Individualized rosters in collective shiftwork systems: some Dutch evidence
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Background
Some figures for the Netherlands:
- more than 1,1 million employees work during nights
- most of them work in shiftwork systems (in total 17% of the working population)
- they have less control over working times compared to other workers (9% versus 25%; NEA, 2013)
- older workers (45+ years) are a growing portion of shift workers
- in manufacturing and process industry dominance of collective shift systems based on flat demand of capacity

Problem
Collective shift systems with little working time control for the individual could be negative to health and safety for the elderly worker. At the same time, younger workers want to have more control over work-life balance. In this book we showed the possibility to incorporate individual rosters in collective shiftworking systems, to accommodate both employer and employee wishes.

Case studies
Six cases in Dutch industry illustrate the possible variants of individual rostering within collective shiftwork.

Results
Employers
- higher productivity
- lower absenteeism
- better match capacity-demand
- better labor market position

Employees
- better work-life balance
- better fit with own chronobiology
- better health
- better employability until retirement

Our case studies also provide typical change process issues:
the collective culture, leadership, reward system, and the role of unions and works councils.