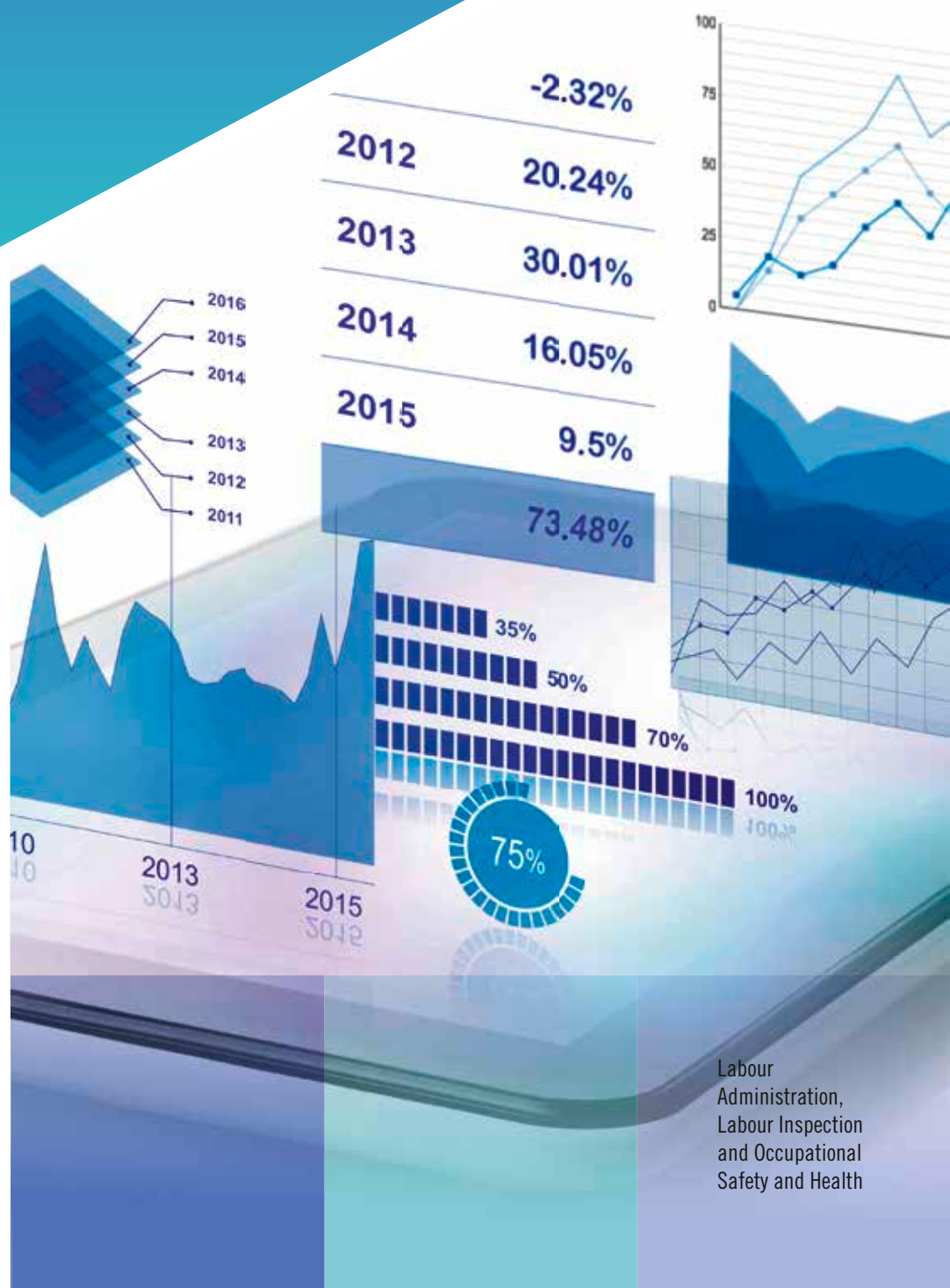




International
Labour
Organization

Guide on the Harmonization of Labour Inspection Statistics



Labour
Administration,
Labour Inspection
and Occupational
Safety and Health

GUIDE ON THE HARMONIZATION OF LABOUR INSPECTION STATISTICS

GUIDE ON THE HARMONIZATION OF LABOUR INSPECTION STATISTICS

International Labour Organization

Copyright © International Labour Organization 2016

First published 2016

Publications of the International Labour Office enjoy copyright under Protocol 2 of the Universal Copyright Convention. Nevertheless, short excerpts from them may be reproduced without authorization, on condition that the source is indicated. For rights of reproduction or translation, application should be made to ILO Publications (Rights and Licensing), International Labour Office, CH-1211 Geneva 22, Switzerland, or by email: rights@ilo.org. The International Labour Office welcomes such applications.

Libraries, institutions and other users registered with a reproduction rights organization may make copies in accordance with the licences issued to them for this purpose. Visit www.ifro.org to find the reproduction rights organization in your country.

Guide on the harmonization of labour inspection statistics / International Labour Office, Labour Administration, Labour Inspection and Occupational Safety and Health (LABADMIN/OSH). - Geneva: ILO, 2016.

Also available in French: Guide sur l'harmonisation des statistiques d'inspection du travail ISBN 978-92-2-230924-5 print, 978-92-2-230925-2 web 2016 and in Spanish: Guía sobre la armonización de las estadísticas sobre la inspección del trabajo ISBN 978-92-2-330924-4 print, 978-92-2-330925-1 web 2016.

ISBN: 978-92-2-130924-6 (print)

ISBN: 978-92-2-130925-3 (web pdf)

International Labour Office Labour Administration, Labour Inspection and Occupational Safety and Health Branch.

labour inspection / data collecting / methodology / role of ILO / case study / Costa Rica / Moldova, Republic / Oman / South Africa / Sri Lanka / Ukraine

04.03.5

ILO Cataloguing in Publication Data

The designations employed in ILO publications, which are in conformity with United Nations practice, and the presentation of material therein do not imply the expression of any opinion whatsoever on the part of the International Labour Office concerning the legal status of any country, area or territory or of its authorities, or concerning the delimitation of its frontiers.

The responsibility for opinions expressed in signed articles, studies and other contributions rests solely with their authors, and publication does not constitute an endorsement by the International Labour Office of the opinions expressed in them.

Reference to names of firms and commercial products and processes does not imply their endorsement by the International Labour Office, and any failure to mention a particular firm, commercial product or process is not a sign of disapproval.

ILO publications and digital products can be obtained through major booksellers and digital distribution platforms, or ordered directly from ilo@turpin-distribution.com. For more information, visit our website: www.ilo.org/publns or contact ilopubs@ilo.org.

This publication was produced by the Document and Publications Production,
Printing and Distribution Branch (PRODOC) of the ILO.

*Graphic and typographic design, layout and composition,
printing, electronic publishing and distribution.*

PRODOC endeavours to use paper sourced from forests managed
in an environmentally sustainable and socially responsible manner.

Code: DTP-SCR-REPRO-DISTR

FOREWORD

Labour inspection statistics play an important role in assisting governments, their ministries of labour and labour inspectorates, in the development of national policies, systems, programmes and strategies for labour inspection. Labour inspection statistics allow governments to observe trends in labour markets and to better analyse compliance issues.

Despite these important contributions, the findings of the 2011 Report on Labour Administration and Labour Inspection, discussed at the 100th session of the International Labour Conference, highlighted a wide disparity and inconsistency in member States compilation of labour inspection statistics. The report found that the collection, compilation, analysis, and use of labour inspection data varied widely from one country to another often due to differences in the allocation of resources, data collection systems and terms and definitions used.

The report urged the use of a common methodology for the collection and compilation of data on labour inspection in order to improve the consistency of labour inspection statistics provided by member States in their annual reports as required by the Labour Inspection Convention, 1947 (No. 81) and the Labour Inspection (Agriculture) Convention, 1969 (No. 129). The Action Plan developed to implement the report's conclusions committed the Office to conducting an in-depth study of methodologies for collecting and compiling labour inspections data.

The study explored possible methodologies and identified a methodology to pilot in six countries, Costa Rica, Moldova, Oman, South Africa, Sri Lanka and Ukraine. Based on this pilot, the Office has identified a methodology that provides for the use of common terms and definitions and common procedures for the collection and compilation of labour inspection data. It also incorporates several additional recommendations that further the objective of harmonizing labour inspection statistics.

This guide is intended to assist governments in implementing this methodology. This assistance aims not only to allow for the development and strengthening of Labour inspection statistics but also to facilitate greater cooperation and collaboration between national labour inspectorates, other government's institutions and all relevant stakeholders.

Ms Nancy J. Leppink
Chief

Labour Administration,
Labour Inspection
and Occupational Safety and Health
Branch (LABADMIN/OSH)

TABLE OF CONTENTS

Foreword	v
Acknowledgements	ix
List of abbreviations	xi
1. Introduction	1
1.1. The relevance of Labour Inspection Statistics.....	1
1.2. Nature of the problem	2
1.3. ILO's response	6
2. Proposed methodology for the collection and systematization of labour inspection statistics, based on the outcomes of experience in six pilot countries	7
2.1. Objectives.....	7
2.2. Concepts and definitions.....	8
2.2.1. Main concepts	8
2.2.2. Disaggregation and classification categories	11
2.3 Data collection.....	14
2.3.1 Data collection and extraction methods and procedures.....	14
2.3.2 Data quality checks	15

TABLE OF CONTENTS

2.3.3	Items of data collection	16
2.3.4.	Need for cooperation between concerned agencies and institutions	17
2.3.5	Need to modernize the equipment and systematize data collection and extraction procedures	17
2.4.	Indicators and measures proposed and the corresponding desired disaggregation.....	18
2.4.1.	Basic indicators.....	18
2.4.2.	Supplementary indicators depending on national needs or circumstances	34
2.5.	Tabulation of the data	36
2.6.	Analysis and interpretation of the statistics	36
2.7.	Further developments and ILO support	37
2.7.1.	Establishing benchmarks	37
2.7.2.	User satisfaction of labour inspection services surveys	38
2.7.3.	Labour inspectorate quality model	38
2.7.4.	ILO technical assistance and cooperation.....	38
3.	Conclusions	39
Annex 1:	List of proposed indicators.....	41
Annex 2:	Examples of layouts for tabulations	58

ACKNOWLEDGEMENTS

The outcomes of this study and the harmonized methodology proposed for the collection and systematization of labour inspection statistics have been made possible thanks to a Special Programme Allocation of funds and the extremely positive professional and collaborative efforts of all of the actors in the national Labour Inspectorates in each of the six pilot countries, namely Costa Rica, Moldova, South Africa, Sri Lanka, Oman and Ukraine, for which the ILO is highly appreciative.

The guide was finalised by the Labour Administration, Labour Inspection and Occupational Safety and Health Branch of the Governance and Tripartism Department in conjunction with the Data Production and Analysis Unit of the Department of Statistics.

Special acknowledgement goes to Ms. Maria Luz Vega, Special Advisor on Governance and International Standards at the Regional Office for Europe and Central Asia and Mr Joaquim Pintado Nunes, Senior Specialist on Labour Inspection and Occupational Safety and Health for their technical guidance, Ms Rosina Gammarano Lamé, Economist, David Glejberman, Regional Labour Statistician, and Ludek Rychly, Senior Social Dialogue Specialist for their expertise. The guide also benefited from the inputs from Mr Andrew Christian, Labour Administration and Labour Inspection Officer and from his overseeing of the publication process.

Other colleagues, too numerous to mention have also been involved in the development and publication of this document and we thank them for their valuable inputs.

LIST OF ABBREVIATIONS

ILC	International Labour Conference
ILO	International Labour Organization
ISIC	International Standard Industrial Classification
ICT	information and communications technology
FTE	full time equivalents
LI	labour inspection

1.1. THE RELEVANCE OF LABOUR INSPECTION STATISTICS

The primary functions of a national system of labour inspection consist on enforcing labour legislation, providing technical advice to employers and to workers on how to comply with applicable laws and regulations and assisting the appropriate legislative bodies to identify gaps and weaknesses of the legal framework.¹

The world of work is a complex and multifaceted reality for which an increasingly intricate regulatory system applies. The diversity of businesses, workers, characteristics of employment relationships, management models, and a labour market predominantly dominated by global contracting chains, a myriad of small and micro enterprises and ever changing technologies require for increased efforts from organizations of labour administration systems to keep pace with the constant and fast evolution. Growing pressure for accountability and to produce more with less, demands from governments to properly define policies, design strategies, plan activities and assess outcomes based on accurate and reliable statistics. The data collected through inspection visits regarding the employed and their working conditions is of maximum relevance for ministries of labour and all actors within the labour administration system given the privileged access of labour inspectors to workplaces. This gives an opportunity to obtain updated information on a regular basis and can assist public institutions, social partners and researchers to build on expertise relevant to their needs. For instance, analysis of published statistics on work-related accidents, occupational injuries and diseases makes it possible to study trends of fatal and non-fatal injuries over a period of time, providing governments with data to design national policies and programmes for safety and health at work. Information collected through inspection visits regarding child labour and undeclared work can assist governments to better understand these phenomena and hence to define national responses.

At the organizational level, statistics can provide a powerful resource for labour inspectorates to properly understand the environment where they act and the needs of workers and employers. Based on accurate and updated information labour inspectorates can design scenarios to anticipate change, prepare approaches to observed trends, define strategic options and address challenges with the best methodological models. In addition, patterns in economic sectors, regions and enterprises can be identified providing background information helpful to map risks, reducing uncertainty and increasing probabilities of success.

¹ Article 3 of Labour Inspection Convention, 1947 (No. 81); http://www.ilo.org/dyn/normlex/en/f?p=1000:12100:0::NO:12100:P12100_INSTRUMENT_ID:312226

Statistics of labour inspection will also help to analyse to what extent International Labour Standards are implemented in a country, when the labour inspection system records and compiles the necessary variables. For instance, an analysis of Labour Inspection annual reports sent by governments to the ILO reflects to what extent countries are applying Article 8 of Labour Inspection Convention, 1947 (No. 81), which requires the recruitment of both men and women to the inspection staff. In many countries, labour inspectorates are also a powerful source of information for governments when reporting to the ILO on implementation of conventions on child labour, occupational safety and health, wages, working hours and many others.

1.2. NATURE OF THE PROBLEM

Labour inspectorates are not always aware of the richness provided by statistical data or qualified to collect it or analyse it. The use of Labour Inspection statistics and how this data is interpreted is also quite different from one country to another. In some countries, labour inspectorates cannot base strategies on statistical data because of insufficient resources, especially modern and up-to-date registration systems. In other instances, they require the expertise to draw and test hypothesis, but some institutions which have the appropriate knowledge are not cooperative on the grounds of the nature of the information (e.g. secrecy of industrial and commercial processes; sensitive protected data). In some countries, state-of-the-art information systems provide comprehensive data to public agencies sharing information on the number of enterprises, workers and working conditions (e.g. Belgium, Netherlands, Spain, and the United Arab Emirates) but in others it is difficult even to obtain the names and addresses of enterprises.

When expertise and statistics are available, experiences of labour inspectorates on collecting, organizing, analysing, interpreting, using and presenting them are quite varied depending on circumstances such as the type of system in place (single labour inspectorate, two or more inspectorates, inspectorates under the same or different ministries, centralized or decentralized system²), legal requirements to have access to private data, and the sophistication of the software used to register data on inspection visits and procedures.

Additionally, governments follow different guidelines in the development of their labour inspection statistics reports, creating discrepancies between the information available. Regarding inspection visits, for instance, some governments lack the means to provide accurate and sufficient information and others, with available resources, do not necessarily consider that labour inspection statistics are a priority.

The analysis of statistics reported by different countries reveals conceptual differences even on the definition of what is an inspection visit, an occupational accident or an occupational disease. Some countries do not distinguish between the number of visits carried out and the number of inspection activities. The concepts of “inspection” and “visit” may have different meanings. For example, in the Netherlands an inspection process is defined as the totality of activities and follow-up activities, such as the carrying out of repeated checks and the deployment of enforcement instruments, that form part of an inspection that has been set in motion or an investigation linked to a specific enterprise, whilst in Central American countries, there is no clear conceptual difference between visit and inspection, using these terms as synonymous.

The notion itself of “inspection visit” differs from one country to the other for statistical purposes. There are countries considering only the first visit, others considering follow-up visits too; others count as different visits the same displacement in cases when the inspector monitors different sub-

² In Federal States, like Australia and Germany, it can be particularly difficult to find consolidated statistics on labour inspection because of the federal nature of their administration, which brings certain drawbacks when making a national aggregate as a consequence of the specificities and dispositions inherent in each region or state.

jects, or more than one enterprise in the same work place. In many cases, there is no specification of the type of visit (first visit, follow-up visit, and other). In general, only the total number of visits is available, without any explanation on how the number was obtained.

Concerning the classification variable “economic unit”, some countries do not distinguish between enterprises and establishments, or between industries and workplaces.

Most records of visits do not provide information on the nature, the duration and the results of visits. This has been noted in reports made by the governments of Colombia, Estonia and Poland. In South America, only Brazil and Argentina had complete figures for the number of visits performed. Not many countries provide statistics on the number of visits for the last two or more years. Countries like Armenia, Bosnia and Herzegovina, Montenegro and Norway provide statistics on inspections referring only to one particular year. This creates difficulty in estimating general trends when studying this variable.

Regarding the number of inspectors, most European countries produce these statistics (e.g. Albania, Armenia, Austria, Belgium, Cyprus, Denmark, France, Greece, Hungary, Ireland, Italy, Luxembourg, Portugal, Romania, Spain, Ukraine and the United Kingdom). However, of those relating to 2010, only nine countries distinguish between female and male inspectors, providing information on how Article 8 of Convention No. 81 is implemented by governments.

The use of different notions makes it difficult to conduct international comparisons. For instance, some countries report their number of inspectors in Full-Time Equivalents (FTE), consisting of the total number of hours divided by the annual average working time in full-time jobs in the economic territory. Although this method could improve comparability of the data, it is not usable in practice because very few countries aggregate the information in this way.

At the country level, some documents, reports and websites may publish different statistics and information on the same subjects and periods, due to the use of non-standardized data collection methods, concepts, definitions and classifications or human and technical errors.

Furthermore, as for all administrative registries systems, labour inspection statistics need to be constantly updated, meaning that the conceptual framework has to ensure that the methods and the information are well designed and implemented in a consistent manner in the future.

The set of statistics collected and produced by labour inspectorates differs in many aspects from one country to the other. The lack of consensus on the definition of specific terms, classification schemes and indicators for statistical purposes makes any harmonization very difficult and can lead to systematic errors when using the information. There is still a need to obtain quantitative data useful to develop meaningful comparative approaches between regions and countries and time series to analyse changes in variables that are relevant to labour inspection. In order to develop comprehensive and comparable studies between regions and countries the information needs to be based on common concepts, definitions, classifications and indicators.

At this moment, there is no standard methodology applicable to labour inspection statistics at the international level. Available information on labour inspection for most countries is taken from administrative records that apply a method to produce their labour inspection statistics defined at the national level. The ministries, labour inspection units or government agencies in charge of collecting, compiling or publishing such information have their own requirements and criteria for action, thus hindering the study of trends in the different countries, comparisons between them, and the accurate interpretation of the figures.

Countries that have ratified Conventions Nos 81 and 129 have committed to present an annual report to the ILO on the measures taken to implement these standards. The Recommendations³

³ Article 9 of Labour Inspection Recommendation, 1947 (No. 81) http://www.ilo.org/dyn/normlex/en/f?p=1000:12100:0::NO:12100:P12100_INSTRUMENT_ID:312419 and Article 13 of Labour Inspection (Agriculture) Recommendation, 1969 (No. 133); http://www.ilo.org/dyn/normlex/en/f?p=1000:12100:0::NO:12100:P12100_INSTRUMENT_ID:312471

that accompany these Conventions interpret the minimal information to be contained in the annual reports:

- laws and regulations relevant to the work of the inspection service;
- staff of the labour inspection service, disaggregated by categories, sex and geographical distribution;
- statistics of workplaces liable to inspection and respective number of workers, mentioning the average number of persons employed each year and particulars of the classification by sex, with special reference to young workers and children;
- number of visited workplaces, number of persons employed there and number of inspection visits by day and by night, and the number of workplaces visited more than once a year;
- violations and penalties imposed, including the number of infringements reported to the competent authorities and particulars on the imposed penalties;
- industrial accidents including the number of notified industrial accidents by industry and occupation, cause and severity;
- occupational diseases notified, by industry, occupation and cause.

The lack of comparable statistics was recognized as a problem already in 1996 when the Committee of Experts on the Application of Conventions and Recommendations (CEACR) observed that the national annual reports did not always provide information on work accidents and occupational diseases, and called for use of the ILO's recommendation on the subject.⁴ In 2006, when the ILO carried out the General Survey on Labour Inspection, the Committee cautioned that "although information on the number of labour inspectors or inspection staff is regularly sent to the ILO, it is nevertheless difficult to evaluate it in the light of the relevant provisions of the Conventions (...)". The variety of names for the different inspection staff referred to by the instruments makes it very difficult to make any comparison".⁵ Again in 2010,⁶ the Committee regretted the lack of statistics on the number of establishments under control of labour inspectorates. It was then mentioned that the absence of such data is a serious obstacle to evaluate the coverage rate of inspection services in relation to the scope of competence defined in national laws. The Committee asked for efforts by governments to create or improve a registration system of all economic units covered by labour inspection. Exchange of statistics through cooperation with other institutions like the tax authorities, social security, police, judicial authorities and professional organizations was also recommended.

The 2011 ILO Report on Labour Administration and Labour Inspection, discussed at the 100th session of the International Labour Conference, stated that "the disparity of concepts, criteria and parameters in the design of administrative records, together with the absence of uniformity in the selected sources and the lack of data or inconsistent compilation of data, all make it difficult to produce a comparative analysis of data among countries and across regions or to identify meaningful trends or ratios based on the information and records available".⁷

This call for the harmonization of labour inspection statistics not only underlines the need to develop and strengthen labour inspection statistics but also clearly points to the importance of collaboration between the labour inspection authorities and the statistical authorities so as to increase the capacity of countries to produce meaningful labour inspection indicators.

⁴ *Recording and notification of occupational accidents and diseases*. An ILO code of practice. Geneva, International Labour Office, 1996. http://www.ilo.org/wcmsp5/groups/public/@ed_protect/@protrav/@safework/documents/normativeinstrument/wcms_107800.pdf

⁵ ILO: General Survey, 2006, para. 194. [http://www.ilo.org/public/libdoc/ilo/P/09661/09661\(2006\)1B.pdf](http://www.ilo.org/public/libdoc/ilo/P/09661/09661(2006)1B.pdf)

⁶ See NORMLEX: General observation (CEACR) ILC, 99th session, June 2010.

⁷ Report V, Labour Administration and Labour Inspection, ILC, 100th Session, June 2011, para. 331. http://www.ilo.org/wcmsp5/groups/public/@ed_norm/@relconf/documents/meetingdocument/wcms_153918.pdf

In fact, many countries do not provide labour inspection statistics relevant for analysis and lack the means to statistically express the conditions of the labour inspection system. Examples of this include several developing countries from Africa, the Caribbean and Eastern Europe where governments do not collect the statistical information required to report on the application of Conventions Nos 81 and 129. Governments also have different parameters to prepare their reports on labour inspection creating an asymmetry between countries that compile more data and figures than others.

Discrepancies between the information published by different national institutions should be noticed. This happens often due to the use of non-uniform concepts and methods. Many times, it is explained how the figures are acquired. Repositories of information are not updated on a regular basis, making national trends difficult and international comparison ambiguous. Many countries in Africa do not compile adequate information regarding items such as workplaces inspected, imposed sanctions, number of occupational injuries and diseases (e.g. Algeria, Ethiopia, Ghana, Guinea, Kenya, Tanzania and Uganda). In some Central American countries, information is available on violations against labour law (Dominican Republic, Guatemala, and Nicaragua) while in other countries in the same region more limited information is available.

In conclusion, as Governments use different methodologies in the development of their information and statistics regarding labour inspection in application of ILO Conventions Nos 81 and 129, there is discrepancy in assessing the available results since some countries make the effort of or have the capacity to collect and disseminate more statistics than others. When it comes to defining the scope of the variables that are relevant for the collection of labour inspection statistics, there are conceptual differences amongst the available sources. This makes harmonization difficult and can lead to misinterpretation when using such information. Furthermore, due to the use of non-standardized data collection methods and conceptual differences, public agencies may publish different sets of statistics that are not consistent with each other.

In this regard, much remains to be explored and developed on labour inspection statistics:

- A harmonization and standardization of concepts must be conducted in order to help the countries to produce and interpret statistics. The use of common concepts, units and terminology will lead to more efficient decision making processes and to the acquisition of more accurate results.
- The establishment and implementation of an accepted methodology for statistics on labour inspection is vital. Determining a consistent methodological route on this topic will help to present labour inspection as a more systematic and disciplined subject.
- The improvement of national labour inspection statistics would provide governments and the social partners with a better knowledge of working conditions, possible approaches to improve these and hence on labour law compliance.
- The use of a common set of indicators and a classification scheme for all labour inspection indicators would facilitate national analysis and make it possible to better assess the effective needs and impact of labour inspection in each country, and in regions.
- A system of harmonized labour inspection statistics would also provide support to governments to fulfil their reporting requirements to the ILO on the implementation of ratified Conventions Nos 81 and 129, covering all relevant information.
- The labour inspection system is an important means to achieving gender justice in the workplace and through compliance and protection of all men and women workers under national labour law. Labour inspection statistics and indicators simply disaggregated by sex are insufficient to permit gender analysis adequate for policy needs. It is relevant to compile statistics, for example, on both the number of men and women inspectors by country and by year, as established in each of the Conventions Nos 81 and 129. Such indicators would facilitate comparisons within and among countries and allow for the identification of changes over time regarding elements of gender equality.

1.3. ILO'S RESPONSE

As mentioned above, the lack of harmonized labour inspection statistics was noted in the General Report on Labour Administration and Inspection, examined by the 100th session of the International Labour Conference, in June 2011. The report observed that a common methodology for the compilation of data on labour inspection “would enable a meaningful exchange of information, which is an essential instrument in planning, programming and evaluating inspection activities”.⁸

Subsequent to the ILC, an Action Plan on the follow-up of the Conclusions on Labour Administration and Labour Inspection was approved by the 312th Session of the Governing Body in November 2011. This action plan called on the Office to engage in an in-depth study aiming to propose the development of an efficient statistical methodology.

In response to that call, a project covering six countries⁹ has set out to identify information sources used for production of labour inspection statistics, make an inventory of concepts and definitions,¹⁰ variables, classification schemes and coding systems and provide recommendations for harmonization of labour inspection statistics based on the selected pilot countries. National tripartite validation workshops were organized to discuss how and to what extent existing data systems could be adapted to a harmonized methodology.

After the testing of a trial methodology, the pilot country experiences were analysed, systematizing the available statistics for each country, identifying gaps and coordination needs to produce a comparative study upon which to develop a set of basic labour inspection statistical indicators for policy development, implementation, monitoring and evaluation of the national labour inspection system. A template of “output tables” that labour inspectorates should (at least) produce in each country was designed.

The indicators were divided into context indicators, resource indicators, indicators of the work carried out, and efficiency and quality indicators.

Part two provides the main findings and conclusions of this project and presents a proposed methodology for the systematization of labour inspection statistics.

⁸ Report V, Labour Administration and Labour Inspection, Cit, para. 332.

⁹ Costa Rica, Moldova, South Africa, Sri Lanka, Oman and Ukraine. Choice of countries was based on the country priority outcomes for the 2012/2013 Programme and Budget under Outcome 11, indicator 11.2.

¹⁰ Concepts include the notion of labour inspector, economic unit, employed population liable to labour inspection, inspection action, occupational accident, occupational injury and occupational disease, among many others.

2

PROPOSED METHODOLOGY FOR THE COLLECTION AND SYSTEMATIZATION OF LABOUR INSPECTION STATISTICS, BASED ON THE OUTCOMES OF EXPERIENCE IN SIX PILOT COUNTRIES

As referred to in Part one, the aim of this study was twofold: i) developing a set of indicators that would allow countries to assess, on a comparable basis, the performance and efficiency of their labour inspection systems so as to identify areas for improvement; and ii) assessing the current data production capacity of labour inspectorates to exploit the statistics obtained so as to make available to the public and to all the relevant institutions reliable statistics that could not be collected from other sources. In the following sections the findings are consolidated from the national experiences conducted into a coherent and comprehensive set of indicators. A corresponding methodology is proposed that will enable countries with diverse labour inspection setups to produce a meaningful set of labour inspection statistics.

2.1. OBJECTIVES

The design of a standard methodology for the collection and treatment of labour inspection statistics aims to provide countries with a concise set of indicators and measures that would help them to assess their labour inspection system. Trying to quantify or measure the quality of a given system is a very difficult and challenging task. However, the establishment of a coherent system of statistical indicators on labour inspection represents a big step in that direction. This proposed statistical methodology is thus meant to assist countries in evaluating their labour inspection system, its performance, effectiveness and efficiency, as well as progress made over time. Statistics appear here as

a tool: the production, monitoring and analysis of timely, valid, reliable data from labour inspection records should contribute to developing efficient labour inspection systems and their functions. The statistics produced should be interpreted in order to identify the main areas that need to be improved or that require more efforts, and the activities that seem to be already working effectively.

From a more general perspective, the overall objective of this study was to design a methodology that will help countries to exploit the statistical riches of their administrative records, often under-utilized as a source of statistics, and more specifically their labour inspection records. Labour inspection systems are in a privileged position to collect valuable data on numerous topics related to the labour market, such as occupational accidents, injuries and diseases, social protection, undeclared work, child labour, forced labour, parental protection, issues of discrimination, and where also covered under the labour inspectorate's responsibility, industrial action, unionization, collective bargaining, etc. In fact, some of these topics cannot be or are not easily captured or measured by the more traditional sources of statistics, such as household or establishment surveys, further highlighting the importance of labour inspection registers to produce statistics.

Labour inspection registers contain the information recorded as part of the functions of the labour inspectorate and relate to events (occupational injuries, non-payment of wage-related rights, etc.) or to physical units and their characteristics (such as liable enterprises, their size and industry, complainants and their sex and type of infringement reported, etc.). The use of these registers as the basis for labour inspection statistics requires no further data collection per se (as for surveys) and in principle they have a complete coverage of liable economic units for the preparation of tabulations. The issue of differences between the conceptual definitions targeted and actual variables and definitions recorded is, however, important to address.

In countries where the national statistical system is not highly developed and there is no household or establishment survey regularly conducted to collect basic information relating to labour statistics, the administrative records maintained by labour inspectorates represent a valuable source of information. For those countries, this study and the proposed methodology appears as an opportunity to capture through the labour inspection records some basic statistics not yet or otherwise available.

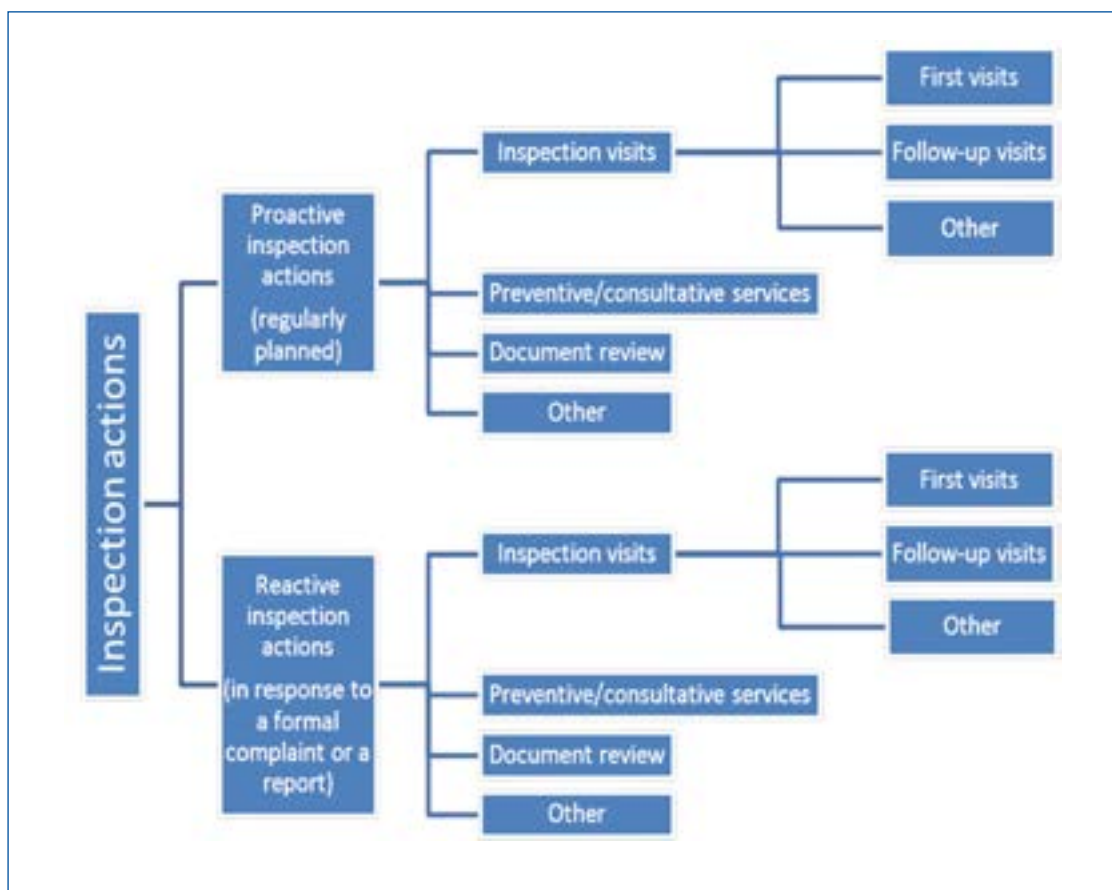
For all such above reasons, a harmonized statistical methodology helps to reinforce and enhance each national labour inspection system, while presenting the additional benefit of favouring international comparability. At the moment, labour inspection statistics are hardly comparable across countries, due to the use of different concepts, definitions, classifications, units of disaggregation, data collection instruments and procedures, etc. The statistics produced by countries applying one suitable methodology that follows the same guidelines (presented in this report) would assist countries and be better suited for cross-country comparisons.

2.2. CONCEPTS AND DEFINITIONS

A main issue hindering the development of consistent and coherent labour inspection statistics across countries and for international comparisons is the use of different concepts, definitions, and items of interest, in great part due to the lack of clearly established or internationally agreed definitions. Based on the varied practices in the six pilot countries as well as on methodological experience in this field in the ILO, presented below are the main concepts relevant to the field of labour inspection statistics, with their definitions, as well as the main units and classifications that should be applied in order to adequately describe the systems through statistics.

2.2.1. MAIN CONCEPTS

- a. **Economic units:** All physical places where production activities are carried out (whether formal or informal) producing goods and/or services to be sold in the market or goods for own use (workplaces, factories, agricultural undertakings or holdings, premises, establishments, enterprises, households, companies, etc.).



- b. **Economic units liable to labour inspection:** Economic units that are subject to labour inspection according to national legislation.
- c. **Employed population:** The employed population refers to the official employment figures published by the country. These may be based on the current international definition (from the Resolution adopted by the 19th International Conference of Labour Statisticians),¹¹ which establishes that the employed population comprises all persons of working age who, during a short reference period, were engaged in any activity to produce goods or provide services for pay or profit. They comprise (a) employed persons “at work”, i.e. who worked in a job for at least one hour; (b) employed persons “not at work” due to temporary absence from a job, or to working-time arrangements (such as shift work, flexitime and compensatory leave for overtime).
- d. **Employed population covered by labour inspection:** Persons employed in economic units liable to labour inspection, according to national legislation (examples of exclusions might comprise: public sector workers, own-account workers,¹² domestic workers, etc.).
- e. **Employed population registered with the Social Security or relevant National Insurance scheme:** Currently employed persons registered with Social Security or other relevant Institution who make periodical contributions due to their employment relationship (excluding unemployed persons who maintain their coverage).

¹¹ http://www.ilo.ch/global/statistics-and-databases/standards-and-guidelines/resolutions-adopted-by-international-conferences-of-labour-statisticians/WCMS_230304/lang--en/index.htm

¹² As defined by the latest International Classification of Status in Employment (ICSE-93), an own-account worker is a person who operates his or her own economic enterprise, or engages independently in a profession or trade, and hires no employees.

- f. **Infringement:** An infringement is any violation of working conditions or safety and health standards as set out in the relevant national laws and regulations.
- g. **Inspection action:** An inspection action occurs every time that one or more inspectors carry out a singular and distinct action to determine compliance with labour legislation, whether proactive or reactive. Inspection actions include inspection visits, preventive or advisory services, document checks, and procedures among other possible actions.
 - i. **Proactive inspection action:** A proactive inspection action occurs when one or more inspectors carry out an inspection action on the initiative of the responsible Ministry or agency as part of its programmed tasks or activities.
 - ii. **Reactive inspection action:** A reactive inspection action occurs when one or more inspectors carry out an inspection action that is triggered in response to a prior report, complaint, request or other notification.
- h. **Inspection visit:** An inspection visit occurs every time one or more inspectors visit an economic unit in person to verify compliance with labour legislation. An inspection visit is a specific type of inspection action.
- i. **Labour inspection equipment:**
 - i. Computers at the disposal of labour inspectors: Working computers at the disposal of the inspectors to carry out their functions; they may be shared with other units in the same ministry or agency.
 - ii. Technical equipment at the disposal of labour inspectors: Equipment available to labour inspectors for the performance of their functions including measurement and testing instruments (e.g. sonometers, air quality meters, thermometers, vibration detection equipment, etc.) as well as personal protective equipment.
 - iii. Vehicles at the disposal of labour inspectors: Operational transport facilities (vehicles) labour inspectors can count on for their visits; may be shared with other units in the same ministry or agency.
- j. **Labour inspection office:** Physical space at the disposal of the labour ministry or relevant agency used as office by labour inspectors to carry out their functions; may be shared with other units in the same Ministry or agency.
- k. **Labour Inspector:** Labour inspectors are public officials (men and women) named or recruited as labour inspectors (including sub-inspectors, labour controllers, or similar categories) and who undertake advisory, control and monitoring tasks with respect to labour laws and regulations, and who are responsible for initiating sanction procedures in the event of an infringement.
- l. **Notification leading to reactive inspection actions:**
 - i. **Formal complaint:** The notification of a labour law infringement addressed to the appropriate authority by a worker, a person on behalf of a worker, a group of workers or a union, an employer or any other person authorized by law. Such a complaint may lead to a reactive inspection action.
 - ii. **Report:** The notification made to the relevant authority signalling an occupational injury or accident affecting the safety and health of workers, or any other fact, by an employer or other person or body required by law to notify these occurrences. Such a report may lead to a reactive inspection action.
- m. **Occupational accident:**¹³ An occupational accident is an unexpected and unplanned occurrence, including acts of violence, arising out of or in connection with work which results in one or more workers incurring a personal injury, disease or death. Travel, transport or road

¹³ As currently defined by the Resolution adopted by the 16th International Conference of Labour Statisticians http://www.ilo.org/global/statistics-and-databases/standards-and-guidelines/resolutions-adopted-by-international-conferences-of-labour-statisticians/WCMS_087528/lang--en/index.htm

traffic accidents in which workers are injured and which arise out of or in the course of work, i.e. while engaged in an economic activity, or at work, or carrying on the business of the employer, are to be considered as occupational accidents. Occupational accidents should be disaggregated into fatal and non-fatal accidents. Information may also be collected on 'dangerous occurrences'.¹⁴

- n. **Occupational injury:**¹⁵ An occupational injury is any personal injury, disease or death resulting from an occupational accident; a case of occupational injury is the case of one worker incurring an occupational injury as a result of one occupational accident.

Whenever possible, occupational injuries should be disaggregated into fatal injuries (as a result of occupational accidents and where death occurred within one year of the day of the accident) and non-fatal injuries (with loss of working time).

- o. **Occupational disease:**¹⁶ An occupational disease is a disease contracted as a result of an exposure over a period of time to risk factors arising from work activity and is therefore distinct from an occupational injury.

Whenever possible occupational diseases should be disaggregated as above.

- p. **Sanction:** Penalty imposed as a result of an infringement detected (e.g. fine, work stoppage, withdrawal of license, closure, imprisonment, etc.).
- i. **Infringement fine:** The amount of monetary fine imposed as a result of the infringement detected, in local currency.
 - ii. **Imprisonment:** Privation of liberty with confinement in a prison or similar establishment as a result of a court decision.
 - iii. **Other sanctions:** penalties of different nature imposed on cause of violation of labour legislation, such as suspension of works, negative publicity, suspension or withdrawal of licence.

2.2.2. DISAGGREGATION AND CLASSIFICATION CATEGORIES

- a. **Administrative region:** This depends on the administrative divisions in each country (e.g. State, province, district, etc.).
- b. **Institutional sector:** Public; private; or other legally defined sector subject to labour inspection according to the national context.
- c. **Branch of economic activity:** Refers to the specific industry, as defined by the latest International Standard Industrial Classification of All Economic Activities (ISIC Rev. 4)¹⁷ at the lowest possible level of disaggregation or at least at the two-digit level of the classification.
- d. **Size of establishment:** In size bands in terms of the number of workers employed, using bands as narrow as possible and ideally: [1-4]; [5-19]; [20-49]; [50-99]; [100-499]; [500-999]; [1000+]. To facilitate the study of micro, small or medium size enterprises data collection using narrower size bands is necessary; statistics produced using narrow

¹⁴ As defined by the Protocol of 2002 to the Occupational Safety and Health Convention, 1981 http://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:P155

¹⁵ As currently defined by the Resolution adopted by the 16th International Conference of Labour Statisticians http://www.ilo.org/global/statistics-and-databases/standards-and-guidelines/resolutions-adopted-by-international-conferences-of-labour-statisticians/WCMS_087528/lang--en/index.htm

¹⁶ *ibid.*

¹⁷ Refer to the structure and correspondence tables of the International Standard Industrial Classification of All Economic Activities, revision 4, available at <http://unstats.un.org/unsd/cr/registry/isic-4.asp>

bands can always be aggregated to wider bands later if needed. It should be unacceptable to have a category unknown here.¹⁸

- e. **Occupation:** As defined by the latest International Standard Classification of Occupations (ISCO-08),¹⁹ at the lowest possible level of disaggregation or at least at the two-digit level of the classification.
- f. **Age:** In age bands ideally of 5-years, starting from 15 years old, or the minimum age used to define the working age population for statistical purposes: [10-14] (only if the minimum age is below 15); [15-19]; [20-24]; [25-29]; [30-34]; [35-39]; [40-44]; [45-49]; [50-54]; [55-59]; [60-64]; [65-69]; [70+].
- g. **Sex:** Male; female. It should be unacceptable to have a category unknown here.
- h. **Status in employment:** As defined by the latest International Classification of Status in Employment (ICSE-93);²⁰ Employees; employers; own-account workers; members of producers' cooperatives; contributing family workers; workers not classifiable. If this is not possible, it would be advisable to at least disaggregate total employment into paid employment (employees) and self-employment (all other categories added).
- i. **Specialty of the labour inspector:** General, labour and employment conditions, safety and health, social security, agricultural, industry-specific, other specialty.
- j. **Type of inspection action:** Visits (proactive or reactive); other actions (document review, consultations with other institutions, advisory services, etc.).
- k. **Type of inspection visit:** First visit, follow-up visit, other. Where applicable, also: announced visit; unannounced visit.
- l. **Number of inspectors assigned:** 1; 2; [3-5]; more than 5.
- m. **Type of complainant:**
 - i. Worker him/herself
 - ii. Individual on behalf of the worker(s)
 - iii. Workers' organization
 - iv. Employer
 - v. Employers' organization
 - vi. Any other person or institution recognized by law.
- n. **Reasons for notification of complaints or reports (categories may be more specific depending on the national circumstances):**
 - 1. **Main reason for a formal complaint:**
 - i. Non-payment of wages
 - ii. Non-application of minimum wage

¹⁸ Refer to the latest International Recommendations for Industrial Statistics (IRIS-2008) available at <http://unstats.un.org/unsd/industry/guidelines.asp>

¹⁹ International Standard Classification of Occupations Structure, group definitions and correspondence tables http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_172572.pdf

²⁰ As defined by the *Resolution concerning the International Classification of Status in Employment (ICSE)* adopted by the 15th International Conference of Labour Statisticians, available at http://www.ilo.ch/global/statistics-and-databases/standards-and-guidelines/resolutions-adopted-by-international-conferences-of-labour-statisticians/WCMS_087562/lang--en/index.htm

- iii. Excessive working time
- iv. Lack of appropriate weekly rest
- v. Violations to annual leave or holidays entitlements
- vi. Violations to occupational safety and health, including use of dangerous materials or substances (including in agriculture)
- vii. Undeclared work
- viii. Non-standard forms of employment
- ix. Discrimination of any form (sex, ethnic origin, religion, disability, etc.)
- x. Mobbing and harassment, including sexual harassment
- xi. Failure to compulsory report occupational accidents or diseases, injuries or any other relevant occurrence to the competent authority
- xii. Hazardous or other worst forms of child labour²¹
- xiii. Forced labour²²
- xiv. Violations to parental protection
- xv. Wrongful termination of employment or redundancy
- xvi. Violation of freedom of association or anti-union activities
- xvii. Lack of adequate vocational training
- xviii. Other

2. **Main reason for a report:**

- i. Occupational injuries, and accidents
 - ii. Occupational diseases
 - iii. Undeclared work
 - iv. Unlawful forms of employment contract
 - v. Inappropriate working conditions
 - vi. Violation of standards relating to industrial relations
 - vii. Other
- o. **Number of infringements detected:** 0; 1; 2; [3-5]; [6-10]; more than 10.
- p. **Infringements detected** (categories may be more specific depending on the national context), by main type of infringement:
- i. Non-payment of wages
 - ii. Non-application of minimum wages (may be per sectors)

²¹ As defined by the *Resolution concerning statistics of child labour* adopted by the 18th International Conference of Labour Statisticians, available at http://www.ilo.org/global/statistics-and-databases/standards-and-guidelines/resolutions-adopted-by-international-conferences-of-labour-statisticians/WCMS_112458/lang--en/index.htm

²² As defined by Article 2 of the Forced Labour Convention, 1930 (No. 29) http://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C029

- iii. Excessive working time
 - iv. Violations to occupational safety and health, including use of dangerous materials or substances (including in agriculture)
 - v. Undeclared work
 - vi. Employment contract
 - vii. Discrimination
 - viii. Mobbing and harassment, including sexual harassment
 - ix. Failure to report compulsory occupational accidents or diseases, injuries or any other relevant occurrence to the competent authority
 - x. Hazardous or other worst forms of child labour
 - xi. Forced labour
 - xii. Other
- q. **Status of infringements:** Infringements totally corrected,²³ infringements partially corrected, infringements not corrected.
 - r. **Status of penalties:** Penalties imposed and paid once, penalties imposed and paid more than once, penalties imposed but not paid within the given deadline once, penalties imposed but not paid within the given deadline more than once.
 - s. **Fines imposed:** Amounts of fines imposed by bands of monetary values, to be determined according to national circumstances, in local currency, which may begin at minimum legal fine and go up to maximum legal fine imposed.

2.3 DATA COLLECTION

A large amount of important information is easily accessible to labour inspectorates through the inspection actions conducted, and for this information to become suitable for statistics, it must undergo statistical data processing to transform administrative registries into statistical registries that ensure the data quality. The quality of this data can be improved by bearing in mind the key considerations on the data collection and data extraction processes presented below.

2.3.1. DATA COLLECTION AND EXTRACTION METHODS AND PROCEDURES

Labour inspectors are in a privileged position to collect useful data on labour-related topics. Even if their main activity is not primarily statistical, they are the ones conducting the field work of the data collection process. Through their visits to the economic units (workplaces) and the inspection actions they carry out the inspectorate's potential to produce suitable information for statistical purposes relies to a great extent on the labour inspectors.

The data and information are put together to form an administrative record that is part of the administrative register. These registers are created for administrative purposes, and not statistical

²³ This refers to the correction of infringements in the conditions established by labour inspectors (within the deadline given to correct the infringement). When the period established for the correction of the infringement overlaps with the reference period of the statistics produced (for the purposes of this proposed methodology, the calendar year), an additional category may be included for the infringements in question (such as "infringements pending for following year" or "infringements pending from previous year").

ones, but their very nature makes them a comprehensive source of statistics on the units in their scope. For the administrative registers (in this case labour inspection registers) to serve also as a source of reliable statistics, they need to follow certain guidelines and fulfil certain conditions that will make them statistical registers too.²⁴

First, the information collected should be relevant, that is, the data gathered should be closely related to the kind of statistical information desired. Also, the data contained in the register should be as accurate as possible.

Then, the register should be complete and comprehensive. That is, all the units (for example persons or economic units) in the universe covered by the register (for example the region, the sector, the country, etc.) should be included, and the information on each unit should be complete. There should not be any missing units, any repeated units or any crucial variables or information missing for a given unit. Ideally, each unit in the register can be uniquely identified thanks to the information available on it.

Time references are of particular importance for the production of statistics from administrative registers. It is necessary to always record, as accurately as possible, the dates in which the events took place (for example, the dates of labour inspection visits, dates when sanctions were submitted, dates when complaints were filed, etc.) as well as the registration dates (that is, the dates when the information was entered into the register).

The data contained in the register should be readily available, and stored in a format that favours its use for statistical purposes, such as a database. A suitable format for the register would also facilitate the regular updating of its data.

Data extraction from these registries may take place at different points of the process. Statistics extracted may need to be produced and should use comparable concepts, units, etc. at all the various stages of inspection.

The labour inspectors are the first-hand data collectors, so they are the ones best placed to ensure that these conditions are met. However, given that data collection is far from being their main activity, they should be provided with adequate basic statistical training. This training should cover topics such as data collection procedures, the systematic recording of information, data quality, treatment of missing values, etc.

Some mechanisms could be put in place to secure the quality of the statistics resulting from labour inspection records. For example, where ICT devices are used at the primary stage of data collection, some countries have implemented a system that does not allow inspectors to move to the next step until fully completing every piece of information required at the previous stage.

2.3.2. DATA QUALITY CHECKS

It is essential to carry out some quality checks to validate the statistics produced. These quality checks should take place at several stages of the process of producing statistics, or at least at two stages: to ensure the quality of the primary data, that is, the data initially gathered and entered into the register, and to ensure the quality of the statistics produced, that is, the output.

Some basic consistency checks can be made to correct any mistakes arising from manual data entry or to identify inconsistent figures, such as verifying that totals are equal to the sum of all categories or that there are no negative values where it would not be applicable. There are some variables that are closely related and cases where a given variable should never be higher than another variable, or than a specific value. In other cases, the results should be the same (for example, the number of economic units visited should logically be equal to the number of first visits conducted).

²⁴ *Labour statistics based on administrative records: guidelines on compilation and presentation*, ILO, 1997; http://www.ilo.org/public/libdoc/ilo/1997/97B09_105_engl.pdf and *Register-based Statistics: Administrative Data for Statistical Purposes*, A. and B. Wallgren.

Further verification can be done by calculating relevant ratios or percentages, and checking that they are within the range expected, and that no rates are above 100 per cent where not applicable.

The statistics obtained, for example on occupational accidents declared or on the number of strikes, should also be compared to those derived from other sources (where other sources exist and data are available), and the trends of the different variables should be studied. Collaboration with the national statistical office is useful to compare the estimates from different sources to harmonize them by adjusting for differences that may be due to the methodology used or to differences in population coverage.

2.3.3. ITEMS OF DATA COLLECTION

In accordance with the Conventions Nos 81 and 129, the data collected should cover at least information on the staff of the labour inspection, the workplaces liable to inspection and their respective number of employees, inspection visits, violations and sanctions imposed, infringements reported to the competent authorities, occupational accidents, occupational injuries and occupational diseases.

In addition to this, the topics covered by the statistics should deal with every aspect of the labour inspection per se, that is, the activities conducted, the equipment and resources available, the results obtained, the efficiency of the tasks carried out, the overall performance of the labour inspection, etc.

The items of data collection would ideally also include a wide range of topics not strictly related to the labour inspection, but crucial to monitor the labour market, such as levels of employment (and workplaces and workers involved), types of employment contracts, income (inadequate income, non-payment of wages, etc.), working time (excessive working hours, overtime, working time arrangements like on-call work, night shifts, etc.), social protection, maternity protection, child labour, forced labour, etc.

Depending on national circumstances, the labour inspectorate may be responsible to record (some or all) types of industrial actions (strike, lockout, go-slow). Records should include important types of information – such as reason, duration, types of workers involved (directly, indirectly and workers not normally involved but whose work in the unit is affected), and by sex, together with the economic unit reference variables. Adoption of a methodology consistent with that used by the industrial relations statistical system will ensure improved results.

The labour inspection system should contribute to achieving gender equality by understanding the situation of men relative to women through labour inspection outcomes and their treatment and protection under national labour laws. Labour inspection statistics and indicators should permit gender analysis that facilitates specific policy needs and approaches, as in the extent to which sexual or other harassment is recorded affecting men or women. Adequate labour inspection records can show whether occupational injuries of men actually occur more frequently or are of a different nature than those of women; whether female dominant occupations and dependant jobs associated with repetitive tasks provoke as many but less visible occupational injuries; where excessive working hours or overtime work may be experienced by men and women workers. Labour inspection records that do not collect all relevant data by gender for the widest coverage (e.g. types of infringement, classification categories, and establishment sizes) will respond poorly to concerns of gender bias in compliance.

The list of topics covered by labour inspection statistics depends on the national characteristics of the labour inspection system and the procedures in place, but it should always be as extensive as possible. Summarized datasets could be created to provide sufficient statistics to fulfil basic labour inspection users' needs, and larger datasets which require additional resources and processing for groups of users or institutional use.

2.3.4. NEED FOR COOPERATION BETWEEN CONCERNED AGENCIES AND INSTITUTIONS

In order to have a labour inspection register as complete and comprehensive as possible to produce labour inspection statistics, there is a need for coordination between all relevant government institutions, and in particular with the national statistical office. All agencies dealing with similar issues should cooperate and share their databases (to the extent to which confidentiality and data security agreements permit), since very often one institution has information valuable to another institution that the latter does not have, and vice versa. Ministries of labour, health, social security, taxes, immigration and national statistical offices all have data that could be of interest to the other agencies (sometimes not easily accessible to them). They should thus be in close collaboration with each other when it comes to statistics on the topics above-mentioned.

To address issues of under-reporting to the competent authority, or issues of differences in the persons reporting to each institution (when for example employers are required to notify accidents to the labour ministry, but employees report them to the corresponding social security or insurance institution to get compensated and so the figures from the two agencies might differ), it would be ideal to build one consolidated database, or at least have a close collaboration between agencies, using uniform concepts and variables.

This cooperation for the purposes of producing register-based labour inspection statistics should be systematized and on-going, based on government commitments at the highest level.

2.3.5. NEED TO MODERNIZE THE EQUIPMENT AND SYSTEMATIZE DATA COLLECTION AND EXTRACTION PROCEDURES

One common conclusion observed in all pilot national experiences pertains to the benefits of modernizing the equipment at the disposal of labour inspectors. This modernization refers both to the devices used by labour inspectors in the field and to the registration system used to produce the labour inspection records.

From the statistical point of view, data quality can be greatly improved by minimizing as much as possible the manual entry of data, at every stage of the statistical compilation. The systematization of data collection procedures and the use of electronic devices reduce the impact of transcription or typing errors. Equipping labour inspectors in the field with these devices would allow skipping the otherwise necessary second-hand data entry stage, fully eliminating errors that arise from this process and providing for increased efficiency.

Moreover, having an electronic (preferably Internet-based) system considerably accelerates the process of producing statistics, by making the data readily and immediately available to the competent persons. The time periods between stages are reduced.

Having all the information gathered in electronic format also facilitates the use, analysis and interpretation of the statistics. In an electronic database users can perform queries they deem useful for their analysis.

The benefits of modern equipment and processes are far from concerning only the production of statistics. Providing the labour inspectors in the field with electronic and mobile devices, giving suitable and permanent Internet access to the staff of the labour inspection and having the overall register in an electronic format will allow the labour inspection system to be more reactive and efficient. The information would reach in a timelier manner the corresponding persons, who could then act on it faster (for instance, information on registration of workers in social security, accidents reported, and previous sanctions imposed). Automatizing the processing of all forms and reporting procedures accelerates the delivery of services and accomplishment of tasks. It reduces costs and risks of errors compared to manual systems. In procedures based on manual paper-based procedures, recording, reviewing and analysing information are all very time consuming tasks. Additionally, registrations maintained in paper format are prone to being easily damaged or destroyed.

2.4. INDICATORS AND MEASURES PROPOSED AND THE CORRESPONDING DESIRED DISAGGREGATION

Indicators and tabulations that are put forward in this proposed methodology for labour inspection statistics are all meant to be annual indicators, referring to the calendar year, for registration and international comparability purposes, as well as to favour the study of trends over long periods of time. Depending on the characteristics of each particular indicator, the annual figures can be annual averages of data collected at different points throughout the year (for example, the annual average of four quarterly figures or of twelve monthly figures), cumulative numbers of data registered throughout the year, data observed at one point in time (ideally for the end of the calendar year, and in reference to a set point in time), etc.

For the purposes of monitoring the activities of the labour inspection in a current period, the labour inspectorate or the corresponding ministry may be interested in having short term indicators (monthly or quarterly) in addition to the annual indicators.

Based on the best practices observed in the national studies conducted in the six pilot countries, a basic set of recommended indicators is proposed in our methodology for labour inspection statistics. These indicators are meant to be flexible enough to suit the needs and particularities of the labour inspection systems in countries with different circumstances. They are divided into four main groups: context indicators, resource indicators, indicators of the work carried out, and efficiency and quality indicators.

The country experiences also highlighted, nevertheless, the importance of the national particularities, and statistics that can be produced to reflect these characteristics. Hence, also presented is a section on additional indicators of interest to countries, depending on the national context.

2.4.1. BASIC INDICATORS

Context indicators

These indicators allow us to determine the national context in which the labour inspection operates, taking into account the characteristics of each country.

Employment and economic units

- Total number of employed persons disaggregated by:
 - Sex
 - Age
 - Country region²⁵
 - Institutional sector
 - Major occupational group
 - Branch of economic activity
 - Status in employment

²⁵ Refers to administrative region of the country.

■ Total number of employees disaggregated by:²⁶

- Sex
- Age
- Country region
- Institutional sector
- Major occupational group
- Branch of economic activity
- Size of establishment

■ Number of economic units disaggregated by:

- Country region
- Institutional sector
- Branch of economic activity
- Size of establishment

Social Security coverage

■ Employed population registered with the Social Security disaggregated by:

- Sex
- Age
- Country region
- Institutional sector
- Major occupational group
- Branch of economic activity
- Status in employment
- Size of establishment

Labour Inspection coverage

■ Employed population covered by labour inspection disaggregated by:

- Sex
- Country region
- Institutional sector
- Branch of economic activity
- Status in employment

²⁶ The distinction between total employment and employees derives from the latest International Classification of Status in Employment (ICSE-93), which establishes that employment refers to paid employment (employees) and self-employment (all other categories) together (<http://laborsta.ilo.org/applv8/data/icsee.html#ICSE-93>).

■ Number of employees covered by labour inspection disaggregated by:

- Sex
- Country region
- Institutional sector
- Branch of economic activity

■ Number of economic units liable to inspection disaggregated by:

- Country region
- Institutional sector
- Branch of economic activity
- Size of establishment

Occupational accidents

■ Number of occupational accidents reported²⁷ disaggregated by:

- Fatal or non-fatal
- Branch of economic activity

■ Share of fatal and non-fatal occupational accidents reported for each branch of economic activity in the total number of accidents reported.

$$\frac{\text{Fatal occupational accidents reported in a given branch of economic activity}}{\text{Total number of fatal occupational accidents reported}} \times 100$$

$$\frac{\text{Non-fatal occupational accidents reported in a given branch of economic activity}}{\text{Total number of non-fatal occupational accidents reported}} \times 100$$

■ Cases of occupational injuries reported disaggregated by:

- Sex
- Age
- Fatal or non-fatal
- Branch of economic activity

■ Female share of fatal and non-fatal cases of occupational injuries reported by branch of economic activity.

$$\frac{\text{Fatal occupational injuries reported affecting women}}{\text{Total number of fatal occupational injuries reported}} \times 100$$

²⁷ This implies reported to the competent authority.

$$\frac{\text{Non - fatal occupational injuries reported affecting women}}{\text{Total number of non - fatal occupational injuries reported}} \times 100$$

- Share of fatal and non-fatal cases of occupational injuries reported for each branch of economic activity in the total number of cases reported.

$$\frac{\text{Fatal occupational injuries reported in a given branch of economic activity}}{\text{Total number of fatal occupational injuries reported}} \times 100$$

$$\frac{\text{Non - fatal occupational injuries reported in a given branch of economic activity}}{\text{Total number of non - fatal occupational injuries reported}} \times 100$$

- Fatal and non-fatal occupational injury frequency rate disaggregated by sex and branch of economic activity.

$$\frac{\text{Fatal occupational injuries reported}}{\text{Total number of hours worked by workers in the reference group}} \times 1,000,000$$

$$\frac{\text{Non - fatal occupational injuries reported}}{\text{Total number of hours worked by workers in the reference group}} \times 1,000,000$$

- Fatal and non-fatal occupational injury incidence rate disaggregated by sex and branch of economic activity.

$$\frac{\text{Non - fatal occupational injuries reported}}{\text{Total number of workers in the reference group}} \times 100,000$$

$$\frac{\text{Fatal occupational injuries reported}}{\text{Total number of workers in the reference group}} \times 100,000$$

Occupational diseases

- Number of occupational diseases reported²⁸ disaggregated by:

- Sex
- Age
- Fatal or non-fatal
- Branch of economic activity

²⁸ This implies reported to the competent authority.

Strikes and lockouts

- Number of strikes and lockouts in progress²⁹ disaggregated by branch of economic activity.
- Number of workers involved in strikes and lockouts disaggregated by branch of economic activity.

Resource indicators

These statistics are meant to allow us to quantify and study the evolution of the resources that the labour inspectorate(s) has/have at its/their disposal to carry out its/their tasks. These indicators intend to measure human and financial resources, as well as offices and material equipment available.

Human resource

- Number of labour inspectors³⁰ disaggregated by:
 - Sex
 - Country region
 - Speciality
 - Hierarchical level
- Number of administrative staff supporting the inspectorate(s) disaggregated by country region.
- Rate of inspectors per:³¹
 - 100,000 employed persons liable to labour inspection

$$\frac{\text{Number of labour inspectors}}{\text{Employed population covered by labour inspection}} \times 100,000$$

- 100,000 employed persons

$$\frac{\text{Number of labour inspectors}}{\text{Employed population}} \times 100,000$$

- 100,000 employees

$$\frac{\text{Number of labour inspectors}}{\text{Total number of employees}} \times 100,000$$

²⁹ Whenever data availability permits, this should comprise both strikes and lockouts that begun during the reference period and those that had previously begun but continued during the reference period in question.

³⁰ Probably the most accurate and suitable unit here would be full-time equivalent for international comparability purposes. However, very few countries seem to use it, so it seems more advisable to follow what most countries do, and measure labour inspectors in persons.

³¹ For the three types of rate of inspectors presented here, the numerator and the denominator should be available by country region. Hence, these rates could be calculated by country region too.

- Number of economic units liable to inspection per inspector disaggregated by country region.

$$\frac{\text{Number of economic units liable to inspection}}{\text{Number of labour inspectors}}$$

Financial resource

- Labour inspectorate(s) budget.
- Share of the labour inspectorate budget in the budget of the corresponding ministry or institution.

$$\frac{\text{Labour inspectorate(s) budget}}{\text{Budget of the corresponding ministry (for ex. labour ministry)}} \times 100$$

- Share of the labour inspectorate(s) budget in the budget of the State Administration.

$$\frac{\text{Labour inspectorate(s) budget}}{\text{Budget of the State Administration}} \times 100$$

- Growth rate of the labour inspectorate(s) budget in real terms.

Working conditions of the labour inspection's staff

- Number of offices used by the labour inspectorate(s) disaggregated by:
 - Country region
 - Whether or not it has Internet access
- Share of offices used by the labour inspectorate(s) with Internet access disaggregated by country region.

$$\frac{\text{Number of offices used by the labour inspectorate(s) with Internet access}}{\text{Number of offices used by the labour inspectorate(s)}} \times 100$$

- Number of working computers available to the labour inspectorate(s) disaggregated by:
 - Country region
 - Whether or not it has Internet access
- Number of working computers available to the labour inspectorate(s) per inspector disaggregated by:
 - Country region
 - Whether or not it has Internet access

$$\frac{\text{Number of working computers available to the labour inspectorate(s)}}{\text{Number of labour inspectors}}$$

$$\frac{\text{Number of working computers with Internet access available to the labour inspectorate(s)}}{\text{Number of labour inspectors}}$$

- Number of working transportation vehicles available to the labour inspectorate(s) disaggregated by country region.
- Number of working transportation vehicles available to the labour inspectorate(s) per inspector disaggregated by country region.

$$\frac{\text{Number of working transportation vehicles available to the labour inspectorate(s)}}{\text{Number of labour inspectors}}$$

Indicators of the work carried out

These indicators intend to reflect the work conducted by the labour inspectorate(s) during the reference period, that is, the amount and intensity of tasks done, the main activities undertaken, where were the human and financial resources spent or invested in and what were the tangible results of these activities.

Inspection actions

- Number of inspection actions disaggregated by:
 - Proactive or reactive
 - Country region
- Number of proactive inspection actions disaggregated by:
 - Country region
 - Type of inspection action
 - Branch of economic activity
 - Size of establishment
 - Number of inspectors assigned
 - Number of infringements detected
 - Whether or not it originated a procedure³²
- Number of reactive inspection actions disaggregated by:
 - Country region
 - Cause (formal complaint or report)

³² The procedure can consist of any type of action or process originated by an inspection (such as the report, information to workers, employers or their representatives, sanctions etc.)

- Main reason for formal complaint or report
- Type of inspection action
- Branch of economic activity
- Size of establishment
- Number of inspectors assigned
- Number of infringements detected
- Whether or not it originated a procedure

Inspection visits

■ Number of inspection visits disaggregated by:

- Proactive or reactive
- Country region

■ Number of proactive inspection visits disaggregated by:

- Country region
- Type of inspection visit (first visit, follow-up visit and other)
- Branch of economic activity
- Size of establishment
- Number of inspectors assigned
- Number of infringements detected
- Whether or not it originated a procedure
- Whether or not it was announced

■ Number of reactive inspection visits disaggregated by:

- Country region
- Cause (formal complaint or report)
- Main reason for formal complaint or report
- Type of inspection visit (first visit, follow-up visit and other)
- Branch of economic activity
- Size of establishment
- Number of inspectors assigned
- Number of infringements detected
- Whether or not it originated a procedure
- Whether or not it was announced

■ Ratio of proactive inspection visits to reactive inspection visits disaggregated by:

- Country region
- Type of inspection visit (first visit, follow-up visit and other)

- Branch of economic activity
- Size of establishment
- Number of inspectors assigned
- Number of infringements detected
- Whether or not it originated a procedure

<u>Proactive inspection visits</u> Reactive inspection visits
--

- **Number of proactive first visits disaggregated by:**
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Number of inspectors assigned
 - Number of infringements detected
 - Whether or not it originated a procedure
 - Whether or not it was announced
- **Number of reactive first visits disaggregated by:**
 - Country region
 - Cause (formal complaint or report)
 - Main reason for formal complaint or report
 - Branch of economic activity
 - Size of establishment
 - Number of inspectors assigned
 - Number of infringements detected
 - Whether or not it originated a procedure
 - Whether or not it was announced
- **Percentage distribution of subject matter of infringements detected in inspection visits disaggregated by:**
 - Proactive or reactive inspection visit
 - Type of inspection visit (first visit, follow-up visit and other)
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Whether or not it was announced

- **Number of economic units visited disaggregated by:**
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Number of visits
 - Number of infringements detected
 - Whether or not the visit originated a procedure
- **Number of inspection visits carried out at night disaggregated by:**
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Main reason
 - Number of infringements detected

Formal complaints and reports

- **Number of formal complaints received disaggregated by:**
 - Type of complainant
 - Sex of the worker or of majority of the workers involved
 - Age of the worker or of majority of the workers involved
 - National/Non-national
 - Main reason
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Whether or not it resulted in an inspection action
- **Number of formal complaints filed that were treated disaggregated by:**
 - Type of complainant
 - Sex of the worker or of majority of the workers involved
 - Age of the worker or of majority of the workers involved
 - National/Non-national
 - Main reason
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Whether or not it resulted in an inspection action

- Number of formal complaints that resulted in inspection actions disaggregated by:
 - Type of complainant
 - Sex of the worker or of majority of the workers involved
 - Age of the worker or of majority of the workers involved
 - Main reason
 - Country region
 - Branch of economic activity
 - Size of establishment
- Number of reports filed disaggregated by:
 - Main reason
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Whether or not it resulted in an inspection action
- Number of reports filed that were treated disaggregated by:
 - Main reason
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Whether or not it resulted in an inspection action
- Number of reports that resulted in inspection actions disaggregated by:
 - Main reason
 - Country region
 - Branch of economic activity
 - Size of establishment

Investigation of occupational accidents

- Number of occupational accidents investigated disaggregated by:
 - Fatal or non-fatal
 - Country region
 - Branch of economic activity
- Cases of occupational injuries investigated disaggregated by:
 - Fatal or non-fatal
 - Sex
 - Country region
 - Branch of economic activity

Investigation of occupational diseases

- Cases of occupational diseases investigated disaggregated by:
 - Fatal or non-fatal
 - Sex
 - Country region
 - Branch of economic activity

Results of the work of the labour inspectorate(s)

- Number of follow-up visits disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Whether infringements were totally corrected or not
- Number of follow-up visits where the infringements previously detected were totally corrected disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Type of sanction that had been imposed (fine, work stoppage, other)
 - Amount of the fines imposed
 - Subject matter of infringements detected
- Number of follow-up visits where the infringements previously detected were not totally corrected disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Type of sanction that had been imposed (fine, work stoppage, other)
 - Amount of the fines imposed
 - Subject matter of infringements detected
- Share of follow-up visits where the infringements previously detected were totally corrected disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Type of sanction that had been imposed (fine, work stoppage, other)
 - Amount of the fines imposed
 - Subject matter of infringements detected

$$\frac{\text{Follow-up visits where infringements previously detected were totally corrected}}{\text{Total number of follow-up visits}} \times 100$$

- Number of economic units where the infringements previously detected were totally corrected disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Type of sanction that had been imposed (fine, work stoppage, other)
 - Amount of the fines imposed
 - Subject matter of infringements detected
- Number of economic units where the infringements previously detected were not totally corrected disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Type of sanction that had been imposed (fine, work stoppage, other)
 - Amount of the fines imposed
 - Subject matter of infringements detected
- Share of economic units where the infringements previously detected were totally corrected disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Type of sanction that had been imposed (fine, work stoppage, other)
 - Amount of the fines imposed
 - Subject matter of infringements detected
- Share of economic units where the infringements previously detected were not totally corrected disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Type of sanction that had been imposed (fine, work stoppage, other)
 - Amount of the fines imposed
 - Subject matter of infringements detected

$$\frac{\text{Economic units where detected infringements were not totally corrected}}{\text{Total number of economic units visited}} \times 100$$

Efficiency and quality indicators

These indicators attempt to convey the efficiency of the labour inspectorate(s) in relation to the activities undertaken and how fast the desired goals were achieved. These statistics also aim to provide some indication on the overall quality of labour inspection.

Reaction time of the labour inspectorate(s)

- Time elapsed from the moment the complaint or report was filed to the first visit (where applicable) disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Subject matter
- Time elapsed between the first visit and the follow-up visit (where applicable) disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Subject matter
- Time elapsed between the moment the infringement was detected and the infringement was corrected (where applicable) disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Subject matter
- Average duration of the investigation up to application of sanctions against the enterprise (where appropriate to sanction) disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Subject matter
- Number of inspection visits delayed or not conducted within the given deadline disaggregated by:
 - Country region
 - Branch of economic activity
 - Size of establishment
 - Number of inspectors assigned

Scope of the activities undertaken/not undertaken

■ Number of formal complaints not treated disaggregated by:

- Type of complainant
- Sex of the worker or of majority of the workers involved
- Age of the worker or of majority of the workers involved
- National/Non-national
- Main reason
- Country region
- Branch of economic activity
- Size of establishment

Number of formal complaints received - Number of formal complaints treated

■ Share of formal complaints not treated.

$$\frac{\text{Number of formal complaints not treated}}{\text{Total number of formal complaints received}} \times 100$$

■ Number of reports not treated disaggregated by:

- Main reason
- Country region
- Branch of economic activity
- Size of establishment

Number of reports received - Number of reports treated

■ Share of reports not treated.

$$\frac{\text{Number of reports not treated}}{\text{Total number of reports received}} \times 100$$

■ Share of occupational accidents reported investigated disaggregated by:

- Fatal or non-fatal
- Country region
- Branch of economic activity

$$\frac{\text{Fatal occupational accidents investigated}}{\text{Fatal occupational accidents reported}} \times 100$$

$$\frac{\text{Non-fatal occupational accidents investigated}}{\text{Non-fatal occupational accidents reported}} \times 100$$

■ Share of occupational injuries reported investigated disaggregated by:

- Fatal or non-fatal
- Sex
- Country region
- Branch of economic activity

$$\frac{\text{Fatal occupational injuries investigated}}{\text{Fatal occupational injuries reported}} \times 100$$

$$\frac{\text{Non-fatal occupational injuries investigated}}{\text{Non-fatal occupational injuries reported}} \times 100$$

■ Share of occupational diseases reported investigated disaggregated by:

- Fatal or non-fatal
- Sex
- Country region
- Branch of economic activity

$$\frac{\text{Fatal occupational diseases investigated}}{\text{Fatal occupational diseases reported}} \times 100$$

$$\frac{\text{Non-fatal occupational diseases investigated}}{\text{Non-fatal occupational diseases reported}} \times 100$$

Efficiency of the use of the labour inspectorates human resources

■ Average number of visits conducted per inspector³³ disaggregated by:

- Sex
- Country region
- Branch of economic activity

³³ The time reference period of this indicator would be determined by the time reference period of the numerator and the denominator. As previously stated, these would refer to the calendar year, giving, for this indicator, the average number of visits conducted per inspector per year. However, for interpretation purposes, it might be preferable to have the average number of visits conducted per inspector per month or per week. For this, the obtained indicator would have to be divided by 12 or by 52, respectively.

$$\frac{\text{Total number of visits conducted}}{\text{Total number of labour inspectors}}$$

■ Average duration of visits (in hours) disaggregated by

- Country region
- Branch of economic activity
- Size of establishment
- Subject matter

Impact of the labour inspectorate(s) on conditions of work³⁴

- Number of infringements detected involving only one worker (for example cases of hazardous child labour, violations to maternity protection, non-payment of wages, occupational safety and health, etc.) that were totally corrected.³⁵
- Number of infringements detected involving more than one worker that were totally corrected, by numbers of workers³⁶ involved per case.

The above indicators are meant to be as general as possible so as to be applicable in all countries, however some of the indicators may not be relevant in the context of a given country. Where the number of inspectors assigned to an inspection action or to an inspection visit is very rarely different to one, then it would not be useful to keep producing this indicator.

The list of proposed Indicators is provided in Annex 1.

2.4.2. SUPPLEMENTARY INDICATORS DEPENDING ON NATIONAL NEEDS OR CIRCUMSTANCES

The indicators presented above represent a limited list of measures that could, in a general way, be useful for countries to assess their labour inspection systems, regardless of the national specifications. Nonetheless, depending on national legislation and the structure and characteristics of the labour inspectorate, countries may wish to produce an additional set of supplementary indicators to deal with certain aspects specific to their context, not covered by this general methodology.

Depending on the range of subjects covered by the labour inspection in each country, and the potential information labour inspectors have access to, indicators on topics not covered in the proposed list could be:

- a. the number of workers covered by collective bargaining;
- b. the number (and density) of employers or enterprises affiliated to employers' organizations;
- c. the number (and density) of trade union members;

³⁴ Even though the impact of the work of labour inspectors on workers' conditions is extremely difficult to quantify, it is crucial to at least attempt to have some proxy measures on this. In fact, knowing that their work has a meaningful effect on the workers' quality of life constitutes a great part of the inspectors' job motivation. The indicators presented in this section are proxies that would provide estimated figures on this.

³⁵ For infringements concerning only one worker, the number of infringements detected that were corrected conveys the number of workers whose work-life and working conditions improved thanks to the labour inspection.

³⁶ This can be organized as bands of workers eg 0-4, 5-10, 11-20 etc.

- d. the number of days not worked due to strikes and lockouts;
- e. the number of days not worked due to occupational injuries; etc.

There may also be interest for some countries to produce the proposed indicators using additional disaggregation, for example:

- i. In countries where a significant proportion of the labour force is foreign, it might be enlightening to have the main indicators referring to workers or persons in the list, presented by nationals and non-nationals. This would imply, for example, cases of fatal and non-fatal occupational injuries for nationals and non-nationals.
- ii. Disaggregating some of the context indicators also by nationals/non-nationals where possible (with a view to calculating the share of the employed population that is non-national, the share of employees that are non-national and the share of the employed population liable to labour inspection that is non-national) would permit analysis of the coverage of the labour inspection. For instance, if non-nationals represent a considerably higher share of the employed population than of the employed population liable to labour inspection, but they appear to be involved in a significant share of occupational accidents, the labour inspectorate would be able to use this data to justify expanding its coverage to target this population.

In cases where inspection visits are announced or unannounced, it would be advisable to have all the indicators related to inspection visits in the proposals broken down by announced/unannounced visit, in addition to the proposed disaggregation. In particular, it could be informative to have statistics on announced and unannounced visits disaggregated by the number of infringements detected, subject matter of infringements detected, sanctions applied, etc. This could be used as an indicator of the impact of the announcement of the visit.

Where applicable, indicators could also be produced on the difference between the number of visits assigned and the number of visits effectively carried out, or the share of visits carried out in the total of visits assigned.

In some cases, it could be useful for the statistics on complaints filed to consider the channel used by the complainant to place them, and in particular, whether or not they were anonymous.

For reporting on occupational accidents and injuries, the statistics could also take into account the severity or gravity of the occurrence.³⁷

Regarding the financial resources of the labour inspectorate, the indicators proposed are very general. Wherever data is available, the labour inspectorate(s) budget total, and per project, programme, by region, etc. included in the labour inspectorate(s)'s agenda would be useful.

These are only some concrete examples of additional items countries might be interested in. There is a wide range of indicators that could potentially be added, and it is up to each country to choose them based on the national policy need and data availability.

Countries that wish to address the individual performance of labour inspectors in particular as a means of merit-based assessments, to boost motivation for efficiency in their tasks, or as a means of identifying when the tasks assigned are not accomplished, will need to take into consideration the limitations of the registration system itself on these "performance" results. In this context, it may be possible to calculate some of the indicators related to labour inspectors in the proposed list for individuals, if data permits.

³⁷ Refer to the latest version of the International Classification of Diseases (ICD-10) <http://www.who.int/classifications/icd/en/>

2.5. TABULATION OF THE DATA

The presentation of the data collected is as crucial as the quality of the data itself, since it influences the interpretation of the statistics. Hence, the tabulation of the data should be carefully designed to bring about, at a glance, all the interesting observations and conclusions that can be drawn. It is always preferable to have synoptic tables, rather than tables overcrowded with statistics not directly needed for the particular purpose or issue being analysed.

In the list of indicators proposed, the basic disaggregation or breakdowns advisable for each indicator is limited. Disaggregation should be expanded whenever data availability and national circumstances allow. Moreover, it is also advisable to have cross-tabulated statistics for indicators with more than one disaggregation: for example, instead of having the number of labour inspectors by sex separately from the number of labour inspectors by country region, a more efficient tabulation would present the number of labour inspectors, by sex, for each country region.

It is important to note that along with the essential presentation or tabulation of the statistics in order for them to serve their full potential it is necessary that the tabulations are made widely available to all users, including researchers, the media, the social partners and the public, and to the other main institutional users as well.

Examples of Tabulations for proposed indicators are provided in Annex 2.

2.6. ANALYSIS AND INTERPRETATION OF THE STATISTICS

Statistics are never an end in themselves but always a tool, a means to expose some particular issues or to show what lies behind a given situation. In the context of labour inspection statistics, the indicators and tabulations discussed above have a great potential to characterize a labour inspection system. Hence, the usefulness of the data collected lies more in its production as statistics and their interpretation than in the data itself.

The use of the statistics produced depends of course on the national situation, that is, what sort of information the labour inspectorate requires or wants to get from the data, what policies or aspects of for example conditions of work are being assessed in order to achieve compliance with national labour law, what is at stake, etc.

The following are examples of ways in which the statistics can point to different issues to be addressed or improved, and to facilitate drawing constructive observations from them.

- It is always interesting to calculate shares, rates and ratios to better understand what the statistics hide. Patterns appear more evidently when looking at relative figures such as ratios than the absolute values. For example, it is advisable to calculate the average number of visits carried out per labour inspector per month (ideally by country region and by branch of economic activity). If this number is deemed too low, there might be some explanation regarding geographical constraints (long distances between workplaces to visit), intensity of the visits (there might be some very thorough, extensive visits carried out), equipment constraints (lack of suitable transportation to the workplaces to visit), etc. If there is no logical explanation, this would manifest the need to better organize the inspection visits to use more efficiently the working time of the labour inspectors.
- It is also often revealing to compare the national ratios and shares such as those described in the previous paragraph to those of other countries in the region, or the region or continent as a whole, when statistics exist. This would allow identifying the major areas where improvements are needed by regional standards.
- The analysis of the statistics by branch of economic activity or by country region could show that there are some branches or regions that are significantly more problematic than others,

in terms for example of working conditions. The statistics could reveal for instance that some branches of economic activity or some country regions are more prone to having occupational accidents, or to committing (serious) infringements. However, the inspection visits regularly planned by the labour inspectorate as part of its programmed tasks are distributed among industries and across the region in a way that does not always reflect the risks relating to non-compliance of legislation of some industries or regions. In these cases, the analysis of the statistics would support the labour inspectorate(s) to reorganize its proactive inspection visits to concentrate more efforts on the branches of economic activities or regions that seem to need them the most, to free resources from areas less vulnerable.

- Statistics on the number and share of formal complaints and reports not treated could evidence the need to organize the labour inspection tasks and resources in a more efficient way, to ensure that all valid formal complaints and reports are considered. The analysis of statistics on proactive inspection actions and proactive inspection visits could also show some areas (regions, branches of economic activity, etc.) where the efforts concentrated in terms of regularly planned labour inspection tasks seem higher than needed.
- The study of the ratio of proactive inspection visits to reactive inspection visits and respective results can serve to provide guidelines on how to better allocate available resources, especially when statistics are analysed by region, branch of economic activity, etc.
- Statistics on the subject matter of infringements detected might show that some particular violations are happening on a great scale, thus expressing the need for the competent authority to address those violations in particular, perhaps with a specific advisory, training or awareness campaign on the topic.
- The in-depth analysis of the statistics might also contribute to a better allocation of resources. Comparing the existing resources (human resources, equipment available, etc.) with the results obtained, and the efficiency with which they were obtained, for example among country regions, can help to assess which resources seem to have the greater impact on the tasks carried out. That is, are the best results and higher efficiency recorded in offices with more computers with Internet access per inspector; in those with more vehicles at the disposal of the labour inspectors per inspector? Or in those with more inspectors per 100,000 employed persons liable to labour inspection? Would it be preferable to invest in hiring more staff, or in modernizing the equipment?

The potential uses of the statistics produced are numerous, and the way this potential is exploited depends on the national circumstances and requirements. The list of examples demonstrates how the use of labour inspection statistics can allow the labour inspectorate to assess its own system's infrastructure, functioning and efficiency, but it is far from exhaustive.

2.7. FURTHER DEVELOPMENTS AND ILO SUPPORT

Even though this study based on the six pilot country experiences represents a great step forward in the development of a harmonized methodology to compile and produce relevant, reliable, timely and comparable labour inspection statistics, there is still much to be accomplished in the future. Many of the developments that should progressively take place will depend on further national experiences using this proposed methodology as well as on how it affects the results seen in national labour inspection statistical systems.

2.7.1. ESTABLISHING BENCHMARKS

In future, it would be ideal to establish benchmarks, or reference values, for the main statistical indicators on labour inspectorate(s) resources, tasks, and results. These should be based on the experience of the labour inspection systems of countries at all levels of development. These points of reference would allow countries to evaluate the status, performance and quality of their own labour inspection system.

Setting benchmarks would imply, for instance, a reference number of inspection visits to conduct per labour inspector per week. Any average number of visits per inspector, per week much lower than the benchmark would alert the corresponding labour inspectorate to the need to improve the planning of the visits, or to better allocate the working time of the labour inspectors. Similarly, if the average number of visits per inspector, per week, would be much higher than the benchmark could manifest that the visits are not being conducted thoroughly.

Another useful benchmark would be the number of inspectors per 100,000 persons employed liable to labour inspection. Whenever the ratio calculated by a country is considerably below the benchmark, it would be a sign of the labour inspectorate(s) human resources not being sufficient to appropriately cover the whole employed population liable to labour inspection.

2.7.2. USER SATISFACTION OF LABOUR INSPECTION SERVICES SURVEYS

In several country experiences from the pilot project it was considered helpful to assess the work of the labour inspectorate to develop, in future, a set of indicators conveying the level of satisfaction of the beneficiaries of labour inspection services, by designing brief forms or model user satisfaction surveys.

2.7.3. LABOUR INSPECTORATE QUALITY MODEL

In time, the design of an overall, comprehensive quality model to evaluate the performance of labour inspection systems and individuals, to point out the areas where there is room for improvement, and to determine the optimal levels of use of prevention and enforcement, or the optimal values of sanctions to serve as deterrents, for instance, would be ideal.

2.7.4. ILO TECHNICAL ASSISTANCE AND COOPERATION

The International Labour Office is willing to cooperate, as far as possible, with countries in the development of their labour inspection statistical system by providing technical assistance and training.

3

CONCLUSIONS

All in all, the national experiences documented in the study's six pilot countries have made it possible to identify the main challenges and actions involved to fully exploit and develop a labour inspection statistical system. Based on the findings of these experiences, a coherent set of indicators was constructed that would provide the labour inspectorate with meaningful, relevant information to facilitate the evaluation of its functioning and performance, while also providing valuable statistics for sharing with other institutions, agencies, the social partners and the public.

This proposed methodology represents a milestone in the quest for valid, reliable and comparable labour inspection statistics that are internationally comparable. However, there is much room for further developments to take place in the future in the field of labour inspection statistics, in particular concerning the assessment of the quality of labour inspection.

ANNEX 1 LIST OF PROPOSED INDICATORS

ADM	Administrative records kept by other institutions or agencies
ES	Establishment Survey
HH	Labour Force Survey or other household survey
LIR	Labour inspection records
NAC	National accounts
OE	Official estimates
PC	Population census

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated	
Context indicators	Employment and economic units	Employed population	Sex	Persons	HH, PC	Collected	
			Age	Persons	HH, PC	Collected	
			Country region	Persons	HH, PC	Collected	
			Institutional sector	Persons	HH, PC	Collected	
			Major occupational group	Persons	HH, PC	Collected	
			Branch of economic activity	Persons	HH, PC	Collected	
			Status in employment	Persons	HH, PC	Collected	
		Employees	Sex	Persons	HH, ES, ADM	Collected	
			Age	Persons	HH, ES, ADM	Collected	
			Country region	Persons	HH, ES, ADM	Collected	
			Institutional sector	Persons	HH, ES, ADM	Collected	
			Major occupational group	Persons	HH, ES, ADM	Collected	
			Branch of economic activity	Persons	HH, ES, ADM	Collected	
			Size of establishment	Persons	HH, ES, ADM	Collected	
		Economic units	Country region	Economic units	ES, ADM	Collected	
			Institutional sector	Economic units	ES, ADM	Collected	
			Branch of economic activity	Economic units	ES, ADM	Collected	
			Size of establishment	Economic units	ES, ADM	Collected	
		Social Security coverage	Employed population registered with the Social Security	Sex	Persons	ADM, OE	Collected
				Age	Persons	ADM, OE	Collected
				Country region	Persons	ADM, OE	Collected
	Institutional sector			Persons	ADM, OE	Collected	
	Major occupational group			Persons	ADM, OE	Collected	
	Branch of economic activity			Persons	ADM, OE	Collected	
	Status in employment			Persons	ADM, OE	Collected	
	Size of establishment			Persons	ADM, OE	Collected	

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Context indicators (cont.)	Labour Inspection coverage	Employed population covered by labour inspection	Sex	Persons	LIR, OE	Collected
			Country region	Persons	LIR, OE	Collected
			Institutional sector	Persons	LIR, OE	Collected
			Branch of economic activity	Persons	LIR, OE	Collected
			Status in employment	Persons	LIR, OE	Collected
		Employees covered by labour inspection	Sex	Persons	LIR, OE	Collected
			Country region	Persons	LIR, OE	Collected
			Institutional sector	Persons	LIR, OE	Collected
			Branch of economic activity	Persons	LIR, OE	Collected
		Economic units liable to inspection	Country region	Economic units	LIR, OE	Collected
			Institutional sector	Economic units	LIR, OE	Collected
			Branch of economic activity	Economic units	LIR, OE	Collected
	Size of establishment		Economic units	LIR, OE	Collected	
	Occupational accidents	Occupational accidents reported	Fatal or non-fatal	Cases	ADM	Collected
			Branch of economic activity	Cases	ADM	Collected
		Share of occupational accidents reported for each branch of economic activity in the total number of accidents reported	Fatal or non-fatal	Percentage	ADM	Calculated
		Cases of occupational injuries reported	Sex	Cases	ADM	Collected
			Fatal or non-fatal	Cases	ADM	Collected
			Branch of economic activity	Cases	ADM	Collected
		Female share of cases of occupational injuries reported	Fatal or non-fatal	Percentage	ADM	Calculated
			Branch of economic activity	Percentage	ADM	Calculated
		Share of cases of occupational injuries reported for each branch of economic activity in the total number of cases reported	Fatal or non-fatal	Percentage	ADM	Calculated

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Context indicators (cont.)	Occupational accidents (cont.)	Occupational injury frequency rate	Sex	Rate	ADM	Calculated
			Fatal or non-fatal	Rate	ADM	Calculated
			Branch of economic activity	Rate	ADM	Calculated
		Occupational injury incidence rate	Sex	Rate	ADM	Calculated
			Fatal or non-fatal	Rate	ADM	Calculated
			Branch of economic activity	Rate	ADM	Calculated
	Occupational diseases	Cases of occupational diseases reported	Sex	Cases	ADM	Collected
			Fatal or non-fatal	Cases	ADM	Collected
			Branch of economic activity	Cases	ADM	Collected
	Strikes and lockouts	Strikes and lockouts in progress	Branch of economic activity	Cases	ADM, ES	Collected
		Workers involved in strikes and lockouts	Branch of economic activity	Persons	ADM, ES	Collected
	Resource indicators	Human resource	Labour inspectors	Sex	Persons	LIR
Country region				Persons	LIR	Collected
Specialty				Persons	LIR	Collected
Hierarchical level				Persons	LIR	Collected
Administrative staff supporting the inspection			Country region	Persons	LIR	Collected
Rate of inspectors per 100.000 employed persons liable to labour inspection			Country region	Rate	LIR	Calculated
Rate of inspectors per 100.000 employed persons			Country region	Rate	LIR	Calculated
Rate of inspectors per 100.000 employees			Country region	Rate	LIR	Calculated
Economic units liable to inspection per inspector			Country region	Ratio	LIR	Calculated
Financial resource		Labour inspectorate(s) budget		Local currency	NAC, ADM, OE	Collected
		Share of the labour inspectorate(s) budget in the budget of the corresponding ministry or institution		Percentage	NAC, ADM, OE	Calculated
		Share of the labour inspectorate(s) budget in the budget of the State Administration		Percentage	NAC, ADM, OE	Calculated
		Growth rate of the labour inspectorate(s) budget in real terms		Percentage	NAC, ADM, OE	Calculated

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Resource indicators (cont.)	Working conditions of the labour inspectorate(s) staff	Offices used by the labour inspectorate(s)	Country region	Offices	LIR	Collected
		Offices used by the labour inspectorate(s) with Internet access	Country region	Offices	LIR	Collected
		Share of offices used by the labour inspectorate(s) with Internet access	Country region	Percentage	LIR	Calculated
		Working computers available to the labour inspectorate(s)	Country region	Computers	LIR	Collected
		Working computers available to the labour inspectorate(s) per inspector	Country region	Rate	LIR	Calculated
		Working computers with Internet access available to the labour inspectorate(s)	Country region	Computers	LIR	Collected
		Working computers with Internet access available to the labour inspection per inspector	Country region	Rate	LIR	Calculated
		Working transportation vehicles available to the labour inspectorate(s)	Country region	Vehicles	LIR	Collected
		Working transportation vehicles available to the labour inspectorate(s) per inspector	Country region	Rate	LIR	Calculated
Indicators of the work carried out	Inspection actions	Inspection actions	Proactive or reactive	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
		Proactive inspection actions	Country region	Cases	LIR	Collected
			Type of inspection action	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Number of inspectors assigned	Cases	LIR	Collected
			Number of infringements detected	Cases	LIR	Collected
Whether or not it originated a procedure	Cases	LIR	Collected			

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated	
Indicators of the work carried out (cont.)	Inspection actions (cont.)	Reactive inspection actions	Country region	Cases	LIR	Collected	
			Cause (formal complaint or report)	Cases	LIR	Collected	
			Main reason for formal complaint or report	Cases	LIR	Collected	
			Type of inspection action	Cases	LIR	Collected	
			Branch of economic activity	Cases	LIR	Collected	
			Size of establishment	Cases	LIR	Collected	
			Number of inspectors assigned	Cases	LIR	Collected	
			Number of infringements detected	Cases	LIR	Collected	
			Whether or not it originated a procedure	Cases	LIR	Collected	
	Inspection visits	Inspection visits		Proactive or reactive	Cases	LIR	Collected
				Country region	Cases	LIR	Collected
		Proactive inspection visits		Country region	Cases	LIR	Collected
				Type of inspection visit (first visit, follow-up visit, and other, etc.)	Cases	LIR	Collected
				Branch of economic activity	Cases	LIR	Collected
				Size of establishment	Cases	LIR	Collected
				Number of inspectors assigned	Cases	LIR	Collected
				Number of infringements detected	Cases	LIR	Collected
				Whether or not it originated a procedure	Cases	LIR	Collected
Whether or not it was announced	Cases	LIR	Collected				

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Inspection visits (cont.)	Reactive inspection visits	Country region	Cases	LIR	Collected
			Cause (formal complaint or report)	Cases	LIR	Collected
			Main reason for formal complaint or report	Cases	LIR	Collected
			Type of inspection visit (first visit, follow-up visit, and other)	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Number of inspectors assigned	Cases	LIR	Collected
			Number of infringements detected	Cases	LIR	Collected
			Whether or not it originated a procedure	Cases	LIR	Collected
			Whether or not it was announced	Cases	LIR	Collected
		Ratio of proactive inspection visits to reactive inspection visits	Country region	Ratio	LIR	Calculated
			Type of inspection visit (first visit, follow-up visit and other.)	Ratio	LIR	Calculated
			Branch of economic activity	Ratio	LIR	Calculated
			Size of establishment	Ratio	LIR	Calculated
			Number of inspectors assigned	Ratio	LIR	Calculated
			Number of infringements detected	Ratio	LIR	Calculated
			Whether or not it originated a procedure	Ratio	LIR	Calculated

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Inspection visits (cont.)	Proactive first visits	Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Number of inspectors assigned	Cases	LIR	Collected
			Number of infringements detected	Cases	LIR	Collected
			Whether or not it originated a procedure	Cases	LIR	Collected
			Whether or not it was announced	Cases	LIR	Collected
		Reactive first visits	Country region	Cases	LIR	Collected
			Cause (formal complaint or report)	Cases	LIR	Collected
			Main reason for formal complaint or report	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Number of inspectors assigned	Cases	LIR	Collected
			Number of infringements detected	Cases	LIR	Collected
			Whether or not it originated a procedure	Cases	LIR	Collected
			Whether or not it was announced	Cases	LIR	Collected

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Inspection visits (cont.)	Percentage distribution of main infringements detected in inspection visits	Proactive/reactive inspection visit	Percentage	LIR	Calculated
			Type of inspection visit (first visit, follow-up visit, and other, etc.)	Percentage	LIR	Calculated
			Country region	Percentage	LIR	Calculated
			Branch of economic activity	Percentage	LIR	Calculated
			Size of establishment	Percentage	LIR	Calculated
			Whether or not it was announced	Percentage	LIR	Calculated
		Economic units visited	Country region	Economic units	LIR	Collected
			Branch of economic activity	Economic units	LIR	Collected
			Size of establishment	Economic units	LIR	Collected
			Number of visits	Economic units	LIR	Collected
			Number of infringements detected	Economic units	LIR	Collected
			Whether or not the visit originated a procedure	Economic units	LIR	Collected
		Inspection visits carried out at night	Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Main reason	Cases	LIR	Collected
			Number of infringements detected	Cases	LIR	Collected

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Formal complaints and reports	Formal complaints received	Type of complainant	Cases	LIR	Collected
			Sex of the worker or of majority of the workers involved	Cases	LIR	Collected
			Age of the worker or of majority of the workers involved	Cases	LIR	Collected
			National/non-national	Cases	LIR	Collected
			Main reason	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Whether or not it resulted in an inspection action	Cases	LIR	Collected
		Formal complaints filed that were treated	Type of complainant	Cases	LIR	Collected
			Sex of the worker or of majority of the workers involved	Cases	LIR	Collected
			Age of the worker or of majority of the workers involved	Cases	LIR	Collected
			National/non-national	Cases	LIR	Collected
			Main reason	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Whether or not it resulted in an inspection action	Cases	LIR	Collected

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Formal complaints and reports (cont.)	Formal complaints that resulted in inspection actions	Type of complainant	Cases	LIR	Collected
			Sex of the worker or of majority of the workers involved	Cases	LIR	Collected
			Age of the worker or of majority of the workers involved	Cases	LIR	Collected
			Main reason	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
		Reports filed	Main reason	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Whether or not it resulted in an inspection action	Cases	LIR	Collected
		Reports filed that were treated	Main reason	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Whether or not it resulted in an inspection action	Cases	LIR	Collected
		Reports that resulted in inspection actions	Main reason	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Investigation of occupational accidents	Occupational accidents investigated	Fatal or non-fatal	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
		Cases of occupational injuries investigated	Fatal or non-fatal	Cases	LIR	Collected
			Sex	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
		Cases of occupational diseases investigated	Fatal or non-fatal	Cases	LIR	Collected
			Sex	Cases	LIR	Collected
			Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
		Results of the work of the labour inspectorate(s)	Follow-up visits	Country region	Cases	LIR
	Branch of economic activity			Cases	LIR	Collected
	Size of establishment			Cases	LIR	Collected
	Whether infringements were totally corrected or not			Cases	LIR	Collected
	Follow-up visits where the infringements previously detected were totally corrected		Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Type of sanction that had been imposed (fine, work stoppage, other)	Cases	LIR	Collected
			Amount of the fines imposed	Cases	LIR	Collected
			Subject matter of infringements detected	Cases	LIR	Collected

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Results of the work of the labour inspectorate(s) (cont.)	Follow-up visits where the infringements previously detected were not totally corrected	Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Type of sanction that had been imposed (fine, work stoppage, other)	Cases	LIR	Collected
			Amount of the fines imposed	Cases	LIR	Collected
			Subject matter of infringements detected	Cases	LIR	Collected
			Share of follow-up visits where the infringements previously detected were totally corrected	Country region	Percentage	LIR
		Branch of economic activity		Percentage	LIR	Calculated
		Size of establishment		Percentage	LIR	Calculated
		Type of sanction that had been imposed (fine, work stoppage, other)		Percentage	LIR	Calculated
		Amount of the fines imposed		Percentage	LIR	Calculated
		Subject matter of infringements detected		Percentage	LIR	Calculated
		Number of economic units where the infringements previously detected were totally corrected		Country region	Cases	LIR
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Type of sanction that had been imposed (fine, work stoppage, other)	Cases	LIR	Collected
			Amount of the fines imposed	Cases	LIR	Collected
			Subject matter of infringements detected	Cases	LIR	Collected

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Indicators of the work carried out (cont.)	Results of the work of the labour inspectorate(s) (cont.)	Number of economic units where the infringements previously detected were not totally corrected	Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Type of sanction that had been imposed (fine, work stoppage, other)	Cases	LIR	Collected
			Amount of the fines imposed	Cases	LIR	Collected
			Subject matter of infringements detected	Cases	LIR	Collected
		Share of economic units where the infringements previously detected were totally corrected	Country region	Percentage	LIR	Calculated
			Branch of economic activity	Percentage	LIR	Calculated
			Size of establishment	Percentage	LIR	Calculated
			Type of sanction that had been imposed (fine, work stoppage, other)	Percentage	LIR	Calculated
			Amount of the fines imposed	Percentage	LIR	Calculated
			Subject matter of infringements detected	Percentage	LIR	Calculated
		Share of economic units where the infringements previously detected were not totally corrected	Country region	Percentage	LIR	Calculated
			Branch of economic activity	Percentage	LIR	Calculated
			Size of establishment	Percentage	LIR	Calculated
			Type of sanction that had been imposed (fine, work stoppage, other)	Percentage	LIR	Calculated
			Amount of the fines imposed	Percentage	LIR	Calculated
			Subject matter of infringements detected	Percentage	LIR	Calculated

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Efficiency and quality indicators	Reaction time of the labour inspectorate(s)	Time elapsed from the moment the complaint or report was filed to the first visit (where applicable)	Country region	Days	LIR	Collected
			Branch of economic activity	Days	LIR	Collected
			Size of establishment	Days	LIR	Collected
			Subject matter	Days	LIR	Collected
		Time elapsed between the first visit and the follow-up visit (where applicable)	Country region	Days	LIR	Collected
			Branch of economic activity	Days	LIR	Collected
			Size of establishment	Days	LIR	Collected
			Subject matter	Days	LIR	Collected
		Time elapsed between the moment the infringement was detected and the infringement was corrected (where applicable)	Country region	Days	LIR	Collected
			Branch of economic activity	Days	LIR	Collected
			Size of establishment	Days	LIR	Collected
			Subject matter	Days	LIR	Collected

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Efficiency and quality indicators (cont.)	Reaction time of the labour inspectorate(s) (cont.)	Average duration of the investigation up to application of sanctions against the enterprise (where appropriate to sanction)	Country region	Days	LIR	Collected
			Branch of economic activity	Days	LIR	Collected
			Size of establishment	Days	LIR	Collected
			Subject matter	Days	LIR	Collected
		Number of inspection visits delayed or not conducted within the given deadline	Country region	Cases	LIR	Collected
			Branch of economic activity	Cases	LIR	Collected
			Size of establishment	Cases	LIR	Collected
			Number of inspectors assigned	Cases	LIR	Collected
	Scope of the activities undertaken/ not undertaken	Formal complaints not treated	Type of complainant	Cases	LIR	Calculated
			Sex of the worker or of majority of the workers involved	Cases	LIR	Calculated
			Age of the worker or of majority of the workers involved	Cases	LIR	Calculated
			National/ non-national	Cases	LIR	Calculated
			Main reason	Cases	LIR	Calculated
			Country region	Cases	LIR	Calculated
			Branch of economic activity	Cases	LIR	Calculated
			Size of establishment	Cases	LIR	Calculated
			Whether or not it resulted in an inspection action	Cases	LIR	Calculated
		Share of formal complaints not treated		Percentage	LIR	Calculated

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
Efficiency and quality indicators (cont.)	Scope of the activities undertaken (cont.)	Number of reports not treated	Main reason	Cases	LIR	Calculated
			Country region	Cases	LIR	Calculated
			Branch of economic activity	Cases	LIR	Calculated
			Size of establishment	Cases	LIR	Calculated
		Share of reports not treated		Percentage	LIR	Calculated
		Share of occupational accidents reported investigated	Fatal or non-fatal	Percentage	LIR	Calculated
			Country region	Percentage	LIR	Calculated
			Branch of economic activity	Percentage	LIR	Calculated
		Share of occupational injuries reported investigated	Fatal or non-fatal	Percentage	LIR	Calculated
			Sex	Percentage	LIR	Calculated
			Country region	Percentage	LIR	Calculated
			Branch of economic activity	Percentage	LIR	Calculated
		Share of occupational diseases reported investigated	Fatal or non-fatal	Percentage	LIR	Calculated
			Sex	Percentage	LIR	Calculated
			Country region	Percentage	LIR	Calculated
			Branch of economic activity	Percentage	LIR	Calculated
		Efficiency of the use of the labour inspectorates human resources	Average number of visits conducted per inspector	Sex	Rate	LIR
	Country region			Rate	LIR	Calculated
	Branch of economic activity			Rate	LIR	Calculated

Group	Subgroup	Indicator	Disaggregation	Unit	Possible sources	Collected or calculated
	Efficiency of the use of the labour inspectorates human resources (cont.)	Average duration of visits	Country region	Hours	LIR	Calculated
			Branch of economic activity	Hours	LIR	Calculated
			Size of establishment	Hours	LIR	Calculated
			Subject matter	Hours	LIR	Calculated
	Impact of the labour inspectorate(s) on conditions of work	Number of infringements detected involving only one worker that were totally corrected		Cases	LIR	Collected
		Number of infringements detected involving more than one worker that were totally corrected	Number of workers involved per case	Cases	LIR	Collected

ANNEX 2

EXAMPLES OF LAYOUTS FOR TABULATIONS

Staff of the Labour Inspectorates disaggregated by sex, country region, specialty and hierarchical level

Specialty and hierarchical level	Total			Men			Women		
	Country region 1	Country region 2	...	Country region 1	Country region 2	...	Country region 1	Country region 2	...
Labour and employment conditions specialists									
Chiefs									
Supervisors									
Inspectors									
Inspector's assistants									
Other									
Safety and health specialists									
Chiefs									
Supervisors									
Inspectors									
Inspector's assistants									
Other									
Social security specialists									
Chiefs									
Supervisors									
Inspectors									
Inspector's assistants									
Other									

Staff of the Labour Inspectorates disaggregated by sex, country region, speciality and hierarchical level

Specialty and hierarchical level	Total					Men					Women				
	Country region 1	Country region 2	...	Total		Country region 1	Country region 2	...	Total		Country region 1	Country region 2	...	Total	
Other specialities															
Chiefs															
Supervisors															
Inspectors															
Inspector's assistants															
Other															
Total															
Chiefs															
Supervisors															
Inspectors															
Inspector's assistants															
Other															

Number of proactive and reactive inspection visits by country region, branch of economic activity and size of establishment

Branch of activity (ISC rev.4) and size of establishment	Number of inspection visits					Proactive visits					Reactive visits				
	Country region 1	Country region 2	...	Total		Country region 1	Country region 2	...	Total		Country region 1	Country region 2	...	Total	
A. Agriculture, forestry and fishing															
1 to 4 workers															
5 to 19 workers															
20 to 49 workers															
50 to 99 workers															
100 to 499 workers															
500 or more workers															

Number of proactive and reactive inspection visits by country region, branch of economic activity and size of establishment

Branch of activity (ISIC rev.4) and size of establishment	Number of inspection visits											
	Total			Proactive visits			Reactive visits					
	Country region 1	Country region 2	...	Total	Country region 1	Country region 2	...	Total	Country region 1	Country region 2	...	Total
B. Mining and quarrying												
1 to 4 workers												
5 to 19 workers												
20 to 49 workers												
50 to 99 workers												
100 to 499 workers												
500 or more workers												
C. Manufacturing												
1 to 4 workers												
5 to 19 workers												
20 to 49 workers												
50 to 99 workers												
100 to 499 workers												
500 or more workers												
Etc (*)												
Total												
1 to 4 workers												
5 to 19 workers												
20 to 49 workers												
50 to 99 workers												
100 to 499 workers												
500 or more workers												

*The full ISIC rev.4 classification is available at <http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=27>

Percentage distribution of types of main infringements detected in proactive and reactive inspection visits by country region and branch of economic activity

Percentage distribution

Types of main infringements detected and branch of activity (ISIC rev.4)	Total				Proactive visits				Reactive visits			
	Country region 1	Country region 2	...	Total	Country region 1	Country region 2	...	Total	Country region 1	Country region 2	...	Total
A. Agriculture, forestry and fishing	100%	100%	...	100%	100%	100%	...	100%	100%	100%	...	100%
Non-payment of wages												
Non-application of minimum wage												
Excessive working hours												
Violations of occupational safety and health												
Undeclared work												
Mobbing and harassment												
Failure to report occupational accidents												
Hazardous child labour												
Other												
B. Mining and quarrying	100%	100%	...	100%	100%	100%	...	100%	100%	100%	...	100%
Non-payment of wages												
Non-application of minimum wage												
Excessive working hours												
Violations of occupational safety and health												
Undeclared work												
Mobbing and harassment												
Failure to report occupational accidents												
Hazardous child labour												
Other												

Number of economic units visited by country region, branch of economic activity, size of establishment and number of visits

Number of economic units visited

Branch of activity (ISIC rev.4) and size of establishment	Total					One visit					Two visits					
	Country region 1	Country region 2	...	Total	Country region 1	Country region 2	...	Total	Country region 1	Country region 2	...	Total	Country region 1	Country region 2	...	Total
A. Agriculture, forestry and fishing																
1 to 4 workers																
5 to 19 workers																
20 to 49 workers																
50 to 99 workers																
100 to 499 workers																
500 or more workers																
B. Mining and quarrying																
1 to 4 workers																
5 to 19 workers																
20 to 49 workers																
50 to 99 workers																
100 to 499 workers																
500 or more workers																
C. Manufacturing																
1 to 4 workers																
5 to 19 workers																
20 to 49 workers																
50 to 99 workers																
100 to 499 workers																
500 or more workers																

Labour inspection statistics play an important role in assisting governments, their ministries of labour and labour inspectorates in the development of national policies, systems, programmes and strategies for labour inspection.

The findings of the 2011 Report on Labour Administration and Labour Inspection urged the use of a common methodology for the collection and compilation of data on labour inspection in order to improve the consistency of labour inspection statistics provided by member States in their annual reports as required by the Labour Inspection Convention, 1947 (No. 81), and the Labour Inspection (Agriculture) Convention, 1969 (No. 129).

Following the completion of a study the Office has identified a methodology that provides for the use of common terms and definitions and common procedures for the collection and compilation of labour inspection data. It also incorporates recommendations that further the objective of harmonizing labour inspection statistics.

The present guide is intended to assist governments in implementing this methodology. This assistance aims not only to allow for the development and strengthening of labour inspection statistics but also to facilitate greater cooperation and collaboration between national labour inspectorates, other government institutions and all relevant stakeholders.



**Labour Administration, Labour Inspection
and Occupational Safety and Health
Branch (LABADMIN/OSH)**

International Labour Organization
Route des Morillons 4
CH-1211 Geneva 22
Switzerland

Tel: +41 22 799 67 15
Fax: +41 22 799 68 78
Email: labadmin-osh@ilo.org
www.ilo.org/labadmin-osh

ISBN 978-92-2-130924-6



9 789221 309246