

2.3.1. Employment Potentials in Business-Related Services

The sector of the business-related services involves a particular growth potential for output and employment. Estimates reveal an approximately 10 percent increase in employment and output both in the eighties and the first half of this decade. Only a minor part of this employment increase can be attributed to shifting services from the industrial sector (study of the IWI – Industrial Scientific Institute – „Industriennahe Dienstleistungen“ – „Industry-related Services“, 1996).

Yet, the potential of business-related services can only be exhausted, if the demand can be satisfied in a competent way. In this sector Austria has a high potential both for demand and supply.

Apart from the small size of the enterprises, the lack of cooperation and the low degree of internationalization, the Advisory Council considers competition-restraining regulations as counterproductive in exhausting the existing potential of this sector and therefore recommends to consider the following measures:

- liberalization of the admission to certain professions
- breaking down anti-competitive fee regulations for lawyers and civil engineers
- lifting the professional ban on advertising (business lawyers), association (between civil engineers, business lawyers and trustees) and cooperation between self-employed (free professions) and businessmen in manufacturing enterprises
- lifting the ban on incorporation of business lawyers
- intangible investments (e.g. engineering, consulting) must be considered in promotion programmes

2.3.2. Employment Effects of New Communication Technologies

An efficient telecommunication infrastructure and the promotion of the manifold application possibilities of modern communication technologies in all economic fields will represent an essential factor for positive development of the employment level, though the ambitious quantitative target of the European Commission report will not easily be fully achieved, not even under the most favourable pre-conditions.

Apart from the basic pre-condition of implementing the Austrian Postal and Telegraphic Administration reform, the following economic policy measures will support an employment-promoting use of new communication technologies:

- framework conditions to create a comprehensive infrastructure in communication technology: liberalization of the telecom market (deregulation of the line monopoly by 1.1. 1998), clarification of the question of

the regulation authority as a pre-condition for investment security, expansion of the networks, decrease of the line fees to international level

- specific transitional support to overcome temporary employment problems in hitherto sheltered fields, following the example of the food industry („AUFLEB“)
- promotion of a constant innovation climate to develop and apply new products and services of the communication technology sector: application of the technology initiative, adequate use of the means of the „Technologie-Milliarden“ („Technology Billions“), reduction of innovation risks
- guarantee legal security for supplier and demander: To eliminate impairments for marketable applications and services and to lay the foundations for future supply, a very high degree of transparency and planning safety is necessary. Adjustments must also be made regarding data and consumer protection. Also questions of copyright require an internationally concerted action.
- measures for an adequate development of the human capital, in particular instruction of the skills required to apply new communication technologies in education and further vocational training sectors (also see chapter „Skills“).
- Framework conditions for social security as a necessary stability-promoting element complementing the increasing demands for flexibility.

2.3.3. *Employment Potentials in Personal Services*

Due to various factors, an increase in demand for leisure time activities and personal services is to be expected, whereby two categories can be differentiated: social services (health & care) and household-related services (incl. child care). The employment potential in this sector is unquestioned.

The basic problem, however, is that the potential for productivity increases in the personal services sector is lower than in other economic sectors. Thus in the personal services sector, increases of labour costs are more directly reflected in price increases or an increased need for subsidies than in the production sector.

The models discussed in chapter 2.3.3.1 are to be checked as regards to employment effects, financing, budgetary effects, demand etc. particularly for the household-related services but also in the social service sector.

2.3.3.1. Household-related Services

Tax or other price-decreasing measures could prevent that the demand of private households for cleaning services, child care, private lessons, gardening work etc. is either not satisfied or only through the shadow economy. The as-