

EXPLORING THE DRIVERS OF UNDECLARED ELDERLY HOME HELP PROVISION: INSIGHTS FROM LITHUANIA'S SOCIAL SERVICES SECTOR

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Abstract. *Undeclared work is a widely debated topic in discussions surrounding labor market developments and tax morale. However, in the discourse on elderly care policy, the issue of undeclared work often remains in the shadow, with a focus instead on informal elderly care as an important resource for meeting the growing needs of the elderly, particularly in Lithuania. This article presents a study whose object is the reasons behind undeclared home help work, specifically where services are provided to elderly individuals by private persons without formal agreements or employment relationships. The study aimed to reveal the opinions of formal social services providers on the reasons behind undeclared work in elderly home help in Lithuania and to discuss it in the broader context of the elderly care sector. The study employs the rational-economic-actor perspective, the institutional theory and C. C. Williams's (2010) framework for understanding undeclared work. The quantitative research (the online survey) was conducted between November 2022 and February 2023. A total of 95 completed questionnaires were obtained. Based on the opinion of formal services providers, elderly people prefer undeclared home help services because it offers more flexibility (reported by 60% of respondents), better customization (59% of respondents), and compensates for the limited quality and availability of formal services (around 40% of respondents). Meanwhile, private persons' decision to engage in undeclared work is associated with a desire to earn additional income (reported by 75% of respondents), enjoying flexible hours (45% of respondents), and avoiding the tax system's disadvantages for self-employed care providers (33% of respondents). The study contributes to the growing body of research on the multifaceted nature of undeclared elderly care work and the diverse motivations for engaging in it within the Lithuanian context. Additionally, it sheds light on the underlying causes of undeclared labor, providing valuable insights for enhancing the elderly care system and informing labor market policies.*

Keywords: *informal elderly care, undeclared care work, home help services, formal care providers, users demand perspective, supply side perspective.*

Reikšminiai žodžiai: *neformali pagyvenusių asmenų globa, nedeklaruojamas globos darbas, pagalbos namuose paslaugos, formalūs globos paslaugų teikėjai, paslaugų paklausos perspektyva, paslaugų pasiūlos perspektyva.*

Introduction

Undeclared work (UW) is a widely debated topic in discussions surrounding labour market developments. On the other hand, when it comes to elderly care work, the issues of UW are often overshadowed by discussions on informal elderly care. Work-life pressures, intertwined with transformations in household and familial structures, are additional factors raising concern about how to ensure that elderly dependent people receive the care services they will need (Fine 2018). This is especially significant considering the decreasing accessibility of informal caregiving, which is related to several changes in the household and family system, such as the increasing involvement of women in paid employment (Fine 2018; Spillman, Allen and Favreault 2021), rising divorce rates (de Klerk, de Boer and Plaisier 2021), or the increasing prevalence of solitary living arrangements (O'Connor 2014). While there is no precise statistical information on the number of informal caregivers, it is believed that in Europe informal care providers, often referred to as the “invisible workforce”, meet about 70-95% of all elderly care needs (Zigante 2018). Informal care for elderly individuals at home is widely prevalent in Lithuania. In a representative survey conducted in 2016 among Lithuanian residents aged 50-65, approximately 70% of participants indicated that they had directly provided care for an elderly person in their own home or had visited such a person in their home (Žalimienė et al. 2019).

The growing demand for elderly care services and the decreasing availability of informal family caregiving raise the question of how to ensure sufficient access to formal long-term care (LTC) services for an aging society. However, accessing formal care services nowadays are associated with challenges such as staff shortages and a disproportionate representation of older individuals within the caregiving workforce. Across the 23 OECD countries in 2021, the average ratio stood at 5.7 LTC workers per 100 individuals aged 65 and above, ranging from 12 in Norway to 0.8 in Portugal (OECD 2023). Furthermore, employment in the caregiving sector is associated with challenging working conditions, meager wages, and limited career advancement opportunities (Blažienė and Žalimienė 2020). The onset of the COVID-19 pandemic in 2020 has exacerbated the caregiving sector's struggles in recruiting and retaining personnel, as evidenced by studies conducted by McCoy et al. (2023) and Ravalier et al. (2023).

Within the context of shrinking supply of both informal and formal care services, necessitated by the escalating demands of eldercare, circumstances conducive to the growing of UW work are being fostered. UW according definition of European Commission (EC) is “... any paid activities that are lawful as regards their nature, but are not declared to the public authorities...” (European Commission 2007, p. 1). Indeed, undeclared economies are still prevalent in European countries. In 2019 UW comprises of around 11.1 % of the total labour input in the European Union's (EU) private sector and UW accounts for 14.8 % of gross value added in the private sector (Franic, Horodnic and Williams 2022). According to some statistic, UW in LTC services also remains sufficiently substantial. For example, according to the narrow definition of the personal and household services sector (covering care activities and direct household employment), the estimated level of UW in the EU-27 is 6.8 million people, 2.1 million of whom work in the care sector (Guzi et al. 2021, p. 17).

Despite the prevalence of UW in the informal elderly care sector, it often remains in the shadows in public discourse. The dominant narrative focuses on how this sector is important because it helps address the growing demand and reduces the deficit in formal elderly care services (Rocard and Llana-Nozal 2022; Wilmoth et al. 2023). The pivotal role of informal caregivers in the advancement of home care services for the elderly cannot be overstated. Especially in countries like Lithuania, where informal elderly care, according to the studies (e. g. Gedvilaitė-Kordušienė 2015; Žalimienė et al. 2019) is based on still strong family care tradition.

On the other hand, it should be noted, studies have shown that the issue of UW in informal elderly care has intensified efforts to formalize informal care work, establish legal frameworks to facilitate the registration of informal caregivers, and make them eligible for social security benefits (Wieczorek et al. 2022; Adriaenssens et al. 2023).

Therefore, it's not surprising that there are many attempts to investigate the reasons behind UW persistence and why this undeclared care economy continues to exist in European countries. Studies (e.g. Pfau-Effinger 2009; Williams 2010) have uncovered that the reasons for UW are embedded within the institutional, cultural, and socio-structural context. Therefore, addressing the issue of UW necessitates a deeper understanding of the specific circumstances surrounding its existence in a particular country. Although numerous studies have explored undeclared work and its causes across various national economies or through comparative perspectives (e.g., Pfau-Effinger 2009; Williams et al. 2013; Pfau-Effinger 2017; Williams 2020; Williams 2021), the phenomenon of undeclared work in the elderly care sector remains under-researched. In Lithuania, this topic continues to be an unexplored area. It can be observed that informal elderly care in Lithuania has often been studied through the lens of unpaid, solidarity-based work. Specifically, analyses have delved into the reasons and motivations behind informal elderly care (Junevičienė 2018; Charenkova 2022), support for informal caregivers (Junevičienė 2020), attitudes of the population towards caring for elderly parents (Gedvilaitė-Kordušienė 2015), the impact of the COVID-19 pandemic on informal care for the elderly (Juozeliūnienė et al. 2021), and transnational families and elderly parental care (Juozeliūnienė, Martinkėnė and Budginaitė-Mačkinė 2020). However, there is a lack of research and studies that directly focus on the provision of elderly care in the context of UW. Thus, the research question of this study is: what are the reasons and factors behind undeclared work in providing home help services for the elderly in Lithuania?

The aim of the study is to explore the opinions of formal service providers on the reasons behind undeclared work in elderly home help services in Lithuania, situating these perspectives within the broader institutional, labor market, and elderly care sector contexts.

The study focuses on home help for the elderly, a priority service in social policy aimed at addressing the care needs of older individuals. According to a 2021 representative survey of the Lithuanian population conducted by the National Audit Office, over 71% of respondents expressed a preference for receiving care at home.

Undeclared care work (UCW) in the study is understood as home help services provided to elderly individuals for payment, where neither the activity nor the income received from it is reported to the relevant authorities.

Why was the decision made to examine the opinions of formal service providers regarding the provision of undeclared home help services? It is valuable for several reasons. First, formal providers are one of the key stakeholders and experts in the field. They can highlight areas where the system is failing to meet the needs of individuals and families, potentially revealing where UCW is stepping in to fill the gaps. Second, formal service providers interact with individuals and families in need of social services, thus they may possess valuable information about the specific nature of service needs and evaluations of social help provided by various service provider. Third, formal service providers can help shape policies aimed at addressing the challenges related to the quality and accessibility of elderly care services. Finally, investigating the causes of undeclared work is challenging due to the sensitive nature of the information and the limited access researchers have to those providing services on an undeclared basis. E.g. researchers from Slovenia (Bajt, Leskošek and Frelj 2018) emphasized the difficulty in finding respondents willing to participate in the study due to fears of being detected by state inspections.

Methodology

Conceptualization of this study aligns its arguments with the rational-economic-actor perspective and institutional theory. In every society, there are formal institutions (laws, regulations) that establish legal "rules of the game", and there also exist certain informal social norms, attitudes regulating societal life (Helmke and Levitsky 2004). When they do not align, for example, regarding what work tax rates are fair, there is a greater likelihood that some members of society will opt for UW, thus expressing their protest or dissatisfaction.

Meanwhile, from the perspective of the rational economic actor, we can assert that participation in UW may be chosen when it is believed to provide more benefits than costs (Windebank and Horodnic 2017).

The study employs Williams's (2010) framework for understanding UW, which distinguishes between exit and exclusion rationales for engaging in such work. The exit perspective as transitioning to the informal sector is viewed as a way to escape burdensome state constraints and have such advantages as flexible hours, higher wages, and other benefits. The exclusion perspective means that individuals are marginalized from the formal labour market and lack opportunities to participate in it. Therefore, individuals engage in UW, which is poorly paid and characterized by poor working conditions. Other authors, such as Koufopoulou et al. (2019), present arguments that extend beyond this framework, emphasizing that even when individuals have the opportunity to engage in the formal labour market, they may concurrently choose to participate in the informal labour market to secure either a primary or supplementary source of income.

We also utilize Pfau-Effinger (2009) conceptualization, which divides between solidarity-based and market-based UW activities. The author differentiates types of informal employment by considering the associated levels of social risk, as well as the varying motivations of both workers and employers for engaging in this form of employment (Pfau-Effinger 2017). One of the types is titled "moonlighting" which involves individuals holding a second job alongside their full-time regular employment to supplement their income (Kimmel and Conway 2001). The primary goal of UW in this context is to earn additional income without concern for taxes, as these are already paid through their primary job. The second – "solidarity-based" type of informal employment revolves around reciprocal services exchanged among acquaintances like family, friends, or neighbours (Williams and Windebank 2005; Pfau-Effinger et al. 2009). In contrast, the "poverty escape" type employment stands out as the main source of income for workers, distinguishing it from the previous two types. Those involved in this form of informal employment typically include individuals who face barriers to entering formal employment and whose income falls below the poverty threshold. The primary motivation of this group is to break free from poverty within a societal framework where viable alternatives in formal employment or through social security benefits are lacking (Pfau-Effinger 2017).

Empirical survey

The empirical survey was conducted by distributing the online questionnaire to formal service providers, seeking their opinions on UCW phenomenon within the elderly home care sector.

Quantitative research methodology was chosen and the questionnaire was designed to examine formal care service providers' opinions and insights on the reasons behind undeclared work in elderly home care. Thus, the subject of the study is the reasons behind undeclared home care work, specifically where care is provided to elderly individuals by private persons without formal agreements or employment relationships (undeclared self-employment). The online survey was conducted November 2022 – February 2023.

Research participants were formal elderly care providers – heads, and social workers of organizations such as elderly homes, care homes for adults disable people, day care centers, and home help agencies, all offering elderly care services. These respondents, due to their professional roles, are highly familiar with the specifics and demands of elderly care, comprehending its implications for both employees and clients.

Sample and selection. Drawing from online sources such as publicly available information from the Ministry of Social Security and Labour on residential care facilities for the elderly and disabled, municipal administration websites detailing home care services and day canterers, and NGO websites offering social services for the elderly, a comprehensive list of organizations providing elderly care services was compiled. This list includes the contact details and email addresses of these organizations. The list includes 209 items. Before conducting the survey, an official letter of Lithuanian Centre of Social Science explaining the goal of the survey and asking to fill in the questionnaire was sent via email to the directors of these organizations.

A total of 95 completed questionnaires were obtained during the first and additional pool. Of the respondents who submitted filled in questionnaires, 46 held managerial positions, 42 held positions as social workers or nurses, and 7 held other positions (e.g., specialists, department managers).

Data analysis was performed by using ‘Statistical Package for Social Sciences’ (SPSS) software. Descriptive statistics was performed to analyse the empirical data.

Research ethics

The survey was conducted online. Before the survey, participants received a cover letter outlining the research objectives and how the collected information would be used. Confidentiality was assured – the letter to organizations guaranteed that the responses would be used solely for research purposes, without mentioning the names of specific organizations or any other identifiable information.

Results

The analysis is structured as follows: first, it examines the perspectives of formal service providers on the factors contributing to undeclared work in elderly home help services. Building on these viewpoints, the discussion then situates the phenomenon of undeclared work within the broader socio-economic framework of the country, drawing on statistical data and other relevant sources to provide a nuanced and contextualized understanding.

Users demand perspective: why do elderly people choose undeclared home care?

Based on formal services providers opinion, the main reasons why older people choose to pay informal private providers rather than municipalities, NGOs or private organizations are these: private informal providers are more flexible and personalize their services (reported by around 60% of respondents); informal service providers can easily be replaced if the quality of their services is not satisfactory (reported by 59% of respondents). Around 50% of respondents believe that elderly people choose informal paid providers because there is a general lack of formal providers. Around 41% of the respondents think that the reason for choosing undeclared home care is the expensiveness of formal private providers. Approximately 38% of research participants support the statement that undeclared work is chosen as an additional service due to insufficient formal services, while a similar share – about 37% – explain this choice as supplementing formal services of inadequate duration.

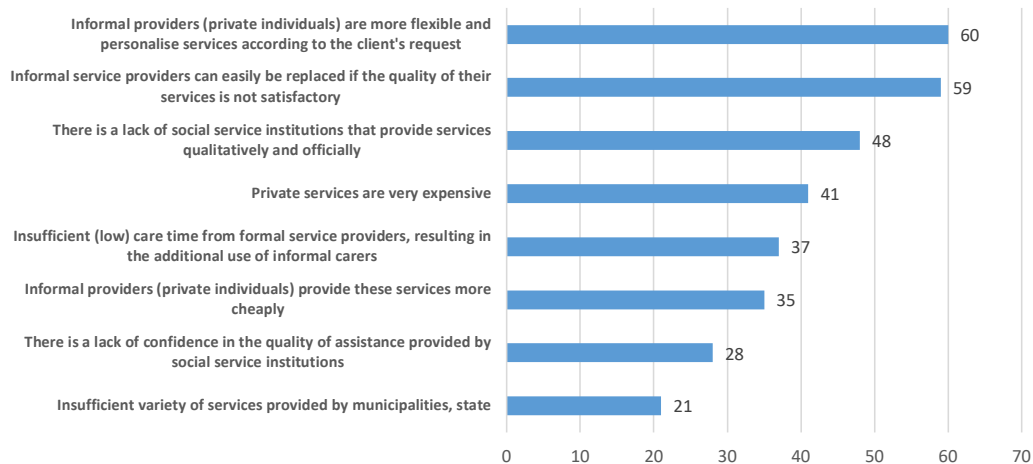


Figure 1. *The distribution of formal caregivers' opinions in response to the question of why elderly individuals choose undeclared care workers' services (%)*

The context behind the demand for undeclared elderly care work in the country

One of the main challenges for accessing adequate formal care services in old age is underdeveloped supply of various types of social services for the elderly. According to OECD (2022), in Lithuania, about 2.9% of older people receive social services at home and 6.2% older people receive at least one outpatient home nursing service in 2020 (the average is 8.9% across 16 European OECD countries). OECD experts (OECD 2022) note that institutional care is also low for international standards. When aggregating beds from the social sector and the nursing hospitals, Lithuania counts 20 beds per 1 000 older people in 2019, compared with 47 beds per 1 000 older people across OECD countries (OECD 2022, p. 34). Another challenge is related to the quality of formal social services. There are quality standards for residential and day-care services for the elderly and disabled in Lithuania, but there is still no national regulation for the quality of home help and other community-based social services (this is planned to be implemented by 2029). In addition to this, municipalities continue to be the main providers of social services in Lithuania and the involvement of NGOs or private service providers is very limited. Consequently, there is no competition and no incentive to improve service quality (Lazutka, Poviliunas and Zalimienė 2018). On the other hand, studies show that services provided by private sector are more expensive and fundamentally oriented towards individuals with higher incomes (Pearson et al. 2019). In Lithuania private services are less accessible due to the low-income levels of elderly individuals. E.g. the pension replacement rate in Lithuania in 2022 was 25 percentage points lower than the EU-27 average (Eurostat 2024a), and compared to 2018, it decreased from 40% to 33%. The limited financial capabilities of elderly persons are also reflected in the growing risk of poverty for this population. In 2022, the poverty risk level for Lithuanian residents aged 65 and older reached 41.4% (compared to 20.2% in the EU-27) (Eurostat 2024b). One more challenge for accessing adequate formal care services in old age in Lithuania is insufficient durations of formal services provision. The duration of service provision is strictly regulated by legislation (Catalogue of Social Services 2006), which lacks sufficient flexibility for individual cases. Additionally, studies highlight that there is no centrally accessible information source regarding the available services or care options for the elderly in the country (Matonytė, Kazlauskaitė and Poškutė 2019). On the other hand, this source of information is not very effective when it comes to elderly people, as they do not have sufficient skills to use it.

Providers supply perspective: what are the reasons to be undeclared home care worker?

Based on formal services providers opinion, the main reason why private persons choose to engage in UCW is the desire to supplement the low pay which person gets from another primary job (reported by nearly 75% of respondents). Additionally, 48% of respondents indicated such reason as the high tax burden associated with legalizing their activities. Other reasons, according to formal services providers opinion, may include difficulties in finding formal employment (47%) and the increased flexibility in working hours that comes with undeclared work compared to the restrictions imposed by formal contracts (45%). A smaller portion (23-33%) of respondents highlighted reasons such as the tax system's unfavourable conditions for providing care services on a self-employment basis or the lack of information on how to officially legalize such activities in elderly care. Furthermore, engaging in undeclared care work is often encouraged by elderly individuals who prefer informal payments since it makes the service more affordable and tax-free. Additionally, respondents noted a lack of trust in the fairness of the state's tax system. Payment for undeclared work is perceived as more flexible, potentially involving non-monetary forms of compensation, which might be more suitable for those providing such services, or irregular, small payments that would be difficult to declare under formal administrative requirements. A smaller fraction of respondents also cited the low social security benefits associated with formal care work and the insufficient attention from the state to both reducing illegal employment and properly regulating care work relationships as reasons for private persons choosing to be undeclared home care worker.

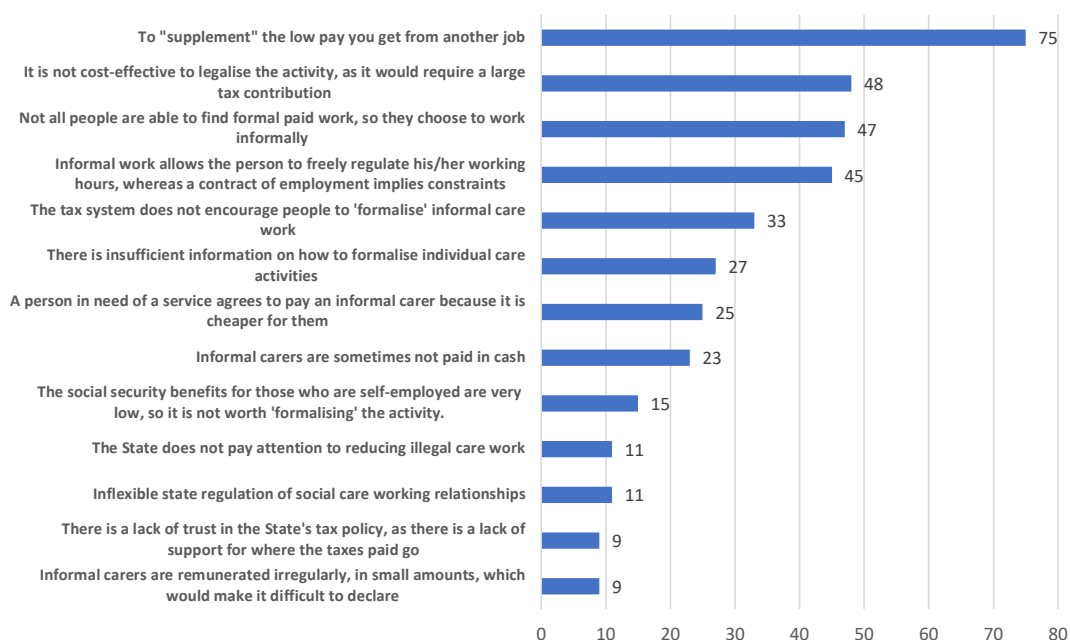


Figure 2. The distribution of formal caregivers' opinions in response to the question of why individuals choose to do undeclared care work (%)

The context behind the supply of undeclared elderly care work in the country

The option to choose work in the care sector as a primary job is not very appealing because *the wage level there is low*. For example, in Lithuania social services workers earn 77% of average earnings (72% in residential long-term care and 86% in non-residential care) (National Audit Office 2021). In addition to this, individual care workers in elderly care are treated as unskilled labour and are therefore paid minimum monthly wage. So, it's no surprise that in 2021 the half of municipalities in the country indicated that care services sector lacked qualified social workers and personal assistants due to low wages (National Audit Office 2021). When it comes to the tax system's unfavourable conditions for providing care services on a self-employment basis, it should be mentioned that although the law provides for opportunities for private individuals to deliver home help services under business certificates, the formal employment (with a direct contract between the service provider and the service recipient) is completely undeveloped in the Lithuanian care sector (Blažienė and Žalimienė, 2020). As of February 2024, there were only 893 taxpayers in Lithuania carrying out individual activities under the activity type non-accommodation social work activities with elderly and disabled persons. This constituted only around 0.2% of all taxpayers carrying out individual activities at that time. According to data from the year 2023, 440 residents in Lithuania obtained business certificates for activities related to the care of disabled individuals, including minors with disabilities, and the care of other individuals (excluding minors). This constituted only 0.4% of all residents who obtained business certificates that year (State Tax Inspectorate 2024). By the way, it was noted that some persons choose to engage in UCW because a contract of formal employment implies more constraints. Indeed, despite the Lithuanian Labour Code providing for various forms of flexible working-time arrangements – such as fixed-duration, annualized hours, flexible work schedules, split shifts, and individualized working-time arrangements (Labour Code, 2016, No. XII-2603) – it is argued that the regulation of work-

ing time remains rather strict and inflexible in Lithuania, with limited prevalence of measures that support balancing work and family commitments (Mačernytė-Panomarovienė et al., 2022). Access to flexible working arrangements is significantly lower in Lithuania, compared to EU average. According to the 2012 European Quality of Life Survey data, in Lithuania, 33.3% of women and 40.8% of men indicated having the opportunity to work flexible hours (for comparison, the EU averages were 40.1% and 45.5%) (Eurofound 2014). Meanwhile, the authors emphasize that greater flexibility for employees in their working hours and arrangements is a matter of significant importance for those people which are trying to balance their work responsibilities with elderly person's care responsibilities (Koreshi and Alpass, 2023). Without the opportunity to work on a flexible schedule and reconcile work with caregiving responsibilities at home, some individuals who care for their elderly relatives at home may be forced to withdraw from the formal job market.

Conclusions

The study complements the findings of other research on the heterogeneous nature of undeclared care work for the elderly, reflecting the Lithuanian context with its varied care arrangements and the diverse motivations of actors involved.

One distinct aspect of the heterogeneity in undeclared care work lies in the demand side: formal service providers point out that elderly individuals often opt for undeclared care because it allows for more flexible, personalized services. This choice is driven by dissatisfaction with the limited availability, low quality, and high cost of formal services, as well as regulatory constraints and barriers related to digital literacy and income limitations of services users. These arguments are supported by statistics and other research findings too showing that the availability and coverage of home care services in Lithuania are quite low compared to other European countries. Moreover, the quality of these services will only be regulated at the national level starting in 2029.

Another distinct dimension of the heterogeneity relates to the supply side: individuals providing undeclared elderly care are motivated by the opportunity to generate supplementary income, avoid taxes, and enjoy more flexible working conditions. These preferences are shaped by labor market conditions in Lithuania, such as low wages for low-skilled workers and inflexible regulation of working time in formal employment or self-employment.

Overall, the study highlights that undeclared elderly care work in Lithuania emerges at the intersection of systemic shortcomings in formal care provision and individual economic strategies, with both care recipients and providers navigating these conditions in varied and often pragmatic ways.

Research limitations

There is limited generalizability of the results about reasons of undeclared work because, the study relies only on the one of the actors in the field- opinions of formal elderly care service providers. Despite this limitation we believe the study may foster more broad and holistic discussions about the phenomenon of undeclared elderly care work around the countries.

Implications for future research

Undeclared work, in general, has been receiving increasing attention from researchers, but undeclared work in the field of elderly care is a much less explored area. Exploring the phenomenon of undeclared work in providing home services for the elderly, it would be worthwhile to conduct studies on the opinions of social policy and social administration institutions, examining how they perceive this issue and its potential solutions from the perspective of their responsibilities and function. Investigating the ethical dimensions of undeclared work in elderly care is also important, as society tends to view this phenomenon less critically in this sector compared to others.

In order to reveal a more holistic picture of the phenomenon of undeclared work, it would be appropriate to conduct a survey of the opinions of the elderly themselves, how they see the importance of these services, what circumstances force them to choose a service provider who does not declare their work, etc.

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NEDEKLARUOTOS PAGALBOS PAGYVENUSIEMS ŽMONĖMS NAMUOSE TEIKIMO VEIKSNIŲ TYRIMAS: LIETUVOS SOCIALINIŲ PASLAUGŲ SEKTORIAUS ĮŽVALGOS

Anotacija. Nedeklaruojamas darbas plačiai aptiriamas darbo rinkos pokyčių ir mokesčių moralės kontekste. Tačiau kalbant apie pagyvenusių žmonių globos politiką, ši problema dažnai lieka šešėlyje – dėmesys sutelkiamas į neformalią globą kaip svarbų šaltinį, padedantį patenkinti augančius senyvo amžiaus žmonių priežiūros poreikius, ypač Lietuvoje. Šio straipsnio tyrimo objektas – nedeklaruojamo darbo pagyvenusių žmonių globos jų namuose priežastys, daugiausia dėmesio skiriant paslaugoms, kurias teikia asmenys be oficialių sutarčių ar darbo santykių. Tyrimo tikslas – atskleisti formalių globos paslaugų teikėjų nuomonę apie

nedeklaruojamo darbo priežastis Lietuvoje bei aptarti šią problemą platesniame senyvo amžiaus žmonių globos sektoriaus kontekste. Tyrime taikoma racionalaus-ekonominio veikėjo perspektyva, institucinė prieiga ir C. C. Williamso (2010) nedeklaruojamo darbo samprata. Kiekybinis tyrimas (internetinė apklausa) buvo atliktas 2022 m. lapkričio – 2023 m. vasario mėn. Iš viso gautos 95 užpildytos anketos. Formalių paslaugų teikėjai teigia, kad vyresnio amžiaus žmonės renkasi neoficialiai dirbančių globėjų paslaugas, nes jos suteikia daugiau lankstumo (60% respondentų), kompensuoja ribotą formalių paslaugų kokybę ir prieinamumą (apie 40% respondentų) bei geriau prisitaiko prie individualių poreikių (59% respondentų). Be to, atkreipiamas dėmesys į aukštą privačiai teikiamų formalių globos paslaugų kainą (41% respondentų). Žvelgiant iš nelegaliai dirbančių globėjų perspektyvos, pagrindinės priežastys, kodėl jie pasirenka nedeklaruojamą darbą, anot formalių paslaugų teikėjų, yra: pajamų papildymas šalia pagrindinio darbo (75% respondentų), didelių mokesčių vengimas (48% respondentų), lankstus darbo grafikas (45% respondentų) ir siekis išvengti nepalankių mokesčių sistemos sąlygų savarankiškai dirbantiems globėjams (33% respondentų). Šis tyrimas ne tik praplečia žinias apie nedeklaruojamo darbo priežastis senyvo amžiaus žmonių globos sektoriuje, bet ir pateikia įžvalgų, kaip tobulinti globos sistemą.

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