



International Labour Office

GLOSSARY OF LABOUR ADMINISTRATION AND RELATED TERMS

Robert Heron
and
Liesbeth Unger

ILO East Asia Multidisciplinary Advisory Team
ILO Regional Office for Asia and the Pacific
Bangkok

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First published 1999

ISBN 92-2-112011-2

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ILO publications can be obtained through major booksellers or ILO local offices in many countries, or direct from Customer Service, ILO Publications, International Labour Office, CH-1211 Geneva 22, Switzerland. A catalogue or list of new publications will be sent free of charge from the above address.

Printed in Thailand

Foreword

In accordance with the ILO Labour Administration Convention, 1978 (No. 150), and its accompanying Recommendation, (No. 158), the concept of labour administration is very broad, touching upon or directly concerned with a range of technical fields, including labour protection, employer-employee relations, human resource development, employment and unemployment, and labour research.

The ILO sees labour administration in a very broad sense, with labour policy meaning much more than guidelines and related laws and regulations on work relations between workers and employers. It covers broader issues concerning national development thereby confirming the breadth and complexity of functions for which labour administrators are responsible.

Although labour administrators concentrate on particular functions within a wide range of activities, all labour officials should have a general understanding of the full range of functions and activities encompassed by labour administration.

This *Glossary of Labour Administration and Related Terms* is directed at labour administrators, employers and workers in all fields at all levels to provide them with a simple guide to many of the terms they can expect to confront in their professional work. The glossary follows the broad format of the ILO Convention and Recommendation on Labour Administration and presents the various terms in four sections, namely general, labour inspection, labour relations and employment. An alphabetical index at the end of the glossary will facilitate locating particular terms.

The glossary does not include every term used in labour administration and does not represent a final and definitive position of the ILO on every definition. Terminology and usage vary from country to country and may differ from that contained in ILO Conventions or Recommendations. Where an official ILO definition is sought, users should refer to the ILO's International Labour Code, which encompasses all Conventions and Recommendations as approved by the International Labour Conference.

The glossary draws on various terms contained in a companion booklet, *Glossary of industrial relations and related terms*, prepared by David Macdonald and Caroline Vandenabeele of the ILO East Asia Multidisciplinary Advisory Team (ILO/EASMAT) in Bangkok. Their contribution to this current booklet is gratefully acknowledged.

This glossary provides labour administrators and others with a basic reference source to assist them in their day-to-day work. As well as its use for individual learning, it will assist both trainers and participants in group training activities.

This glossary will generate maximum benefits if it is used together with other booklets in this series, particularly *Labour administration: An introduction*; *A glossary of industrial relations and related terms*; *labour inspection policy and planning*; *A practical guide*; and *Conducting labour inspection visits: A practical guide*.

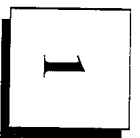
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Bangkok
December 1999

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General terms

Central administration

The administration of a nation or distinct province at ministerial or similar level consisting of departments, divisions, and units among which functions and responsibilities are normally divided to ensure effective operation and consistent execution of activities.

Commercialization

See: **Privatization**.

Contract of employment

A legally binding agreement between an employer and a worker establishing the terms and conditions of employment, including the related rights and obligations of both parties.

Decentralization

The devolution of decision-making within an organization or society. In the context of labour administration this refers to a central administration or headquarters giving varying degrees of responsibility for decision-making to regions, provinces, and districts.

See also: **Informal decentralization**; **Partial decentralization**.

Decentralized units

Local public authorities at regional, provincial, district, municipality, or city level operating with a degree of autonomy from the central body. In labour administration this refers to the provincial, district, and subdistrict local labour offices, as well as those operating in special administrative areas (e.g. industrial zones).

Field services

Direct public services at the regional and local levels to enterprises, employers' organizations, trade unions, particular categories of workers, and other interested parties, provided through the labour administration system.

Informal decentralization

The involvement of institutions and agencies in implementing national labour policy that is ad hoc and not formally institutionalized, sometimes involving person-to-person networking and consultation.

Example:

An employment officer in a district employment service makes informal contact with the local chamber of commerce to see what the employment service can do to assist in self-employment promotion.

See also: **Decentralization**; **Partial decentralization**.

Informal sector

A part of the economy consisting of small-scale, self-employed activities, with or without hired workers, typically operating with a low level of organization and technology. Other characteristics are:

- the activities are often conducted without formal approval from the authorities, and therefore they may operate outside some or all provisions of the law;
- some workers are specifically excluded from labour protection laws, because of the restricted definition in those laws of *worker* or *employer*;
- there is little or no access to organized markets or credit institutions, to formal education or training, or to many public services and benefits;
- some of the activities are not carried out in a fixed location or are carried out in places that are not visible to the authorities.

(The sector is also referred to as the non-formal sector.)

International Labour Convention

An international treaty prescribing international labour standards on a particular issue (or issues) which is binding on the ILO member countries which ratify it. By ratifying, countries voluntarily undertake to apply the provisions of the Convention, to adapt national law and practice to its requirements, and to accept international supervision by the International Labour Organization of its ongoing implementation.

International Labour Recommendation

Non-binding guidelines, established by the ILO member countries through the International Labour Conference, on labour standards aimed at orienting national policy and practice on labour and related matters. A Recommendation may itself address a particular subject, such as the Recommendation on Consultation and Cooperation between Public Authorities and Employers' and Workers' Organizations at the Industrial and National Levels (No. 113), or may supplement the provisions contained in an associated Convention by providing more detailed guidance.

International Labour Standards

Principles and norms concerning labour and related issues which take the form of Conventions and Recommendations adopted by the annual International Labour Conference of the International Labour Organization.

Labour administration

Public administration activities in the field of national labour policy, including formulating policy and implementing government policies and laws in the fields of labour inspection, labour relations, employment, vocational training, and employment services.

See also: **System of labour administration.**

Labour legislation

Laws, supporting decrees and regulations and other instruments that are legally binding regulating work. They usually consist of rules governing the relations between an employer and an individual worker, rules protecting the worker's safety and health, minimal working conditions, labour standards, social security, rules for the relations between representatives of the workers and representatives of employers, rules guaranteeing rights of shop stewards within the enterprise, and rules concerning strikes, collective bargaining, and freedom of association.

Labour protection

Rights and benefits enjoyed by workers at work or arising from employment, including provisions for minimum wages, maximum hours of work, safety and health, and social security.

Labour standards

Norms and principles concerning labour matters set down in policy or legislation.

National labour policy

Guidelines established by the national government related to all elements and aspects of work, including employment, working conditions, employer-employee relations, and human resource development. Such guidelines represent statements of intention which in themselves are not legally binding.

Non-formal sector

See: **Informal sector.**

Parastatal bodies

Semi-autonomous public bodies, such as statutory boards or state/public enterprises (e.g. apprenticeship board, wages board).

Partial decentralization

Devolution of selected and limited functions and tasks to decentralized units (e.g. provincial, district, and local labour offices).

See also: **Decentralization; Informal decentralization.**

Policy implementation

Work that helps turn guidelines into reality – the execution of guidelines. Examples include enacting and enforcing laws, providing information and education on policies and laws, advising on compliance with the law, and coordinating the work of various agencies concerned with labour matters.

Privatization

Economic reform designed to reduce the role of the public sector and expand the role of the private sector. This may involve selling state enterprises (such as national telecommunications organizations or national railways) to privately owned bodies, and withdrawing from some areas of public service. (Privatization is different from commercialization, where the State continues to provide the service, but operates it like a business.)

Public administration bodies

Governmental agencies or organizations. In the labour administration context this includes parastatal, regional, or local agencies or any other form of decentralized administration responsible to government.

Public transparency

The extent to which civilians can gain knowledge of and access to the governmental decision- and policy-making process and outcomes.

Structural adjustment

Change in the institutional arrangements for the management of a country's economic and financial affairs involving new policies and programmes in the interests of economic stabilization and growth. The term is usually associated with changes recommended by the World Bank and International Monetary Fund (Bretton Woods institutions) for countries with excessive current account deficits, budget deficits, and excessive inflation.

System of labour administration

All public administration bodies responsible for or engaged in labour administration including ministerial departments, public agencies, parastatal organizations, regional or local bodies. The system also includes the institutional framework for coordinating the activities of such bodies, and the arrangements for consultation with employers and workers and their respective organizations.

Labour inspection

Accredited agent

A person (not a civil servant) or legal entity who is licensed by law to carry out inspection activities as, for example, the inspection of elevators, boilers, and pressure vessels. (This term can be used interchangeably with *authorized agent*.)

Agricultural worker

A worker who is engaged in cultivation, animal husbandry, forestry, horticulture, the primary processing of agricultural products, or any other form of agricultural activity.

Allowances

Payments a worker receives in addition to base pay or wages. These can include compensation for overtime work, travel, clothing, or special work performance.

Announced inspection

A visit to a workplace by an inspector that is agreed before it is undertaken, with an appointment for a fixed date and time.

See also: **Unannounced inspection**.

Authorized agent

See: **Accredited agent**.

Blue-collar worker

A worker whose job is mostly manual work. The term includes persons who are skilled in various trades (e.g. carpenters, welders, foremen, operators of certain types of equipment, motor vehicle drivers) as well as unskilled or semi-skilled and maintenance workers. It should be contrasted with white-collar workers. Blue-collar workers are traditionally paid on a weekly, hourly, or incentive basis.

See also: **White-collar worker**.

Centralized inspection

A preventive checking procedure by central authorities. Centralized inspection might ensure for example, that all imported machinery and raw materials meet safety standards before they are used in enterprises.

Child labourer and child worker

The ILO Minimum Age Convention, 1973 (No. 138) sets out very clearly the kinds of work that may be performed by a person under 18 and under what conditions. The Convention takes into account factors including a country's level of development, work that is part of education and schooling, and the effects of work on a child's health, morals, and school attendance, as well as the age of the child and the kind of work. When dealing with child labour the ILO often uses two terms.

Child labourer describes a child aged 15 years or under, whether paid or unpaid, who is working in a way that is not allowed by the ILO Minimum Age Convention. Examples might include a child under the relevant minimum age for admission to employment who is working more than a few hours a day, or a child working in an environment that is a threat to health or morals.

A child worker is a person aged 15 years or under who is working in a way that does not contravene the Convention. Examples might include a child working a few hours a day, but still attending school.

Compensation payments

A lump sum payment or benefit, which could include weekly or monthly payments, that a worker receives when incapacitated as a result of occupational disease or injury.

Conditions of work

See: **Working conditions**.

Daily rest

Breaks from work during working hours, including meal breaks and other short intervals. Short breaks are particularly important in jobs requiring fast work or a high degree of vigilance. These breaks may not be prescribed by law, but can be included in individual or collective employment agreements. Sometimes they are not part of written agreements, but are part of the customs and practices of the enterprise.

Disabled worker

A worker who is restricted or lacks the ability (resulting from an impairment) to perform an activity within a normal range. A worker who cannot perform a particular activity within the range considered average, because of an impairment or disability. A disability can be intellectual, physical, sensory, or a mental health difficulty.

Domestic worker

A worker who is employed by a private household to work in the house.

Employee

See: **Worker/employee**.

Employer

A person or organization employing workers under a written or verbal contract of employment which establishes the rights and duties of both parties. Governments, public authorities, and private enterprises as well as individuals may be employers.

Factory inspection

The process of checking by authorities or authorized persons to ensure that employers and workers observe laws and regulations regulating safety and health and the working environment in and about work establishments. The overall aim is improved protection for workers.

See also: **Labour inspection; Occupational health inspection; Safety inspection; Systems inspection.**

Factory inspector

A man or woman, usually a civil servant, authorized to check and ensure that employers and workers observe laws and regulations on safety and health and the working environment in and about work establishments.

See also: **Labour inspector; Occupational safety and health inspector; Safety inspector.**

Follow-up inspection

An inspection to determine whether an employer has made improvements suggested by the inspector during a previous visit.

See also: **Routine inspection; Special inspection.**

Fringe benefits

Advantages, or non-cash payments received by an employee in addition to wages. Fringe benefits can include leave days, free meals, pension contributions, performance bonuses, year-end bonuses, company cars, shorter working hours, or paternity leave.

Homeworker

A person who makes a product or provides a service specified by an employer, working in their own home, or anywhere outside the place of work owned or operated by the employer. It does not matter who supplies the equipment or materials.

Hours of work

The amount of time workers are required to work per day or per week as established by law or by agreement between the employer and the worker. (For example, 40 hours a week, 8 hours a day.) These represent standard working hours on which wage payments are based. Hours worked above these standards entitle the worker to overtime payments.

Inspection target

The number of routine inspection visits the inspectorate aims to undertake within a certain period. This can be for the inspectorate as a whole, or set as an average for all inspectors, or can be set for each inspector individually.

Labour inspection

A visit by authorities and authorized persons to check and ensure that employers and workers observe national labour laws and labour standards. The overall aim is improved protection for workers.

See also: **Factory inspection; Occupational health inspection; Safety inspection; Systems inspection.**

Labour inspector

A man or woman (usually a civil servant) authorized to check and ensure that employers and workers observe the labour law and labour standards. In addition to enforcing the law, the inspector should provide information and advice on how to comply with the law, and should report on problems and abuses not covered by the law.

Labour inspectors who actually carry out inspection visits are regarded as "active". Labour inspectors who have administrative and managerial responsibilities and so cannot make inspection visits are regarded as "inactive" in this context.

See also: **Factory inspector; Occupational health inspector; Safety inspector.**

Law enforcement

Ensuring that the law is carried out by giving advice on how to comply with its provisions, by issuing warnings to people or organizations that do not comply, or by prosecuting.

Maternity benefits

Cash and medical benefits to which a woman worker is entitled for childbirth. Cash benefits, such as paid leave, should allow the women to maintain a suitable standard of living for herself and the child. Medical benefits should include care before, during, and after childbirth by qualified

midwives or medical practitioners as well as hospital care where necessary.

Maternity leave

The absence from work to which a woman worker is entitled for childbirth. According to international standards, maternity leave should be at least 12 weeks, including a period of compulsory leave after childbirth of at least six weeks.

Minimum age

The lowest age at which a person may legally be employed.

Minimum wage

The lowest rate (per hour, per day, per week, or per month) that can lawfully be paid to a wage-earner in a country, a geographical area, an industry, an occupation, or particular age group. Payment below this minimum is illegal.

Minimum wage-fixing machinery

The institutional arrangements to determine the minimum wage. This process takes into account factors such as the physical and nutritional needs of workers and their families, the general level of wages in the country, the cost of living and changes therein, social security benefits, and the relative living standards of other social groups. It also takes account of economic factors, including the capacity of enterprises to pay, productivity (particularly productivity of labour), and the desirability of reaching and maintaining a high level of employment.

Night work

According to international standards this includes work between midnight and 5.00 a.m. National law or practice usually determines which hours are considered night work.

Non-commercial services sector worker

A worker who is employed in a part of the economy that is not considered industrial or profit-oriented, such as the public sector and the private non-profit sector. This definition includes people working for non-governmental organizations (NGOs), trade unions, and church organizations, as well as teachers, police, and military personnel.

Occupational accident/work accident

A sudden, unplanned, unintentional occurrence including acts of violence, normally causing bodily harm or injury, that is caused by, linked with or occurs during the course of work or on the way to or from work.

Occupational disease/ work-related disease

Illness, recognized by various signs and symptoms, arising out of, linked with, or occurring in the course of work. It is usually caused by some risk factor at work (e.g. a lung condition caused by working in a very dusty environment).

Occupational hazard

Something in the work environment that creates a risk of injury or disease. Examples include the dust in the environment, chemicals used, machinery, heavy loads to be carried, scaffolding, or an unhygienic environment.

Occupational health

Health in relation to work. This does not only mean the absence of disease or infirmity. Health at work also includes the physical and mental elements such as clean working environment, sufficient light directly related to safety, and hygiene at work that can affect health.

Occupational health inspection

A visit by authorities or authorized persons, often medical doctors or nurses, to check and ensure that employers and workers observe occupational health legislation and standards. An occupational health inspection is used to inspect the workplace for cleanliness and hygiene, heat and dust, and other conditions that might endanger health and to inspect the physical condition of workers by medical check-ups. In some countries this kind of inspection is undertaken by specialists in the labour inspectorate; in others, it is undertaken by a totally separate inspectorate within the ministry of health.

See also: **Factory inspection**; **Labour inspection**; **Safety inspection**; **Systems inspection**.

Occupational health inspector

A man or woman (usually a civil servant) authorized to check and ensure that employers and workers observe the law and policies on occupational health.

See also: **Factory inspector**; **Labour inspector**; **Safety inspector**.

Occupational injury

Damage or harm to the body caused by, linked to, or occurring in the course of work.

Occupational safety

The protection of workers' lives and physical well-being by eliminating or controlling risks in the working environment or the system of work within which workers operate.

Occupational safety and health services

Assistance for employers and workers focusing on preventive aspects of occupational safety and health. This includes advising employers, workers, and their representatives on the requirements for establishing and maintaining a safe and healthy working environment, aimed at achieving the best possible physical and mental health. Advice can also be given on ways to adapt work to suit workers considering their physical and mental health.

Occupational safety inspection

A visit by authorities or authorized persons to check and ensure the safety of the workplace. This includes the inspection of machines, chemicals, electricity, scaffolding, fire safety, and general housekeeping. In some countries this inspection is undertaken by specialists within the labour inspectorate; in others, it is undertaken by a totally separate inspectorate within the ministry of commerce or industry, or similar body.

See also: **Factory inspection**; **Labour inspection**; **Occupational health inspection**; **Systems inspection**.

Occupational safety inspector

A man or woman (usually a civil servant) authorized to check and ensure the safety of workplaces.

See also: **Factory inspector**; **Labour inspector**; **Occupational health inspector**.

Paid leave

The holidays to which a worker is entitled with pay (usually calculated per year of service) intended for rest and recreation. Leave may also be granted to a worker for educational purposes for a specified period, with adequate financial entitlements.

See also: **Paid educational leave**.

Part-time worker

A worker who is employed for fewer hours than the normal weekly hours on a regular and voluntary basis. Many different patterns exist, including working three days a week, five half-days a week, or one day a week. For example, in a country where 40 hours a week is the standard, a worker employed for 24 hours is regarded as a part-time worker.

Prosecution

Legal proceedings against a person or legal entity for violation or neglect of legal provisions.

Remuneration

Any form of payment for work performed. It generally includes all wage payments and non-wage benefits, both in cash and in kind.

Routine inspection

Regular visits by authorities or authorized persons to check and ensure that employers and workers observe laws and regulations intended to prevent complaints and disputes. This type of inspection is normally unannounced and usually takes place without any prior complaint being received.

See also: **Special inspection**; **Follow-up inspection**.

Rural worker

A worker who is employed for agricultural work, handicrafts, or a related occupation outside rural areas.

Seasonal worker

A worker who is employed for fixed but limited periods related to fluctuations in demand for labour at different times of the year. For example, only during harvest time in agriculture or only during high-season months for tourism.

Self-inspection

Active engagement of workers and employers in inspection-related activities at the workplace. Workers or their representatives can notify the authorities of employers' breaches of labour standards, and employers can assume more responsibility by improving their management practices.

Establishing committees with labour and management members, workplace safety committees, and similar bodies concerned with labour protection contributes to self-inspection. Collective bargaining at enterprise level, however, is the most active and viable form of self-inspection.

Shift work

A method of work organization under which groups or "crews" of workers succeed each other at the same workstations to perform the same operations, with each crew working a certain schedule, so that the enterprise can operate longer than the stipulated weekly hours for one worker. For example, some enterprises have two shifts – a day shift and a night shift. Other enterprises have three shifts of eight hours each. Shift workers, especially those working during night hours, may be paid an extra allowance.

Special inspection

A visit by authorities or authorized persons to check the situation in an enterprise for a particular purpose, usually as a result of a complaint or dispute. Examples might include the employment of children, illegal foreign workers, or an accident investigation.

See also: **Routine inspection; Follow-up inspection.**

Subcontracted worker

A worker who is hired by a person or company (the subcontractor), which has been contracted by an employer (the principal employer) to supply manpower to carry out a specified amount of work. The worker does not have a direct employment contract with the principal employer. This practice can complicate labour relations. National laws often address this issue to clarify who is considered the employer, and is thus responsible for the worker. Subcontracting is a common practice in many sectors such as construction, manufacturing, and services.

Supervisor

A person who oversees and is responsible for the work of others, who is authorized to give instructions and directions to those workers and who has some responsibility for the performance of subordinates.

Systems inspection

A visit by authorities or authorized persons to check and ensure that the policies and organizational arrangements in an enterprise help the enterprise to comply with the law. The inspection process concentrates on the system rather than specific violations, emphasizing advice instead of strict enforcement.

See also: **Factory inspection; Labour inspection; Occupational health inspection; Safety inspection.**

Temporary worker

A worker employed for a limited time (e.g. one month). These workers are usually hired full-time to meet a short-term increase in demand. The law may not allow employers to employ more than a certain number of temporary workers. Some labour laws or collective agreements may determine that they become regular workers after a certain period.

Examples of temporary workers are seasonal workers hired to collect the harvest, workers hired until a construction project is finished, or to replace a worker who is sick.

Terms of employment

Provisions set out in the contract of work which determine the arrangements for that specific employment relationship. They can deviate from the provisions of the law or from provisions in a collective agreement only if they provide more protection or better benefits. Terms of employment include hours of work, salary, holidays, and pension provisions.

Unannounced inspection

A visit by authorities or authorized persons to ensure compliance with the law, made without an appointment or otherwise informing the enterprise of the visit.

See also: **Announced inspection.**

Wage

The payment in exchange for labour provided under a contract of employment. Wages are calculated according to time-rate or piece-rate systems. The gross wage is the wage before deduction of taxes and other authorized deductions. The payment is normally in cash but in some cases may include an in-kind component.

Weekly rest

The minimum duration of a break from work that is required by law or international standards in any seven-day period. The break is usually required to be an uninterrupted period of 24 hours. In some countries all workers are entitled to a two-day break (e.g. on Saturday and Sunday); in other countries the law establishes a one-day break (e.g. on a Friday or Sunday).

White-collar worker

Usually non-manual workers, including office, clerical, sales, semi-technical, and professional workers. The definition also includes workers with minor supervisory functions as well as managers and administrators (salaried and self-employed). Such work can range from unskilled to semi-skilled and highly skilled. (The opposite of a white-collar worker is a blue-collar worker, employed in production using manual labour.)

See also: **Blue-collar worker.**

Worker/employee

Any person who works for a wage or salary and performs services for an employer. Employment is governed by a written or verbal **contract of service**. This is different from the **contract for services** which an independent contractor might have.

See also: **Agricultural worker; Blue-collar worker; Child worker; Child labourer; Disabled worker; Domestic worker; Home worker; Non-commercial services sector worker; Part-time worker; Rural worker; Seasonal worker; Subcontracted worker; Temporary worker; Urban informal sector worker; White-collar worker; Young worker.**

Working conditions/working life/conditions of work

The factors determining the circumstances in which the worker works. These include hours of work, work organization, job content, welfare services, wages, and the measures taken to protect the occupational safety and health of the worker. (This term may mean different things in different countries.)

Working environment

The circumstances in which work takes place including conditions at the workplace such as hygiene, the organization of work, personal protective equipment, and control systems to eliminate or reduce exposure to hazardous agents.

Workplace

All the places where workers need to be or to go to carry out their work, and which are under the direct or indirect control of the employer. Examples include offices, factories, plantations, construction sites, ships, and private residences.

Young worker

The ILO Minimum Age Convention, 1973 (No. 138) clearly sets out the kinds of work that may be performed by a person under 18, and the conditions that may apply. The Convention takes into account factors including a country's level of development, work that is part of education and schooling, and the effects of work on a child's health, morals, and school attendance. It also considers the age of the child and the kind of work.

A **young worker** is one aged above the minimum age for employment in a country (usually 15), but less than 18. The Convention states that young workers should not be employed in situations where their health, safety, or morals are likely to be jeopardized. Employment may be allowed if the young worker is at least 16, their health, safety, and morals are protected, and they have been properly trained.

3

Employment

Apprenticeship

An employment relationship including training for a particular occupation. In many countries these arrangements are formalized, including periods of training in an institution. Sometimes the employment relationship is supervised by a special statutory board of apprenticeship. Less formal apprenticeships may involve training on the job, without a contract, or sometimes without any pay.

Canvassing employers

Establishing contacts with employers within the area covered by an employment services office. The main objective is to determine the situation and exact needs of the employment market, and to encourage employers to use the employment service and notify it of their job vacancies.

Employment creation

Introduction of schemes to provide new jobs, usually in the public and non-profit sector. These schemes often target the long-term unemployed to provide them with better opportunities to find jobs in the private sector. Labour-intensive public works are an example of employment creation.

Employment market information

Details of labour supply and demand, in the form of figures on job vacancies, surpluses, and shortages of skilled staff, including vacancies filled. Employment services should be able to provide all this information.

Employment opportunities

Availability of work or, more specifically, workers' chances of obtaining jobs for which they are well suited and in which they can use their skills, talents, and natural abilities.

Employment promotion

Measures to increase employment opportunities, usually taken by government. These can include macroeconomic policies to encourage employment growth; setting up employment services; vocational training, and guidance; and providing information on self-employment opportunities.

Equality of opportunity and treatment

Relating to labour administration, this means equal terms and conditions of employment and equal access for all persons to employment, vocational training, and particular occupations without discrimination on the grounds of sex, race, colour, religion, political opinion, national extract, or social origin.

Human development index

A statistical device ranking the performance of countries according to certain defined criteria, namely: health, related to longevity; education, related to access for all; and income, related to a decent standard of living.

Human resource development

Allowing people to develop and use their capabilities in their own best interest and in accordance with their own aspirations, taking account of the needs of society. To encourage this, policies and programmes should be adopted and systems should be established for general, technical, and vocational education, as well as educational and vocational guidance and training.

Job analysis

Making a detailed list of the duties that a particular job involves, and the skills required. A job analysis is usually the first step in the placement process.

Job placement

The process of matching job-seekers and their qualifications and preferences with an employer's need to fill a vacant post.

Job-seeker

A person who is actively looking for suitable work.

Labour costs

Employers' expenses for the workers they employ, including wages, taxes, allowances, and training.

Labour force

The part of the national population that is currently economically active, including both employed and unemployed persons who are available for work. Currently means the recent situation, such as the past week.

Labour market

The relation between the supply of labour and the demand for labour in a nation, region, industry, or occupation. Levels of employment, unemployment, pay, and employment conditions can all be used to measure the state of a labour market.

Manager

A person who is responsible for supervising the work of others and has the authority to take work-related decisions.

Manpower planning

A process in which the government develops policies and forecasts for human resource development in the country aiming to ensure high participation in productive employment and to make it easier for people to move from one job to another.

National employment policy

Guidelines concerning employment in a country. The ILO Employment Policy Convention (No. 122), 1964, says these guidelines should promote full, productive and freely chosen employment to:

- stimulate national economic growth and development
- raise standards of living
- meet manpower requirements and
- overcome unemployment and underemployment.

On-the-job training

See: **Training on the job.**

Paid educational leave

Leave granted to a worker for educational or training purposes for a specified period during working hours, with adequate financial entitlements.

Private employment agencies

Labour market services provided by a person or company usually but not always for profit, independent of the public authorities. These services can include:

- matching offers of and applications for employment
- employing workers for employment
- other services related to job-seeking.

Public employment service

A service provided by the government to help the employment market operate more efficiently, including registration of job-seekers, matching job-seekers with available jobs, and providing information on employment opportunities.

Register of job applications

A register of all workers who come to the employment services to find a job. A file is prepared for each applicant containing all the relevant and occupational details such as education, experience, and aspirations. (The register can be manual or computerized.)

Register of job vacancies

A register containing a file for each job vacancy received from employers. The file contains a job description indicating tasks, skills, and other requirements. (The register can be manual or computerized.)

Self-employment

Earning an income by running an independent business. A self-employed person does not work under a contract of employment.

Self-placement

Job-seekers finding work for themselves, and employers finding workers for themselves by advertising job vacancies without using public or private employment services.

Sheltered employment

This term generally refers to specially designed employment provided under special conditions (e.g. in a protected workshop or at home) to persons with disabilities who, because of the nature and severity of their disability, are unable to find or keep a job under ordinary competitive working conditions.

Social policy

Guidelines primarily directed toward the well-being and development of the population as a whole and to the promotion of its desire for progress in society. This can include plans for employment promotion, developing social security systems, improving vocational training systems, and special measures for vulnerable groups.

Training on the job

Skill acquisition or skill transfer within an enterprise to prepare for a specific job in the company.

Underemployment

The situation in which people cannot work as many hours as they would like, because there are not enough jobs. Someone who involuntarily works less than 35 hours a week is considered underemployed.

Unemployment

The situation in which a person of working age is currently available for paid employment, or self-employment opportunities, without success.

Unemployment benefit

A replacement wage paid while a worker is looking for a job. Eligibility, the amount paid by the body that funds the payment, and the length of time for which it is paid will vary from country to country.

Unemployment insurance

A guarantee that workers will receive an unemployment benefit when they have lost their jobs and therefore their wages. Schemes may be compulsory or voluntary, financed exclusively by contributions (from workers or from both employers and workers), or by contributions and subsidies from the state. Unemployment insurance schemes can be managed by the state, by the social partners, or by a private insurance firm.

Vocational guidance

Helping job-seekers choose the most suitable kind of work by providing relevant information on job and training opportunities, and by helping applicants to know themselves better. This may include identifying their aptitudes, capacities, interests, and aspirations using tests and interviews.

Vocational information

Information on employment-related opportunities. This usually includes descriptions of jobs and occupations, conditions of entry and practice, career prospects for particular occupations, training opportunities, employment opportunities, and special employment measures and programmes.

Work analysis

Analyzing existing work arrangements to see whether tasks can be reorganized to create new jobs.

4

Labour relations

Collective bargaining

The process by which an employer or a group of employers and one or more workers' organizations or representatives voluntarily discuss and negotiate mutually acceptable terms and conditions of employment which are valid for a given period.

Conciliation

An extension of the bargaining process in which the parties try to reconcile their differences. A third party, acting as an intermediary (independent of the two parties) seeks to bring the disputants to a point where they can reach agreement. The conciliator has no power of enforcement and does not actively take part in the settlement process but acts as a broker, bringing people together.

Employers' organizations

An organization whose membership consists of individual employers, other associations of employers or both, formed primarily to protect and promote the collective interests of members, to present a united front in dealing with organizations and representatives of workers, as well as to negotiate for and provide services to members on labour-related matters.

Freedom of association

The right of people to assemble in public or private to join in a common cause and to associate with one another to achieve a particular goal. In industrial relations, this refers to the right of workers and employers to organize and join trade unions and employers' organizations of their own choosing to represent their interests.

Industrial relations

The individual and collective relations between workers and employers at work and arising from the work situation, as well as the relations between representatives of workers and employers at the industry and national levels, and their interaction with the state. Such relations encompass legal, economic, sociological, and psychological aspects and include the following issues: recruiting, hiring, placement, training, discipline, promotion, lay-offs, termination, wages, overtime, bonuses, profit-sharing, education, health, safety, sanitation, recreation, housing, working hours, rest, vacation, benefits for unemployment, sickness, accidents, old age, and disability.

Labour relations

See: **Industrial relations**. (These terms are used interchangeably.)

Mediation

Assistance provided to disputing parties by an independent third party (the mediator). In the mediation the third party is more actively involved than in conciliation and attempts to suggest proposals and methods to resolve the problem so that a solution acceptable to both parties can be found.

Negotiation

A process in which two or more parties with common and conflicting interests come together and talk with a view to reaching an agreement.

Shop steward

Workers who represent their unions at an enterprise or workplace. The delegate also acts as a link between the full-time union officials outside the enterprise and union members in the enterprise. Delegates are mostly elected by union members who work in the same enterprise.

Social partners

Organizations of workers and employers. The term denotes the close industrial relationship between these organizations.

Trade union

An association of workers organized to protect and promote their common interests.

Tripartism

The interaction of government, employers, and workers (through their representatives) as equal and independent partners to seek solutions to issues of common concern. A tripartite process may involve consultation, negotiation, or joint decision-making, depending on arrangements agreed between the parties involved. These arrangements may be ad hoc or institutionalized.

Tripartite consultation

Consultation with the most representative organizations of employers and workers by competent authorities.

Tripartite consultation bodies

Tripartite discussion forums aimed at ensuring that the competent public authorities seek the views and advice of employers' and workers' organizations in an appropriate manner. Tasks of these bodies differ widely between countries.

Tripartite cooperation

Cooperation between government and the social partners in managing certain labour administration activities. The parties must be willing – despite the undeniable differences between their interests – to examine their common problems and seek compromise solutions that are acceptable to each of them.

Tripartite cooperation bodies

Tripartite discussion forums aimed at ensuring that the competent public authorities seek the views, advice and assistance of employers' and workers' organizations in an appropriate manner. Cooperation bodies differ from consultation bodies in that they intervene at the implementation stages of national labour and employment policy. These bodies have specific executive functions. Examples might include an Economic and Social Council, established under the constitution or the law to review and advise on proposed legislation.

Work-council/workplace committee

A committee of workers within the enterprise, with which the employer cooperates and which is consulted by the employer on matters of mutual concern outside the scope of collective bargaining machinery.

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