

RECOMMENDATIONS FOR IMPROVING SOCIAL DIALOGUE IN THE TH SECTOR

Montenegro

- improving communication and cooperation between social partners;
- creation of joint declaration/statement sent to Government asking for better conditions for workers and employers in the tourism and hospitality sector; social partners thus will become a real partner of Government in a process of creation of legislation and other conditions for doing business in this field;
- joint activities of social partners to tackle the informal economy (in cooperation with EU institutions in the country and ILO);
- negotiations on new/changing of branch collective agreements for the tourism and hospitality sector;
- working together in the field of skills for the tourism and hospitality sector (development of a list of skills that employers need during the summer);
- additional efforts in the process of harmonisation of the education system with the labour market needs;
- working on the development and implementation of EU projects that improve the state of social dialogue in this field.

Macedonia

- continuing with intensive activities aimed at strengthening social dialogue primarily in the sense of a need for additional efforts to be made by social partners to enhance social dialogue which would entail mutual consultations and strengthen the relations of mutual respect and trust;
- strengthening the role of the social council and insisting that all regulations important for achieving the economic and social position of employees and employers must be considered by these bodies;
- strengthening the capacities of social partners, where it is necessary, through strengthening their negotiation skills, administrative and technical conditions, etc.;
- improving the work of local social councils and establish new ones where possible;
- intensifying the activities of social dialogue promotion, raising awareness about its importance, advantages, and benefits for the society and for the entire region.



Slovenia

- preparation of expert basis for negotiations on salaries of employees in the TH sector (A new wage policy would enable rewarding of employees and prevent the outflow of quality young and professional personnel, especially cooks and waiters, to other countries, lines of business and professions. The interest in education and gaining new competencies in tourism would increase. Proper remuneration would also improve the competitiveness of TH sector).

Serbia

- using the positive practices from countries of this Region and their policies that brought positive changes towards more competitive standards in the TH sector;
- a more active role of social partners in defining a generally accepted national vision for this sector, with the goal to define the key priorities on both the national and local level;
- joint efforts of social partners for strengthening HR capacities in this sector;
- Strengthen social dialogue in establishing and adopting a legal framework that will enable better mobility of the labour force, efficiency of the employment system, flexible working time, and contribute to the overall development of the TH sector.

Croatia

Social dialogue in the sector of tourism and hospitality could be an example of good practice to the neighbour countries due to the following characteristics:

- long duration of the collective agreement for hospitality sector;
- permanent adjustments - changes and collective bargaining;
- large number of collective agreements at the company level;
- continuous monitoring and interpretation of the collective agreement for hospitality sector in practice through a joint body for interpretation of bipartite body which can be contacted by all interested entrepreneurs and workers;
- Social Council for Tourism - a bipartite body with a number of joint initiatives of interest for the development of tourism in Croatia in general;
- Committee for Occupational Health and Safety - bipartite body for the development and promotion of occupational safety and health.

