POLICY FRAMEWORK
OF SOCIO-ECONOMIC
BUSINESSES

The Perception of Transit Employees at Perspektive Handel Caritas gGmbH

Master Thesis
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in the Joint Master’s Program
Comparative Social Policy and Welfare
STATUTORY DECLARATION

I hereby declare that the thesis submitted is my own unaided work, that I have not used other than the sources indicated, and that all direct and indirect sources are acknowledged as references.
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ABSTRACT

Socio-economic businesses in Austria, such as the Perspektive Handel Caritas gGmbH, have shown their effectiveness in supporting unemployed people at re-entering the labour market. Many studies evaluate their outcome, but there is a gap in research when it comes to the view of transit workers. Therefore, the research question for this thesis is: How well-prepared do transit employees feel for employment in the first labour market by their work and qualification at the Perspektive Handel Caritas gGmbH? The transit employees are satisfied with their current work in the socio-economic business and mostly feel well prepared for their future employment. Nevertheless, some obstacles remain after the transit employment in the socio-economic business, such as health-related issues. Some participants were approaching their retirement. In these cases, the participants did not feel well prepared as they knew that there was no future employment but only retirement.
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<th>Abbreviation</th>
<th>Description</th>
<th>German Translation</th>
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<tbody>
<tr>
<td>AMS</td>
<td>Public Employment Service Austria (‘Arbeitsmarktservice Österreich’)</td>
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<tr>
<td>GBP</td>
<td>Non-profit job-creation program (‘Gemeinnütziges Beschäftigungsprogramm’)</td>
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<tr>
<td>gGmbH</td>
<td>Non-profit limited company (‘Gemeinnützige Gesellschaft mit beschränkter Haftung’)</td>
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<tr>
<td>LTU</td>
<td>Long-term Unemployment</td>
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<td>PHC</td>
<td>Perspektive Handel Caritas gGmbH</td>
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<tr>
<td>SÖB</td>
<td>Socio-economic Business (‘Sozialökonomischer Betrieb’)</td>
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<tr>
<td>SÖBÜ</td>
<td>Non-profit Personnel leasing (‘Überlassungs-SÖB’)</td>
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1. Introduction

„Es braucht wirkliche Arbeitsplätze, nicht nur Jobs!“
- Marie Jahoda, sociologist and author of 'Marienthal'

Socio-economic businesses are an instrument of active labour market policy to help people find a job after a long period of unemployment or other placement difficulties. The people working in a socio-economic business are called transit employees. They are supported in their transition from unemployment into employment, in the best-case, long-term employment in the first labour market.

Austria struggles with unemployment, even though a decrease in unemployment rate compared to last year is noticeable. In July 2017 307,191 people were unemployed, in July 2018 the number sank to 282,583 people, that is a decrease of -8% to the year before. Still, certain groups struggle to find employment. A significant rise can be noticed among people over the age of 45, but there is a rise in all age groups noticeable. Unemployment can happen in different life situations and can occur in different forms. Often unemployment is a short period in a person’s life followed by another employment that can be found with no difficulties. In this case, there are no or little negative consequences of unemployment. Unlike when someone is unemployed for a longer period or can only find employment episodically. In this case, unemployment can have severe negative impacts which can mean that someone might find it harder to re-enter the labour market. Then, people have to cope with multiple problems. Many long-term unemployed people struggle with social and health-related difficulties and have to overcome mental challenges before being able to pursue employment again (ifz - internationales forschungszentrum für soziale und ethische fragen, 2016, p. 9).

Unemployment, for many, is equivalent to social decline and material limitation culminating in financial misery. Furthermore, employment is a social space of action, gives a daily structure, is source of self-awareness and self-esteem. Losing employment can accompany personal insecurity, societal marginality and isolation. Dismissal into unemployment is a traumatic event, which is felt even more the longer the unemployment persists (Eberhart, 1998, p. 11).

In total, almost 25 million people in the European Union are without employment. About half of them is long-term unemployed and this bears far-reaching negative effects for the people concerned, for the economic and societal development. The economic answers to this problem are concentrated on austerity and stability pact. At the same time, it is observable that the inequality of income distribution is rising. The question that persists is why combating unemployment is not a prior economical goal (Haunschmid & Tamesberger, 2017, S. 136). According to the European Commission, the “main labour market indicators have strengthened across the board”, that is, the unemployment rate declined since 2013 continuously (European Commission, 2017, p. 7). Furthermore, “long-term unemployment also continued to decline at a steady pace” (European Commission, 2017, p. 7). In Austria of 2017, 339,976 people were unemployed, with the second
largest group of unemployed people being people of the age of 50 and onward. Of the total number of unemployment, 119,304 were long-term unemployed.

One active labour market instrument to tackle long-term unemployment and unemployment in old age is socio-economic businesses (SÖB). Many studies have evaluated the effectiveness of socio-economic businesses in Austria (Austrian Federal Ministry of Labour, Social Affairs and Consumer Protection, 2016, Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, Bundesministerium für Arbeit, Soziales, Gesundheit und Konsumentenschutz, n.d., Eppel, et al., 2014, Jahoda, Lazarsfeld, & Zeisel, 1971, Lechner, Reiter, Wetzel, & Willberger, 2016, OECD, 2018, OECD, Organisation for Economic Cooperation, 2007, Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, Schweighofer, 2013, Stelzer-Orthof, Atzmüller, Bauer, & Winter, 2016). The most popular ‘Marienthal’ by Jahoda, Lazarsfeld and Zeisel, first published in 1933, first discovered the gap between the bare figures of statistics of unemployment and the literary accounts. Jahoda et. al attempted to close this gap by immersion into the situation and thereby learn every detail of the life of the Marienthal population in Austria. Their approach was to investigate the unemployed community of Marienthal, as at that time the entire community was struck by unemployment (Jahoda, Lazarsfeld, & Zeisel, 1971, pp. 1-3). Their findings on long-term unemployment represents a milestone in social science. As Jahoda et. al described in ‘Marienthal – The sociography of an unemployed community’, long-term unemployment leads to fading resilience or passive resignation, instead of, as presumed, riot. Osterkorn et al. (2014), for example, studied the quantitative distribution of men and women across socio-economic businesses and their education and so forth. What is missing here is the qualitative research that enables to understand in-depth how well socio-economic businesses work for their target group, namely, the transit employees.

The aim of socio-economic businesses is to help people with placement obstacles to find employment, namely to re-enter the first labour market. With a short-term job in a socio-economic business people with placement difficulties, such as elderly people, people with disabilities or ‘socially maladaptive’ people and returnees, are supported in finding a sustainable employment. Again, the central goal is to assist sustainable re-integration in the first labour market. This is done by offering a regular (non-artificial) work environment, called transit employment. At socio-economic businesses employees produce services or goods in a non-protected job situation (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 14). Transit employees are people who work in socio-economic businesses for a fixed period to be prepared to re-enter the labour market. They are transitioning from unemployment to employment.

Many studies evaluate socio-economic businesses on their outcome. However, there is a gap in research about how the transit employees themselves feel about the quality of their work and their chances to develop skills to be able to re-enter the first labour market. It is of increased interest how the transit employees evaluate the effects of the project of the Perspektive Handel Caritas gGmbH (PHC). The PHC leads grocery markets of Spar Österreichische Warenhandels AG as
socio-economic businesses (SÖB) in Upper Austria, Lower Austria, Carinthia and Vienna. In the market, the PHC offers transit employment for long-term unemployed people, older workers, people with migrant backgrounds and people who want to re-enter the labour market. The aim of this thesis is to give voice to the transit employees of the PHC in Upper Austria and depict their satisfaction on work and qualification in the socio-economic business.

The ifz (International research centre for social and ethical questions) asserts that the AMS rather invests in short and quick placement and short-term employment subsidy than into qualification and demand-oriented measures. Especially for people in difficult life situations demand-oriented, individual support would be effective (Buchner & Leßmann, 2017). The Public Employment Service Austria (AMS) described the current situation of the SÖB in Upper Austria as rather reformable. One of the central topics in a recent workshop of the AMS on SÖB in Upper Austria was individual support. It turned out that target group orientation used to be more important than individual perspective on integration. This should not be the case. This can lead to the phenomenon that the SÖB might be fitting the transit employee but that this does not equal sustainable integration. The Hypothesis of the AMS is that application instead of assigning should be targeted. That is, application by the transit employees for a SÖB they would like to work in, instead of mere assignation of a transit employee by the AMS counsellor (Hausegger, 2018). This leads to the question that is the research question of this master’s thesis:

*How well-prepared do transit employees feel for employment in the first labour market by their work and qualification at the Perspektive Handel Caritas gGmbH?*

Following aspects will be researched:
- Do transit employees feel well informed about their possibilities?
- Do transit employees feel well enough supported by the social worker/social pedagogue?
- Are transit employees satisfied with their qualification?
- How do transit employees rate their chances at the first labour market after finishing the qualification?

To be able to answer the research question a deeper look into the topic of long-term unemployment, unemployment over the age of 45 years will be given by using secondary literature and government papers. These topics will be described in chapter 2. The instrument of socio-economic businesses that can help overcome unemployment is an instrument of active labour market policy in Austria. Therefore, labour market policies will be described in chapter 3, followed by chapter 4 about socio-economic businesses and the policy framework surrounding them. Chapter 5 describes the empirical research that was undertaken to be able to answer the main research question about the situation of transit employees in the socio-economic business of the Perspektive Handel Caritas gGmbH. The final chapter 7 summarizes the findings and concludes the thesis.
This thesis explores socio-economic businesses as an instrument of active labour market policies to help long-term unemployed people to leave the second and re-enter the first labour market. The focus, hereby, lies on the view of transit employees of the Perspektive Handel Caritas gGmbH.
2. Unemployment in Austria

Socio-economic businesses aim at supporting people to re-enter the labour market. The people who work in a socio-economic business are called transit employees, as they are making a transition from unemployment to employment. Transit workers are unemployed people with placement obstacles. Placement obstacles make it more difficult for an unemployed person to find a job. A placement difficulty can be long-term unemployment, unemployment at the age of 45 and upwards, a migrant background, a disability or health-related problems, personal, financial or familiar problems and other. To better understand why it is important to support people with placement obstacles, the topics of long-term unemployment and unemployment at the age of 45 will be described in the following chapters.

2.1. Long-term Unemployment

To discuss the phenomenon of long-term unemployment (LTU) one has to take a closer look at work beforehand. What is work? Gainful work, care work, community work – work can have many faces. The term work is usually bounded to gainful work, that is paid work. There are many more descriptions for work, nonetheless, the exclusion from work plays a significant role (Ifz, Caritas Oberösterreich, Wien, Salzburg, 2017, S. 10). According to (Saleh & Bruyère, 2018, p. 18), work is an important part of life and a source of well-being and economic power. Work provides security and allows individuals to contribute to the community with their abilities and skills. Work provides the means to establish a social position from which others perceive them, that is, how society views someone. Work influences how we view ourselves. “Equitable access to work is a basic right, and at the core of what it means to be human.” (Saleh & Bruyère, 2018, p. 18). Therefore, the absence, or in this case, the long-term absence of work has significant effects on people, economically and mentally. “Long-term unemployment causes significant mental and material stress for those affected and their families. It is also of particular concern for policy makers, as high rates of long-term unemployment indicate that labour markets are operating inefficiently.” (OECD, 2018).

The study about the unemployed community in Marienthal in 1930 found that “prolonged unemployment leads to a state of apathy in which the victims do not utilize any longer even the few opportunities left to them” (Jahoda, Lazarsfeld, & Zeisel, 1971, p. 1). Furthermore, Bakke found that “Loss of feeling of control has important consequences. It causes the worker to feel a minimum of responsibility for his own fate, for responsibility goes with control” (Bakke, 1933, S. 10).

According to the OECD definition, long-term unemployment “refers to people who have been unemployed for twelve months or more. The long-term unemployment rate shows the proportion of these long-term unemployed among all unemployed.” (OECD, 2018).
The phenomenon of unemployment in Austria has been broadly acknowledged and discussed in the media and politics. In the last decade, long-term unemployment rose dramatically but was not annotated as much. The Public Employment Service Austria (AMS) developed the indicator of long-term unemployment in Austria as those people who have been in consolidated and lengthy unemployment for more than one year. That is, the term long-term unemployed is given to people who are registered in several different labour market statuses at the AMS for longer than 365 days. That includes the times of unemployment, search for an apprenticeship or training during this period and is taken together into one case. This case is given the status ‘ended’ only after an interruption of employment of more than 62 days. Thus, if a long-term unemployed person finds a job but loses this job again, he or she is still marked in the status long-term unemployed (arbeit plus, 2017, p. 5).

The Public Employment Service Austria divides into target groups of people that are threatened by long-term unemployment and have been unemployed for more than twelve months, and the ‘arbeitsmarktfertige Personenkreis’, or people furthest from the labour market. These people include people with no or instable employment who have been employed less than two months over a period of one year or who have been unemployed for more than four months (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 16).

Following the numbers of unemployment, long-term unemployment and the possible consequences of unemployment will be presented.

### 2.1.1. Data in Austria

In July 2018, the number of unemployed people sank to 282,583 people, which is a decrease of -8% compared to the year before. That is an unemployment rate of 6.9%.

In 2017, a record on employment numbers was reached. In the first quarter of 2017, 234.2 million people were in employment, the highest number on record, accompanied by “a lower expansion of hours worked per person employed” (European Commission Directorate-General for Employment, Social Affairs and Inclusion, 2017, p. 10). In 2015, 4.8 million fewer people were at risk of poverty and social exclusion in comparison to the year 2012 (European Commission Directorate-General for Employment, Social Affairs and Inclusion, 2017, p. 11). In summary, economic growth overall the EU has benefited EU households over the last three years. But for all that, “despite recent improvements in the labour market, unemployment and very long-term unemployment remain among the most important challenges in the EU.” (European Commission Directorate-General for Employment, Social Affairs and Inclusion, 2017, p. 10). In most countries, long-term unemployment is decreasing. The only two countries across the European Union Member States where long-term unemployment registered a minor increase (in 2016) were Luxembourg and Austria (European Commission Directorate-General for Employment, Social Affairs and Inclusion, 2017, p. 31).
In total, almost 25 million people in the European Union are without employment. About half of them is long-term unemployed and this bears far-reaching negative effects for the people concerned, for the economic and societal development (Haunschmid & Tamesberger, 2017, S. 136).

Job security has been declining for the past two decades due to the increased use of non-standard contracts in the EU’s labour markets. At the same time, working for the same company for a long period has become less common (European Commission Directorate-General for Employment, Social Affairs and Inclusion, 2017, p. 14).

In 2013, every fifth jobless person was long-term unemployed, whereas in 2016, every third jobless person was long-term unemployed. Long-term unemployed people are depending on transfer benefits from the government which is costable, and, additionally, they contribute to the crisis of democracy. That is, long-term unemployed and disadvantaged people use their right to vote less. That is due to their feeling of not being part of the society as a consequence of long-term unemployment (arbeit plus, 2017, p. 4).

Figure 1 (below) shows the unemployment numbers in Austria in 2017. The highest proportion of unemployed people in 2017 were people in the main working age, 25 to 45 years, with 486,454 people. The second biggest group were people until the age of 25, with 318,703 people. The third share accounts for 272,259 people, with the group of people at the age of 45 years and upwards (Arbeitsmarktservice Österreich, 2018).

![Unemployment in Austria in 2017 Age Distribution](image)

Figure 1. Unemployment in Austria in 2017, age distribution (Arbeitsmarktservice Österreich, 2018).

When we take a further look at the unemployment numbers of 2017 divided into education (figure 2), it becomes clear that the highest share of unemployed people only has compulsory schooling (542,478 people). Second highest group, with 24% are people with a completed apprenticeship
(249,496), followed by high school education (132,237), academic education (84,627), secondary education (56,085) and unclear (12,493).

Another interesting point of view on unemployment presents itself when taking a look at the working sector (figure 3).

As can be seen in figure 3, the highest share of unemployment was formerly employed in the service sector with a number of 688,952 people, that is 64%. The second biggest share makes up
for 24%, that is other (253,066), followed by the production sector (130,854) and the primary sector¹ (4,544).

The following figure 4 shows the number of unemployed people in Austria in 2017 by duration. The number of people being unemployed for three months or less is highest with 162,727 people during the year. LTU, meaning unemployment of twelve months or more, totals 58,537 people in 2017.

![Duration of Unemployment in Austria in 2017](image)

**Figure 4. Unemployment in Austria by duration in 2017 (Arbeitsmarktservice Österreich, 2018).**

The following figure shows the numbers of long-term unemployed people by region in 2017. The figure 5 shows all long-term unemployed people only of certain statuses at the AMS. Those statuses include “Abklärung der Arbeitsfähigkeit”, “Arbeitslos”, “Lehrstellensuchend”, “in Schulung”, „BezieherInnen eines Fachkräftestipendiums”, and „Schulung Reha mit Umschulungsfeld“. The total of 119,304 long-term unemployed people is, compared to the year before, a decrease by 2%. The figure shows that Vienna has had the highest amount of LTU in Austria in 2017 with almost half of all long-term unemployed registered people. The federal region of Vorarlberg has the lowest number of LTU with 1,854 people, followed by Salzburg with a total of 2,758 and third is Tirol with 3,320 people in LTU. Vienna has the highest amount with 54,787 people, followed by Upper Austria with 22,669 people and Lower Austria with 11,210 people in LTU.

Supporting long-term unemployed people is of advantage for the government budget. “Every Euro spent on benefits for new, innovative and sustainable employment models is well invested and flows back to the state with taxes in the space of few years.” (arbeit plus, 2017, p. 4). Additionally, employment that provides a livelihood is crucial to enable people to be part of the society. “The right to work is a human right. If Austria wants to take this right seriously the government has to

¹ The primary sector is concerned with the extraction of raw materials of natural resources.
establish reasonable and sustainable propositions for those people who otherwise do not get a chance at the labour market.” (arbeit plus, 2017, p. 4).

Research shows that low-skilled workers who do not have a certain qualification or training are three times higher at risk of becoming unemployed than people with a completed job training (Osiander, 2016). In comparison with people who have a university degree the risk of becoming unemployed for low-skilled workers is more than seven times higher. Osiander further shows that for successful labour market policy low-skilled workers should be integrated permanently (Osiander, 2016). He gives reasons for why this integration is crucial from the point of view of labour market and social policy (Osiander, 2016, pp. 2-3). First, low-skilled workers are a quantitatively important group among the unemployed. The number of 542,478 people in unemployment with compulsory schooling only is the highest amount of the total number of 1,077,416 in unemployment in Austria in 2017. Thus, using labour market interventions to integrate low-skilled workers into employment would decrease unemployment in a high dimension. Second, a high allocation of labour supply and labour demand can be reached. This would improve mismatch-unemployment, which occurs when the qualification-profiles of unemployed people and the requirements of job vacancies do not match. And third, adequate labour market interventions for unemployed people can assist in finding a stable employment themselves which has more positive effects than employment alone. Those positive effects could be social integration in society, higher income than through unemployment benefits and the reduction of negative side effects of unemployment such as mental and physical health effects. Further positive effects are on an economic scale, such as reduced transfer payments. One important instrument of the active labour market policy is the assistance and support of vocational training as it can help in achieving all three reasons that have been mentioned above.
Further research on the Austrian unemployment situation was done by Eppel et al. (2013). Their study showed that, even Austria shows a low long-term unemployment rate, there are problems of long-term exclusion visible. Unemployment is manifested on the personal level, which means that education and training plays an important part. At the same time, problems of integration in the labour market are not reduced to the group of low-skilled workers only. Increasing integration and participation for these socially marginalized groups poses a challenge for the Austrian labour market. The labour market instruments should be brought into line with these groups (Eppel, Horvath, & Mahringer, Die Struktur und Dynamik von Arbeitslosigkeit, atypischer Beschäftigung und Niedriglohnbeschäftigung in der Längsschnittanalyse 2000/2010, 2013, p. VIII).

A topic that is mostly connected to the discussion of unemployment benefits is minimum wage. The topics are interlaced as the discussion in the press is about the height of minimum wage and the height of unemployment benefits. In Austria, minimum wage is regulated by the collective agreement (‘Kollektivvertrag’) which is negotiated by the Austrian Federal Economic Chamber and the Austrian Trade Unions Federation. Therefore, the minimum wage is not regulated by law in Austria and almost 99% percent of employees and workers are guaranteed the minimum wage (Gleißner, 2017). The minimum wage in Austria cannot fall beneath 1,500 Euro per Month until 31.12.2019. As almost every collective agreement pays 14 months’ worth of wage, the minimum wage is 1,750 Euro per month. In comparison to other European member states, the minimum wage in Austria is high. Only Luxembourg has higher minimum wages (Gleißner, 2017).

Unemployment is life at the minimum. That can be seen when taking a look at the height of benefits. In 2016 the average granted unemployment benefit accounted for 941,3 Euro per month and the average monthly emergency assistance (‘Notstandshilfe’) accounted for 747,1 Euro per month (arbeit plus, 2017, p. 20). Both benefits are therefore beneath the perimeter for risk of poverty (‘Armutsgefährdungsgrenze’) of 1,238 Euro per month for a single-person household in Austria in 2017 (Statistik Austria, 2017).

2.1.2. Consequences of Long-term Unemployment

Social businesses know from experience that long-term unemployment makes the people concerned ill, poor and desperate. Being unemployed is one of the most dangerous poverty traps. If the unemployment period lasts long, then the risk of poverty rises. Thus, with increased length of unemployment, qualification and job experience can become devaluated und the obstacles for re-entering the labour market can increase (arbeit plus, 2017, p. 4).

The rising length of unemployment period has effects on the social protection of people being unemployed. Unemployment benefits are only granted for a period of 20 to 52 weeks, depending on age and length and type of former employment. After unemployment benefits, an unemployed person can obtain emergency assistance (‘Notstandshilfe’). Emergency assistance can be obtained for an unlimited period but only if the willingness and ability to work is given, as well as an
economic and familiar emergency. The income of a partner is considered in calculating the benefits (arbeit plus, 2017, pp. 18-19).

Long-term unemployment can lead to sizeable financial restrictions, meaning that long-term unemployed people may not be able to afford basic things for housing such as heating or laundry. In 2015, 27% of people who have been unemployed for up to five months were at risk of poverty. With a length of unemployment of six to eleven months 55% of people are at risk and the percentage rises even higher, up to 79% of people who have been unemployed for twelve months or more are at high risk of poverty (arbeit plus, 2017, p. 21).

Employment is not only a means to secure one’s livelihood but also a central element to being part of the society. The consequences of long-term unemployment not only include material problems but also social issues and health. Furthermore, LTU can be source to health problems, mental illnesses or familiar problems. Social exclusion and marginalisation can be the result, not only for the people concerned with long-term unemployment but also with their close ones and family. Studies have shown that marginalized groups use their right to vote less than other people do (arbeit plus, 2017, p. 21).

What is crucial for coping with one’s livelihood is how and if it is possible to manage the financial loss and, at the same time, satisfy the basic need of the household (Gaß, Klems, Krömmelbein, & Schmid, 1997, p. 30). On the other hand, there are health effects of LTU which are hard to capture. Some studies find a positive correlation between length of unemployment and health related problems, the methodological frailties of these studies nevertheless, are hardly conspicuous. What is neglected in these studies is that poor health can be part of the triggering factors for long-term unemployment. Furthermore, a decreasing standard of living due to financial difficulties can lead to an unhealthy way of living which in turn can lead to poor health. Almost all long-term analyses show that long-term unemployed show worse results than the working population. But there are no indications of a causal influence of long-term unemployment. A relation exists nevertheless, as long-term unemployed find themselves in poorer health before entering unemployment, compared to the average working population. Moreover, people who are healthier seem to find it easier to re-enter employment (Gaß, Klems, Krömmelbein, & Schmid, 1997, p. 35).

Employment is important for ensuring decent living standards but that is not all. The quality of one’s job can have positive or negative impacts on a person’s health. It is important to take a look at satisfaction with work and job quality. Job quality can be described via skills and discretion, social environment, physical environment, work intensity, prospects of career advancement or losing one’s job, working time and earnings. According to the European Union report, older workers (35 – 49 years old) were most likely to have very satisfying jobs and least likely to hold jobs that left them unsatisfied or under pressure (European Commission Directorate-General for Employment, Social Affairs and Inclusion, 2017, pp. 83-84). Overall job quality has improved over the last decade. “Despite the increase in non-standard work and in the risk of precarious work […],
the quality of jobs as a whole seems to have somewhat improved, both for younger and for prime-age and older workers […]. Compared with a decade ago, younger and prime-age and older workers are now on average more satisfied with the jobs they do.” (European Commission Directorate-General for Employement, Social Affairs and Inclusion, 2017, p. 84). This is because they consider that they now have better work-life balance, better prospects of career advancement and are less likely to lose their job than their peers stated a decade ago (European Commission Directorate-General for Employement, Social Affairs and Inclusion, 2017, p. 84).

Jahoda et al. depicted the community of Marienthal near Vienna in 1933. The factory, which was the reason people moved to Marienthal, closed and left behind a community of unemployed. At the time of the financial crisis in 1931, three quarter of the community in Marienthal had been unemployed. The effects of the long-term unemployment on the workers, the men and women, were effects on the meaning of time and fading resilience. The meaning of time stands for the fact that even though the people had had less appointments it was harder for them to keep them. They had less things to do but did instead leave them. They were missing a daily structure, a time raster or time management. Another effect was the fading resilience or ‘Müde Gemeinschaft’. That is, the effect that one becomes socially as well as politically inactive by long-term unemployment. Long-term unemployment does not result in riot or revolt but instead results in indifference in political and social occurrences. The social life in Marienthal came to a halt. Less books were lent in the library; the theatre group closed its doors and the Herrenpark fell into disrepair. The limitless time without structure is not leisure time but a mental strain that gives unemployed people the idea that they are redundant and that there is nothing to do with their time that gives sense. This results in isolation and in a loss of hope of a better future (Jahoda, Lazarsfeld, & Zeisel, 1971). These findings are valid until today.

2.2. Unemployment over the age of 45

Another target group of transit employment are people at the age of 45 and upwards. People at the age of 45 and upwards may find it difficult to find a job after unemployment.

Figure 6 (below) shows the unemployment numbers in Austria in 2017. Of 1,077,416 people registered unemployed in 2017, the amount of people at the age of 45 an upwards account for 272,259 people. (Arbeitsmarktservice Österreich, 2018).

Some organisations believe that younger workers can react better to change and that older workers are less productive and less resilient, less adaptive and more often ill. Even though this picture of older people has already been disproved by studies in the 1970s it still influences the behaviour of companies and their human resources department. The consequences for older workers are many. Older workers are at higher risk of losing their job due to changes in the company. Older workers are at higher risk of long-term unemployment. Companies might have prejudices and
rather employ younger workers. Some company structures are not fair for elderly. That is, when older workers are not allowed to participate in company training. If there is not enough health prevention in companies, older workers are impacted more than people of average working age (Arbeitsmarktservice Österreich, 2017, pp. 7-8).

![Figure 6. Unemployment in Austria in 2017, age distribution (Arbeitsmarktservice Österreich, 2018).](image)

Furthermore, modernisation of economy takes a toll on older workers. This was visible especially in the years of the crisis from 2008 and onward. In this period, the percentage of people over 50 years old rose from 20% (in 2009) to 26% (in 2014). At the same time, early pension was not politically accepted anymore for downsizing of older workers (Lechner, Reiter, Wetzel, & Willsberger, 2016, p. 6). Because of the pension reforms, older workers have to be available for the labour market for a longer period. At the same time, measures for preventing unemployment and measures for qualification and re-integration for this target group are only marginal. Again, discrimination in old age looms large. A study of the ifz showed that people concerned with old age unemployment feel that the Austrian labour market and social policy does too little to strengthen their rights and their scope of action. They do not feel as if the policy would invest in them as humans but rather weakens their identity and scope. (Buchner & Leßmann, 2017, pp. 3-14).

When older workers cannot find a job anymore, the Austrian social system take over. In Austria, people over the age of 40, who have worked at least 312 weeks (or 6.5 years) in the last ten years, are eligible to receive unemployment benefits for a longer amount of time. Usually, unemployed benefits are granted for 20 weeks, in the case of someone over the age of 40, he or she receives the benefits for up to 39 weeks. People over the age of 50, who have worked at least 468 (or 9.75 years) weeks in the last 15 years receive the unemployment benefits for up to 52 weeks (Austrian Federal Ministry of Digitalisation and Economy, 2018).
The European Union described in its report on Employment and Social Developments (2017) that an increase in employment rate among older men and women (55 – 64 years old) was ascertained from 2015 to 2016. Still, the employment rate of older worker is below that of worker aged 25 – 54 years, about 23.5 percent points. “However, the steady increase in projected to continue against the background of demographic change. Older workers (34.5 million people) accounted for 16.9% of total employment among those aged 20 – 64 in 2016. […] This reflects […] the effects of pension reforms in many countries” (European Commission Directorate-General for Employement, Social Affairs and Inclusion, 2017, p. 34).

Furthermore, the European Union describes in the report that working longer, or having a longer career, can “make an important contribution to older people’s welfare and to intergenerational fairness […] Employment after pensionable age can assist social inclusion while also creating opportunities to diversity incomes beyond pensions” (European Commission Directorate-General for Employement, Social Affairs and Inclusion, 2017, pp. 115 - 116).

The Public Employment Service Austria (AMS) is aware of the risk of exclusion for people at the age of 45 upwards and published a report for elderly job seekers (Arbeitsmarktservice Österreich, 2017). The report is directed towards older people who want to find a job and have to cope with placement difficulties, myths and prejudice from the employer. The report gives an overview on active labour market policy measures and vocational trainings, financial benefits and initiatives for self-help for older job seekers.

One of the measures for older workers are socio-economic businesses which will be delineated in chapter 5.
3. Labour Market Policy in Austria

Labour Market Policy aims at full employment of the population. The labour market policy in Austria is part of the Ministry for Social Policy. The Ministry for Social Policy works together with the AMS on a national level and aims at full employment. The aim is to be accomplished by equal opportunities, active labour market policy and active employment policy and fair policy frameworks. The AMS distributes the budget in the sense of the predefined active labour market policy framework (Stelzer-Orthofer, Atzmüller, Bauer, & Winter, 2016, p. 10).

The definition of labour market policy in Austria, according to the Ministry for Social Policy (Bundesministerium für Arbeit, Soziales, Gesundheit und Konsumentenschutz, n.d.), encompasses all measures of public institutions, such as the federation, labour market service and the federal provinces, to govern the labour market. A regulated labour market has positive effects on the social system and ensures fair economic trade competition.

The tasks of labour market policy are, as defined in the federal law of labour market service, to avert and eliminate unemployment and the consolidation of labour supply and labour demand (Arbeitsmarktservicegesetz BGBl. Nr. 313/1994 idF BGBl. I Nr. 32/2018). The goals are to achieve and keep up full employment, to keep elderly employees in the labour market longer, to set active measures for qualification and equality, to increase transparency of the labour market, to develop Human Resources, to activate unemployed people, and to combat long-term unemployment. These objectives are predetermined by the Ministry for Social Policy and made concrete by the Public Employment Service Austria. The tasks of the labour market service are to counsel the workforce and to place the and to staff job vacancies. During a period of unemployment people can apply for unemployment benefits to secure their livelihood (Arbeitsmarktservicegesetz BGBl. Nr. 313/1994 idF BGBl. I Nr. 32/2018). The main target group of the active labour market policies is mainly older people of the age of 50 and onwards and therefore is provided with the highest share of the budget. In 2014, a total of 40 million Euro was provided for older people in socio-economic businesses and non-profit employment projects. In contrast, in 2015, 48 million Euro were provided for the same group, which is a rise of 20% (Stelzer-Orthofer, Atzmüller, Bauer, & Winter, 2016, p. 11).

According to a European Commission Staff Working Document from the 2018 European Semester Austria’s “labour market performance is improving but some structural challenges persist” (European Commission, 2018, p. 25).

The Austrian labour market policy is controlled by the labour market service law (‘Arbeitsmarktservicegesetz’), the labour market policy financing law (‘Arbeitsmarktpolitik-Finanzierungsgesetz’) and the unemployment insurance law (‘Arbeitslosenversicherungsgesetz’). The labour market service law regulates the tasks and the organization of the Public Employment Service Austria (‘AMS’) and is the basis for benefits given by the same. The labour market policy financing law regulates, as the name gives away, financing of labour market policy which consist
of the unemployment insurance payment. The unemployment insurance law regulates unemploy-
ment insurance obligation and the requirements for obtaining unemployment benefits. Further im-
portant guidelines and laws for the labour market are the ‘Arbeitskräfteüberlassungsgesetz’, ‘Ar-
beitsmarktförderungsgesetz’, ‘Ausländerbeschäftigungsgesetz’. ‘Bauarbeiter-Schlechtwetterent-
schädigungsgesetz’. ‘Dienstleistungscheckgesetz’, ‘Insolvenz-Entgeldsicherungsgesetz’, ‘Integ-
rationsjahrgesetz’, ‘Sonderunterstützungsgesetz’, ‘Überbrückungshilfegesetz’, ‘Arbeits-
marktsprengelverordnung’ and the ‘Notstandshilfeverordnung’ (Bundesministerium für Arbeit, 
Soziales, Gesundheit und Konsumentenschutz, n.d.).

3.1. Active Labour Market Policies in Austria

Labour market policies (Bundesministerium für Arbeit, Soziales, Gesundheit und 
Konsumentenschutz, n.d.) can be divided into passive, activating and active policies. Passive la-
bour market policies in Austria are described as the entireness of measures and benefits that aim 
at ensuring the livelihood of a person during unemployment. These measures are wage replace-
ment benefit (‘Lohnersatzleistung’), means-tested minimum security (‘Bedarfsorientierte 
Minderung’), insolvency benefits (‘Insolvenzgeld’), and advancement of pension (‘Pen-
sionsvorschuss’). All these benefits can be legally claimed (‘Rechtsanspruch’). Replacement ben-
efits are unemployment money or emergency assistance and are paid-for by the unemployment 
insurance, additionally the insolvency benefits are regulated the same way. The means-tested 
minimum security is regulated and paid by the federal provinces. Advancement of pension is paid 
in the case of reduced ability to work before the old-age pension or due to inability to work.

Active labour market policies are measures “that bring jobseekers and other disadvantaged 
groups into the labour force and into jobs” (European Commission Directorate-General for 
Employment, Social Affairs and Inclusion, 2017, p. 159). Or as the European Commission sum-
marizes: “Labour market policies are varied and include job searching mechanisms, training, start-
up incentives and income support (unemployment benefits). A set of these policies are grouped 
together as ‘active measures’ or activation policies and include training, employment incentives, 
supported employment, rehabilitation, and direct job creation.” (Xavier & Badea, 2015). Well-de-
signed active labour market policies support benefit recipients to have a better chance to obtain 
employment. Furthermore, they are “crucial to minimise the risk that high or long-lasting unem-
ployment benefits reduce work incentives” (OECD, Organisation for Economic Cooperation, 2007)

Activating measures are a specialty of Austrian labour market policies. Originally, these measures 
would be part of the group of active measures but as they are financed by means of passive labour 
market policies they are called activating measures. These are part-time allowance for el-
derly/older workers (‘Altersteilzeitgeld’), and several benefits for securing subsistence during vo-
cational training and education. Part-time allowance for elderly is a benefit of the unemployment 
insurance which is paid to the employer for a maximum of five years, so that the elderly employee
can reduce their working hours. The benefits for securing subsistence comprise of ‘Schulungsarbeitslosengeld- und -notstandsbeihilfe’, ‘Arbeitslosengeld bei Rehabilitationsmaßnahmen’, ‘Stiftungsarbeitslosengeld’ and ‘Weiterbildungsgeld’.

Active labour market policies combine all measures that support a better functioning of the labour market. Those measures are agreed upon by the labour market service and the person concerned. Active measures can be set before the unemployment occurs. The most important measures of active labour market policy in Austria are, according to the Ministry for Social Policy (Bundesministerium für Arbeit, Soziales, Gesundheit und Konsumentenschutz, n.d.), the increase of transparency of trade, the support of vocational training and education to increase qualification of the workforce, the support of mobility of the workforce, the support in the case of personal/private issues which interfere with employment, and subsidized employment in commercial businesses or social organisations for an easy access to the first labour market. The target-group of these measures are primarily people who are experiencing placement difficulties. Such placement difficulties, as defined by the Ministry of Social Policy (Bundesministerium für Arbeit, Soziales, Gesundheit und Konsumentenschutz, n.d.), are a longer absence from the labour market, insufficient language skills, absent or out-of-date qualification, old age, health restrictions or disability, and addiction.

Active labour market policies can be divided into three categories: employment, qualification and assistance. Additionally, there are some programs for employment that do not fit in either category.

### 3.1.1. Active Labour Market Policy of Employment

The active labour market policy of employment consists of several measures. The most prominent are the settling-in allowance, or Come Back (‘Eingliederungsbeihilfe’), the combination wage (‘Kombilohn’), the benefit for a single-person-business (‘Beihilfe für Ein-Personen-Unternehmen’), Socio-economic businesses (‘Sozialökonomische Betriebe - SÖB’), non-profit employment programs (‘Gemeinnützige Beschäftigungsprojekte’), short-time work (‘Kurzarbeit’), and solidarity bonus (‘Solidaritätsprämie’). All these benefits are targeted at a certain target group and will be described shortly in the following (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 7-49).

Settling-in allowance (‘Eingliederungsbeihilfe’) is a benefit from the AMS with the core aim to help disadvantaged groups affiliate in the labour market. Only people who are ‘job ready’ are qualified, that is, they are able to start an employment and keep it. With the settling-in allowance the AMS gives employment subsidies to the employer. Up to 66,7% of the gross monthly income is subsidised. During a three-month probation or trial period the allowance can make up 100%. The allowance extent is arranged between the AMS and the employer. In 2016, 45,901 people gained settling-in allowance in Austria (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 7-14).
The combination wage is to support people with low placement chances re-entering the labour market. It aims to be an incentive for unemployed people to also want to start a lower-payment employment. The extent of the combination wage is the difference between the net wage of the new employment and the last gained unemployment benefit or social assistance and similar benefits of the ‘Überbrückungshilfengesetz’. Therefore, people who gain combination wage receive 30% more income than the former unemployment benefit or social assistance. The maximum height of this benefit is 950 Euro per month (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 14).

The benefit for a single-person-business was introduced to create new jobs for adolescents. People who have been registered as unemployed for at least two weeks or people who did a training recently can gain this benefit. The level of the benefit is 25% of the gross wage for the maximum of one year. In 2016, 1,000 people received this benefit (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 20-21).

Non-profit employment programs produce goods or offer services for a public or non-profit interest. The areas of these programs benefit society and help reaching regional and communal goals. These programs are not in competition with regular companies. The main goal of non-profit employment programs is to employ long-term unemployed people with low qualifications, in comparison to SÖB (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 32).

Short-time work is used for temporary employment in the case of operational difficulties in companies and to secure jobs. Everyone is eligible to be subsidised (except apprenticeships). The short-time work benefit can be granted to employers who offer short-time work subvention. Prerequisite for this benefit can be temporary economic difficulties or a social partner agreement (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 39).

A solidarity bonus is granted to an employer if one or more employees reduce their working time and the employer has to therefore, employ another worker who formerly received unemployment benefits or social assistance. This should support the re-integration of unemployed in the labour market and at the same time help keeping the employment circumstances (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 44).

The active labour market policy of socio-economic businesses will be discussed in chapter 5.

3.1.2. Active Labour Market Policy of Qualification

The active labour market policy of qualification consists of labour foundations (‘Arbeitsstiftungen’), benefits for vocational training and education (‘Aus- und Weiterbildungsbeihilfen’), job related qualification (‘Arbeitsplatznahe Qualifizierung’), support of higher qualification of employees in

Labour foundations are an instrument that supports structural change of companies and branches in the labour market. Labour foundations support people threatened by unemployment and unemployed through offering qualification, vocational training or work-orientation. On the one hand, they work with companies that have to run down staff numbers and their employees, and on the other hand, they work with companies that look for qualified personnel, and additionally, they work with job seekers. The participants of labour foundations are qualified to receive benefits of the AMS and the costs of the measure are sometimes taken over. There are labour foundations concerned with outplacement, with implantation and labour foundations for target groups (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 50).

Benefits for vocational training help maintain securing one’s existence by further payment of unemployment benefits or social assistance. The main goal is to assist in placement of recipients and secure an endangered job (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 59-60).

Job related qualification aims at supporting recipients in gaining a certified education. The practical education topics are being taught in the labour market. The AMS helps covering all needed costs for a livelihood during this education by paying at least the height of unemployment benefits (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 75).

Support of higher qualification of employees in health and social jobs and nursery education covers the costs of training and education of employees in the health care and social sector, as well as nursery (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 88).

Benefits for covering livelihood are doing exactly that during education, vocational training, during trial work, measures of active job search and business formation. It is an additional benefit to the training measurement (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 98-99).

Measures for adolescents are measures for apprenticeships, the transition from school to work and active labour market policies. These measures cover many different forms of active labour market policies towards youth (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 102).
3.1.3. Active Labour Market Policy of Assistance

The active labour market policy of assistance consists of facilities for advising and support for the topics of work and employment, child care, business formation, micro credit and mobility (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 125-151).

Facilities for advising and support offer individual services for people who cannot enter the labour market due to several obstacles (debt, housing, imprisonment, migration and so forth). These facilities offer support and advisory for coping with these problems that stand in the way of a long-term and sustainable employment. Additionally, unemployed people are being supported at the job search (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 125).

Child care facilities are a subvention of the AMS for a fee-based child care spot. It subsidises full-day, half-day or hourly child care until the age of 15 years. The subvention is granted if the child care is needed to find a job or to take part in an active labour market policy. The height of the subvention is scaled by the gross household wage and type and length of the child care (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 131).

The business formation program supports unemployed people with starting a self-employed occupation or founding a business. All unemployed people who try to become self-employed and already have a business plan are eligible for this grant. The program constitutes of four phases: a clarifying phase, a preparation phase, a realisation phase and an aftercare phase. The core element is the cost-free foundation advising (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 135).

Micro credits support the founding, continuance, expansion and take-over of small self-employed businesses. People who are unemployed or who are threatened by unemployment, atypically employed people or disadvantaged people are eligible for micro crediting (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 142-143).


3.1.4. Further Employment Policy Measures

Further employment policy measures (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 152-186) are the contributes of the European Social Fonds Austria (‘ESF-Beitrag’), the further training allowance (‘Weiterbildungsgeld’) and part-time benefits for education (‘Bildungsteilzeit’), the service check (‘Dienstleistungscheck’), the employment offensive for people with disability by the Ministry for Social Policy (‘Beschäftigungsoffensive für Menschen
mit Behinderung des Sozialministeriums’), the employment-support for elderly people (’Beschäftigungsinitiative 50+’), the employment-campaign 20.000 (’Beschäftigungsaktion 20.000’), the intensive-training for skilled workers (’FacharbeiterInnen-Intensivausbildung’) and the reduction program for ancillary wage costs (’Lohnnebenkostensenkungsprogramm’).

3.2. First and Second Labour Market

Other than the first labour market, the second labour market offers jobs that have been produced with the help of subsidies by the public services. The main goal of the second labour market is to support people, who are disadvantaged and have to deal with placement difficulties, with re-entering the regular, or first, labour market. Thus, the second labour market is an important part of the active labour market policy in Austria (arbeitplus, 2018).

Jobs at the second labour market are usually limited in time but are paid according to the collective agreement and fully subject to compulsory insurance. Generally, these jobs are offered by non-profit companies like associations or offered by the community (arbeitplus, 2018).

The aim, according to (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 197), of the various employment projects at the second labour market are to re-integrate people sustainably into the first labour market by offering fixed-term jobs and workplaces. The target group of the second labour market are people with placement difficulties, such as socially marginalised groups or young people without completed training. The main task is to bring the target group closer to the first labour market. Thereby, the transit character of the employment relationship is crucial.

The second labour market offers jobs to men and women with a place to develop in a certain amount of time. The social companies of the second labour market support people with coping with difficulties in the private and personal area (such as housing, debt, addiction, familiar problems and further more). They facilitate practice-oriented knowledge which especially accrues people with a lower education. They support their employees with finding a sustainable and individually fitting job. Studies showed that the effect of social companies of the second labour market are positive (arbeitplus, 2018). The study of Eppel et al. (Eppel, et al., 2014) shows that transit employment in a socio-economic business or a non-profit employment project does not only sustainably improve the connection to the labour market, it furthermore leads to a higher wage in the years after the subvention. The costs of labour market programs of such as socio-economic businesses and non-profit employment programs amortize during the following five years (Austrian Federal Ministry of Labour, Social Affairs and Consumer Protection, 2016, S. 7).

As can be seen in table 1 below, one of the main forms of the second labour market are socio-economic businesses followed by several other activating measures. The offers of the second
labour market can be divided into two main forms; the SÖB and the GBP (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, pp. 197-198).

The effects of the second labour market have been the topic of many surveys and overviews have been published. “Aggregating over all the findings, it seems that job search assistance measures have somewhat positive effects on the probability of becoming employed, whereas the evidence for positive effects of training is rather slim. Subsidized jobs seem to have positive effects, but it is generally acknowledged that this measure is costly and may have negative crowding-out effects on other individuals” (Crépon & Van den Berg, 2016, p. 4).

The main assignment for the second labour market is, as seen by experts, is to lead the participants to the first labour market. The transit function should thereby, be retained.

The following table shows an overview over activation measures at the second labour market.
<table>
<thead>
<tr>
<th>Form</th>
<th>Aim</th>
<th>Duration</th>
<th>Target group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main forms</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Socio-economic business (‘SÖB’)</td>
<td>Transit into the 1st labour market</td>
<td>Max. 12 months</td>
<td>Unemployed people with special placement obstacles</td>
</tr>
<tr>
<td>Non-profit personnel leasing (‘SÖBÜ’)</td>
<td>Transit into the 1st labour market</td>
<td>9-12 months</td>
<td>Unemployed people with special placement obstacles</td>
</tr>
<tr>
<td>Non-profit employment program (‘GBP’)</td>
<td>Transit into the 1st labour market</td>
<td>Max. 12 months</td>
<td>Unemployed people with special placement obstacles</td>
</tr>
<tr>
<td><strong>Special forms/Pilots</strong></td>
<td></td>
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</tr>
<tr>
<td>Rehabilitation socio-economic business (‘Reha-SÖB’)</td>
<td>Recovery and Transit into the 1st labour market</td>
<td>2-3 years</td>
<td>People with health restraints</td>
</tr>
<tr>
<td>Old-age Pension socio-economic business (‘Pensions-SÖB’)</td>
<td>Transit into retirement</td>
<td>Max. 3,5 years</td>
<td>Older people without perspective on labour market integration</td>
</tr>
<tr>
<td><strong>Instruments for promotion of employment</strong></td>
<td></td>
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</tr>
<tr>
<td>Combination wage (‘Kombilohn’)</td>
<td>Protection of sustainment during low-income employment</td>
<td>Max. 12 months</td>
<td>People at the age of 50 years and more, returner and people with disability who have been registered at the AMS for more than 182 days</td>
</tr>
<tr>
<td>Settling-in allowance (‘Eingliederungsbeihilfe’)</td>
<td>Wage subsidy to stimulate labour market integration</td>
<td>Max. 2 years</td>
<td>Long-term unemployed people, people furthest from the labour market, elderly, people with health restraints, adolescents, returner etc.</td>
</tr>
<tr>
<td>Activation benefit (‘Aktivierungsbeihilfe’)</td>
<td>Wage subsidy to stimulate labour market integration</td>
<td>Max. 12 months</td>
<td>Transit employees (SÖB, GBP) who are placed in an employment at the first labour market</td>
</tr>
</tbody>
</table>

Table 1. Overview of activation measures at the second labour market (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 199)
4. Socio-economic Businesses

Socio-economic businesses are an active labour market measurement such as GBP and other job-creating or employment programs. Social businesses play an important role in sustainable integration of long-term unemployed people at the labour market. With employment, counselling and qualification those people who are disadvantaged by the labour market receive a chance at re-entering employment (arbeit plus, 2017, p. 4).

According to Stelzer-Orthofer et al., SÖB primarily aim at preparing the ability to work. This can mean supporting qualification through vocational training or social competences in realistic, close to the labour market, conditions (Stelzer-Orthofer, Atzmüller, Bauer, & Winter, 2016, p. 6).

In contrast to other labour market measures, according to Osterkorn et al. (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 14) socio-economic businesses combine economic and labour market policies and success criteria and perform on the free market economy (the profit margin lies at 20%). The aim of socio-economic businesses is to help people with placement obstacles to find employment, namely to re-enter the first labour market. With a short-term job in a socio-economic business people with placement difficulties, such as elderly people, people with disabilities or ‘socially maladaptive’ people and returnees, are supported in finding a sustainable employment. Again, the central goal is to assist sustainable re-integration in the first labour market. This is done by offering a regular (non-artificial) work environment, called transit employment, in the branches of retail, hospitality, wood or metal working, renovation, and other services, as well as non-profit personal leasing. Therefore, people with placement difficulties are able to experience a real-life working situation (this is the distinction to a GBP). At socio-economic businesses employees produce services or goods in a non-protected job situation. The products and services have to suffice the criteria of the market. The workers are in employment where the job performance is central. The job offer is combined with the possibility to take vocational training and supervision with a social worker or social pedagogue. In many cases the socio-economic businesses offer preparatory measures for transit employees, to test eligibility for the project before entering it. During this period transit employees obtain DLU-benefits, so called benefits for ‘Deckung des Lebensunterhalts’, or subsistence coverage. The preparatory measures last up to a maximum of eight weeks (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 14). The maximum duration of employment is one year, whereby it is possible under certain circumstances to prolong this duration period. The transit character of the job has to subsist. In the case of people who have 3.5 years (or less) until old-age pension and no prospect of re-entering the first labour market, it is possible to remain in the project (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 15).

Socio-economic businesses are financed by the AMS, the Public Employment Service Austria, the federal provinces (‘Länder’), the European Social Fund (‘Europäischer Sozialfonds in Österreich’), and other semi-public sponsors (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 15). SÖB receive subsidy from the AMS in the form of ‘Teilkostenersatz’ for offering the transit employment. As the SÖB is an institution of the second labour market, as has already been described in the
chapter above, it is clearly divided from ‘Lohnzuschüsse’ and other traditional labour market policy instruments. SÖB have to, in contrast to GBP for example, earn at least 20% revenues. This guarantees economic thinking in spite of public subsidy (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2016, p. 170).

Special forms of socio-economic businesses are projects that aim to bypass the period until old-age pension for people who have 3.5 (or less) years left until old-age pension. Other forms aim to employ people who formerly obtained disability pension and people with limited working ability (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 16).

Further instruments of employment promotion, that can be intertwined with SÖB, are the ‘Gemeinnütziges Beschäftigungsprojekt’, ‘Eingliederungsbeihilfe’, the ‘Kombilochn’ and the ‘Aktivierungsbeihilfe’ (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 16).

Socio economic businesses are institutions of the second labour market which differentiates them clearly from other traditional labour market instruments. Socio economic businesses (in short SÖB) are companies that combine economic and labour market policy criteria for success. That is, the earnings share of the company and the qualification and placement of the people concerned. The economic and operational elements of SÖB create a job situation close to a real company situation. SÖB are usually established and conducted by non-profit organisations. Usually the SÖB are rather small companies and produce certain products or offer services that have to withstand open trade. Fields of action are mostly woodworking, interior and exterior renovations, catering and hotel industry, second-hand, textile, metal, household-related services and pottery as well as non-profit personnel leasing (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 24-31).

According to the Ministry for Work, Social Policy and Consumer Protection (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017), SÖB have to generate internal revenues of at least 20% unlike non-profit employment projects. By offering fixed-term jobs, people who are difficult to place, or do not find a job, are re-integrated in the labour market. Those people may be people with placement difficulties, such as long-term unemployed people, elderly, people with disabilities, people with social mismatching or people far from the labour market. People who are furthest from the labour market usually have additional placement obstacles, such as a longer phase without employment, deprivation of social competencies due to the long-term unemployment, lacking qualification, homelessness, confinement or imprisonments, debt, and drugs. SÖB employ people of this target group in close-to-the-market but still safe-guarded working conditions and jobs. This fixed-term employment is called transit employment place. Next to getting a fixed-term transit employment place, the target group additionally receives qualification and socio-pedagogical support. The employment is based on a contract of employment. The job performance is primary for the employer in the transit employment (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 24-31).
Within the scope of the project a SÖB can install preparatory measures. In some cases, the person concerned can make use of a job training in the project. For this training a benefit for covering livelihood can be obtained. The preparatory measures or job training can last up to eight weeks maximum. The employment duration is fixed with a maximum duration of one year. In certain cases, an extension of the employment period is possible. Prerequisite for the extension is that the transit character of the employment subsists. This is especially the case for older workers who only work for 3,5 years or less before old-age-pension. Older workers who only work for 3,5 years or less before old-age-pension may not be able to be placed in a regular employment, therefore, they may stay in the SÖB until the beginning of their pension (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 24-31).

The SÖB receive support from the Austrian labour market service in the shape of partial costs compensation for the supply of the transit employment. The SÖB are financed by the Austrian labour market service (from the budget for active labour market measures), by the federal province and other sponsors (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 24-31).

Since 2014, there is a federal guideline of the Austrian labour market service about quality standards for transit employments within the scope of SÖB. This guideline regulates the quality standards for SÖB regarding the working conditions of transit employees. Subventions for SÖB are only available if the SÖB and its owners obey to these guidelines (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 24-31).

The amount of subsidised SÖB rose continuously in the past years and peaked at 8,200 sponsored cases in 2014. In 2015, the numbers decreased by 33 percent. In 2016, the amount rose again by 13 percent up to 6,100 sponsored cases. Additionally, the number of recipients of employment benefits in a SÖB rose by 8 percent up to 21,700 in 2016. The average participation duration of transit employees in SÖB decreased to 100 days. In 2016, 163 million Euro were spent on SÖB. This was a 40 percent raise of budget spending in comparison to 2015. The average spending per person (or transit employee) amounted approximately 7,500 Euro (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 24-31).

Admission to SÖB rose in 2016 up to 22,000 people, in comparison to 2015 when 18,000 people were allotted. Of the 22,000 people 53 percent were allotted to personnel leasing. All these numbers can be seen in the tables below.
As can be seen in the table above, the population of subsidised cases, that is the yearly average of subsidised cases, rose in 2014 to 8,152. Then it sunk again to 5,403 and rose again in 2016. The average length of time spent in a subsidised measure for the population was, in 2016, 100 days. The budget spent in 2016 was at its highest since 2011, with 163,518,000 Euro. Even though the population decreased, all over spending rose. The same rise can be seen in spending per person.

The table below shows the total numbers for socio-economic businesses and, in comparison, the numbers for socio-economic businesses with included personnel-leasing.

When comparing the federal provinces, it becomes vivid that most SÖB are located in Vienna. In 2015, Vienna’s share of SÖB was at 73 percent, in Lower Austria 13 percent, Upper Austria at ten percent and Styria at six percent.

In 2013, most transit employees were located in the middle age segment (25 to 45 years). During the last years, a shift toward the age group of 45 and over happened. In 2016, the share of transit employees at the age of 45 and over was at 55 percent, the middle age segment was at 37 percent and adolescents at 8 percent (which makes them strongly underrepresented in SÖB).

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2 Yearly average of subsidised cases, measured at a monthly key date.
3 Amount of people who have been sponsored for at least one day during the year. Every person was counted once, even if they had several cases of sponsoring.
4 Calculated by budget spending divided by the amount of people.
When looking at the gender distribution, more men than women have been sponsored (men 56 percent, women 44 percent). The target group consists of mostly long-term unemployed people (68 percent), people with disabilities (27 percent), people without Austrian citizenship (32 percent), people with a migrant background in the first generation (47 percent) and people without entitlement to political asylum. When taking a look at the educational background of the transit employees, 74 percent of all sponsored people’s highest education is compulsory school, 17 percent did an apprenticeship, five percent have had higher education, three percent have had intermediate training and only two percent have a degree of a university (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, pp. 24-31).

The duration of transit employees in the SÖB varies. In 2016, 27 percent of participants have been employed for the duration of one to two months; 18 percent have been employed between two and three months; 27 percent have been employed between three and six months and 14 percent between six months and a year. Those being employed for less than a month give indications of quitting their participation altogether (those were 22 percent of participants) (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017).

One year before SÖB were starting, only 12% of the participants were in unsubsidised employment, and 57%, more than half, were registered unemployed. Directly before the SÖB were implemented the percentage of people in employment fell to only 1% and left 80% unemployed, about 1% Out of Labour Force and 16% in qualification. One year after the measure, the percentage of people in unsubsidised employment rose to 24%. 52% went back to unemployment after one year. 5% were in qualification, one year later. Therefore, the percentage of unemployed people sank by 5% and the percentage of people in unsubsidised employment rose by 12% (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2017, p. 29).

In a workshop of the AMS (Hausegger, 2018), the rather negative effects of the current situation in SÖBs has been discussed. In the current situation, employment projects, such as Socio-economic businesses (SÖB) are often used as an instrument for discipline by the counsellors of the AMS. There are information deficiencies about concrete contents and offers of SÖBs, at the end of the clients as well as advisers. Furthermore, the possibility of receiving unemployment benefits by working in a SÖB is seen as dangerous, especially for people entitled to asylum as well as to other people who did not receive benefits before. Another current negative effect is that unemployed people do not apply for a transit employment in a SÖB but get assigned. It has been witnessed that the orientation of the target group is seen as more important than individual perspective of integration. This leads to the fact, that the SÖB might be fitting the person but there is almost no perspective of long-term re-integration into the first labour market for the person. What is more, in Upper Austrian SÖB is the highest age-range and highest amount of people with health impairment can be detected.

6 Out of Labour Force describes people who are far from the labour market. That is, people in education, parental leave, military or alternative service, in pension or in a marginal employment (AMS-Direkt, 2015).
4.1. Evolution of Socio-economic businesses

The evolution of SÖB is intertwined with ‘experimental’ or ‘innovative’ labour market policy. In the crisis of the 1980s and onwards, due to the nationalized industry and rising unemployment rates, new paths had to be taken in active labour market policy in Austria. A new labour market policy was aiming at integration of unemployed, disadvantaged groups.

Until the beginning of the 1980s, active labour market policy mainly subsidized vocational mobility. With an amendment of the labour market law in 1983, a new corner stone was laid for innovative measures. It was the aim to support marginalised, disadvantaged groups at the labour market with new approaches and experiments. What is more, it was the aim to create individual and structural possibilities of labour market integration. That includes the subsidy of new company forms and wage subsidy of socially needed employment forms in the area of society, environment and culture, which could not have been subsidized otherwise.

The ‘Aktion 8000’ is seen as a prototype or pioneer for creating a wide scene of social projects, employment initiatives and self-help institutions. The aim of the ‘Aktion 8000’, or program for creating additional work places, was to offer fixed-term jobs for long-term unemployed people. This program is seen as the pioneer of today’s socio-economic businesses and non-profit employment programs.

Even though not all prototype measures were successful, it can be assumed that qualification measures, non-profit employment projects and socio-economic businesses (and other) helped rising and stabilising the ability to work for those who would have otherwise be left out.

As there were no experiences in the field of active labour market measures, much had to be tried out. The fields of attention were environment and niche economies. One example, that still exists today is the Upper Austria B7 bicycle workshop (Stelzer-Orthofer, Atzmüller, Bauer, & Winter, 2016, pp. 10-15). Other examples for SÖB in Upper Austria today are Smartwork Linz und Gmunden, Volkshilfe ReVital Shop Steyr, GESA St. Pölten, IAB Veranstaltungen, Vehikel Leonid-g, AVM Schwertberg, Stützpunkt, Volkshilfe Shop Linz, Return Altmünster, ALOM Jugendgästehaus Ulrichsberg, SOMA Sozialmarkt Linz und Eferding, VABB Cleaning Enns, Donauwerkstätten Langenstein, Contigo Dienstleistungsservice, and many more (arbeit plus, 2018).

SÖB are organised by the directive for facilitation of socio-economic businesses in Austria by the AMS and will be discussed in the following chapter.

4.2. Directive for Facilitation of Socio-economic businesses in Austria

The directive for facilitation of socio-economic businesses in Austria was compiled by the Public Employment Service Austria (AMS) (Arbeitsmarktservice Österreich, 2017) and will be described in the following.
The directive for quality standards of working conditions in SÖB (Arbeitsmarktservice Österreich, 2018) regulates the coherent and compulsive line of action for SÖB. Further regulations are pre-determined in the directive for general implementation of subsidy agreements and contracts for work labour (‘Allgemeine Grundsätze zur Abwicklung von Förderungs- und Werkverträgen’ (Arbeitsmarktservice Österreich, 2017)).

The basis for this directive is the labour market service law (‘Arbeitsmarktservicegesetz’) and is oriented toward the employees and advisors at the Public Employment Service Austria. The term socio-economic business describes a labour market policy instrument that offers close-to-the-market but protected jobs with the aim of sustainable integration of people with placement difficulties into the first labour market.

The goal is long-term placement into the first labour market. SÖB work under regular market conditions. Foremost, SÖB have the social assignment to support people (especially people with reduced productivity) by re-gaining skills that are a prerequisite for the regular labour market. Those people who have placement difficulties and are hard to place are hereafter called transit employees. The thereby arising assignments for SÖB are:

- The allocation of fixed-term jobs
- The organization of supervision and transfer possibilities for at the labour market disadvantaged people in an economic business or company
- Die clearing of placement obstacles and the re-integration of the transit employees into the regular labour market
- The improving of re-integration chances for transit employees by offering targeted qualification.

Integration into employment by SÖB is organised via fixed-term employment contracts. In the foreground is the job performance for the employer, that is the non-profit organisation that operates the SÖB. The two key features are the fixed-term employment of people with placement difficulties. The transit character is purposefully chosen in this instrument to offer an easy entrance and exit into the SÖB. Furthermore, the allocation of a package of socio pedagogue supervision and vocational training that aims at placement and increasing placement chances for the transit employees.

In the scope of a SÖB or project a trial measurement or ‘Vorbereitungsmaßnahme’ can be offered. This can be used as a trial week or work training (‘Arbeitserprobung’). Hereby, supervision of the transit employee is in the foreground with the aim of transfer into the SÖB (transfer ratio of more than 50%). The duration of the trial period is maximum eight weeks and for the work training maximum two weeks. The costs of this trial weeks or work training is part of the entire project costs.
The most essential criterion is the continuance in the SÖB of older people who have 3.5 years or less before entering old age pension. In this case, the transit employees can continue in the SÖB until old age pension. Again, the job performance for the employer is in the foreground.

Next to labour market policy objectives, SÖB also have to reach economic objectives. The essential criteria are:

- SÖB produce goods or offer services at market prices
- One indispensable feature of SÖB is to cover a certain amount of the total expenditure by sales revenue
- In the case of personnel leasing, a reasonable wage has to be set (market-based with consideration of the performance of the transit employee.

The AMS finances part of the costs ('Teilkostenersatz'), that is the costs for the employment of the transit employees; costs for the qualification; costs for socio pedagogue supervision and human resources development and costs for after-care; and cost for necessary key workers ('Schlüsselkräfte').

The selected target group of socio-economic businesses are people who are hard to place with reduced productivity. The affiliation to the target group is to be clarified in individual cases. It is of importance for labour market as well as economic objectives to gain a balance of placement obstacles and productivity at the transit employment. The choice and composition of the target group is of negotiation between the Landesgeschäftsstelle/Regionaler Geschäftsstelle and the socio-economic business.

The dwelling time ('Verweildauer') of transit employees is fixed with a maximum of one year. In certain individual cases and with long-term unemployed people at the age of 50 the dwelling time can be more than one year. When predefining the dwelling time, it is of importance to not lose the transit character of the employment. The aim is sustainable and stable integration and, therefore, the individual problem-situation has to be taken into consideration. The participation at a trial measurement is not part of the dwelling time and is not included in the calculation. For older unemployed people, who have 3.5 years or less until old-age pension and no prospect of a regular employment, the dwelling time in the SÖB can be prolonged until the start of the old-age pension.

Socio-economic businesses are conducted by non-profit or public legal entities (generally by associations or non-profit organisations). There are many preconditions for those entities or providers to gaining grants. Every entity has to present a concept, consisting of an organisational, supervisory and economical part, as a basis for the grant.
The amount of grants cannot be higher than the difference between income and total expenditure. The granting is composed of five parts: the grants for the running business (‘Beihilfenteilbetrag für den laufenden Betrieb’), grants for legal and contractual responsibilities (‘Beihilfenteilbetrag für gesetzliche und vertragliche Verpflichtungen’), grants for severance indemnity payments (‘Abfertigungszahlungen’), grants for financing investment-related measures (‘Beihilfenteilbetrag zur Finanzierung investiver Maßnahmen’) and grants for equipment (‘Beihilfenteilbetrag für Betriebsmittel’). The length of time for grants is stipulated for the period of one year.

4.3. Perspektive Handel Caritas gGmbH

The Perspektive Handel Caritas gGmbH (PHC) is a non-profit organisation that was established by the Caritas of the dioceses of Upper Austria, Vienna and Carinthia. The idea for the company arose from the project of the Caritas in Upper Austria for people with disabilities.

The core goal of the Perspektive Handel Caritas gGmbH is to re-integrate and place long-term unemployed people by offering transit employment and qualification. The PHC does this by leading food markets as an independent retailer as SÖB. The food markets are part of the chain Spar Österreichische Warenhandels AG.

The SÖB of the PHC are subsidized by the AMS of the region in which the SÖB is established. Therefore, the PHC has three partners: the Caritas, the AMS and Spar, and is one of a kind in its collaboration of such.

The markets are in Wels, Asten and Alberndorf in Upper Austria; in Villach in Carinthia; in Ebenfurth in Lower Austria; and in Vienna. The target groups of the PHC are twofold: first, the offer transit employment for transit employees, secondly, they offer apprenticeships for adolescents with disabilities. The company was a project of the Caritas in Upper Austria from 2007 until 2016. Then, mainly young adolescents with disabilities had the chance to do their apprenticeship in the markets and get supervision and support from the social workers of the Caritas for people with disabilities. Until today, the adolescents have a contract with the Caritas and only work in the markets to do their apprenticeship. The markets are mainly the training place. The first and bigger target group of the PHC are transit employees. These are people who have been registered as long-term unemployed by the AMS. The AMS assigns them to the markets of the PHC to do qualification and training in the fields of retail sales.

The transit employments offer fixed-term contract for six months. In certain cases, it is possible for the transit employees to stay in the markets for maximum one year. But this only the exceptional situation. The average duration of stay is 6 months or 190 days. The shortest duration was one day, the longest duration was twelve months. As of now, there are 62 transit employees in the PHC in the markets Wels, Villach and Ebenfurth. The average age is 43,4 years with the
youngest transit employee being 21 years and the oldest 59 years. The average hours per week are 30,2 hours. The distribution of working hours per week among all transit employees can be seen in the figure below.

![Distribution of hours per week among all transit employees of the PHC.](image)

The market in Ebenfurth, Lower Austria, offers 24 transit employments and the transit employees are 100% women. The market in Villach, Carinthia offers 17 transit employments as of now with 16 women and one man. The market in Wels, Upper Austria offers 21 transit employments with 19 women and two men.
The variation of age among all transit employees of the PHC can be seen in the figure below. The highest amount of transit employees is in the range of 50-54 years.

![Age distribution](image)

**Figure 8. Age distribution of transit employees of the PHC.**

The SÖB are established by the PHC with promotion and support by the AMS. The AMS assigns the transit employments and pays the wages. These wages are fixed according to the collective agreement of the Caritas in Upper Austria. A transit employment receives 1,382.90 Euro gross wage. Therefore, the AMS requires a placement rate of 45-70% for this market. The minimum rate a SÖB has to achieve is previously defined by the AMS for each SÖB individually. The placement rate is measured three months after the transit employee has left the SÖB. If after three months the transit employee is in employment then he or she is considered successfully placed. The own internal cash flow rate, as set by the AMS, has to reach 75%. Up to date, this rate at the PHC lies at 78%.

Since 2016, when the PHC was established, 212 transit employment have been offered. Therefore, as of now, 150 transit employees left the PHC again. The placement rate, or success rate of placement lies at 42% for the market in Wels. The median placement rate for all SÖB of the PHC is higher, at almost 50%, as other markets achieve a placement rate of 60% or even 70%.

The SÖB are organised as followed in figure 10. Figure 11 shows the flow path of transit employees at the PHC.
The regional manager oversees all markets, as can be seen in figure 8. The project manager oversees all markets of one federal region. And every market has a store manager who is in charge of the economics of the market. Furthermore, in every market are two social workers or social pedagogues to work with the transit employees. Together, they work on placement obstacles, such as work-related issues, private issues, financial problems and especially training for applications.

Figure 11 shows the flow path of a transit employee. First, they are being assigned to the PHC SÖB by the AMS. Then, information will be provided to the transit employee in a first interview held by the socio pedagogue of the market. The socio pedagogue interviews the transit employee to see if he or she is suitable for the market. After the interview, the transit employee can come to work in the market for test days to find out himself if he is interested in working in the field of retail sales. If the transit employee and the socio pedagogue both agree, a contract of employment is signed for 6 months. Then the qualification starts and the transit employee can learn about the
cash desk, store housing, assortment care, and delicacies. After a certain period of time that allows the transit employee to get accustomed to the workload, the outplacement starts. Outplacement in this case means training for applications, working on placement obstacles, both private and work-related. The flow path ends with the transit employee being outplaced or the ending of the contract of employment (in a few cases the transit employee ends the contract before six months and before he or she has been outplaced). After outplacement, the transit employees can still approach the socio pedagogue and stay in contact if they need any assistance.
5. Empirical Study about Perception of Transit Employees at Perspektive Handel

Empirical social research strives for objectivity. It is not subjective description of social situations, or reports of single people, but has to stand certain criteria of science. Social reality is, by using empirical social research, abstracted and reproduced in accordance to certain rules (Atteslander, 2008, S. 6).

The two fundamental goals of social research are “understanding the complexity of social life and generating knowledge with the potential to transform society” (Ragin & Amoroso, 2011, p. 34). In simplest terms, social research involves a dialog between ideas and evidence. “Ideas help social researchers make sense of evidence, and researchers use evidence to extend, revise, and test ideas. The end result of this dialogue is a representation of social life …” (Ragin & Amoroso, 2011, p. 57).

The empirical study of this master’s thesis underlies these aims and furthermore, is part of the ‘seven main goals of social research’ of Ragin and Amoroso (Ragin & Amoroso, 2011, p. 35). It is the sixth goal of ‘Giving Voice’ that is targeted with this research. “In research of this type, the objective is twofold: to increase the stock of knowledge about different types, forms, and processes of social life, and to tell the story of a specific group, usually in a way that enhances its visibility in society” (Ragin & Amoroso, 2011, p. 46).

To answer the research question, this study uses a qualitative research approach. “In broad terms, qualitative research is an approach that allows you to examine people’s experiences in detail, by using a specific set of research methods such as in-depth interviews, focus group discussions, observation, content analysis, visual methods, and life histories or biographies” (Hennink, Hutter, & Bailey, 2011, p. 9). Qualitative research allows to identify issues from the perspective of the study participants and understand the meaning and interpretation that they give. Therefore, it is referred to as the interpretive approach of qualitative research. Furthermore, qualitative research is conducted to understand behaviour, beliefs, opinions and emotions from the perspective of the study participants, uncover the meaning that people give to their experience and provide depth, detail and context (Hennink, Hutter, & Bailey, 2011, p. 10). “Qualitative research is most suitable for addressing ‘why’ questions to explain and understand issues or ‘how’ questions that describe processes or behaviour” (Hennink, Hutter, & Bailey, 2011, p. 10). With interviews the researcher cannot capture social demeanour as a whole but only verbal demeanour (Atteslander, 2008, S. 101).

When using qualitative research to answer a research question, one has to bear in mind that study participants reflect their subjective view of their social world and, in addition, the researcher also bring their subjective influences into the study (Hennink, Hutter, & Bailey, 2011, p. 19). A well-
known forefather and advocate of qualitative reasoning was Aristoteles (384-322 BC). For Aristoteles it was the crown of science to research humans, or more specific; their soul (Mayring, 2016, p. 12).

5.1. Research Design and Methods

The research design of a study is the plan for collecting and analysing evidence. The result of collecting and analysing evidence will make it possible to answer a previously set research question. It is important to recognize that the data which is being collected and used as evidence is purposefully collected by the researcher. The research design includes the data collection technique, sampling, sample selection bias and data collection design. (Ragin & Amoroso, 2011, p. 28).

The data collection technique of this master’s thesis is a twofold combination. First, theoretical evidence, gained from literature, such as secondary literature and governmental papers, and, additionally, empirical evidence, gained from in-depth interviews combined with a short quantitative questionnaire, is being collected.

Sampling the available data means to strategically decide on the random sample with that the empirical evidence is produced. In the case of this master’s thesis, it is the selection of the long-term unemployed people who are doing training in the Perspektive Handel Caritas gGmbH. Hereby, eight people have been interviewed in Upper Austria. The sample selection bias is to be carefully considered in every research. The representativeness of the selected sample has to be ensured. Therefore, people who have been long-term unemployed with various backgrounds and various time periods already spent at the socio-economic business have been chosen to guarantee a representativeness of every worker in this project. Therefore, the sample includes long-term unemployed people at different ages, and older unemployed people.

When regarding data collection design, the appropriateness of the data collected for the researched question has to be born in mind (Ragin & Amoroso, 2011, p. 29). The time period of this data collection is limited to a certain point in time when the interview is taking place. For even more representative and appropriate evidence concerning the long-term placement of formerly long-term unemployed people a researcher should follow the workers for several months, if not years. Therefore, the impact of the training on a long-term can be looked at. As Ragin & Amoroso (2011) put it, “social researchers recognize that the nature of their evidence constrains the questions that they can ask of it” (Ragin & Amoroso, 2011, p. 29). The result, which is a research question that can be answered, is, in social research, a representation of one aspect of a society (Ragin & Amoroso, 2011, p. 31).
The fieldwork approach describes how the data is collected and which instrument is being used (Hennink, Hutter, & Bailey, 2011, p. 44). In this thesis the fieldwork approach comprises of in-depth qualitative interviews and a short quantitative questionnaire. The participants will be interviewed in private sessions, one participant at a time, to give the participants enough space and time to answer the interview questions thoroughly. Before starting the in-depth interview, each participant is asked to answer the short questionnaire by themselves. Moreover, secondary literature is used to embed the research in existing literature and research.

In-depth interviews are one-to-one interviews. Thus, one person is interviewed at a time. It involves the researcher and the interviewee to discuss certain topics in depth. “In-depth interviews may be described as a conversation with a purpose” (Hennink, Hutter, & Bailey, 2011, p. 109). The researcher’s purpose of in-depth interviews is to gain insight into the topic and, if well conducted, can feel like a friendly chat for the interviewee. It is not a two-way conversation, however. Only the interviewee should share their insights and the interviewer should elicit the story. Hesse-Biber and Leavy (Hesse-Biber & Leavy, 2006, p. 128) described in-depth interviews as “a meaning-making partnership between interviewers and their respondents” and “a special kind of knowledge-producing conversation”. The objective of in-depth interviews is to identify individual perceptions, beliefs, feelings and experiences. In-depth interviews use a semi-structured interview guide as a research instrument. The research guide helps to focus during the interview. The advantages of in-depth interviews are that one can gain in-depth information, identify personal experiences, identify context of participants’ lives and it is useful for sensitive issues. The disadvantages are that there is no interaction or feedback from others, it reflects individual perceptions only and multiple interviews are needed to identify a range of issues (Hennink, Hutter, & Bailey, 2011, p. 53). In-depth interviews involve using a semi-structured interview guide, establishing a trust relationship between the interviewer and the interviewee, asking open questions and motivating the interviewee to tell their story. These are the core steps of the process of in-depth interviews (Hennink, Hutter, & Bailey, 2011, p. 109).

Mayring (Mayring, 2016, p. 67) describes the problem-oriented interview as a cumulation of all forms of open, semi-structured inquiry. It allows the interview participant to speak openly and freely to get close to establishing an open dialogue, almost like a conversation. Problem-orientation in this sense means that social problems and phenomena should be addressed. He furthermore addresses another important advantage of open interviews, namely the faith affiliation between the interviewer and interviewee which makes the interviewee feel being taken serious and not pumped for information. The objective side of the phenomenon is being analysed previously to the interviews.

The interviews had been held in German and therefore had to be translated for this thesis. The point in time that has been studied is July 2018. The interviews have been recorded with a mobile dictation app, transliterated and analysed. “It is crucial that the interviewer accurately records the respondent’s replies to open questions…” (De Leeuw, Hox, & Dillman, 2008, S. 213). Furthermore,
the answer recorded should under no circumstances be changed to be the interpretation of inadequate answer, this would be bias.

On the basis of these structured interview results the research question can be answered. The research question is:

*How well-prepared do transit employees feel for employment in the first labour market by their work and qualification at the Perspektive Handel Caritas gGmbH?*

The subsequent research questions are:
- How satisfied are the transit employees with their work?
- How satisfied are the transit employees with their qualification?
- How well-informed and supervised do the transit employees feel?
- How do the transit employees perceive their chances of outplacement?

In choosing the interviewees it was important to gain a heterogenous group of formerly long-term unemployed people and older unemployed people and, thereby, obtain variation of the interviewees. "In qualitative research, participant recruitment is driven by the need to generalize findings to a broader population or to measure the prevalence of an issue. Therefore, random selection of participants is not relevant in qualitative research and it will not enhance the robustness of the study findings" (Hennink, Hutter, & Bailey, 2011, p. 84). Qualitative research aims at a detailed understanding of a certain phenomenon. This requires a small number of study participants to make sure the issue can be explored in depth (Hennink, Hutter, & Bailey, 2011, p. 84). In this thesis, purpose recruitment is used to recruit participants. Therefore, people from the market of Wels have been chosen to be interviewed. The study population was defined a priori. The recruited participants were transit employees of the Perspektive Handel Caritas gGmbH who were still employed in the project at the time of the interview, or who were about to finish their transit employment.

The theoretical principle of saturation was used in recruiting study participants. Saturation is "simply the point at which the information you collect begins to repeat itself. After reaching information saturation, further data collection becomes redundant because the purpose of recruitment is to seek variation and context of participant experiences rather than a large number of participants with those experiences" (Hennink, Hutter, & Bailey, 2011, p. 88).

In participant recruitment the strategy of gatekeeper recruitment was chosen. The gatekeeper in this thesis are the store managers and socio pedagogues of the Perspektive Handel Caritas gGmbH market in Wels. Gatekeepers have knowledge about the characteristics of the community, in this case their employees, and "are sufficiently influential to encourage community members to
participate in a study” (Hennink, Hutter, & Bailey, 2011, p. 92). A gatekeeper can play an interme-
diary role between the research, or interviewer, and the participants and assist in recruiting par-
ticipants. Additional advantage of using a gatekeeper is that it may be easier, with the help of the
gatekeeper, to mobilize people to participate in a study. The gatekeeper can become an advocate
of the study and therefore make it more interesting for the community, or in this case the employ-
ees. One possible disadvantage is that a gatekeeper who assists with recruitment may select
participants that they would like to include in the study. To avoid this situation co-operation with
the gatekeeper is pivotal. By working together with the gatekeeper, allowing them to use their
knowledge of the community and identify eligible participants, the researcher can identify potential
problems in their selection of participants and suggest other strategies (Hennink, Hutter, & Bailey,
2011, p. 93).

5.2. Research Process and Data Collection

After designing a short interview questionnaire for collecting socio-demographic data, a semi-
structured interview guide was developed. These two documents are attached in the annex. Ac-
cording to (Hennink, Hutter, & Bailey, 2011, pp. 112-131) the questionnaire is a structured re-
search instrument using closed questions for the respondent. Hereby, in the first stage of the
interview, the people respond to the questions of the researcher to gain quantitative data. The
interview guide assists in, as the name suggests, guidance of the in-depth interview, or as a
memory aide. Hereby, the interviewed person does not only respond to the posed questions but
should participate in the interview to tell their own story.

The interview guide should be structured into introduction, opening questions, key questions and
closing questions. In the introduction the interviewer typically introduces herself or himself, ex-
plains the purpose and goal of the research and what will be done with the collected data, namely
what the outcome will be (in this case the outcome is the master’s thesis). The interviewee is
informed about anonymity of the data and that the interview is audio-recorded. Finally, the inter-
viewer asks for consent of the interviewee to start the interview. Opening questions follow the
introductory part of the interview. They aim at building rapport with the interviewee and usually are
only broadly related to the study. Rapport with the interviewee is pivotal as it allows the interviewee
to feel comfortable and free to share their stories. The key questions should be asked once rapport
is established. These are designed to collect the core information needed to answer the research
questions. Following are the closing questions to fade out from the interview and create a sort of
distance between the researcher and interviewee again. Closing questions can be questions ask-
ing about the future of the participant, for example.

According to (Hennink, Hutter, & Bailey, 2011, pp. 112-131), after the interview guide is elaborated
the next step in preparing the interviews is pretesting.
Before conducting the in-depth interviews, it is the duty of the researcher to seek permission to conduct the research. In the case of this thesis, this was done by seeking permission of the chief executive officer of the PHC, the regional manager overlooking all markets, their project managers and the store managers and socio pedagogues (who later assisted as gatekeeper). The next step is to select a suitable location for the interview. A quiet meeting room in the market has been chosen as a suitable location, as it is natural for the interviewees. As the participants were asked to participate during their working hours, it was logical to find a room close and private. As the markets are rather rural than urban it was not possible to go to a nearby café to conduct the interview, as there was none available close-by.

Eight transit employees have been interviewed in the market in Wels on July 19, 2018. The interviews took place one-on-one in a private room in the market. The average duration of the interviews was 20 minutes, the longest interview took 40 minutes and the shortest interview took 15 minutes. The transit employees were invited to take part in the interviews voluntarily. As the interviews took place during the opening hours of the market, the length was kept rather short.

Information at the beginning of the interview has been given. At first, the short interview questionnaire was given to the interviewee to fill out by themselves. Thereby, the socio-demographic data was collected. The second part of the interview was the interview with open questions. The interviewer used the semi-structured guideline for that. The names of the participants have been anonymised.

The collected data was analysed after the four-phases-model by Lamnek (Lamnek, Qualitative Sozialforschung - Lehrbuch, 2010, pp. 402-407). Lamnek (2010), provides a general approach for analysis of qualitative data with his four-phases-model, which are:

1. Transcription,
2. Individual analysis,
3. Generalising analysis, and
4. Control phase.

The first phase, transcription, is an essential requirement for the next phases. The collected data from the interviews, which is recorded on audio is transliterated through typewriting. The heard has to be written down. Furthermore, not only spoken sentences have to be transliterated but also nonverbal aspects of the dialogue, such as short and long pauses, laughter, slight coughing or hawking and disruptions or else. After the transliteration the researcher has to compare the audio with the written piece to mend typing errors. It is crucial that the data is anonymised in this step. In addition, during this phase first socio-demographic or biographical data can be included to the transliteration.

The second phase, the individual analysis shall concentrate the material. By doing so, the researcher renounces an explicative analysis. In this phase, the irrelevancies from the individual
transliterations are being excluded. As a result, central passage will be highlighted. Only the most important text pieces will be considered for analysis. This concentrated text is being commented on by the researcher, with the complete transliteration in consideration. Therefore, every interview is characterised and the particularity of the individual interviews is highlighted.

In the third, the generalising analysis phase, the researcher looks for commonalities of all or certain interviews. The differences of the interviews are still to be considered during this phase so not to create an artificial homogeneity. This extracted different types of interviewees, statements and information are described and interpreted.

The final phase, the control phase, is defined as a self- and extrinsic-control. Thus, the complete transliterations are being considered again to make sure the original meaning of a statement is not lost. If needed, the researcher has to listen to the audio again to broaden the information base (Lamnek, Qualitative Sozialforschung - Lehrbuch, 2010, pp. 402-407). In a qualitative interview, the researcher remains passive and lets the participant talk until nothing else comes to mind anymore. Only at this point, the researcher intervenes and stimulates the conversation with the next question. This represents an asymmetry that is common in a qualitative Interview and is also common in everyday situations, where one person talks and the other person listens with interest. The shown interest in the topic is a form of positive sanction for the talking person and stimulates them to talk further on. The qualitative interview happens in an everyday milieu of the interviewee, aiming at constructing a natural situation and receiving authentic information (Lamnek, Qualitative Sozialforschung, 2016, pp. 336-337). There are three directions for the researcher to keep in mind. First, the researcher must not manipulate the interviewee by stating the pre-constructed hypothesis. Second, the researcher must stimulate specification and clarification of the statements of the interviewee. Third, deepness must be found, that is the researcher tries to gain self-disclosing statements (Lamnek, Qualitative Sozialforschung, 2016, pp. 350-353).

“While research questions are more abstract and conceptual, interview questions are actual operationalizations of the research questions that are included in an interview guide” (Hennink, Hutter, & Bailey, 2011, pp. 33-34). The research question is the question the researcher tries to answer by collecting and analysing data. Furthermore, the research question helps not to lose focus during the study (Hennink, Hutter, & Bailey, 2011, p. 33).

5.3. Research Results and Analysis

The analysis is the third component of qualitative research. The core tasks of qualitative data analysis are to describe and compare, categorize and conceptualize, and develop theory (Hennink, Hutter, & Bailey, 2011, p. 201). “Analysis means breaking phenomena into their constituent parts and viewing them in relation to the whole they form” (Ragin & Amoroso, 2011, p. 57).
Through immersion in the data the researcher becomes able to understand and identify the unique perspectives of the interviewees, “understand social or cultural meanings attached to behaviour and begin to explain and develop theory about people’s actions or beliefs” (Hennink, Hutter, & Bailey, 2011, p. 205). Hennink, Hutter and Bailey’s (2011, p.209) approach to qualitative data analysis is based on grounded theory. The process of grounded theory is segmented into ten tasks that are prepare verbatim transcripts, anonymize data, develop codes, define codes in a codebook, code data, describe, compare, categorize, conceptualize, and develop theory. Mayring (Mayring, 2016, p. 104) describes grounded theory as a means to build concepts during data collection, making it more transparent. Hence, data collection and analysis occur at the same time.

This thesis uses qualitative interviews, according to Lamnek (2010). For social science, according to Lamnek (2016), qualitative interviews offer access to relevant topics, more than observation can offer. Through interviews, the analysis is done by interpretation of texts. The information received through interviews is recorded in statu nascendi and can be reproduced arbitrary, is undistorted and authentic, and intersubjectively understood. The interview is a situation which is produced on purpose by asking questions from one person and the other person giving answers. This produces an asymmetrical situation with ask-answer-situations that give rise to methodological aspects. The interviewee in this situation is the supplier of information for topic that are interesting for the researcher. The analytical interview tries to log social issues. The researcher analyses and describes the information given by the interviewee on the basis of theoretical concepts and considerations (Lamnek, Qualitative Sozialforschung, 2016, p. 317). The aim of the interview for the researcher is to deduce structures that may not be clear to the interviewee himself (Lamnek, Qualitative Sozialforschung, 2016, p. 352).

The collected data contains socio-demographic information about the gender, age, education, and training. Furthermore, the transit employees were asked about their work and qualification and their outlook on the future. These questions are categorised into four dimensions.

5.3.1. Dimension Socio-demographic Data

The first dimension gives an overview of the socio-demographic data of the interviewees. In the case of the interviews, the interviewees have been asked about their personal data and this has been analysed in the following.

Description of the interviewees:
The socio-demographic data that has been answered in the short questionnaire can be summarised per interviewee as followed. To ensure anonymity, each interviewee’s name has been changed to ‘I’ and a number.

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7 Texts refer to textual data which are produced through transcription of interviews.
The first interviewee, I1, was female and 33 years old. Including herself, five people lived in her household. Her highest completed school education was her final apprenticeship exam after going to ‘Hauptschule’ and ‘Berufsschule’. Before coming to the market, she has been unemployed for ten years with disruptions. During this time, she gave birth to her children and raised them. The reason for the last period of unemployment was termination by the employer. Additionally, to her wage at the market, she receives ‘Familienbeihilfe’ for her children. She has been working in the market for 9,5 months at the time of the interview.

I2 was female, 27 years old and has been working in the market for almost seven months. She stated that two people lived in her household, herself included. Her highest completed school education was ‘Hauptschule’ but she stated during the interview that she was doing her final apprenticeship exam in the market at the time of the interview. Before working in the market, she has been unemployed for almost two years. The reason for her unemployment was health related. She received no additional social benefits.

The third interviewee, I3, was male and 39 years old. He has been working in the market for almost four months at the time of the interview. He stated to live alone in his household but also stated to have three dogs in his household. His highest completed school education was ‘Berufsschule’ but he never did his final apprenticeship exam. His period of unemployment lasted for twelve, or almost 13 years (he was unclear about the duration of unemployment). When asked what the reason for his latest period of unemployment was, he ticked ‘other’ but during the interview he stated that he was the one to leave the last job. Additional to his wage at the market, he received housing benefits (‘Wohnbeihilfe’).

I4 was female, at the age of 50 and has been working in the market for 7,5 months. She stated that two people lived in her household, herself included. Her highest completed school education was ‘Hauptschule’, she did not finish her final apprenticeship exam. She has been unemployed for 13 years, before working in the market. The reason for her latest period of unemployment was sickness. Additional to her wage, she received ‘Familienbeihilfe’ and combination wage (‘Kombilohn’).

I5 was male, at the age of 58 and has been employed in the SÖB for almost three months. He stated to live alone. His highest completed education was a degree from university in history. He stated that he did his PhD too. Before working in the market, he was unemployed for five years. The reason for this period of unemployment was that he was not able to find the right job. He received the combination wage.

I6 was female and 58 years old. She has been working in the market for almost eleven months. She stated that three people lived in her household, herself included. She did the nursing school (‘Krankenschwesterschule’) as highest school education. Before working in the market, she has been unemployed for one month only. The reason for her unemployment was that she resigned
herself from the last job because of health reasons. She stated to receive ‘Familienbeihilfe’ and the combination wage as social benefits.

I7 was female and at the age of 26. She stated that two people lived in her household, herself included. For her highest school education, she stated ‘Teilabschluss’ of her apprenticeship (or partial completion) in textile trade and retail industry. She was unemployed for three years. At the time of the interview she has been working in the market for 6,5 months. She did not give a reason for her latest unemployment.

The last interviewee, I8, was female and at the age of 46. She has been working in the market for nine months at the time of the interview. She stated that seven people lived in her household, herself included. Her highest completed school education was ‘Matura’, which she did in her home country of Kosovo. She moved to Austria in 1999. She was unemployed for two years before she began working in the market. The reason for her latest period of unemployment was dismissal by herself. She stated that she received ‘Familienbeihilfe’ additionally to her wage.

Analysis of the socio-demographic data:
Eight transit employees have been interviewed in the market in Wels. Six were female and two were male workers. The average length of time that one interview took was 20 minutes, the longest took 40 minutes and the shortest took 15 minutes. The youngest participant was 26 and the oldest was 58 years old, the average age of the interviewees was 42 years.

The school education that was stated by the interviewees is summarised in the figure below.

![School Education of Interviewees](image-url)

Figure 11. School education of interviewees.
One participant stated that his highest completed school education was a PhD degree from University. Most participants stated that their highest completed school education was trade school without a final apprenticeship exam. 25% of the interviewees had had a final apprenticeship exam, one of which did this exam during her employment in the SÖB and one was at that time in the process of gaining it.

The number of years that the participants have been unemployed can be seen in the figure below.

As can be seen in the figure above, 50% of the participants had been unemployed for two to five years, 38% had been unemployed for ten to thirteen years (thirteen years was the highest number of years stated). Only one participant had been unemployed for less than a year. She was not part of the target group LTU but of the target group of older people.

As reason for the last period of unemployment, three participants stated that they resigned, one stated that the former employer dismissed her, two participants stated that illness and health related issues had been the reason, one stated that he was not able to find a proper job and one did not answer the question. I4 said, "After the 'Hauptschule' I worked in a production company at the assembly belt. After that I switched [...] because I could not stand the stress mentally anymore. Then I went back to another production company and after that I switched again. [...] The last years I have been at home with my son." I6 stated that she worked as a nurse for 25 years and it increased her back problem. She said, "After that I worked as a janitor because I thought it would be better but it was not. In between I had my children. In the end I worked at a post office because I thought it would be easier. But once you have a slipped disc it is over."
The participants were additionally asked if they received social benefits in addition to their wage, and if so which benefits. Four participants stated that they received child benefits, three stated that they received the combination wage and one participant stated that he received housing benefits. Two participants stated that they received none. Further social benefits that could have been ticked in the questionnaire were invalidity pension, ‘Aktivpass’, prescription relief (‘Rezeptbefreiung’), means-tested minimum income scheme, activation benefit or settling-in-allowance. The summary can be found in the figure below.

![Social Benefits received by Interviewees](image1)

Figure 14. Social Benefits received by Interviewees

The question of how the participant became transit employees generated almost the same answer across all interviewees. Five participants answered that they have been assigned to the market by their AMS advisor. Mostly this happened without their knowing. That is, they did not know about the possibility to start working in the market when the socio pedagogue already had received their data and called them to come in and do a job interview. Only two interviewees stated that they found the market’s description online via the AMS platform and specifically asked their advisors

![Access to the SÖB](image2)

Figure 13. Path of Access to the SÖB of the Interviewees
to be allocated there. The statement to this question from one participant is unclear due to a slight language barrier. The summary of the statements to the access to the market can be seen in figure 15.

As can be seen in figure 15, most participants have been assigned to the SÖB by the AMS. Some participants even stated that they did not know about the market being a SÖB or the possibility of working in this labour market measure until the socio-pedagogue called them and asked them in for an interview.

5.3.2. Dimension Satisfaction with Work and Qualification

The collected data contains information about the field of work (‘Tätigkeitsbereich’), the hours extent (‘Stundenausmaß’), the duration to-date of how long the employee has been in the project (‘Beschäftigungsdauer’), the typical workday of the participants, increased flexible working hour, the feeling of belonging. Additionally, the participants were asked to state their satisfaction with work and qualification.

Length of time in the SÖB

The length of time the transit employees stated to be in the SÖB already can be seen in the figure below.

![Figure 15. Length of time in the SÖB in months](image)

The average amount of time that the participants already worked in the SÖB lies by seven months. When the transit employees start in the Perspektive Handel Caritas gGmbH they sign a fixed-term contract for six months. This contract can be prolonged for up to twelve months. In the case of older unemployed people who are 3,5 years (or less) before their pension, the contract can be prolonged up to 3,5 years.
Field of work

The participants were asked in what area of the market they worked mostly. Four participants stated that they worked at the cash desk. Two participants worked at the delicacies and two stated that they are drivers. All stated that they worked at the stocking of the shelves additionally to the area they mainly work in.

I2 said, “At first I worked at the cash desk right away. Then I was at the delicacies for two months. I have never done that and I had the possibility to try that. Now I am at the cash desk again and sometimes I help with the shelves because we are short-staffed. Mainly at the cash desk. That is my thing, I like it.”

I1 said, “I like everything, the working hours, the work that I do here, everything. I am very satisfied here. I like coming here very much.”

I3 was working as a driver and at the shelves. “I like the driving best. I don’t have the driver’s licence for a truck otherwise they would have been able to outplace me already. I do not know if I would be able to pass the exam for the licence. The work is not hard. Doing the shelves is easy, a monkey could do that. It does not demand anything intellectual but I do not want to be asked intellectually. One wants the happy medium. You want to work but it should not be too much. I do not want to overwork myself but I want to earn good money at the same time.”

I7 answered on the question of where she worked with, “Cash desk and shelves. Always the same.”

Typical workday

The transit employees were asked to describe a typical workday for them. The question was, ‘How does your typical workday look like?’

I2 described her workday like this, “At a typical workday I only do the cash desk, sometimes I help with the shelves too. I start in the morning by changing my clothes [to the official market clothing] and then I prepare the cash desk. After that I open the market doors and start working at the cash desk. […] You feel that this market is different to others. It is easier here than in other markets, I think.”

I1 said, that a typical workday was “good. Doing the cash desk and taking over for others at the cash desk or the shelves.”

I3 told that he was a driver. Typically, he started working in the market, doing the shelves until an assignment to drive and deliver comes around.
Increased flexible working hours

The participants were asked if they were satisfied with their working hours or if they would like to have other, more flexible working hours.

I1 said, “If I could find that, then yes. Here [in the market] everything is fine. But if I could find a company where it [the workday] starts at eight o’clock, that would be better. It takes some more years until they [her children] are older. The older one starts Hauptschule soon. There is no bus to take her there. That is hard. I have to take her to school and then I come here [to the market] directly afterwards.”

The second interviewee, I2 answered “I do not know. I cannot say. In retail you are used to getting up early in the morning and work until eight at night, or that you also work on Saturdays. If you want to work in this area then you have to expect that. It is okay for me, I have no problems. Sometimes I am annoyed that I have to work on Saturday or sometimes I wish that I could go home earlier and not have to work until seven [o’clock]. It takes me one hour to go home so then it is eight when I come home. You reckon that in retail. It is like that.”

The third interviewee said, “I have three dogs at home. So, I am happy for every spare time. I thought about it. With 38 hours working I would get 1,000 Euros [more], but then you are very busy with work. With 35 hours it does not change much [for the wage]. Then you start thinking if you want to do that or not [to increase the working hours]. I am curious what effects that will have for the AMS when I stop working here. Because after six months you qualify again [to gain full unemployment benefits].”

I4 said that she was satisfied with her working situation. “Here [in the market] they are flexible. If I need something then I just have to go and ask the boss [the store manager].”

I5 said, “I would like to start later and have more regular working hours. It switches between forenoon and afternoon. Like that it is not possible to plan [the private life]. Because you get your working rota two weeks before, in the best case. If you already have plans then you have to move or cancel them.”

Other participants stated, that their working hours are fitting for them but that they might want more hours.

Satisfaction with the working situation

When asked in the short questionnaire about their satisfaction with their work at the SÖB, half of all participants stated that they were very satisfied, 3 stated to be satisfied and only one participant was unsatisfied. This can be seen in the figure below.
The same question was asked in the in-depth interview. The first interviewee (I1) said, that she was very satisfied. When asked, because of what she was very satisfied, she stated, “Everything. I like the working time, the work that I do, everything for that matter. I am very satisfied. I like to come in [into the market].”

I2 said that she liked to do her work very much. That she liked working at the cash desk, and working with the people of the market. She said that working was different in this market compared to other markets, the same was stated by I4. But I2 remarked that she felt a difference between the transit employees and the regular workers. “There is a big difference between the regulars and those who are here for a certain time only. You feel this difference from the first day. It is clear that there has to be a difference, but that it has to be this extreme? The regulars stand outside and chat and talk, we are not allowed to do that of course. Or work in pairs or do the vouchers. We are not allowed to do that anymore. That is not a big thing, that is only bits and bobs. With this you can see that we are lower than them. Just a little lower. That would be something that could be changed. But other than that, I cannot think of anything. I have to go to the doctor every now and then. And when I asked [to go to a doctor's appointment], we always could talk about it [so that she can get the day off]. There I have to say wow, that is awesome. No matter what you need, they always try to make it possible.”

The same remark came from I6. She said, “The regular employees take the easy way out. They have the people from the AMS here [to do the work]. That is why they can lean back. And I have to beg to make my lunch break. The project is not the worst, that for sure. But they would have to act differently. They show you ‘I am someone, you are no one’.” Furthermore, I6 complained about the customers of the market. She told a story in which one customer threatened to hurt her if she did not hand over a good. “The customers are so vulgar. That is how it is in here. If they do not get what they want they get verbally abusive. You do not get backing or support in here. The customers can say whatever they want. She [the store manager] does nothing. That is mean.”
I3 said that he was satisfied with his work. He remarked that there was one regular worker he did not like and that he already made this clear to the others. On the other hand, stated I4 and I7 that they were on good terms with all of the other workers in the market, the transit and regular workers.

I5 reacted to the question of satisfaction with work with laughter. He said that he was not voluntarily in the market because if he did not work here he would get no more unemployment benefits so he said that he had no other choice.

**Satisfaction with the qualification**

The participants were asked in the short questionnaire, about how satisfied they were with the qualification at the market. As can be seen in the figure below, five out of eight participants stated that they were very satisfied with their qualification in the short questionnaire. But when asked during the in-depth interview, what the participants learned during their employment in the market, most said that they did not learn anything in particular.

I3 said, when asked what he learned in the SÖB, “Nothing that helps me. *I will never learn cash desk. Delicacies too, I will never do that*”. The same answer came from I6, she said, “*You learn nothing. I have been here for almost a year but you do not learn anything. Only a crash course on how to handle the cash desk. I would have liked to learn the details of the cash desk, but for that the regular worker has to come and do it and I just have to sit there and watch.*”

![Satisfaction with Qualification](image)

**Figure 17. Satisfaction felt by Interviewees with Qualification in the SÖB**

On the other hand, said I2 that she learned something new every day, regarding the work in the grocery store. She went on to give examples of different products that she had not known were sold in a grocery market and what she learned about them. She furthermore told that the colleague (a regular worker) always helps her if she needs her assistance at the cash desk. “*I go to this regular colleague who I like best, she does it with tranquillity. If I get stressed then nothing works*”
anymore. She calms me down”. I4 also said, that she had to learn everything that she had to do in the market from scratch. “Everything, the retail. I did not know that before, I was not in this branch. Everything I do and did since I started here, I learned it here. [...] It was a new experience and they [the regular workers] are very nice and helping. I cannot say anything bad.”

Conclusion
According to the answers of the participants, it seems that they are rather satisfied with working in the market than not working at all.

When asked about the working hours, most participants answered that is okay the way it is. But most are not completely happy with the unsteady work rota. The transit employees usually start by working 30 hours in the market with the possibility of working 35 hours or 38 hours (which is the amount for full time) per week. In the common room, there is a list of how much the transit employees would earn more if they would increase their working hour.

When asked about what the transit employees learned during their employment in the market most participants answered that they did not learn anything in the market.

When asked about the satisfaction with work, five participants answered with ‘very satisfied’, one participant ticked ‘not satisfied’. During the in-depth interview, the participants were asked again if they were satisfied with their work. Again, the answers were mainly positive towards satisfaction. Five participants said in their own words that they are satisfied, two were very satisfied and one participant made it clear that she was not satisfied. During the interviews, two participants openly communicated that they did not chose to work in the market but had no other choice. I3 openly said that he would not have gained any more unemployment benefits if he did not start working somewhere, so he was assigned to the market. I5 answered to the question “How satisfied are you with your work?” with, “Yeah, satisfied, it is okay. The question is weird for me because I am not here on a voluntary basis but it is okay, the work is okay. Time runs fast in the market.”

What comes to mind when seeing that most interviewees have been assigned to the market without any prior information, is the need for more communication between the AMS advisory and the participants. What is more, two participants stated that they did not work in the SÖB voluntarily but only to gain unemployment benefits again. The ifz called for increased right to say for the participants in their unemployment report (Buchner & Leßmann, 2017, p. 19).

5.3.3. Dimension Supervision and Information
Every transit employee is under supervision of the socio-pedagogues. That means that each transit employee first talks to the socio-pedagogue before starting their work in the market. The socio-pedagogue can help the transit employees with difficulties in personal areas such as financial or familiar issues, and can help with applications for future jobs. The socio-pedagogue is the
contact person for the transit employees. Therefore, the socio-pedagogic supervision plays an important role for transit workers as they can come to them with any issues they need to talk about. In the short questionnaire, the participants were asked ‘How satisfied are you with the supervision in the market?’ Out of eight participants, five ticked off ‘very satisfied’ with supervision. The variation can be seen in the graph (figure 19) below. Additionally, the participants were asked about the topic of supervision in the in-depth interview and were asked if they had a contact person in the market, and if so, who the contact person was.

I1 stated without hesitation that her contact person in the market was the store manager. During the in-depth interview, almost all of the interviewees stated that their contact person was the store manager. Most also named a certain regular colleague they had and the socio-pedagogues. Only one participant said that she had no contact person in the market. She said, “No. You can tell one person something and be sure that they tell it everybody else. In here, you cannot build friendships because everything will be told right away. But if you want someone to know something, then it works easily.”

Furthermore, they have been asked ‘How well do you feel informed about your possibilities of training and work-related development?’. Five out of eight participants stated that they felt ‘well’ informed. Only one participant stated that she felt ‘badly’ informed and two said they were ‘very well’ informed.

The participants were asked ‘What information have you been given in the market and would you like to have other information?’ in the in-depth interview. Five people said that they did not need any more information or informational material, one said that they would not mind getting more information and one said that they would have liked more information about the fact that the employment in the market is not a regular employment. I7 said, “At first I thought that this is a regular
company and that I start a regular employment here. Later I found out that it was only a fixed-term transit employment.”

The first interviewee had slight difficulties with the German language and only answered that she had received the brochure from the socio-pedagogue but could not explain which brochure that was and what the content was. When asked if she would have liked more information or information on other topics she merely said that it was okay. The same answers came from I5.

I2 said that she had received no information or information material at all from the socio pedagogue. When asked if she would have liked to receive informational material she said, “Why not? Sometimes people need help without knowing it.”

I3 said that he had not received any informational material or verbal information on training possibilities or work-related development.

I4 said that she feels well informed and that she received a lot of information from the socio-pedagogue and the store manager, who was part of the talks with the socio-pedagogue.

I6 said that she did not want any information at all. She said, “No, I told the socio-pedagogue from the start, if we really find something [a job] then we can do that, but only for one and a half years you will not find anything. And with that she left me in peace. I told her that from the start.”

I8 answered only brusquely. She said that she had received all information and that she did not want any more informational material.

**Conclusion**

Overall, the participants state their satisfaction with supervision and the level of information that they gain. What became noticeable was that two participants seemed to feel as if it was the task of the socio-pedagogue to find a job for them and not their own responsibility. Most participants said that they did not want any further information but one participant said that she was not informed about the transit character of the employment.

**5.3.4. Dimension Subjective perception of placement chances**

The participants were asked ‘How do you perceive your chances of work after your employment in the market?’ and ‘Do you feel prepared by your work in the market and if so, why is that?’

The first interviewee (I1) answered to the question ‘How do you evaluate your placement chances after working in the market?’ and ‘Do you feel prepared for your working future through the work in the market and if so, why?’ with a rather unclear or indecisive statement, “Do you mean in this market or another one? I hope I will find a job in another market. I want to find a job right away.”
Yes, they [regular workers in the market and others] have helped me a lot and everything. With everything." Throughout the interview I1 seemed rather shy and almost all answers were vague.

I2 said she hopes that she will have good chances in the regular labour market. Due to her health problems she had been at home for some time. Now that she was feeling better she was happy about the possibility to work in the SÖB. "I was at home for some time because of my health, then I was feeling down for some time but then I felt better. Just because you have been at home for some time and did nothing, and then you go work in a real market, I think that would have been hard. I was at home for almost two years and then I came here. At the beginning they were sympathetic that you cannot do everything right from the start and you have to slowly start working again. Getting up early in the morning and this and that. If you go from this market to another one in which it is more demanding, then it will be easier for you I think. You cannot compare that. I am sure, that it will be a lot easier." She talked about the SÖB being a sort of stepping stone on the way to re-entering the regular labour market where the store manager had sympathy for the difficulties of long-term unemployed people. She was convinced that this would help her prepare for a more demanding market in the first labour market. When asked if she felt well prepare by the job in the market she said, "Definitely! Because you recover and get into the whole thing. After two years you are just not up to date anymore, so much new adds up. And when you can recover it is easier."

The third participant (I3) said that he did not know how his working life would go on after the job in the market. Even though he expressed his strong wish to become a driver for a social institution beforehand during the interview, he later said that he did not know what he wanted to do for a living. When asked if he felt well prepared by the work in the market he said, "No, absolutely not. The only thing that I get from the job here is that I have a structured day again. But the working rota is variable. If I have to work on the weekend, my inner body clock is out of beat. Because I was at home for ten to thirteen years, it is exhausting. It will not get me further [the job in the market]. Only if they find something for me [a job as a driver]. If not, I have to start over again. Then I [...] will gain unemployment benefits again. But it will be less [then before]. I am forced to be here on the one hand, on the other hand I am glad to be here." I3 made it clear that he thought finding a new job for him was not his task but was the liability of the socio-pedagogue or the AMS advisors. He did not take action in finding a job himself.

I4 said that she did not feel well prepared through her job in the market. When asked why she answered, "Because I am in pain all the time. Without medication I cannot do anything anymore. It is not because of the market but because of my health condition. [...] I hope that I can find something that I can do justice and that I can work without harming my health condition. I want something where I can say 'I can work there and I am contented and the working climate is good'. That I find something that I can do with my health condition and that it is enough financially. Because I cannot work more than 25 hours per week. I hope I can find that but I will see." Her situation
was different from, for example, I3, because her health condition held her back from working more or working in different areas. Even though her health conditions made working difficult for her, she was hoping for a new job with which she could be contented.

The next interviewee (I5) had a different journey through life. He studied at the university of Salzburg, did a PhD and worked as a historian. After that he was a teacher in his field. At the time of the interview he had been unemployed for five years. When asked about his perception on finding a job after his employment in the market he answered, “As historian? I do not think so. As a historian I mostly worked on projects and was self-employed for many years. But now, that I can find a long-term employment, I do not think that will happen.” When asked if he felt well prepared for his future by the work in the market he negated. For his future he wanted to retire early because he had no hope of finding a job in his field anymore. For him it became clear that working meant to work in his field only and not to work in any other field, such as the market of the SÖB.

I6, at the time of the interview, had one and a half years until retirement, and wished to stay at home until the start of the pension. “I would be glad, if I could stay at home until my pension started. I mean really at home.” And, for that matter, when asked if she felt prepared for her future she negated. She, as I5, came from a different background. She worked as a nurse for most of her working life and had problems with her health.

The last two participants were more positive about their future. I7 said that she had a trial work at another market, starting the week after the interview. When asked, if she felt prepared by the work in the market she said, “Yes. I was long-term unemployed. When I send out applications I always receive negative answers. Now, they can see that I worked here for nine months, and that is positive. Also, I made new friends. […] For my future, I wish to find a job where I can stay long-term.” I8 was working in the market for almost a year and wanted to stay longer so that she can finish her final apprenticeship exam. She said, “I want to make my final apprenticeship exam. Then it will be easier to find a job, especially in the area of delicacies in a market. I want to work full time. With the kids I always worked part time, now I want to work full time.” She also said that working in the delicacies of a market was easier than her last job where she worked in accounting and that she wanted to find a job in a market for the future.

Conclusion
Half of all participants did not answer the question of the short questionnaire ‘How do you rate your chances of sustainable placement?’. Only two stated that they felt they had ‘very high’ placement chances and one participant stated to feel to have ‘high’ placement chances. The remaining two participants answered with ‘low’ or ‘very low’. They were individually asked again the same question in the in-depth interview. Only four participants answered hopefully. One answer was unclear, I1 said that she hoped to find a job. The other four answers were not hopeful.
Commonalities can be seen as five participants said during the interview that they wished to find a job in another market after their employment in the SÖB. Two participants mainly wished for early retirement for their future as their retirement was only a few years away. Therefore, these two participants stated that they did not feel prepared for their future. What is more, these two participants had a different background. They never worked in a grocery market before and did not wish to work in another market afterwards. Their main wish was to be able to stay home and enter retirement early.

Another participant said that she did not feel well prepared for her future because her main placement obstacle remains, her health-related issues. Still, she was hopeful to find a job soon after the employment in the SÖB, especially a job that fits her needs.

I1 and I2 appeared to be positively hopeful about their future and said that they felt very well prepared for their future as they wished to find a job in another market right away. They said that it will be easier for them to work in another market because the SÖB was a stepping stone for them.

The differences of the transit employees are their background and their placement obstacles, such as health problems or old age.

Additionally, the participants were asked in the short questionnaire ‘Would you recommend the transit employment in the market?’. Six answered the question with yes and only two with no.
6. Summary and Conclusion

In this final chapter, the most important results of the study will be summarized and conclusions will be drawn. Furthermore, an outlook on the topic of socio-economic businesses and transit employment will be given.

Summary and results

The aim of this thesis was to present the policy frameworks of socio-economic businesses and to present the perception of the transit employee of the Perspektive Handel Caritas gGmbH. Particularly, it was the aim to find out who satisfied the transit employees of the Perspektive Handel Caritas gGmbH are with their work and qualification.

The research question was: **How well-prepared do transit employees feel for employment in the first labour market by their work and qualification at the Perspektive Handel Caritas gGmbH?**

To analyse this topic and be able to answer the research question, the policy framework of socio-economic businesses was analysed. Furthermore, a literature review on the topics of long-term unemployment and old age unemployment was done. The literature-review with adequate literature sets up the basis for the empirical research. The empirical research was done in a SÖB in Upper Austria, where eight transit employees were interviewed to find out how they feel about their work in the SÖB.

From the literature review can be deduced that long-term unemployed and old age unemployed people have to cope with many different obstacles when trying to re-enter the first labour market.

The results of the empirical research show that the majority of the participant is satisfied with their quality of work. Eight transit employees in the market of the Perspektive Handel Caritas gGmbH in Wels were interviewed. The youngest interviewee was 26 years old and the oldest was 58 years old. The participants stated different durations of unemployment period, from less than one year to 13 years. The participants talked positively about their contact person and the supervision in the SÖB. When asked about the working hours, different answers were given. Some tend to increase their working hours and others were satisfied with the weekly amount they had. The topic working hours was intertwined with the participants health conditions and the daily structure they had been given by the work. What comes to mind when seeing that most interviewees have been assigned to the market without any prior information, is the need for more communication between the AMS advisory and the participants. What is more, two participants stated that they did not work in the SÖB voluntarily but only to gain unemployment benefits again. The ifz called for increased right to say for the participants in their unemployment report (Buchner & Leßmann, 2017, p. 19).

The participants of the interviews mainly said that they would not get any particular training in the SÖB. This coincides with the findings of the study of the ifz, which found that more possibilities for...
qualification during the employment in the SÖB is needed (but this would require additional financial means for SÖB in general) (Buchner & Leßmann, 2017, p. 19).

Based on the results, the research question can be answered as followed: The transit employees are satisfied with their current work in the SÖB and mostly feel well prepared for their future employment. Some obstacles remain after the transit employment in the SÖB, such as health-related issues. Some participants were approaching their retirement. In these cases, the participants did not feel well prepared as they knew that there was no future employment but only retirement.

The ifz found that especially for older unemployed with health-related limitations it is not likely to re-enter the labour market after their transit employment in the SÖB. Moreover, the ifz found that it would be more sensible to offer a flexible possibility of prolonging the length of stay in a SÖB, next to a reasonable length of stay of at least six months. Additionally, it is important to offer the participants the right to say and be heard when it comes to choosing the SÖB. Furthermore, SÖB should get more scope of action so that they can offer innovative concepts for various target groups instead of always offering the same lower qualified tasks and services (Buchner & Leßmann, 2017, p. 19).

Outlook
The fact that there is no broader discussion about labour market policies and their effectiveness in Austria is astounding. Especially since significant public budget spending is done for vocational training and re-integration of unemployed people. Therefore, a broad political debate about the usage of public spending on this topic would be appropriate (Schweighofer, 2013, p. 5). Haunschmid and Tamesberger (Haunschmid & Tamesberger, 2017, S. 153) showed that it is obvious on a political basis that the height of unemployment weakens the negotiation power of the workforce. Therefore, it is important that the topic of unemployment receives attention and transnational measures for combating unemployment seem necessary.

Questions that remained unclear after the empirical research and the literature review are

- if employment alone should be a criterion for success in outplacement (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014).
- Transit employees are going through a long-term process which starts years before the transit employment and end years after it (Osterkorn, Lankmayer, Schmatz, & Hiesmair, 2014, p. 95). Therefore, to truly describe the effects and the outcome of transit employment, long-term research has to be undertaken.

According to a workshop of the AMS (Hausegger, 2018, p. 5), changes for SÖBs are already planned. In the future amplified leasing opportunities should help the transit employees to transfer from the employment in the SÖB to an employment in the first labour market. The focus has to lie on the central idea that the earliest point in time is best for intervention. If the wait for re-integration into the first labour market in longer then the consequences (health and mental) will increase.
Then the additional consequence yield in additional placement obstacles that have to be overcome. Furthermore, increased employment offerings for women should be established to antagonise the backlog of the amount of unemployed men in comparison.
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8. Appendix

8.1. Interview Guide (‘Interviewleitfaden’)


(Kurzfragebogen wird ausgehändigt und von der Person selbstständig ausgefüllt)


Dimension Bildungs- und Arbeitsbiografie

1. Seit wann sind Sie im Markt angestellt?

2. Wie sind Sie zum Markt gekommen?
   - Durch das AMS aufmerksam gemacht worden, auf eigenen Wunsch zugewiesen worden, beworben

3. Wie verlief Ihr beruflicher Werdegang seit der Schule?
   - Lehre, Höhere Schule, Arbeitslosigkeit, geförderte Arbeit, Karenz/Kindererziehung, längere Krankheit
Dimension Arbeitszufriedenheit und Qualifizierung

4. Wie viele Stunden arbeiten Sie pro Woche im Markt?

5. In welchem Bereich des Marktes arbeiten Sie?
   *Feinkost, Kassa, Sortimentsbetreuung, Lager*

6. Wünschen Sie sich flexiblere Arbeitszeiten, die auf Ihre persönlichen Bedürfnisse abgestimmt sind?
   *Wie würde das aussehen? Mehr oder weniger Stunden?*

7. Wie zufrieden sind Sie mit Ihrer Arbeit?
   *Wenn Sie nicht (mehr) zufrieden sind, können Sie dann etwas an Ihrer Arbeitssituation ändern? Arbeitsstunden ändern, Arbeitsbereich ändern, sich an Vertrauensperson wenden. Was müsste sich ändern, damit Sie zufriedener werden können?*

8. Was lernen Sie bei Ihrer Arbeit?
   *Kassa, Lager etc. Bewerbungstraining, strukturierten Tagesablauf etc.*

9. Sind Sie mit dem was Sie dabei lernen zufrieden? Woran liegt das? Was gefällt Ihnen besonders daran?
   *Wünschen Sie sich auch über andere Themen zu lernen? Fehlt etwas?*

Dimension Betreuung und Information

10. Haben Sie eine Ansprechperson im Markt? Wenn ja, wer ist das?
    *Für Probleme im Arbeitsalltag oder auch für private Schwierigkeiten? Sozialpädagogin oder Mitarbeiter, Marktleiterin? Fühlen Sie sich bei dieser Person gut betreut?*

11. Welche Informationen (zur Vermittlung, weitere Berufschancen) haben Sie von der Sozialpädagogin erhalten?
    *Broschüren, Bewerbungsplattformen, Ansprechpersonen (zu privaten Problemen, Finanziellen Themen, AMS Ansprechpartner)*

12. Hätten Sie gern mehr Informationen zu speziellen Themen? Welche?
Dimension Entwicklungschancen

13. Wie schätzen Sie Ihre Berufschancen nach Ende der Arbeit im Markt ein?

   Chancen auf Vermittlung im ersten Arbeitsmarkt

14. Fühlen Sie sich durch die Arbeit im Markt gut vorbereitet für die berufliche Zukunft? Woran liegt das?

   In Bezug auf eine Anstellung im ersten Arbeitsmarkt

15. In welchem Beruf sehen Sie sich in der Zukunft?

   Wie stellen Sie sich Ihren zukünftigen Arbeitsalltag im ersten Arbeitsmarkt vor?

Das war die letzte Frage, vielen Dank für das Interview.
8.2. Short interview questionnaire (‘Kurzfragebogen’)

1. Datum des Interviews: ………………………

2. Sie sind…
   □ Männlich
   □ Weiblich

3. Ihr Alter: ………………………………

4. Wie viele Personen leben in Ihrem Haushalt?
   Sie selbst miteingerechnet: …………………

5. Ihre höchste abgeschlossene Schulbildung
   □ Volksschule
   □ Hauptschule / neue Mittelschule
   □ Berufsschule
   □ Lehrabschluss
   □ Matura
   □ Studienabschluss
   □ Andere Schule / nicht anerkannte Schulbildung

6. Dauer der Arbeitslosigkeit vor der Anstellung im Markt:
   …………………Monate/Jahre

7. Wodurch wurde die Arbeitslosigkeit ausgelöst:
   □ Kündigung durch Arbeitnehmer
   □ Entlassung durch Arbeitgeber
   □ Krankheit
   □ Sonstiges: ………………………………………
8. Welche sozialen Geldleistungen bekommen Sie?
   - Familienbeihilfe
   - Invaliditätspension
   - Wohnbeihilfe
   - Aktivpass
   - Rezeptbefreiung
   - Bedarfsorientierte Mindestsicherung / Ausgleichszulage / Sozialhilfe
   - Kombilohn
   - Aktivierungsbeihilfe
   - Eingliederungsbeihilfe
   - Sonstiges …………………

9. Wie zufrieden sind Sie mit Ihrer Arbeit im Markt?
   - Sehr zufrieden
   - Zufrieden
   - Unzufrieden
   - Sehr unzufrieden

10. Wie zufrieden sind Sie mit Ihrer Ausbildung im Markt?
    - Sehr zufrieden
    - Zufrieden
    - Unzufrieden
    - Sehr unzufrieden

11. Wie zufrieden sind Sie mit der Betreuung (durch Sozialpädagoginnen und Sozialarbeiter oder andere MitarbeiterInnen)?
    - Sehr zufrieden
    - Zufrieden
    - Unzufrieden
    - Sehr unzufrieden
12. Wie gut fühlen Sie sich über Ihre Möglichkeiten zur Weiterbildung und beruflichen Entwicklungen informiert?
- □ Sehr gut
- □ Gut
- □ Schlecht
- □ Sehr schlecht

13. Wie schätzen Sie persönlich Ihre Chancen auf langfristige Vermittlung ein?
- □ Sehr hoch
- □ Hoch
- □ Niedrig
- □ Sehr niedrig

14. Würden Sie die Arbeit und Ausbildung im Markt jemanden in einer ähnlichen Situation weiterempfehlen?
- □ Ja
- □ Nein