

BARSERVICE



Central European
Labour Studies
Institute



UNIVERSITY OF MACEDONIA
Ekonomski fakultet



Smart bargaining in the services sector: overview, challenges, opportunities

Call: SOCPL-2022-IND-REL
Project: 101126532 — BARSERVICE

Deliverable Title	D6.2. - 4 comparative video on challenges in the services sectors, and best practices to be transposed for strengthening bargaining in the light of these challenges from researched countries
Deliverable Lead:	WagIndicator (WIF)
Partner(s) involved:	WIF lead, all partners support
Related Work Package:	Work Package: WP6
Related Task/Subtask:	Task D6.2
Authors:	WagIndicator Communications team and country researchers
Dissemination Level:	Public
Due Delivery Date:	M19 (July 2025) with accepted extension to December 2025
Actual Delivery:	December 28th 2025
Project Number	101126532
Instrument	SOCPL-2022-IND-REL-01
Start Date of the Project	01 January 2024
Duration	24 months



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the European Union

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About the Project:

Project Summary:

To support capacity building for collective bargaining in the Services Sector, BARSERVICE seeks to provide a complex analysis of industrial relations in the services sector of 9 countries (6 EU Member States and 3 Candidate Countries). Knowing the current situation, its challenges and opportunities is the prerequisite for improvements in bargaining processes and coverage. The project will map the structure of collective agreements (which companies have them and what is their content), involvement of unions and employers' organizations, opinions and views of the social partners regarding (sectoral) collective bargaining, organizing rates and obstacles to organizing, the power position of trade unions and strategies to combat undeclared work in the service sector. The project will focus specifically on several areas of services: commerce, finance, social care and publishing.

Partners:

Central European Labour Studies Institute (CELSI) | Bratislava, Slovakia
WageIndicator Foundation | Amsterdam, the Netherlands
UNI Europa | Brussels, Belgium
Dokuz Eylül Üniversitesi | Izmir, Türkiye
Academia de Studii Economice (ASE) din Bucuresti | Bucharest, Romania
Institut za razvoj i međunarodne odnose (IRMO) | Zagreb, Croatia
Macedonia2025 | Skopje, North Macedonia
Ekonomski fakultet, Univerzitet u Beogradu | Belgrade, Serbia

Associate Partners:

Confederația Patronală Concordia | Bucharest, Romania
Konfederácia odborových zväzov Slovenskej republiky | Bratislava, Slovakia
Federazione Informazioni, Spettacolo e Telecomunicazioni | Rome, Italy
Sindikata trgovine Hrvatske | Zagreb, Croatia
Institute Syndical Europeen (ETUI) | Brussels, Belgium
Odborový zväz báň a poistovní | Bratislava, Slovakia
Organizacija Na Rabotodavaci Na Makedonija | Skopje, Macedonia
AWVN | The Hague, Netherlands

Bibliographical information

BARSERVICE (2025). Comparative video on challenges in the services sectors.
WageIndicator Foundation, Amsterdam, and CELSI, Bratislava.

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Deliverable D6.2. Comparative video on challenges in the services sectors, and best practices to be transposed for strengthening bargaining in the light of these challenges from researched countries

Instead of 4 comparative videos focusing on four sectors and their challenges in the services sectors, and best practices, the consortium, together with trade union partners, has chosen to integrate the four sectoral challenges and best practices in a single comparative video. This is based on practical considerations to maintain viewers' attention and to allow the video to be presented during the final conference. Also, the video highlights the challenges, opportunities, and policy recommendations emerging from the research done across all countries, thus nicely blending all findings in a comparative perspective.

The four comparative videos over the different sectors would have given an incomplete picture of the country-specific challenges that often underlie the challenges to (smart) collective bargaining in the services sectors. The comparative video was shown during the final conference in Brussels on 4 December 2025, actively promoted on social media during the dissemination campaign, and used by all project partners and trade union affiliates in their advocacy.

Please find below the comparative video which is public on YouTube:

- <https://www.youtube.com/watch?v=5D8r8hy5nA4>

This video complements the country-specific videos already delivered and used for country-specific promotion (D6.1):

- Croatia: <https://www.youtube.com/watch?v=IEPKxIZX7lw>
- Czechia: <https://www.youtube.com/watch?v=JSUBjN1dppA>
- North Macedonia: https://www.youtube.com/watch?v=r_D3up9L2SQ
- Romania: <https://www.youtube.com/watch?v=8ySjBJV8lgE>
- Serbia: <https://www.youtube.com/watch?v=WEmnFgeax3w>
- Slovakia: <https://www.youtube.com/watch?v=ZgRE4HkBVgY>
- Türkiye: <https://www.youtube.com/watch?v=tURaxlwkunI>

