

# The Service Trilemma: Fact or Fiction?

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# The Service Trilemma

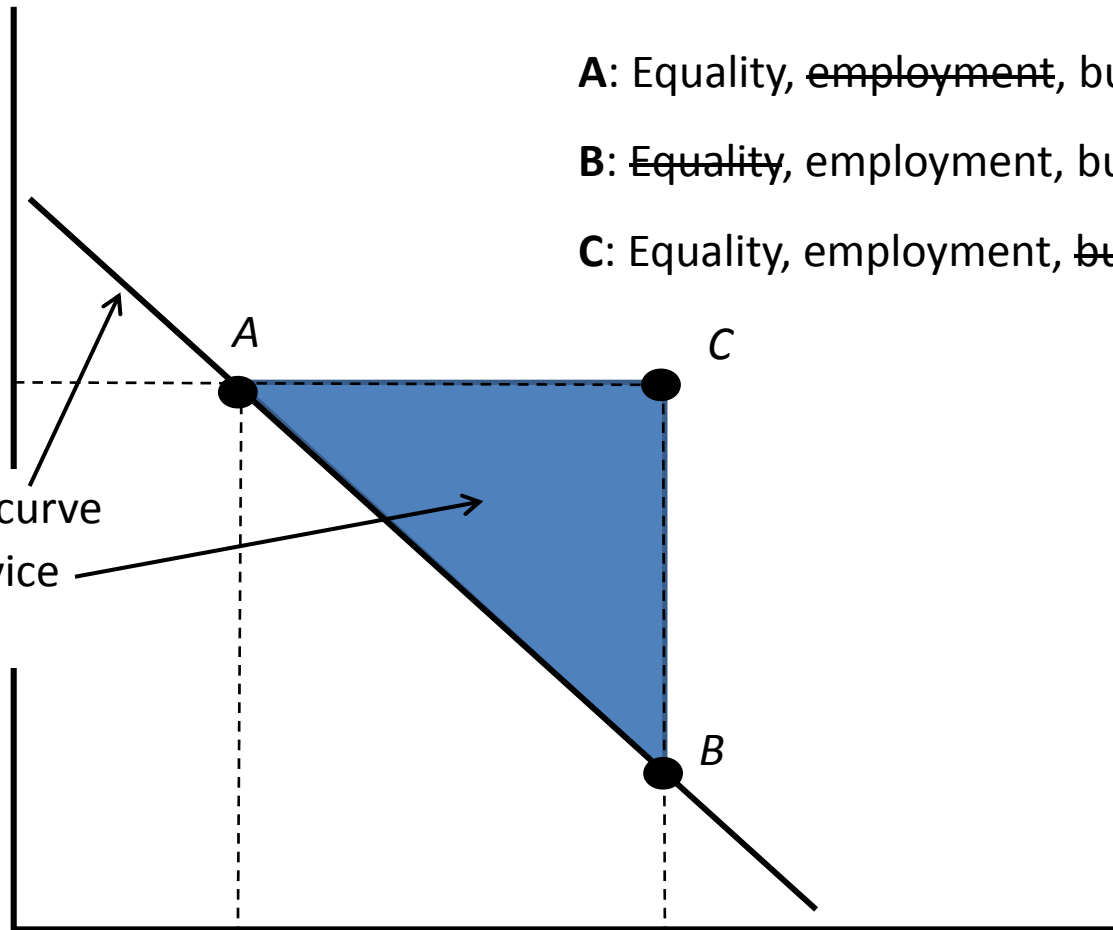
Wage in low-paid services

**A:** Equality, ~~employment~~, budgetary restraint

**B:** Equality, employment, budgetary restraint

**C:** Equality, employment, ~~budgetary restraint~~

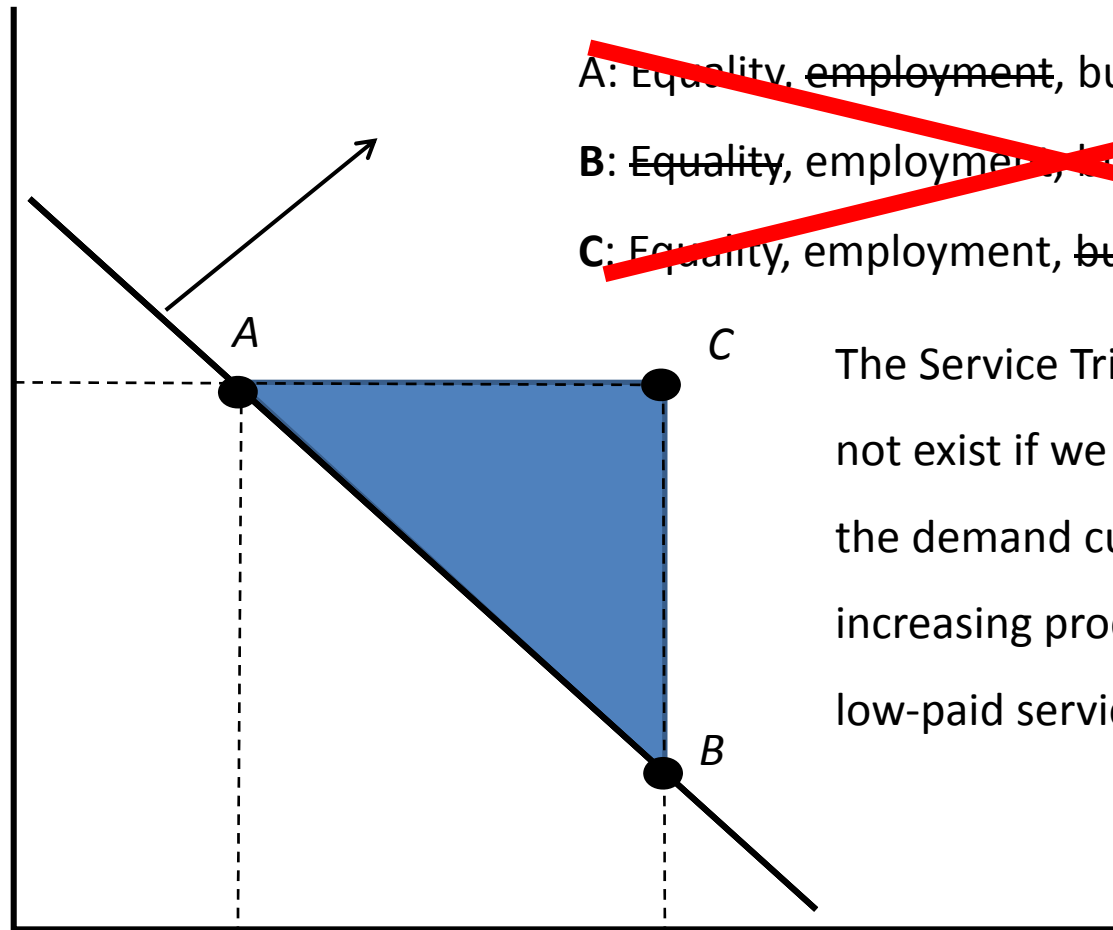
A stable demand curve  
results in the Service  
Trilemma



Employment in low-paid services

# ??? The Service Trilemma ???

Wage in low-paid services



~~A: Equality, employment, budgetary restraint~~

~~B: Equality, employment, budgetary restraint~~

~~C: Equality, employment, budgetary restraint~~

The Service Trilemma does not exist if we could move the demand curve out by increasing productivity in low-paid services!

Employment in low-paid services

# How increase productivity?

- Support **entrepreneurship** (e.g. transparent regulation, how to manage risk).
  - Develop **worker competencies** and **lifelong learning** (high performance work practices).
  - Offer a wider range of **labor contracts**.
  - A new **social dialogue** of participation and collaboration.
- **Unions play a crucial role in this.**

# BUT these are exceptional times...

