

# BARSERVICE



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

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

<b>Deliverable Title</b>	<b>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</b>
<b>Deliverable Lead:</b>	WageIndicator (WIF)
<b>Partner(s) involved:</b>	WIF lead, all partners support
<b>Related Work Package:</b>	Work Package: WP6
<b>Related Task/Subtask:</b>	Task D6.2
<b>Authors:</b>	WageIndicator Communications team and country researchers
<b>Dissemination Level:</b>	Public
<b>Due Delivery Date:</b>	M19 (July 2025) with accepted extension to December 2025
<b>Actual Delivery:</b>	December 28 <sup>th</sup> 2025
<b>Project Number</b>	101126532
<b>Instrument</b>	SOCPL-2022-IND-REL-01
<b>Start Date of the Project</b>	01 January 2024
<b>Duration</b>	24 months



## 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 Européen (ETUI) | Brussels, Belgium  
Odborový zväz bánk a poisťovní | 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=IEPKxlZX7lw>
- Czechia: <https://www.youtube.com/watch?v=JSUBjN1dppA>
- North Macedonia: [https://www.youtube.com/watch?v=r\\_D3up9L2SQ](https://www.youtube.com/watch?v=r_D3up9L2SQ)
- Romania: <https://www.youtube.com/watch?v=8ySjBJV8lgE>
- Serbia: <https://www.youtube.com/watch?v=WE mnFgeax3w>
- Slovakia: <https://www.youtube.com/watch?v=ZgRE4HkBVgY>
- Türkiye: <https://www.youtube.com/watch?v=tURaxlwkunI>

