dishes and to learn to cook international dishes.

Rights at work:

Trade union member: No

Which trade union:

Short description of the trade union: *number of members, which sectors organized etc.?*

Is the union part of a federation or confederation or any bigger institution?: *Is there one or more national umbrella federations of trade unions? Of which one is the respective union a member? Is this umbrella federation member of a bigger confederation e.g. ITUC, ETUC, Global union branch?*

Member of ITUC:

Works council in the company: Ja / Nein

What does it do?:

Are trade unions legal or illegal? Yes / No + additions

Do trade union members have to fear discrimination or repression? *If yes which? From whom, ordered by whom?*

Narrative description of trade union situation:

Let the interviewed person talk freely

Social security / insurances:

Insurance in case of illness: Yes

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

To be honest I haven't gone to the insurance (hospital/medical centre) although I make my contributions but I neglected to fill some form they had given me ..

Sick leave: No, thanks God I have not been ill.

How: With further payment of wage or not? In which amount? For how long?

I know that I continue to receive money but as I haven't been ill I don't know for which period nor the exact amount they would pay.

Safety from firing during sick leave: I think there is.

Doctor in the company/plant?: No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Access to independent medical care: Yes

Has the person access to medical care? Has he/she to pay for it for him/herself or is it covered by an insurance? To which degree? Is only emergency care covered or further medical care?

No, because close to my house there is a project and there is a doctor who attends gratis. The consultation is free but as it is a project they also get us some medicines at the distributor's cost (without earnings).

It is only basic service, some times they have agreements and they get us some specialits and they also help us with a part of the laboratory costs.

Insurance for accidents: I think so.

How: What is covered by the insurance?

I don't know. I haven't had any accident yet but if I had one I am sure that I would get medical attention.

Safety from firing while pregnancy: Yes

In my case I went to work when I was pregnant. The monks told me to stay at home but I went on working because I was feeling well and I only had started to work some

time before and I wanted to keep my job. When my daughter Valeria came to birth, they gave me 3 weeks off and then the monks called me to come back together with my baby-daughter. I took the baby carriage/pram with me and while I was cooking she was in the carriage. All the time I was not working (21 days) I got paid and they also gave me a present of 600 bs. for the things I needed for my baby-daughter.

How:

Maternity leave possible?: Yes / No

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

In my case they gave me 21 days and I was paid my usual wage.

I don't know if the fathers have the right.

Leave for taking care of near relatives possible?: No

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: Yes

How: *What is the amount of the pension compared to the wage? Which preconditions have to be fulfilled to have access to the pension?*

I get paid 490 bs. per month but my ticket is about 660 bs. including the contributions to the AFPs (Administration of Pension Funds) and for the health insurance.

I don't know which conditions I have to fulfill to get my pension, I think to have the age of 55 years.

Insurance in law matters (regarding labour rights): Yes

How: **through the Ministry of Labor but I have never been there.**

Is there a juridical representation possible (lawyer)?: Yes / No

How: *Is there an interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Only the Ministry of Labor

Right to have holidays: Yes

How: *How long is the yearly holiday by law and in reality? Can the holiday right really be used? Is the wage paid further during the holiday or is the holiday without wage? Is there additional to the paid holiday the possibility for unpaid holiday?*

I have 20 to 30 days vacation more or less, in the Christmas period the monks go to see their families from December 15th to January 20th and all this period I am in vacation and I get paid although I don't go to work.

Some times they call me and tell me not to come to work because they have other plans and I don't go but they pay me the wage nevertheless.

Shoemaker



A) Living situation

Personal questions:

Name: (can be an alias if wanted) **Eddy Vargas Gutierrez**

Age: 55

Sex: male

Marital status: married

Birthplace: La Paz - Murillo

Current living place: *living place means the place, where the interviewed person lives, according to his/her own definition. Please interviewer also add from own knowledge or ask: Does the person live in the city or the countryside? How many inhabitants does the village/city have?*

Calle San Nicolás Nº 578, Zona Este, Cochabamba

Distance between living place and birth place (in km and time): *Where was the person born? Where does he/she live now? Did the person migrate? From? to? Why? Please ask also for these backgrounds!*

Eddy migrated from La Paz to Cochabamba, 380 km, 8 hours by bus. My mother is from Cochabamba, my father from La Paz. Both lived in La Paz but because of problems between my parents, my mother decided to return to Cochabamba and then my father and I decided to follow her to stay with her.

Place where he/she goes for work (Workplace): *Is the workplace in another village or city than the living place?*

He works at home – where he makes shoes manually for girls. He works independantly.

Distance between living place and workplace (in km and time): *Has the person to commute to the workplace?*

0

How far? How long does it on average take daily to get to and back from the workplace. Which transport is used? Does he/she has to use another accommodation at the work place, because the daily way from and back home would be too far? How long is the way? How long would it take? What does it cost? How often can the person go home? (either birth or living place - as interviewed person sees it)

Highest grade of completed education: *school completed? Which school? Vocational school or training completed? Which school/company? More than these? Any (vocational or other) grade not mentioned? University degree?*

He studied 3 years of secondary, he left when 6 months were missing for the final exams.

My father made shoes but I didn't learn from him. I learned it when I had got responsibilities for my family. I saw how my father made shoes and seeing it and imagining it I started to make shoes for girls and women.

Amount of years in the educational process: *How many years did the person spend in the formal educational system (school, high school, university etc.)*

8 years primary

3 years secondary (he didn't finish the 4th year)

Amount of children: 9 , from that 3 girls, 6 boys

Age and sex of the children:

First son Mauro, 35 years

Second son Gerald, 33

Third daughter Mónica, 31

4th daughter Jimena, 29

5th son Eddy, 27

6th son Dennis, 25

7th daughter Laura, 23

8th son Diego, 21

9th son Dexter, 19

What are the children doing: *Are they going to school? Are they working? If yes where?, Do they help their parents in the company/self-employment or in farming or not? How much do they work in their parents farm/small company?*

Mauro: my son is lawyer, he is married, he doesn't have children yet. He sometimes contributes economically with some money for the household expenses.

Gerald: my son did his final school exams (bachillerato) and now he is studying dental technician, he is married and has 2 sons. He works as a security guard and contributes mensually 200 Bol.

Mónica: my daughter is widow. She studied till 2nd year of secondary and then she made a course as hairstyliste. For 4 years she has been working in Italy, working as a cleaner and taking care of old persons. She has 2 sons and 1 daughter who live together with me and my wife and I am responsible for them. She contributes economically with **8000 bol. for** (?) the education, food, medical service, basic services, transport and the leisure time for her children.

Jimena: she finished her final school exams and did a specialization training in embroidery for bride dresses. She actually lives independantly. She has a son who lives together with us but his mother accepts responsibility for his food and sends food every week.

Eddy is business administrator and works in the banc Prodem. He is married and has a son. He occasionally contributes for the household expenses.

Dennis is studying computer science at the statal university. He is single, he still lives at home but he works administrating su internet cafe. He contributes 400 Bol. per month for the household expenses. He also helps me to make girls' shoes that we sell.

Laura is studying political science at the statal university. She is single and depends on us. She helps with the household work, looks after her niece and nephews, also makes shoes we sell, she makes embroidery on the shoes, cuts, covers with pa and brings the shoes to the market.

Diego finished the 4th grade of secondary school. He helps his brother in the internet cafe. He doesn't study at university.

Dexter is studying law at the statal university. He also makes shoes: he prepares the shapes, puts together, sews and finishes. He also helps his brother with the internet cafe.

Before my elder children made up their own homes and their independant lifes, we all worked at home, my children were my workers. We all made shoes, from cutting, soling, putting together, do the embroidery till bringing it to the market.

Number of grand-children: 7 – one female, 6 male

Carlos (9) – at 5th grade of primary, he trains football in the afternoons, he is in charge of Eddy

Dorian (8) – at 4th grade of primary, he trains football in the afternoons, he is in charge of Eddy

Óliver (7) – at 3th grade of primary, he trains football in the afternoons, he is in charge of Eddy

Alejandro (6) – at 1st grade of primary, he also plays football in the afternoon and lives with his parents.

Jhandira (5) – in the kindergarten and she is in charge of Eddy

Fabian (4) – in the kindergarten and lives with his parents

Adrian (4) - in the kindergarten and lives with his parents

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house / a flat / a hut / something else, what _____?

House in “anticredit” (paying a certain amount the creditor can live in the house of the debtor for a certain time fixed in a contract/till the debt is paid).

Square meters: *If necessary find out in local measurement and convert in square meters*

350 m²

Number of rooms: 6 (without bathroom)

Number of persons, who live there: 10

Relationship between the persons: Married couple, children, parents, friends, colleagues?

Grandparents – grandchildren

Parents – children / brothers and sisters

Uncles/aunts – niece – nephews

cousins

Cold water in the flat?: yes

Hot water in the flat?: yes, only in the shower

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean?

Number of bathrooms in the flat:

we have e 1 bathroom where there are toilet and shower together

Number of toilets in the flat:

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *The average individual income of the person of the last three months including (if relevant) overtime pay etc.*

Of the shoemaking work we have an income of 1200 Bol. per month.

I do not work like before, I only work for necessity. Until 3 months ago I only took care of my 6 grand-children and their parents sent us money for their food and the expenses of all we lived in the house. Now that my son Gerald has returned with his wife they took their 2 children with them and I am only in charge of 4 grand-children who are the children of my 2 elder daughters.

We went back to making shoes after about 2 years because taking care of my 6 grand-children was a lot of responsibility and I had to be aware of their education and their development. And there are months when my daughter from Italy doesn't send money, the situation must be difficult being abroad. That's why I decided to make shoes again. So we can assure at least the income for the nutrition.

Type of income: per piece pay / pay for certain amount of hours / mixed pay - describe how?

Per piece- for every finished product in cash.

Other parts of income: *Are there other parts of income (money and non-money) that are added to the income e.g. social allowance for children (that have to go to school) etc.*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means ___% of a living wage (that means decent wage of which worker and family can live a decent life) and ___% of the legal minimum wage: *Ask if the person knows these amounts or if he/she knows that these things exist/should exist. If yes report amounts. If not this will be added by editing team.*

Yes, the minimum wage is a wage the government has fixed for the work one does and it is 679,02 bolivianos per month.

National poverty line: *Ask if the person knows the amount. If yes report the amount. If not it will be researched by editing team.*

Yes, it refers to the fact when one lives in extreme need, when one only has a glass of water or sometimes not even that, when one has many needs, doesn't have water nor electric light ...

Net family income / Net household income in local currency: *The Net-income of all persons having a job in the family or household. Are there transfer payments (e.g. by the state) that are added to the income (e.g. social allowance for children, added money for flat etc.) Which amounts are these?*

Within all the children and the father the income is about 5300 Bs. More or less.

3 of my grandchildren who go to the primary school get a government bond about 200 bs. each at the end of the school year. They spend this money for some excursion or trip they want to do or for sweeties ...

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

How would the interviewed person describe his/her living situation? What is characteristic about it for him/her? What she/he wants to report from his/her initiative? Ask and let the interviewed person time to think and answer!

I am a man of strong temperament. I come from a poor family where I had to take the role of the father many times and I had to work to maintain my brothers and sisters. Then I decided to make up my own family and – exactly as my father – I got 9 children. Together with my wife we fought to make them grow, to educate them and to get them ahead, provide food for them, clothes and education. All my children studied in the secondary school from kindergarten on, except Monica who wasn't able to finish her secondary school because of her illness. At the beginning when we formed our family, my wife and I lived in the city of La Paz where I was working in a shoe maker's workshop. Then we returned to the city of birth of my wife, Cochabamba, and I got a job in a wickerwork factory which was the first in the city and its owners were from Chile. The company went bankrupt because of bad administration and all the workers were fired. At that moment I decided to make shoes, without really knowing how to do so, I only remembered how my father was making men's shoes. So I started to make shoes for girls in terms of handicraft, and sometimes also high heels for women – when I had orders.

*At the beginning we did very well, between the years 1980 and 1995 we earned about 6000 bolivianos per month and this money was enough for the household expenses and for the needs of our home but also to save money. Within the 30 years my children and I have been making shoes we never bought machinery, we always worked manually (handicraft), nor we had to contract workers... as we were various we could do the work alone. For 17 years we all lived in the house of my mother in law. And in the early 90-ies I decided to build a house for my family. So my children, my wife and I went on working together but for casualities of life we lost the home we had built with our work. But we kept fighting to get ahead. We started to live in rent and some years later, with the help of my daughter Monica who lives and works in Italy, we were able to put together 8000 dollars to get a house in “**anticretico**” (explication of the dictionary: A contract between debtor and creditor by which the former yields to the latter the fruits of a farm until the debt is paid. Acutally it refers to a contract for housing with which the creditor can live in the house of the debtor until the debt is paid – a very popular form of “rent” contract in Bolivia) and to buy a car to bring my grandchildren to school and to their football training.*

In spite of all the obstacles we had to cross, we always got ahead. It is an enormous satisfaction for me that 2 of my sons have finished university and that the younger ones are on their way to do so. But without any doubt my biggest pride are my grandchildren and I will continue working for them. They are the reason of my life, for them I return to work and I also want to contribute to the household expenses.

Part of my dreams have come true – one of them was to see my sun Mauro make true his dream, then I had the dream of having my house but it wasn't possible. I hope that my children will be able to make true this dream.

And I also wish that all my family always is well.

B) Working situation

Work:

Job: handicraft shoe maker for girls' shoes

Works since (age): I have been working since I was 8 years old.

Works in this company he/she is currently employed with since: *Or is the person working self-employed? On which basis? For which (European?) customers does the company produce/work?*

I work self-employed since the early 80-es, I make shoes for girls and babies: from the age of 3 months up to 4 years. Sometimes I also made elegant shoes for women.

Jobs before the current: *How many jobs had the person before already? Also self-employed occupations, informal work, precarious jobs count. That means not only decent jobs with a decent labour contract but everything the person earned his/her living with.*

I work since I was very young, I first helped to make toasted cereals, then I helped to wash and look after cars, sanding down rods in a carpentry, unloading bananas, When I was 18 and I built up my own family, I started to work in a shoemaker's workshop in La Paz. Then we returned to Cochabamba and I started to work making furniture of wickerwork for 2 years.

Afterwards I started to make shows on my own – till now.

Company (can be an Alias if necessary): **Calzados Mónica (Mónica shoes – in honour of my daughter and now of my granddaughter.)**

Sector of production / service: **handicraft**

Products/Services of the company: **girls' shoes**

Edy sells his shoes to the wholesalers who resell them to the sellers who have their stands at the market and who sell them to the consumers.

I generate work for other people and my shoes are sold on national level.

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,....):

Is further education possible?: No

How: Is further education offered by the company? Are the workers supported in their further education - financially or by other means? Is there a targeted planning of further education from the side of the company/management? *Which further education offers are available, which are supported by the company? Only job-related or also the free time education that are good for creativity etc.?*

We have a workshop with my children and we never had to contract other people because we do everything manually on our own, from cutting the material to doing the embroidery and selling the product.

Is there a work contract on paper with one copy in the possession of the worker: No, I am the owner, in this case of my children.

How: *Is this a proper contract?*

Weekly working time according to the contract and to the law:

Real weekly working time:

Is overtime paid extra? How?

Working hours normally and real:

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other?*

7 hours a day

How long is the weekend recreation time?

We relax Saturdays and Sundays. We make shoes from Monday to Friday.

How are breaks dealt with during the working hours?

At 7 in the morning I bring my grandchildren to school, return to home and work till noon when I collect them from school. Then we have lunch and I continue working till 3 p.m. to bring them to their football training. We return at 7 p.m., we have dinner and I get back to work till 11 p.m. and sometimes till 1 a.m. Usually I work 9-10 hours a day. My other children make shoes in their free time between their lessons at university.

Violence at the work place: *Has the person ever been victim to violence at the workplace? Physic or psychic violence? Mobbing? By whom? Could he/she resist and end the violence? How?*

No, there hasn't been any case of violence but accidents. One of my sons gut hurt at the wrist.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *This is about the subjective personal feeling of the interviewed person on his/her working place reality. What does the person feel as a problem? What would he/she like to change/better? What is his/her biggest problem?*

Narrative description of his/her career: Which education, vocational education, further education? Start at the very beginning kindergarten

I started to make shoes for the necessity to maintain my family but I had instinct to do so and motivation from my wife, curiosity, perseverance and especially creativity and the will to make a competitive product, cheap and of good quality. I have never done any course or training, although they invited me to some professional training but I needed money to inscribe and take part.

Rights at work:

Trade union member: No

Which trade union: none

Short description of the trade union: *number of members, which sectors organized etc.?*

Sometime I was invited to take part of of gremial associations because they observed the quality of my work but for thiat time and money was lacking.

Is the union part of a federation or confederation or any bigger institution?: *Is there one or more national umbrella federations of trade unions? Of which one is the respective union a member? Is this umbrella federation member of a bigger confederation e.g. ITUC, ETUC, Global union branch?*

Member of ITUC:

Works council in the company: Ja / Nein

What does it do?:

Are trade unions legal or illegal? Yes / No + additions

Do trade union members have to fear discrimination or repression? *If yes which? From whom, ordered by whom?*

Narrative description of trade union situation:

Let the interviewed person talk freely

Social security / insurances:

Insurance in case of illness: No

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

Sick leave: No, my children and I always worked even when we were ill.

How: *With further payment of wage or not? In which amount? For how long?*

Safety from firing during sick leave: Yes / No

Doctor in the company/plant?: Yes / No

What is his/her position in the company? *Is it for the good of the workers or is he/she a tool of the management?*

Access to independent medical care: Yes

Has the person access to medical care?

Yes

Has he/she to pay for it for him/herself or is it covered by an insurance?

When we need medical care we go to the health centres or when we have money we go to a private centre – depending on our economic situation.

To which degree? Is only emergency care covered or further medical care?

I pay for everything, from the consultation to the medicine.

Insurance for accidents: Yes / No

How: *What is covered by the insurance?*

Safety from firing while pregnancy: Yes / No

How:

Maternity leave possible?: Yes / No

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

Leave for taking for near relatives possible?: Yes / No

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: No

How: *What is the amount of the pension compared to the wage? Which preconditions have to be fulfilled to have access to the pension?*

Insurance in law matters (regarding labour rights): There is ...

How:

Is there a juridical representation possible (lawyer)?: Yes / No

How: *Is there a interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

Right to have holidays: Yes / No

How: *How long is the yearly holiday by law and in reality? Can the holiday right really be used? Is the wage paid further during the holiday or is the holiday without wage? Is there additional to the paid holiday the possibility for unpaid holiday?*

Personal questions:

Name: *(can be an alias if wanted) Ana Aguilar (pseudonym)*

Age: 27

Sex: female

Marital status: married

Birthplace: La Paz - Murillo

Current living place: *living place means the place, where the interviewed person lives, according to his/her own definition. Please interviewer also add from own knowledge or ask: Does the person live in the city or the countryside? How many inhabitants does the village/city have?*

Calle Pachamita without numeration, Zona Norte, Cochabamba

Distance between living place and birth place (in km and time): *Where was the person born? Where does he/she live now? Did the person migrate? From? to? Why? Please ask also for these backgrounds!*

380 km (about 8 hours in the public bus) from the department La Paz to the department Cochabamba.

My family (father, mother, brothers and sisters) lived in the department La Paz with my grandmother (my mother's mother) but she was ill of the heart and she needed a warmer climate like the one of Cochabamba. That's why the whole family moved to Cochabamba.

Place where he/she goes for work (Workplace): *Is the workplace in another village or city than the living place?*

She workes selling trousers at the market "Agustín López" at Cochabamba. She only works on Saturdays which use to be considered "holiday in Cochabamba.

Distance between living place and workplace (in km and time): *Has the person to commute to the workplace?*

She only travels once a week as she only works on Saturdays.

How far?

More or less 10 km.

How long does it on average take daily to get to and back from the workplace. Which transport is used?

60 minutes more or less with taxi trufi (collective transport/public collective taxis)

Does he/she has to use another accommodation at the work place, because the daily way from and back home would be too far? How long is the way? How long would it take? What does it cost? How often can the person go home? (either birth or living place - as interviewed person sees it)

no.

Highest grade of completed education: *school completed? Which school? Vocational school or training completed? Which school/company? More than these? Any (vocational or other) grade not mentioned? University degree?*

She finished primary and secondary education with the title of bachelor (final school exam). She studied for accounting assistant in a technical institute but she didn't get her title because she was not able to pay all fees.

The owner of the shop showed me how to offer the trousers and how to attend the clients.

Amount of years in the educational process: *How many years did the person spend in the formal educational system (school, high school, university etc.)*

1 year kinder

8 years primary

4 years secondary

18 months accounting assistant

Amount of children: 2 , from that 1 girls, 1 boys

Age and sex of the children: **Andrés 5 years, Laura 3 years**

What are the children doing: *Are they going to school? Are they working? If yes where?, Do they help their parents in the company/self-employment or in farming or not? How much do they work in their parents farm/small company?*

Andrés studies in the kindergarden and he likes to arrange his toys and shoes. He also helps me to wash the dishes.

Laura is still at home with her mother and she likes to peel beans, that's how she helps her mother.

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Lives in a house / a flat / a hut / something else, what_____?

House in "anti-credit" (this system is very popular in Bolivia to pay an amount to live in a house for some time fixed in a contract. At the end of this period you get back the money or have to get a new contract or ... but you don't have to pay a monthly rent nor to buy the house. You just borrow the money to the owner of the house and can live in the house meanwhile.)

Square meters: *If necessary find out in local measurement and convert in square meters*

300 m² (ground – including yard ...?)

Number of rooms: The house has 6 rooms (excluding bathroom) but her family only uses 4 rooms

Number of persons, who live there: 6 persons

Relationship between the persons: Married couple, children, parents, friends, colleagues? Married couple, their 2 children, the sister and the father of Ana

Cold water in the flat?: yes

Hot water in the flat?: yes (only in the shower)

If no, where is the access to hot water? (how far?) with how many to share?

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? Yes?

Number of bathrooms in the flat: we have 1 bathroom with toilet and shower in it

Number of toilets in the flat:

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *The average individual income of the person of the last three months including (if relevant) overtime pay etc.*

in the last 3 months she got 2100 bolivianos

Type of income: per piece pay / pay for certain amount of hours / mixed pay - describe how?

She gets 400 bolivianos for her work as a trouser seller and for an ironing job. Her mother gives her 300 bol. Monthly for attending to her father and her sister and for preparing them their daily food.

So her monthly total is about 700 bolivianos.

Other parts of income: *Are there other parts of income (money and non-money) that are added to the income e.g. social allowance for children (that have to go to school) etc.*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: *Ask if the person knows these amounts or if he/she knows that these things exist/should exist. If yes report amounts. If not this will be added by editing team.*

Yes but she doesn't know how much it is.

National poverty line: *Ask if the person knows the amount. If yes report the amount. If not it will be researched by editing team.*

She doesn't know about it.

Net family income / Net household income in local currency: *The Net-income of all persons having a job in the family or household. Are there transfer payments (e.g. by the state) that are added to the income (e.g. social allowance for children, added money for flat etc.) Which amounts are these?*

Her husband works as a taxi driver and earns about 1700 Bol. Per months. She gets 700, so together they have an income of about 2400 Bol. Per month.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

How would the interviewed person describe his/her living situation? What is characteristic about it for him/her? What she/he wants to report from his/her initiative? Ask and let the interviewed person time to think and answer!

I lived in the city of La Paz till I was 2 years old. Then we moved to Cochabamba for the sake and the health of my grandmother. We came to live at my grandmother's house (the mother of my mother) where also my uncle and aunt were living.

As we were 7 brothers and sisters (4 males, 3 females) there was always missing something at home because only my father worked. He was a police officer. So, to pay for our studies/school, my mother started to prepare pastry ... and me and my brothers and sisters went to sell them. My father left us and moved to La Paz. He had another woman and left the police. When I finished school and started to work selling trousers, everything I earned I gave to my mother for the expenses of the household. I am a responsible person, I have always supported my mother. And when I studied, I always worked to pay my school materials and the bus fees. I am a good mother, I don't neglect my children, I always have them clean. I don't like them to stay in the streets because they learn bad things. I am a good worker, that's why

the Madame calls me. I even worked when I was pregnant. Then I stopped working for a while to take care of my children. I would like to have a work at home, so I could apport something to the household expenses and have some income. I would like to study sewing or hairstyliste and work from my house.

Work: jeans seller, sometimes she also has to iron the jeans.

Job:

Works since (age): She is working since she was 18 (since she had finished school).

Works in this company he/she is currently employed with since: *Or is the person working self-employed? On which basis? For which (European?) customers does the company produce/work?*

For 9 years (2001)

Clients: men and women between 16 and 55 years

Jobs before the current: How many jobs had the person before already? Also self-employed occupations, informal work, precarious jobs count. *That means not only decent jobs with a decent labour contract but everything the person earned his/her living with.*

When she lived at her parents' house, she helped her mother to sell pastry her mother prepared.

Company (can be an Alias if necessary): Pantex (pseudonym)

Sector of production / service: selling

Products/Services of the company: jeans

Ask these questions if the interviewed person knows it. Otherwise research and add on your own. (Please indicate if answer from person or researched)

Yearly turnover:

Number of workers and number of plants in the country:

International linkages of the company:

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,...):

Is further education possible?: No, the shop owner only showed me how to sell jeans.

How: Is further education offered by the company? Are the workers supported in their further education - financially or by other means? Is there a targeted planning of further education from the side of the company/management? *Which further education offers are available, which are supported by the company? Only job-related or also the free time education that are good for creativity etc.?*

Is there a work contract on paper with one copy in the possession of the worker: No

How: *Is this a proper contract?*

Ana goes to work on Saturdays and sometimes on Fridays to iron the jeans and she is paid daily.

Weekly working time according to the contract and to the law:
On Saturdays she works from 8 in the morning to 8 p.m.
The work time and salary is not according to law.

Real weekly working time:
Is overtime paid extra? How?

Overtime or holiday extras are not paid. Ana gets 50 bolivianos for the work she does all the day and the owner also provides lunch and dinner.

Working hours normally and real:

Recreation time: *How long is the daily recreation time from the end of one working day to the beginning of the other? How long is the weekend recreation time? How are breaks dealt with during the working hours?*

She rests 8 hours a day usually. She only works on Saturdays and sometimes on Friday (to iron the jeans).

In Christmas period she works 5 days (19 to 24 december), 12-14 hours a day, she gets 50 bolivianos daily, except 24th of december when the owner pays 80 bolivianos and a pair of jeans because "it's Christmas time".

Violence at the work place: *Has the person ever been victim to violence at the workplace? Physic or psychic violence? Mobbing? By whom? Could he/she resist and end the violence? How?*

The shop owner is an elderly person of about 55 years and she easily gets furious and has very little pacience with new employees.

Some of the employees left the job because she yelled at them and scolded them. They left without collecting their salary and didn't return. Ana assured that she is working there for a long time as she learned fast to sell and so the owner doesn't get angry with her.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *This is about the subjective personal feeling of the interviewed person on his/her working place reality. What does the person feel as a problem?*

What would he/she like to change/better?
the bad character of the mistress.

Biggest problem: none

Narrative description of his/her career: Which education, vocational education, further education? Start at the very beginning Kindergarden

Ana was in the kindergarden and then she went to primary for 8 years, then 4 years to secondary, and I also could study accounting assistant in an institute and she paid the studies working as jeans seller. For selling jeans she didn't need any training as she only has to know the sizes and attend the clients.

Rights at work:

Trade union member: No

Which trade union:

Short description of the trade union: *number of members, which sectors organized etc.?*

Is the union part of a federation or confederation or any bigger institution?: *Is there one or more national umbrella federations of trade unions? Of which one is the respective union a member? Is this umbrella federation member of a bigger confederation e.g. ITUC, ETUC, Global union branch?*

Member of ITUC:

Works council in the company: Ja / Nein

What does it do?:

Are trade unions legal or illegal? Yes / No + additions

Do trade union members have to fear discrimination or repression? *If yes which? From whom, ordered by whom?*

Ana doesn't belong to any union.

Narrative description of trade union situation:

Let the interviewed person talk freely

Social security / insurances:

Insurance in case of illness: No

How: *What does the insurance cover? What has to be done to use the insurance? Is it private or state-owned? Is the insurance mandatory or is it „voluntary“?*

Sick leave: No. I stopped working for a while when the birth of my sun was close.

How: With further payment of wage or not? In which amount? For how long?

Safety from firing during sick leave: Yes / No ??

Doctor in the company/plant?: No

What is his/her position in the company? Is it for the good of the workers or is he/she a tool of the management?

Access to independent medical care: Yes

Has the person access to medical care? Has he/she to pay for it for him/herself or is it covered by an insurance? To which degree? Is only emergency care covered or further medical care?

Yes, when my children came to birth, I got medical attention in de Hospital Viedma and of the clinic close to my home which is a free service from the State.

The give us the necessary attention till the recuperation, I think that we didn't have to pay anything. I had normal births.

Insurance for accidents: No

How: What is covered by the insurance?

Safety from firing while pregnancy: No

In my case, I went to work when I was pregnant. I left when one week before the birth because I already felt bad. Afterwards I couldn't return to work with my little sun, I tried some time but he cried and the mistress got angry, so I didn't go anymore.

How:

Maternity leave possible?: Yes / No

How: How long is maternity leave possible? What is the income during maternity leave (if any)? *Is there the possibility for men and women for maternity leave? How long for each?*

Leave for taking for near relatives possible?: No

How: *Who has the right for leave for taking care of relatives. Which relative relationship is necessary to be granted this leave? How long? With which income/wage further paid?*

Pension insurance: No

How: *What is the amount of the pension compared to the wage? Which preconditions have to be fulfilled to have access to the pension?*

Insurance in law matters (regarding labour rights): Yes there is legal protection (not insurance)

How: *I don't know.*

Is there a juridical representation possible (lawyer)?: Yes

How: *Is there a interest representation body like trade union or chamber of workers or public institution that provides counseling in case of labour law problems.*

I don't know.

Right to have holidays: No

How: *How long is the yearly holiday by law and in reality? Can the holiday right really be used? Is the wage paid further during the holiday or is the holiday without wage? Is there additional to the paid holiday the possibility for unpaid holiday?*

Ana doesn't know that an employee has a right to holidays and she thinks that she doesn't have any because she only works casually.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

They don't understand the question.

Brazil

Busdriver

A) Living situation

Personal data:

Name: Robério Barbosa da Silva

Age: 31

Sex: masculin

Marital status: married

Place of birth: Abreu e Lima - PE,

Place of living: Abreu e Lima

Distance between place of birth and place of living: 0

Place of work: Robério is driving the way from Paulista [Terminal Integrado Pelópidas Silveira, no centro do município de Paulista] to Conde da Boa Vista [Centro comercial de Recife-PE].

Distance between place of living and place of work:

The distance to the place of living is about 4km, it takes 15 minutes by bus to arrive there.



1 **Foto 1:** Terminal Integrado Pelópidas Silveira

Source:

<<http://commondatastorage.googleapis.com/static.panoramio.com/photos/original/25997959.jpg>>

Education: Secondary education completed. In total he stayed 13 years in educational system. Because he had problems in school he had to repeat one class. During school he also received musical education.

Starting with 15 years he attended a music course for 4 years. Additional he did the course for the transport of dangerous goods with the duration of 1 month. To work as bus driver he also had to do a course for another month.

In the job the company provides courses in defensiv driving, the prevention of accidents, fixing of havaries, economic driving etc. At the moment he does a course for the instruction of bus drivers (train the trainer).

Quantos anos de estudo tem a pessoa:

9 years primary education

4 years secondary education

4 years music education

1 month course in transport of dangerous goods

1 month course in driving school

Number of children: 1 daughter

Age and sex: 3 years, girl

What does the daughter: Kindergarten

Situation of living: Lives in a house, 100 m²

Number of rooms: 1 living room, 3 bedrooms, 1 suíte [bedroom with private bathroom], 1 kitchen, 1 toilet, 2 bathrooms.

Number of persons living there: 3, he, his wife and their daughter

Water in house? Yes

Hot water in house? No

Bathroom in house? Yes, 2 showers

Toilet in house? Yes, 2 toilets.

Income situation:

Individual income: R\$ 1.100,00 fix salary. Soma-se a isso o vale transporte gratuito que recebe por ser funcionário de uma empresa de transporte público.

Outros componentes do rendimento: Além do vale transporte, não há outros componentes do rendimento individua. Já que a família possui renda familiar superior a R\$ 140,00 por pessoa, também não recebe o “Bolsa família”.

Renda familiar em Reais: A esposa de Robério é Professora de Geografia na educação básica, em uma escola estadual. Recebe por mês o referente à R\$ 700,00, com direito a vale transporte. Somados os salários do entrevistado e sua esposa, com esses acréscimos de rendimento, totalizam uma renda familiar de, aproximadamente, R\$ 2.000,00

Narração sobre a situação de vida:

Ao ser questionado sobre sua situação de vida respondeu: “Minha vida é muito tranqüila. Não mudaria muita coisa. É claro que a gente sempre prefere trabalhar um pouco menos, pra poder ficar com a família, e ganhar um pouco mais. Mas tenho o que preciso pra viver e dar certo conforto pra família”

Garment

Personal data:

Name: Maria José Dutra

Age: 50 years

Sex: Feminine

Marital status: married

Place of birth: Município de Aliança - PE, localizado na Mesorregião da Mata Pernambucana.



Place of living: Abreu e Lima, in the metropolitan region of Recife, with 92.217 inhabitants.

Distance between place of birth and place of living: Aliança lies 91,4 Km from Recife, and 75,5 Km from Abreu e Lima, where she lives now. It takes 2 hours respectively 1 hour 30 minutes by bus.

She migrated with her family when she was 8 years old, searching better working conditions.

Place of work: In her own house

Distance between place of living and place of work: 0

Education: Curso primário (9 years).

The only professional education was a course in the specialization of lingerie confection, when she was already working as tailor.

Regarding her education as tailor she said: I think I was already born as a tailor. Nobody taught me to. I just tried to work on the sewing machine making things. With 13 I already made clothes for my friends. I think it was god who taught me”.

Years in education:

9 years.

6 months course in lingerie confection.

Children: 1 son

Age and sex: 24 years, asculin

What does he: Works for the military police of the state of Pernambuco, like his father.

Living situation: Lives in a house with about 40 m²

Number of rooms: 1 living room, 2 bedrooms, 1 kitchen, 1 laundry, 1 bathroom and the workshop where she works.

Number of persons living there: 3 persons: she, her husband and the son

Water? Yes

Hot water in house? No (Because of the high temperatures there is no need for hot water)

Bathroom? Yes, 1 shower

Toilet? Yes, 1

Income situation:

Individual income: about R\$ 700,00. As she works autonomously the income varies due to the situation of work.

Other income components: No.

Familiar income: R\$ 4.700,00 all three persons, *per capita* R\$ 1.565,00.

Narrative description:

Nas palavras dela:

"I think my living situation is OK. I have my own house, many people have to pay rent for their homes. My son will marry soon, and afterwards the house will have the perfect size for me and my husband. I have a good life!"

China

In 1949, the Chinese Communist Party took over the regime and the People's Republic of China was founded. Socialism was adopted. In 1978, Deng Xiaoping championed economic reform in China, then "socialism with Chinese characteristics" became the doctrine for economy. Since then, the force of capitalism is ever-growing. "Development" turns into a fundamental value in the Chinese society. State-owned enterprises were closed or privatized causing massive lay-off. Foreign investment is encouraged. Due to the open door policy, lots of Hong Kong manufactures was the first badge to move their production facilities to Guangdong. Together with the free flow of capital, many international brands can place order at factories in China. Soon, China then becomes a world factory.

Currently, China has 1.3 billion people, which makes up 20% of the world's population. As of 2008, majority of them engaged in primary industry (306 million or 39.6%). And there are 211 million (27.2%) and 257 million (33.2%) people work in the secondary and tertiary industries respectively. The trend of people shifting from primary to secondary and tertiary industries is obvious. That means there is a strong labour force for labour intensive industry.

Income inequality

Meanwhile, in China, nationals are classified into two categories, rural household and city residents. While economic policy disproportionately boosts the development in coastal areas, most of the rural citizens remained poor. In 2009, the annual income of rural citizen is RMB 5153 per capita, whereas, the figure in city is RMB 17175.

As such, millions of rural citizens go to the cities to look for jobs, known as migrant workers. In the old days, there were discriminatory measures against them. For example, they could be subjected to arbitrary detention and repatriation if they did not possess work permit or household permit. After the incident of a university rural national was assaulted to death in 2003, there was relaxation in such policy.

Working conditions

Only after the proclamation of Labour Contract Law, workers can have a copy of contract. Despite the implementation of the Law is not desirable, many workers in China are aware of their rights. In the past, workers did not acquire a copy of contract, they did not know much about their rights, including wage and overtime premium. Even worse, when there were labour disputes, like underpayment, occupational diseases and injury, it was not usual that employer denied relationship with workers concerned. Employers can easily evade their responsibility.

Freedom of association

All the trade unions in China are under the supervision of All-China Federation of Trade Unions which is not independent. Most of the workers do not know about the mandate of trade unions. In response to rampant rights violations or demanding improvement in working conditions, workers may start collective actions like strikes in factory. Yet, the actions are usually one-off without sustainable organization to keep up pressure. However, the number of protests rang the alarm of the government and new Labour Contract Law and Law on Labour Dispute Mediation and Arbitration were adopted in 2008 to ease the discontent of workers. Nevertheless, these cannot replace the role of trade union and the right to organizing.

Bottling plant

A) Living situation

Personal questions:

Name: Wang Tao

Age: 24

Sex: Male

Marital status: living alone

Birthplace: Heze City, Shandong Province

Current living place: Fengtai District, Beijing. Beijing is the capital of China. Population is 12 million. Adding to that, there are lots of migrant citizens from other parts of China living in Beijing.

Distance between living place and birth place (in km and time): His hometown is about 650 km away from Beijing. It takes around 6 hours to go back to travel to his hometown by train.

Place where he/she goes for work (Workplace): workplace is in the same city

Distance between living place and workplace (in km and time): He lives near to where he works. It takes 15 minutes by walk.

Highest grade of completed education: He finished junior secondary school, i.e. grade 9.

Amount of years in the educational process: 9 years

Amount of children: 0

Age and sex of the children: n/a

What are the children doing: n/a



Living situation:

Lives in a house / a flat / a hut / something else, what _____? He rent a flat.

Square meters: 15 square meters

Number of rooms: 1

Number of persons, who live there: 2

Relationship between the persons: colleagues

Cold water in the flat?: no

Hot water in the flat?: no

If no, where is the access to hot water? (how far?) with how many to share? He needs to take water from the bathroom. Water is shared by 8 persons

If no, where is the access to cold water? (how far?) with how many to share? He heats the water if he needs hot water

Is the water clean? yes

Number of bathrooms in the flat: no

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share? There is a bathroom located on the same floor shared by 8 persons.

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: RMB 1200

Type of income: He cannot clearly tell the wage structure. Wang tells his monthly salary is RMB 1200. The overtime premium is not calculated on a monthly basis. Wang only knows can he has overtime premium at the end of the year.

Other parts of income: *Are there other parts of income (money and non-money) that are added to the income e.g. social allowance for children (that have to go to school) etc.*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _66.6_ % of the legal minimum wage: The minimum wage is RMB 800.

National poverty line: The poverty line in Beijing is RMB 410.

Net family income / Net household income in local currency: He is the only one who work in his home. Therefore, the family net income is RMB 1200.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

There is not much furniture in his home, only 2 beds and a table. The monthly rent is RMB 250.

B) Working situation

Work:

Job:

Works since (age): 17

Works in this company he/she is currently employed with since: He works in the Coca-Cola bottling plant since October 2008. He is a dispatch worker. Therefore, he only has contractual relationship with the labour agency, not with Coca-Cola directly.

Jobs before the current: He used to be taxi driver, and he used to be workers in another beverages factory.

Company (can be an Alias if necessary): Coca-Cola Bottling Plant (Fengtai District, Beijing)

Sector of production / service: Beverages / bottling plant

Products/Services of the company:

Yes, the interviewee knows about the business of Coca-Cola. It produces Coca-Cola and other drinks.

Yearly turnover: 60-70%

Number of workers and number of plants in the country: around 700

International linkages of the company: Coca-Cola

Important customers of the company:

Owners of the company: Listed company in New York Stock Market.

Structure of ownership (company registered on stock market, company with limited liability,...):

Is further education possible?: no

Is there a work contract on paper with one copy in the possession of the worker: yes

How: *it is a proper contract*

Weekly working time according to the contract and to the law: 40 hours

Real weekly working time: around 56 hours

Is overtime paid extra? How? The company adopts the comprehensive working hour calculation system. Under this policy, the overtime work in peak season will shift to low season. Therefore, the company can pay less overtime premium to the workers. Under the comprehensive working hour calculation system, workers do not have double wage when working in weekends.

Working hours normally and real:

Recreation time: He works 12 hours a day. When he finishes his work, he will rest and sleep. Usually, he spends his free time at internet café and visits to friends.

Violence at the work place: no

Narrative description of the working situation and -environment, atmosphere at the working place etc.: He finds his job is heavy and boring. In winter night, it is hard to survive. At the same time, it is very busy in summer. He does not satisfy with the level of wage.

Narrative description of his/her career: He misses a lot the old days when he was a student. He wants to further his studies in some vocational schools, but he is exhausted after work.

Rights at work:

Trade union member: no

Which trade union: n/a

Short description of the trade union: Wang believes there is a trade union in Coca-Cola plant. However, he has never met with the trade union member. He has no idea what is the function of the trade union. And does not believe that it can represent his interest.

Is the union part of a federation or confederation or any bigger institution?: All the unions in China belongs to All-China Federation of Trade Union.

Member of ITUC: no

Works council in the company: no

What does it do?: n/a

Are trade unions legal or illegal? It is legal but undemocratic and not independent

Do trade union members have to fear discrimination or repression? n/a

Narrative description of trade union situation: n/a

Social security / insurances:

Insurance in case of illness: no

How: This violates articles 72-73 of the Labour Law, which provide that workers are entitled to protection of social insurance, including, pension, work-related injury and medical insurances.

Sick leave: sick leave should not be more than 15 days, otherwise the company regards the worker concerned resigns.

How: sick leave is unpaid

Safety from firing during sick leave: not sure

Doctor in the company/plant?: no

What is his/her position in the company? n/a

Access to independent medical care: yes, workers have to visit doctors on their own

Insurance for accidents: no

How: Again, this is an infringement of the Chinese Labour Law

Safety from firing while pregnancy: no idea

How: n/a

Maternity leave possible?: no idea, majority of the staff are male

How: n/a

Leave for taking for near relatives possible?: no idea

How: n/a

Pension insurance: no

How: Again, this is an infringement of the Chinese Labour Law

Insurance in law matters (regarding labour rights): no

How: n/a

Is there a juridical representation possible (lawyer)?: Similar to the answer in other interview. Workers can have access to court and can apply for legal aid. However, most of the workers do

How:

Right to have holidays: yes. There is statutory public holiday.

How: Workers do not have paid annual leave. Working in public holidays will have 3 times of the hourly wage.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

The interviewee says it is too abstract for him. Yet, he does believe it is good if trade unions or consumers in other countries can help to protect rights of workers. He hope that these can improve his working conditions.

Construction



A) Living situation

Personal questions:

Name: Chen Wei Yang (*alias*)

Age: 28

Sex: M

Marital status: single, living alone

Birthplace: Fu Rong Town, Sang Zhi County, Zhang Jia Jie Province

Current living place:

Mr. Chen is living in Dongguan City, Guangdong Province. By the end of 2009, Dongguan is a highly industrialized city, with 6.35 million people, of which 4.56 million inhabitants are originated from rural areas.

Distance between living place and birth place (in km and time): Dongguan is about 1100 km away from his hometown. It takes him about 18 hours back to home by train and bus. He only goes back to his hometown once a year.

The reason drives him to look for job in Southern China is poverty in his hometown. He left his hometown since 2000 when he was 18.

Place where he/she goes for work (Workplace): His works in Dongguan.

Distance between living place and workplace (in km and time):

He lives near to the construction site, it takes him 5 minutes to travel to work by bicycle.

Highest grade of completed education: He finished junior middle school, or grade 9.

Amount of years in the educational process: 9 years

Amount of children: no

Age and sex of the children: N/A

What are the children doing: N/A

Living situation:

Lives in a house / a flat / a hut / something else, what _____? Mr. Chen lives in a temporary housing set up by the construction companies

Square meters: 20 sq. meter

Number of rooms: just one room shared by 8 persons

Number of persons, who live there: see above

Relationship between the persons: colleagues

Cold water in the flat?: yes

Hot water in the flat?: yes

Is the water clean? yes

Number of bathrooms in the flat: one

Number of toilets in the flat: one

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: around RMB 2000

Type of income: Income is calculated by the unit (square meter) of work which a worker can finish. Mr. Chen works 10 hours a day. As the income is calculated at piece rate, he does not have concept of overtime work or overtime premium.

Other parts of income: no

Individual income in Euro: EUR 219.5 (1 EUR = RMB 9.11)

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: The current minimum wage in Dongguan is RMB 770, it will be increased to RMB 920 in May 2010.

National poverty line: In Dongguan, the poverty line is RMB 400, but he does not know about the standard.

Net family income / Net household income in local currency: His household income per month is around RMB 3000, including his salary.

Net family income / Net household income in Euro: EUR 329

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

He finds his life is hard, going out in early morning and return to home after sunset, but believes it is his fate. He does not have other choice but work in the city as his hometown is extremely poor. In his hometown, he has 6 family members. They can only earn RMB 1000 a month. He wonders how he can survive if he does not look for job from city. He notes that his job is hard and dangerous as well, but there is no alternative. All he desires is to earn more money and go back to his village.

B) Working situation

Work:

Job:

Works since (age): He came to Guangdong to look for job when he was 18. He became a construction worker when he was 25.

Works in this company he/she is currently employed with since: see above

Jobs before the current: He was factory worker before joining the construction industry. He has changed many jobs before. The only factory that he remembered was a factory which produces leather products.

Company: Speedy Blasting Engineering Company (alias)

Sector of production / service: blasting, construction

Products/Services of the company:

blasting of pile holes for high rise building.

Yearly turnover: have no idea

Number of workers and number of plants in the country: around 400, of which 350 workers are frontline workers

International linkages of the company: no

Important customers of the company: various contractors for developers

Owners of the company: N/A

Structure of ownership (company registered on stock market, company with limited liability,...): limited liability

Is further education possible?: no

Is there a work contract on paper with one copy in the possession of the worker: there is no written contract, workers just know the terms by the promise of contractor orally

How: oral contract

Weekly working time according to the contract and to the law: Labour Law requires the regular working hours not more than 40 hours a week (article 36). Article 41 provides that

overtime work should not be more than 3 hours a day and 36 hours per month. The standard is applicable to worker who is paid at piece rate.

Real weekly working time: 10 hours a day, 7 days a week. Mr. Chen even has to work on statutory public holiday like Labour Day.

Is overtime paid extra? How? no

Working hours normally and real:

Recreation time: only has a lunch break which lasts for 20 minutes

Violence at the work place: no

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Mr. Chen has to work in an environment which is 20-30 meters underground. He is worry about his personal safety as there is absence of work safety measure. More important is the dust created during blasting. Some of his friends engaged in the same industry were diagnosed with silicosis. And they could not get compensation from government or companies due to a lack of written contract to prove employment relationship. He fears that he may get the occupational disease as well as there is a long incubation period for silicosis. Helplessness deters him from making complaint. His work is heavy, dangerous, and the salary is not high.

Narrative description of his/her career: He finds that he is not good at formal education. It is better to look for a job instead. A characteristic in construction work is a sub-contractor recruit a group of workers on his own. Usually, they will find the workers from their hometowns. In his village, 300-400 villagers follow a sub-contractor in their village and work in Guangdong Province. His uncle has worked in the same industry too.

Rights at work:

Trade union member: no

Which trade union: N/A

Short description of the trade union: N/A

Is the union part of a federation or confederation or any bigger institution?: N/A

Member of ITUC: N/A

Works council in the company: N/A

What does it do?: N/A

Are trade unions legal or illegal? N/A

Do trade union members have to fear discrimination or repression? N/A

Narrative description of trade union situation:

N/A

Social security / insurances:

Insurance in case of illness: no

How: N/A

Sick leave: No paid sick leave. He just not going for work if he is sick. That means he cannot get paid for that day.

How: N/A

Safety from firing during sick leave: N/A

Doctor in the company/plant?: No

What is his/her position in the company? N/A

Access to independent medical care: He will visit the hospital nearby.

Insurance for accidents: yes

How: Mr. Chen is protected by work-related injury insurance. However, he points out only a handful of construction site buy work-related insurance for workers.

Safety from firing while pregnancy: N/A. It is because most of the workers in construction sites are male. Only a few female workers help on cooking. He personally does not believe pregnant women can continue their works.

How: N/A

Maternity leave possible?: N/A

How: N/A

Leave for taking care for near relatives possible?: Yes

How: Mr. Chen does not know the specific terms. In fact, the Labour Law does not spell out the right to take leaves for taking care for close relatives. However, article 51 provides that employee can take leave for marriage and mourning.

Pension insurance: No

How: N/A

Insurance in law matters (regarding labour rights): only pension, medical and work-related injury insurances are mandatory in southern China. As such, insurance in law matter is not applicable.

How: N/A

Is there a juridical representation possible (lawyer)?: N/A

How: worker can apply for legal aid and represented by state lawyer. Indeed, many workers preferred to represent themselves in arbitration or court. They reflected that the quality of legal aid lawyer is in question. They do not pay much attention to workers' cases.

Right to have holidays: No. As stated above, Mr. Chen even has to work on statutory public holidays.

How: A worker who has been working for more than 1 year is entitled to 5 days annual paid leave. If a worker has worked for more than 10 years, he/she can have 10 days annual leave.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

Mr. Chen appreciates any efforts from overseas. However, he does not have much understanding about this kind of support, like in what ways international communities can help and how can he benefit from it.

Cook



A) Living situation

Personal questions:

Name: Wei Shan Wun (*alias*)

Age: 20

Sex: Male

Marital status: living alone

Birthplace: Ling Bao City, Henan Province

Current living place: Mr Wei lives in Xi Hu District, Hangzhou City, Zhejiang Province.

Hangzhou is the capital city of Zhejiang Province with a population of 7.966 million in 2008, in which 6.776 million are registered urban citizens.

Distance between living place and birth place (in km and time): Hangzhou is about 1400 km away from Ling Bao, it takes Mr Wei 20 hours to travel back to his hometown by train. He goes back home every half year.

Place where he/she goes for work (Workplace): He works in Xi Hu District, Hangzhou.

Distance between living place and workplace (in km and time): Mr Wei lives near his workplace, which is about 2 km away from where he lives, and takes him 10 minutes to travel on bicycle.

Highest grade of completed education: Mr Wei says that he has not completed his education, and has not graduated from his primary school.

Amount of years in the educational process: less than 6 years

Amount of children: 0

Age and sex of the children: n/a

What are the children doing: n/a

Living situation:

Lives in: a flat

Square meters: about 60 to 70 sq. meter

Number of rooms: 1

Number of persons, who live there: 3

Relationship between the persons: colleagues

Cold water in the flat?: no

Hot water in the flat?: no

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean?

If no, where is the access to hot water? (how far?) with how many to share?

There is a pantry where there is hot water supply for the whole university, and the pantry is about 1 km away from Mr Wei's dormitory.

Number of bathrooms in the flat: 2, one for male and one for female.

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share? There is washroom on the same floor of Mr Wei's flat, which is about 3 m away from the dormitory. The clean cold water supply is shared among with about 30 persons.

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: RMB 2000

Type of income: mixed payment

Mr Wei mentions that it is stated in the Labour Contract that “Comprehensive Working Hour System” is applied, in which the salary is calculated on the base salary of RMB 960 in a half-year cycle. However, he says that actually, the “Job-based and Performance-based Pay System” is applied in the university canteen, in which salary is paid according to the staff’s job post (he/ she is assigned a “Post-Point”, *Gang Fen*) and his/ her efficiency in work. But Mr Lee also claims that the staff has no idea how the wages is calculated in details. They think that the salary depends on the job post and the profit (gross profit) that canteen can earn every month.

In fact, workers work 9 hours a day, and take one-day leave every week, and they do not have overtime payment. It is because that the “Job-based and Performance-based Pay System” would just supplant the OT payment of the worker.

The calculation is like this:

when the worker’s “Post-Point” is 12.5, and he works 26 day a month, the gross profit of canteen is RMB 2.2, then

the job-based pay is $\text{RMB}60 * 12.5 = \text{RMB} 750$;

the performance-based pay is $12.5 * 26 * \text{RMB} 2.2 = \text{RMB} 715$;

the wage that month of the worker is $\text{RMB} 750 + \text{RMB} 715 = \underline{\underline{\text{RMB} 1465}}$.

Other parts of income: *no*

Individual income in Euro: 218.8 Euro (1 Euro = RMB 9.14)

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means __ % of a living wage (that means decent wage of which worker and family can live a decent life) and _208_ % of the legal minimum wage: Mr Wei doesn’t know about the living wage standard, but he can tell the amount of legal minimum wage, which is RMB 960. There is absence of concept of living wage in China

National poverty line: Mr Wei doesn’t know about the amount, the poverty line in Hangzhou is RMB 400. However, it is irrelevant to him as he is not a citizen of Hangzhou.

Net family income / Net household income in local currency: about RMB 20000 a year.

Net family income / Net household income in Euro: Euro 2188.1 (1 Euro = RMB 9.14)

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

Mr Wei says that his life is very boring, and he goes back to the dormitory directly after work to take some rest, and he and would not talk about work with other colleagues.

Mr Wei is active and willing to learn about labour law issues, and supportive to labour situation investigation, though he has no idea about his “initiative”.

B) Working situation

Work:

Job:

Works since (age): 13

Works in this company he/she is currently employed with since: Mr Wei works in his current company since 2006 when he was 16 years old.

Jobs before the current: Before the current job, Mr Wei has had 3 jobs already, namely highway maintenance worker, three-ply board manufacturer and technical school trainee.

Company (can be an Alias if necessary): Mr Wei works in the cafeteria , which belongs to the catering centre of the Hangzhou University of Technology. He is hired by Rong Da Logistic Company.

Sector of production / service: The company provides service to mainly students and teachers, sometimes guests, of the Hangzhou University of Technology, which include catering, accommodation, reception, maintenance, estate management, gardening, health care.....etc.

Products/Services of the company:

Mr Wei specifically works in the student canteen, in which he cooks for the students.

Yearly turnover: about 3.6 %

Number of workers and number of plants in the country: There are 543 workers in the catering centre, which provides meals for 2 cafeterias.

International linkages of the company: Mr Wei has no idea.

Important customers of the company: Mainly the teachers and students in the university

Owners of the company: Hang Zhou University of Technology

Structure of ownership (company registered on stock market, company with limited liability,...): Hang Zhou University of Technology is state-owned.

Is further education possible?: Yes

How: The Logistics Group provides training on culinary skills once every two weeks. There is also monthly salon for culinary art, in which every cook design a dish for competition and judged by the peer. The winner is awarded with RMB 50.

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: Not a proper contract, but a temporary one. Mr Wei says that there are two types of contract in the catering centre. For the workers with social insurance, they sign the contract with the agency of the Logistics Group, and for those without social insurance, they sign the contract with the catering centre which is not an independent legal entity and has no legitimacy to sign contract with workers. Mr Wei's contract is renewed every one to two years. He has concluded 3 contracts with the employer since 2006. He has no social insurance, there for the contract is partially void, but is granted RMB 100 subsidy every month. And indeed, according to the new Labour Contract Law which was enforced in 2008, if he renew the third contract with his employer, he is entitled to sign a contract without fixed terms with the employer, that means he will become permanent worker in the company (article 14). Noting that his basic right of social insurance is denied, it is unlikely his the employer will sign a contract without a fixed term with him.

Weekly working time according to the contract and to the law:

5 days a week, and 8 hours a day, i.e. 40 hours every week.

Real weekly working time:

54 hours, from 6:30 to 12:30, 15:30 – 18:30 every day, and 6 days a week.

Is overtime paid extra? How?

There is no overtime paid on normal working days, however when there is student activities and the logistics team members help to furnish the venue, a few dollars will be given to the workers.

Working hours normally and real:

54 hours a week.

Recreation time: One day off at the weekend. Mr Wei says that he usually take the time to sleep in the holidays.

Violence at the work place: No

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Mr Wei thinks that the working environment is ok, as the workers keep the hygiene of canteen in good standard. If the sanitation deteriorates, the workers will be fined. Working hour is long, workers are exhausted and the salary is low, the dormitory is badly managed and the living condition there is poor. But Mr Wei emphasizes that the biggest problem is the low salary.

Narrative description of his/her career: Mr Wei says that he has not proper education in school. He acquires his culinary skill when he works in technical school.

Rights at work:

Trade union member: No

Which trade union: trade union of the Logistics Group

Short description of the trade union: the Logistics Group Trade Union belongs to the China Education Labour Union Hangzhou University of Technology Committee. There are 4 sub-groups in the trade union, namely trade unions of Catering Company, the Estate Management Company, the Business Development Company, and the Department Direct-Affiliation. There are 427 members in the trade union. The chairperson is from the management who are not elected by the workers.

Is the union part of a federation or confederation or any bigger institution?: NO

Member of ITUC: NO

Works council in the company: No

What does it do?:

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression?

Narrative description of trade union situation: Mr Wei has general idea what trade union should do, but he complains that has never seen the trade union members done benefits for the workers.

Social security / insurances:

Insurance in case of illness: No

How:

Sick leave: Yes

How: No pay sick leave

Safety from firing during sick leave: Yes

Doctor in the company/plant?: Yes

What is his/her position in the company? The doctor works in the university clinic, however Mr Wei thinks that is not for the good of the workers, because the medical price is high and the workers cannot afford.

Access to independent medical care: Yes, but there is no medical insurance for the workers, and Mr Wei has to pay by himself.

Insurance for accidents: No

How: n/a

Safety from firing while pregnancy: Mr Wei is a male and has no idea to the related questions.

How:

Maternity leave possible?: No

How: There is 15 days maternity leave for women, but none for men. This is in violation to the Labour Law (article 62) which provides that pregnant worker is entitled to at least 90-day maternity leave.

Leave for taking for near relatives possible?: Yes

How: Mr Wei says that workers can apply for day off, however, application is not easily granted recently, as it is busy seasons now. Mr Wei says that only relatives from the paternal side can be granted this leave. 15 days of leave maybe granted, but the length of period depends on the worker's seniority. Base salary plus Supplemental Security Income is given during the period.

Pension insurance: No

How: This is a breach of article 3 of the Labour Law and article 17 of the Labour Contract Law.

Insurance in law matters (regarding labour rights): No

How: n/a

Is there a juridical representation possible (lawyer)?: no (as stated in previous interview, there is legal aid provided, but workers generally do not have confidence in quality of lawyers provided by the legal aid system)

How: Mr Wei mentions that one should seek help from the Petition Office of the Labour Department .

Right to have holidays: Yes

How: 11 days of paid annual leave. However, Mr Wei says that actually there is only 5 days annual leave and the rest is holidays for shifting.

Narrative description: Mr Wei thinks that local organization is more important than international cooperation, as it is less possible. But he welcomes if there is any possibility, given that the cooperation does not harm the local workers' benefit. Though he thinks that "international cooperation" is meaningful to him, mainly helpful to fight for salary and rights, but he cannot imagine how organization can be made.

IT



A) Living situation

Personal questions:

Name: *(can be an alias if wanted):* Li Ming Tong (alias)

Age: 21

Sex: Male

Marital status: living alone

Birthplace: An Wu Tong Village ,Song Cun County, An Yang, Henan Province

Current living place: Mr Li is living in the dormitory of the factory he works at, the CYB Company Ltd. *(alias)* in Baolong Industrial Park, Long Gang District, Shenzhen. As an industrial park, there are around a hundred thousand workers living around. Long Gang District is one of the seven districts of the Shenzhen sub-provincial city, with a population of 4.5 million, of which 3.8 million are registered residents.

Distance between living place and birth place (in km and time): Shenzhen is about 1500 km away from Mr Li's birthplace. He has to travel 18 hours by train to go back to his hometown.

Place where he/she goes for work (Workplace): No, he lives in the factory compound.

Distance between living place and workplace (in km and time): The workplace is about 500 m away from his dormitory, and it takes him about 10 minutes to the factory by walk.

Highest grade of completed education: Mr Li completed junior secondary school at Henan An Yan City Song Cun County First Middle School.

Amount of years in the educational process: 8 years (5 years in primary education and 3 years in secondary school).

Amount of children: no

Age and sex of the children: n/a

What are the children doing: n/a

Lives in a house / a flat / a hut / something else, what_____? Factory dormitory

Square meters: *about 13 sq. meters*

Number of rooms: 1

Number of persons, who live there: 12 persons

Relationship between the persons: colleagues

Cold water in the flat?: yes

Hot water in the flat?: yes

Number of bathrooms in the flat: there is one bathroom in the dormitory

Number of toilets in the flat: there are two toilets in the dormitory

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: *about RMB 1800 (overtime payment included)*

Type of income: hourly wage

Other parts of income: *no*

Individual income in Euro: EUR 197.6 (1 EUR = RMB 9.11)

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means __ % of a living wage (that means decent wage of which worker and family can live a decent life) and _200_ % of the legal minimum wage: Mr Li has no idea of the living wage standard, however he knows the legal minimum wage, which is RMB 900 per month. He believe a liveable wage should be at RMB 3000.

National poverty line: He only knows that the poverty line in his home town is about RMB 600 per year. In Shenzhen, the poverty line is RMB 415 per month, i.e. RMB 4980 per year.

Net family income / Net household income in local currency: The net-income of Mr Li's family is about RMB 20000 per year.

Net family income / Net household income in Euro: EUR 2195.4 (1 EUR = RMB 9.11)

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Mr Li finds his job exhausting, that he has to work more than 10 hours a day. The daily working schedule is tight, which only allows about one hour for lunch inside the factory. When there is overtime work, supper is provided. Job is boring, tiring and hard. The workplace is hot and with poor ventilation which makes him sweat a lot. Machines roars. Strict management is applied to the workers.

B) Working situation

Work:

Job:

Works since (age): Mr Li started to help his parents on the farm at 16, and went out to work at 18.

Works in this company he/she is currently employed with since: He started working in the current company since February 2009, which he was referred by a labour agency company to enter CYB Company.

Jobs before the current: He worked on his parents' farm before the current job.

Company (can be an Alias if necessary): CYB Electronic Co Ltd (*alias*)

Sector of production / service: Mobile phone modules

Products/Services of the company:

CYB Electronics manufactures components and modules for mobile phones, for example Samsung, Nokia, Motorola and Sony Ericsson

Yearly turnover: 20%

Number of workers and number of plants in the country: with workforce of 150000 workers all over China

International linkages of the company: Hong Kong-capital

Important customers of the company:

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,...): limited liability, listed in Hong Kong stock market

Is further education possible?: Yes

How: According to Mr Li, the so called "further education" is only job-related short-term training. And he feels it is unsatisfactory that he has to pay a big lump sum for further education, there is no subsidy from the government.

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: a proper contract of 3 years.

Weekly working time according to the contract and to the law: 40 hours

Real weekly working time: about 84 hours

Is overtime paid extra? How? Yes, overtime work is paid at RMB 6 per hour in the weekdays, and at RMB 8 per hour on Sundays.

Working hours normally and real: 8 hours for normal working hours, but he has to work for 12 hours everyday.

Recreation time: About 12 hours. He does not have leisure time in the weekends. He has to take leave officially if he wants to rest. There are about 30 minutes for lunch and dinner breaks respectively.

Violence at the work place: Mr Li has not yet encountered any violence at the workplace.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Mr Li thinks his working atmosphere is tense, boring and tedious, but the acutest problem of his factory is the safe operation of the machines. However, the management does not pay attention to the safety issue in the workplace, thus Mr Li feels that what he can do is only taking precaution by himself.

Narrative description of his/her career:

He does not feel that there will be any development in his career.

Rights at work:

Trade union member: No

Which trade union: Mr Li mentions about some official trade union, but has no idea of its formation.

Is the union part of a federation or confederation or any bigger institution?: No idea

Member of ITUC: no idea

Works council in the company: no

What does it do?: no idea

Are trade unions legal or illegal? yes

Do trade union members have to fear discrimination or repression? No idea

Narrative description of trade union situation: No idea

Social security / insurances:

Insurance in case of illness: Yes

How: Mr Li has to pay RMB10 every month for the private medical insurance, which is on voluntary basis.

Sick leave: Yes

How: no pay sick leave.

Safety from firing during sick leave: No

Doctor in the company/plant?: Yes

What is his/her position in the company? Mr Li has never visited the doctor in the plant and he has no idea what the doctor's role there.

Access to independent medical care: In fact, Mr Li has never visited any doctors, but he thinks that if he goes to an independent medical care, he cannot reimburse from his insurance. And there is no further medical care covered neither.

Insurance for accidents: Yes

How: No idea

Safety from firing while pregnancy: No

How: No idea

Maternity leave possible?: Yes

How: The possible maternity leave is two weeks at most. This violated the article 62 of the Labour Law. The staff concerned can get the minimum wage. No maternity leave for male employee.

Leave for taking for near relatives possible?: Yes

How: Mr Li says that the application should go to the frontline management for approval, and core family members like spouse and parent has the right for the leave. One week maybe granted at most. In the meanwhile, the staff may receive the legal minimum wage.

Pension insurance: No

How: No idea

Insurance in law matters (regarding labour rights): Yes

How: Mr Li thinks that it is impossible to implement such insurance.

Is there a juridical representation possible (lawyer)?: Yes

How: Mr Li mentions that one should go to the Labour Department, however he thinks that only few people will seek help from the government, unless he or she encounters serious problem.

Right to have holidays: no, in practice

How: Mr Li complains that the right to have holidays has never been actualised.

Narrative description: Mr Li has never thought about such international cooperation between workers/trade unions/workers and consumers, and he has no idea of it.

Supermarket (1)



A) Living situation

Personal questions:

Name: He Ying (*alias*)

Age: 24

Sex: F

Marital status: married

Birthplace: Maoming City, Guangdong Province

Current living place: Ms He lives in Shangshing Village, Sha Jing Town, Baoan District, Shenzhen City, Guangdong Province. There is about 5 million of population in Baoan District.

Distance between living place and birth place (in km and time): There are about 600 km displacement from Shajing to Maoming. It takes 10 hours to travel back home by train and bus.

Place where he/she goes for work (Workplace): Ms He works in the same city where she lives.

Distance between living place and workplace (in km and time): Ms He lives near to her workplace, which is about 1 km away and takes her 15 minutes to walk there. When she goes to work by bicycle, it takes her 5 minutes to go.

Highest grade of completed education: Ms He completed primary school in Tung Mao School.

Amount of years in the educational process: 6 years.

Amount of children: 1 daughter

Age and sex of the children: her daughter is 2 years old.

What are the children doing: Ms He's parents-in-law raise her daughter back in their home town.

Living situation: *If the person has two living places, because she also has a living place at the place where he/she works, please ask for both places separately.*

Ms He rents a flat of about 25 sq. meters.

Number of rooms: 1

Number of persons, who live there: 2 persons

Relationship between the persons: Married couple

Cold water in the flat?: yes

Hot water in the flat?: no

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean?

If no, where is the access to hot water? (how far?) with how many to share? Ms He has to boil the hot water in her flat.

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: RMB 1500.

Type of income: Mixed pay, the basic salary of RMB 900 plus commission fee, However, if Ms He cannot finish her job duty, she cannot get the full amount of her basic salary.

Other parts of income: no

Individual income in Euro:

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means __ % of a living wage (that means decent wage of which worker and family can live a decent life) and __ % of the legal minimum wage: Ms He doesn't know about the living wage standard, however she is aware of the legal minimum wage of RMB 900 per month.

National poverty line: Ms He has no idea about the national poverty line, which is about RMB 1067 per year for one person,

Net family income / Net household income in local currency: Ms He does not want to tell the exact amount, but for a rough idea, it's about RMB 30000.

Net family income / Net household income in Euro: 3282.3 Euro (1 Euro = RMB 9.14)

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to 42 % of a living wage and 139 % of the legal minimum wage

Narrative description of the living situation:

All can Ms He thinks of about life is her exhaustion. She cannot hope for any improvement in her life.

B) Working situation

Work:

Job:

Works since (age): 17 years old.

Works in this company he/she is currently employed with since: Ms He has joined the current company since February 2010. She is a sales person whose customers are mainly local people in China.

Jobs before the current: Before the current job, Ms He was used to be garment factory workers and sales person in supermarket.

Company (can be an Alias if necessary): Ms He works as sales person for Yellow River Wine Company (Alias) who located in Peoples' Supermarket(Alias) in Sha Jing.

Sector of production / service: Yellow River Wine produces wine, and Peoples' is retailer.

Products/Services of the company: Wine

Yearly turnover: no idea

Number of workers and number of plants in the country: there are 600 workers in Peoples' supermarket in Sha Jing.

International linkages of the company: no idea

Important customers of the company: no idea

Owners of the company:

Structure of ownership (company registered on stock market, company with limited liability,): Both Yellow River Wine and Peoples' Supermarket are companies with limited liability.

Is further education possible?: No

How: Ms He mentions that there was only training on the wine brands when she first joined the company.

Is there a work contract on paper with one copy in the possession of the worker: No

How: n/a

Weekly working time according to the contract and to the law: According to the labour law, weekly working time should be 8 hours a day and 5 days a week, which make up to 40 hours a week. Working hours in excess should be regarded as overtime work and OT premium should be given to the workers according to what the Labor Law states: no less than 150 percent of the normal wages if the extension of working hours is arranged during normal working days, no less than 200 percent on days of rest, and no less than 300 percent on statutory holidays. The overtime working time should within 36 hours a month.

Real weekly working time: Ms He works over 50 hours a week.

Is overtime paid extra? How? Ms He says she has no overtime premium.

Working hours normally and real:The supermarket opens from 8 am to 10 pm everyday, and workers take shift. The day shift starts at 8am until 4.30 pm, and the afternoon shift starts at 1pm and last until 10 pm.

Recreation time: There is no rest day during weekend, only two days holiday every month.

Violence at the work place: no

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Ms He thinks she is under strict monitor at work, since there are inspectors and Surveillance cameras around. Ms He thinks this is to prevent the workers talking too much to each other. But what she thinks is the biggest problem is that the working time is too long and the wage is too low.

Narrative description of his/her career: After completing her junior secondary school, Ms He came to work in the Zhu Jiang Delta. She was used to be garment factory workers and sales in supermarkets, which she thinks her career path is not stable that she changes her job quite often.

Rights at work:

Trade union member: No

Which trade union: There are trade unions in both Yellow River Wine Company and Peoples' Supermarket.

Short description of the trade union: no idea.

Is the union part of a federation or confederation or any bigger institution?: The unions belong to the ACFTU (All China Federation of Trade Unions),

Member of ITUC: No

Works council in the company: Nein

What does it do?: n/a

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression? No idea

Narrative description of trade union situation:

Ms He only knows that the trade unions organise recreational activities for the workers, but she has no idea what other functions do trade unions serve.

Social security / insurances:

Insurance in case of illness: No

How: Ms He mentions that her company would buy her social insurance only after she enrolled in the company for one year. The insurance would cover part of the medical fee, including the diagnosis, the medicine and hospitalization.

Sick leave: Yes

How: No pay sick leave

Safety from firing during sick leave: Yes

Doctor in the company/plant?: No

What is his/her position in the company? n/a

Access to independent medical care: No

Insurance for accidents: No

How: n/a

Safety from firing while pregnancy: No

How: Ms He says that the management would suggest pregnant workers to resign, but they can probably come back again after their delivery

Maternity leave possible?: No

How: n/a

Leave for taking care of near relatives possible?: Yes / No

How: n/a

Pension insurance: No

How: n/a

Insurance in law matters (regarding labour rights): No

How: n/a

Is there a juridical representation possible (lawyer)?: No

How: n/a

Right to have holidays: No

How: Ms He says that she has only two days of holidays every month, and not even entitled to any statutory holidays.

Narrative description: Ms He has never thought about "international cooperation" and she has no idea about that.

Supermarket (2)



A) Living situation

Personal questions:

Name: Xiao Chang (*alias*)

Age: 20

Sex: M

Marital status: living alone

Birthplace: Sichuan Province, China

Current living place: Mr Xiao lives in the rural area Shangshing Village, Shajin Town, Baoan District, Shenzhen City, Guangdong Province. There is about 5 millions of population in Bao An District.

Distance between living place and birth place (in km and time): The distance between Baoan and Mr Xiao's home town is about 2356 km by train. It takes 1 day and 8 hours to travel to his hometown.

Place where he/she goes for work (Workplace): Baoan, Shenzhen

Distance between living place and workplace (in km and time): Mr Xiao lives near to his workplace, which only takes him 2 minutes to walk to

Highest grade of completed education: Mr Xiao did not complete high school, dropped out of school when he's grade 8.

Amount of years in the educational process: 8 years

Amount of children: 0

Age and sex of the children: n/a

What are the children doing: n/a

Living situation:

Lives in: a flat

Square meters: about 15 q. meters

Number of rooms: 2

Number of persons, who live there: 3

Relationship between the persons: colleagues

Cold water in the flat?: yes

Hot water in the flat?: yes

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean?

If no, where is the access to hot water? (how far?) with how many to share?

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: RMB 600

Type of income: Hourly paid

Other parts of income: no

Individual income in Euro:

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means ___ % of a living wage (that means decent wage of which worker and family can live a decent life) and _66_ % of the legal minimum wage: Mr Xiao has no idea of the wage standards.

National poverty line: Mr Xiao has no idea of the National poverty line, which is about RMB 786 per year.

Net family income / Net household income in local currency: Mr Xiao does not know The net-income of his family.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

Mr Xiao thinks he himself is a nice man, though does not have many friends. He loves talking to others, but does not have clear thought about his future. He hopes he can find a new job with better salary.

B) Working situation

Work:

Job:

Works since (age): 18

Works in this company he/she is currently employed with since: Mr Xiao has started to work in the current supermarket since he was 18.

Jobs before the current: This is the first Job of Mr Xiao.

Company (can be an Alias if necessary): Yun Fung Plaza (Alias)

Sector of production / service: Retail

Products/Services of the company:

The supermarket that Mr Xiao works sells household products, fruits and vegetables and also electronic products like mobile phones.

Yearly turnover: *no idea*

Number of workers and number of plants in the country: *no idea*

International linkages of the company: *no idea*

Important customers of the company: *no idea*

Owners of the company: *no idea*

Structure of ownership (company registered on stock market, company with limited liability,...): *no idea*

Is further education possible?: *No*

Is there a work contract on paper with one copy in the possession of the worker: *No*

How: *n/a*

Weekly working time according to the contract and to the law:

According to law, the weekly working time should be 40 hours.

Real weekly working time: Mr Xiao works 10 hours a day, and he has only two rest days every month, therefore his real working time should be 65 hours a week in average.

Is overtime paid extra? How?

There are overtime premiums only on the statutory holidays, in which triple wages are given to the workers. According to article 44 of the Labour Law, employer should pay worker 1.5 times hourly wage for overtime premium on weekdays and a double of hourly wage in the weekends.

Working hours normally and real:

Recreation time: Mr Xiao has only two days holiday every month, and he watches TV most of his recreation time.

Violence at the work place: Mr Xiao has not encountered or heard of any violence at the work place.

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Mr Xiao thinks the working environment is not bad, but the problem is the job is too tedious, and one has to stand for too long.

Narrative description of his/her career: Mr Xiao thinks he has not gone through complete and proper education. He finished his studies before grade 9.

Rights at work:

Trade union member: No

Which trade union: n/a

Short description of the trade union: n/a

Is the union part of a federation or confederation or any bigger institution?: n/a

Member of ITUC:

N/a

Works council in the company: No

What does it do?: n/a

Are trade unions legal or illegal? Yes

Do trade union members have to fear discrimination or repression? n/a

Narrative description of trade union situation:

n/a

Social security / insurances:

Insurance in case of illness: No

How: n/a

Sick leave: Yes

How: No pay sick leave.

Safety from firing during sick leave: yes

Doctor in the company/plant?: no

What is his/her position in the company? n/a

Access to independent medical care: Mr Xiao says that, when anyone from the supermarket get sick, he/ she would go to independent doctor and pays for his own medical fee.

Insurance for accidents: No

How: n/a

Safety from firing while pregnancy: Mr Xiao has no idea about that.

How: no idea

Maternity leave possible?: No idea

How: no idea

Leave for taking for near relatives possible?: No idea

How: No idea.

Pension insurance: No

How: n/a

Insurance in law matters (regarding labour rights): No

How: n/a

Is there a juridical representation possible (lawyer)?: No

How: n/a

Right to have holidays: Yes

How: Mr Xiao has no idea concerning the holidays he is granted to have. According to the Labour law and related policies, workers should have 5 paid annual leave for workers who have been working for 1-10 years.

Narrative description:

Mr Xiao has no idea how international cooperation can help to improve his working condition. (analysis from SACOM: it is very common for workers do not find the support from international cooperation useful as most of the workers have no idea about the role of trade union and civil society. Therefore, it is hard for them to imagine what does international support mean.)

Tour guide



A) Living situation

Personal questions:

Name: Ma Jia Ying (alias)

Age: 23

Sex: F

Marital status: living alone

Birthplace: Donghutang Town, Ningxiang County, Hunan Province

Current living place: Zhangsha City, Hunan Province

Distance between living place and birth place (in km and time): Around 63 km between her living place and hometown. It takes 2 hours to travel by car.

Place where he/she goes for work (Workplace): She works in the same city

Distance between living place and workplace (in km and time): Her workplace is 3km away from home. it takes 1 hour to travel by bus.

Highest grade of completed education: She got a bachelor degree at the Central South University of Forestry and Technology.

Amount of years in the educational process: 16 years

Amount of children: 0

Age and sex of the children: n/a

What are the children doing: n/a

Living situation:

Lives in a house / a flat / a hut / something else, what_____? Flat

Square meters: 120 sq. meters

Number of rooms: 5

Number of persons, who live there: 3

Relationship between the persons: Friends

Cold water in the flat?: yes

Hot water in the flat?: no

If no, where is the access to hot water? (how far?) she has to heat the water on her own

If no, where is the access to cold water? (how far?) n/a

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share? n/a

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: around RMB 3500

Type of income: Basic wage (RMB 1200) pluses commission

Other parts of income: *Are there other parts of income (money and non-money) that are added to the income e.g. social allowance for children (that have to go to school) etc.*

Individual income in Euro: *not to be asked, will be converted by editing team*

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _526%_ f the legal minimum wage: no concept of living wage in China yet. The minimum wage in Zhangsha is RMB 665.

National poverty line: no national poverty line, the poverty line in her township is RMB 840 per year.

Net family income / Net household income in local currency: Around RMB 70000 per year, including her salary.

Net family income / Net household income in Euro: *not to be asked, will be converted by editing team*

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

The flat she shares with friends costs RMB 1080. She is content with her living conditions. There is basic furniture in her home. The hygiene is good. She can cook in the flat. She always hangs out with friends in the city.

B) Working situation

Work:

Job:

Works since (age): 23

Works in this company he/she is currently employed with since: She only starts working in her company in February 2010. Her duties include guiding the tourists from other parts of China and from overseas. She also needs to arrange hotels and transportations for the guests.

Jobs before the current: She was a waitress in restaurant before.

Company (can be an Alias if necessary): Welcome International Travel Agency (alias)

Sector of production / service: tourism

Products/Services of the company:

Interviewee tells her company provide touring for customers, including reservations of tickets and hotels

Yearly turnover: no idea

Number of workers and number of plants in the country: around 43

International linkages of the company: no, but her company receives guests from overseas

Important customers of the company: no

Owners of the company: Mr. Yuan

Structure of ownership (company registered on stock market, company with limited liability,...): no

Is further education possible?: No

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: yes, it is a proper contract

Weekly working time according to the contract and to the law: 40

Real weekly working time: 40

Is overtime paid extra? How? No overtime premium

Working hours normally and real:

Recreation time: She has eight-hour work in the weekdays and have 2 holidays every week.

Violence at the work place: no

Narrative description of the working situation and -environment, atmosphere at the working place etc.: *She has a positive attitude towards her job. She does not feel that there is pressure.*

Narrative description of his/her career: She feels she is lucky to have a smooth path in her live. After graduated from university, she can find a job easily.

Rights at work:

Trade union member: No

Which trade union: n/a

Short description of the trade union: n/a

Is the union part of a federation or confederation or any bigger institution?: n/a

Member of ITUC: n/a

Works council in the company: no

What does it do?: n/a

Are trade unions legal or illegal? n/a

Do trade union members have to fear discrimination or repression? n/a

Narrative description of trade union situation: n/a

Social security / insurances:

Insurance in case of illness: yes

How: both employer and employee have to contribute to the medical insurance. She needs to pay for the medical fee first, but can reimburse from insurance company later.

Sick leave: Yes

How: yes, but it is in accordance with her performance. She does not know very well how much she can get

Safety from firing during sick leave: Yes

Doctor in the company/plant?: No

What is his/her position in the company? n/a

Access to independent medical care: yes, can reimburse from insurance company

Insurance for accidents: Yes

How: It is paid by the employer

Safety from firing while pregnancy: No

How:

Maternity leave possible?: yes

How: 90 days and can be extended. Maternity leave beyond 3 months, workers cannot have salary.

Leave for taking for near relatives possible?: yes

How: no paid

Pension insurance: yes

How: Together with other kind of insurance, she pays around RMB 100, which is less than 3% of her salary.

Insurance in law matters (regarding labour rights): No

How: n/a

Is there a juridical representation possible (lawyer)?: yes

How: through legal aid of the government

Right to have holidays: Yes

How: She has paid annual leave and can rest on statutory holidays.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

She has never thought about that.

Toys



A) Living situation

Personal questions:

Name: Zhang Bin (alias)

Age: 30

Sex: Male

Marital status: married

Birthplace: Yiyang City, Hunan Province

Current living place: Dalingshan Township, Dongguan City, Guangdong Province

By the end of 2009, Dongguan is a highly industrialized city, with 6.35 million people, of which 4.56 million inhabitants are originated from rural areas.

Distance between living place and birth place (in km and time): He was born in his hometown, which is 1000 km away from Dongguan. It takes him 15 hours to go home by train and bus.

Place where he/she goes for work (Workplace): His workplace is in Dalingshan Township, Dongguan City

Distance between living place and workplace (in km and time): His factory provides dormitory for him, but he prefers to stay outside as he is married. He rents a small room which is 5 minutes away by walk from the factory.

Highest grade of completed education: He graduated from a secondary technical school (vocational school), majoring in security guard.

Amount of years in the educational process: 12 years

Amount of children: 1

Age and sex of the children: boy, 2 years old

What are the children doing: staying in his hometown

Living situation:

Lives in a house / a flat / a hut / something else, what _____? He rents a flat.

Square meters: 30 sq. meters

Number of rooms: 1

Number of persons, who live there: 2 persons, his wife and himself

Relationship between the persons: married couple

Cold water in the flat?: yes

Hot water in the flat?: no

If no, where is the access to hot water? (how far?) with how many to share? He boils water

If no, where is the access to cold water? (how far?) with how many to share?

Is the water clean? yes

Number of bathrooms in the flat: 1

Number of toilets in the flat: 1

If bathroom/toilets not in flat please describe where they are? How far? And with how many people to share?

Income:

Individual net-income (after deduction of taxes and social insurances) in local currency: RMB 2000

Type of income: salary is composed of basic salary plus wage from piece rate

Other parts of income: no

Individual income in Euro: EUR 219.5 (1 EUR = RMB 9.11)

That would be in Austria: *not to be asked, will be converted by editing team*

That would be in Romania: *not to be asked, will be converted by editing team*

That would be in Bulgaria: *not to be asked, will be converted by editing team*

That means _??_ % of a living wage (that means decent wage of which worker and family can live a decent life) and _??_ % of the legal minimum wage: There is no concept of living wage in China. Zhang personally believes that the living wage should be more than RMB 2000. However, the minimum wage in Dongguan is RMB 770, which is same as his basic salary.

National poverty line: Zhang does not know the standard. There is no national poverty line in China. The level in Dongguan is RMB 400 per month. Nevertheless, as Zhang is not a resident of Dongguan, he cannot benefit from the welfare in the city.

Net family income / Net household income in local currency: RMB 4000 per month

Net family income / Net household income in Euro: 439 (1 EUR = RMB 9.11)

That would mean in Austria: *not to be asked, will be converted by editing team*

That would mean in Romania: *not to be asked, will be converted by editing team*

That would mean in Bulgaria: *not to be asked, will be converted by editing team*

That amounts to _____ % of a living wage and _____ % of the legal minimum wage

Narrative description of the living situation:

He feels that he does not belong to the city and wants to go home after saving some money. Therefore, he tries to minimize the expenditure as much as possible. He knows well about his right and believes he should defend for his rights if there are violations occurred in the factory.

B) Working situation

Work:

Job:

Works since (age): 21

Works in this company he/she is currently employed with since: He worked in the factory when he was 27 years old. Disney was one of the major clients of the factory.



Products of Dongguan Rainbow Toys Factory

Jobs before the current: He has worked for 5 factories before joining the current toy factory.

Company (can be an Alias if necessary): Dongguan Rainbow Toys Factory (alias)

Sector of production / service: Producing toys and sports goods

Products/Services of the company:

Zhang tells that the company produces football, baseball and gloves etc. Some of the products with cartoons on them.

Yearly turnover: Zhang estimates the turnover rate in factory is 20-30%.

Number of workers and number of plants in the country: around 400

International linkages of the company: Disney

Important customers of the company: Disney

Owners of the company: the factory was owned by Taiwanese businessman

Structure of ownership (company registered on stock market, company with limited liability,...): The factory with limited liability

Is further education possible?: No

Is there a work contract on paper with one copy in the possession of the worker: Yes

How: Zhang does not know the standard of a proper contract. However, when interviewer asks him the level of piece rate in the contract, he said workers do not know about that. The piece rate was not reflected in the wage stub as well. The level of piece rate was only announced after strikes in the factory.

Weekly working time according to the contract and to the law: 40 hours (Labour Law requires the regular working hours not more than 40 hours a week (article 36). Article 41 provides that overtime work should not be more than 3 hours a day and 36 hours per month. The standard is applicable to worker who is paid at piece rate.)

Real weekly working time: 54

Is overtime paid extra? How? No overtime payment. This violates article 44 of the Labour Law which provides that workers should have 1.5 times of the hourly wage when they work overtime in the weekdays, 2 times of hourly wage if they work in weekends, and 3 times of hourly wage if they work in public holidays.

Working hours normally and real:

Recreation time: There are 11.5 hours between off-duty and the start of his work in next day. He has 1.5 hour for lunch break which is unpaid. In weekends, he has half-day work, so can rest for 1.5 days.

Violence at the work place: no

Narrative description of the working situation and -environment, atmosphere at the working place etc.: Workers have to stand during their work. The working environment is noisy, and the odour in the workshop is irritating. In peak seasons, Zhang feels fatigue.

However, the major discontent he has is the lack of transparency in waging system. As mentioned before, Zhang and his colleagues are not informed the level of piece rate. He believes the only way to resolve the problem is to strike.

Narrative description of his/her career: He attended vocational school which prepared him as a security guard. After the studies, he learnt martial art as additional skills. And after that, he worked for half year. Then, he served in the military for 2 years. Now, he regrets that he did not study well when he was young.

Rights at work:

Trade union member: No

Which trade union:

Short description of the trade union: In the past, there was a trade union in the factory, but was dismantled within 2 months. Recently, there are strikes in factory, the president of a trade union shows up to mediate the dispute. However, most of the workers are not acknowledged there is a new trade union in the factory. Workers generally do not feel the trade union serves their interest.

Is the union part of a federation or confederation or any bigger institution?: Zhang does not know about that.

Member of ITUC: no

Works council in the company: no

What does it do?:

Are trade unions legal or illegal? Trade union under the All-China Federation of Trade Unions is legal, but not independent.

Do trade union members have to fear discrimination or repression? n/a

Narrative description of trade union situation: see above

Social security / insurances:

Insurance in case of illness: Yes

How: Both employer and employee pay RMB 4 as contribution to medical insurance. Workers are provided with a medical issuance card. If they are sick, they can reimburse 60% of the medical fee.

Sick leave: Yes

How: without paid, the duration of no-paid sick leave is half month at most

Safety from firing during sick leave: no

Doctor in the company/plant?: no

What is his/her position in the company? n/a

Access to independent medical care: Workers visit to doctor on their own, have to pay 40% of the medical fee

Insurance for accidents: yes

How: Work-related injury insurance is paid by the employer. When accidents occurred or workers suffered from occupational diseases, workers need to have diagnosis from the Hospital for Occupational Disease Prevention and Treatment. After assessment from the authorities, the workers concerned can receive compensation from the society security and employer in accordance with the severity of their injuries or occupational diseases.

Safety from firing while pregnancy: no

How: Zhang does not know

Maternity leave possible?: Yes

How: Maternity leave last for 3 months which is in accordance with article 62 of the Labour Law. The worker can have basic salary, i.e. RMB 770 per month. Husband can have 10-day paternity leave.

Leave for taking for near relatives possible?: No

How: n/a

Pension insurance: no

How: Zhang tells that only a dozens of workers are protected by old-age insurance, or pension. However, this is a violation to articles 72 and 73 of the Labour Law.

Insurance in law matters (regarding labour rights): no

How: n/a

Is there a juridical representation possible (lawyer)?: no

How: worker can apply for legal aid and represented by state lawyer. Indeed, many workers preferred to represent themselves in arbitration or court. They reflected that the quality of legal aid lawyer is in question. They do not pay much attention to workers' cases.

Right to have holidays: yes

How: There are 11-day paid annual leave for workers. In addition, workers can apply for no-paid leave, but not more than 15 days.

Narrative description: How do you see international cooperation between workers/trade unions/workers and consumers from your point of view? What does international solidarity mean to you? Do you think international cooperation can help in your working situation. What possibilities can you see/imagine for international cooperation between workers, works councils, trade unions, workers and consumers or anyone else?

Zhang is upset his working environment, long working hours, but low pay. He also feels it is unfair that workers cannot have overtime premium from their work. However, he has no idea how international community can help him and other workers.

