

JOBS & PRODUCTIVITY

summary of Track A

Metka Stare

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Heterogeneity of papers in terms of:

- level of analysis (macro, sectoral, firm level, cases studies);
- research approach (conceptual, methodological, empirical);
- Various service industries: industrial services, health, social services, hotels;
- Topics: spillover effects of service innovation on employment ; design of service jobs and skill needs; measurement of service productivity; service processes; hospital sector in barren times; sustainable value creation; time dimension in evaluation of service productivity, etc.

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Bias of papers to productivity issues :

- management perspective ,
- methodological approach,
- development of new tools for productivity monitoring and enhancement:
- research is centred on productivity of industrial services, pointing to the crucial role of services in upgrading and transformation of manufacturing

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- German researchers are in the forefront of research of productivity in services (10 of 17 papers)
- This also reflects strong and sustained funding of research on Productivity in services in Germany
- The interest of German business community, in particular from manufacturing, for research results
- Important message for research policy in other countries about the need to connect relevant research with business needs

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- Papers on productivity of services focused on growth issues
- However, productivity of services is relevant also from the perspective of employment as the former can create or destroy jobs
- Which type of jobs will be created/destroyed?
- The link between productivity and employment seem to be of little research interest!!!

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- **Paradox** - services account for approx. 70% of total jobs in the EU where the unemployment is increasing !
- The situation produces more inequalities in Europe and presents a threat to social stability and sustainability of growth patterns
- The topic is highly interdisciplinary which may cause hesitance of researchers to deal with it

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- The observed gap in respect of employment related issues provides scope for future research
- The link between innovation, productivity, employment and skill requirement in services
- Opportunity for cooperation among researchers in the RESER community and for an interdisciplinary perspective!