

**THE IMPACT OF DIGITALISATION ON JOB QUALITY  
IN EUROPEAN PUBLIC SERVICES  
THE CASE OF HOMECARE AND EMPLOYMENT SERVICE WORKERS**

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**Annexes**

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**Annex 1: National sectoral case studies: summary tables**

**Public employment services**

**Contents of the work**

Dimensions of job quality		Negative impacts	Positive impacts
<b>Contents</b>	<b>Workload</b>	<ul style="list-style-type: none"> <li>• Number of files / flow of information/ mail (FG FR; FR3; FR 19; FR 37;30; FR 31) FG ES</li> <li>• Invisible job (FR 3)</li> <li>• Decrease in workforce (FG FR FG ES)</li> <li>• Multiprocessing of the same file (FR 24 FR 39 FG FR)</li> </ul>	
	<b>Work organisation</b>	<ul style="list-style-type: none"> <li>• Tasks/ follow up / planning (FR 4; FR 18; 29)</li> <li>• Outsourcing of some activities (FR4, ES1) FG ES</li> </ul>	<ul style="list-style-type: none"> <li>• Better time management, more flexibility (ES8, FR30) FG ES</li> <li>• Better follow up / traceability (FR 6; FR 31)</li> <li>• No loss of information (FR 35; FR 8)</li> <li>• More time for complex cases (FG FR) FG ES</li> <li>• Better communication between departments (FG FR; UK 1) FG ES</li> </ul>
	<b>Task execution</b>	<ul style="list-style-type: none"> <li>• Technical problems (FR 1; FR3; FR38; FR4; FR37, ES6) FG ES</li> <li>• Generic answers/standardized communication (FG FR; FR1; FR 12)</li> <li>• Inadequate digital tools (FR 9 ; FR 39)</li> <li>• Need to adapt to digital tools (FR6;FR12;Fr41;Fr38)</li> <li>• Difficult to rectify errors (FG FR FG ES)</li> </ul>	<ul style="list-style-type: none"> <li>• Faster work (ES6, FR 11)</li> <li>• better access to info (ES8) FG ES</li> </ul>
	<b>Dematerialisation</b>	<ul style="list-style-type: none"> <li>• Paperless (Fr3;8;10;FR 15 ; FR 20; FR 39 FG FR)</li> <li>• Of activities (FR 15; FR 16; FR 3)</li> <li>• Invisibility of work</li> </ul>	<ul style="list-style-type: none"> <li>• Dematerialisation of activities (less travel, journeys) (FR3, 11, 14) FG ES</li> <li>• fewer business trips thanks to videoconf / less time commuting (FG FR)</li> </ul>

### Pace of work

Dimensions of job quality		Negative impacts	Positive impacts
Pace	<i>Pace of work</i>	<ul style="list-style-type: none"> <li>Rhythm of work fixed by digital tools (FR 1; FR 12; FG FR, ES1)</li> <li>Tight deadlines to perform tasks (Fr3;12;31, 1; ES5; ES 8) FG ES</li> <li>Increased and time constraints</li> </ul>	
	<i>Overtime</i>	<ul style="list-style-type: none"> <li>Inadequacy between theoretical and real time to process info (FG FR; fr1, 3, 39, 31, 10) FG ES</li> <li>Rest time determined by workload (ES1)</li> <li>Overtime due to telework (FG FR)</li> </ul>	

### Work routine

Routine		<ul style="list-style-type: none"> <li>Routinisation / task simplification (4; 37 41 ; FR 9; FR 10; FR32;FR39; 13)</li> </ul>	<ul style="list-style-type: none"> <li>rid of routine allows better service (FR 6, FG FR)</li> </ul>
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### Teamwork

Teamwork	<i>Social interactions</i>	<ul style="list-style-type: none"> <li>Loss of interaction with colleagues / lack of communication (Fr 1:3:30:38 ; 13, FG FR) FG ES</li> <li>Fear to ask skilled colleagues (FR 3)</li> </ul>	<ul style="list-style-type: none"> <li>Interaction with colleagues (FG FR)</li> </ul>
	<i>Users</i>	<ul style="list-style-type: none"> <li>loss of interaction with users / dehumanisation (Fr30 FG FR FG ES)</li> <li>Focus on digital tools rather than users (FR 13)</li> </ul>	<ul style="list-style-type: none"> <li>closer to users (FG FR)</li> <li>Better focus on users' needs (FG FR)</li> <li>Easy access to services (FR13; FR 14; FR 16)</li> <li>More communication channels (FR19)</li> </ul>

## Monitoring of work

<p><b>Monitoring</b></p>	<p><i>Monitoring</i></p>	<ul style="list-style-type: none"> <li>• Monitoring of work content (FG FR; FG ES</li> <li>• Fr 1;3; FR 4; FR 6; FR 8; FR 13; FR 17; FR 19; 24; FR 27; FR 32, FR 33, FR 36FR 38; FR 39; FR 40; FR 41; ES 1; ES 8)</li> <li>• Generic answers/standardized communication (FG FR; FR1; FR 12)</li> <li>• Monitoring of working time (ES3, FR27 ;ES8)</li> <li>• Computerization of progress-tracking (FR 38, FR 39, FR 40; FR 41)</li> </ul>	
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## Learning

<p><b>Learning</b></p>	<p><i>Skills/training</i></p>	<ul style="list-style-type: none"> <li>• Need to adapt to digital tools (Fr6;12;41;38)</li> <li>• Deskilling (FR3, FG FR) FG ES</li> <li>• Outsourcing (ES8)</li> <li>• No training prior to the implementation of digital tools (FG FR, FR10, 6, ES5, ES8)</li> <li>• inappropriate / inadequate training in relation with skills required (ES1, ES2, ES3, FR8, FR3, FG FR FG ES</li> <li>• e-learning: Inefficiency (FG FR)</li> <li>• e-learning: Digital gap between participants (FG FR, FR16) FG ES</li> <li>• e-learning: Loss of group dynamics (FG FR, FR6, 4,17,24,)</li> <li>• e-learning: Monitoring of workers (FG FR)</li> <li>• e-learning: 'Hidden time' (FR3)</li> </ul>	<ul style="list-style-type: none"> <li>• e-learning: easier access, more choice of topics, decentralisation, less travel FG FR</li> </ul>
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The impact of digitalisation on job quality in homecare and public employment service sectors

**Health**

<b>Protection H&amp;S</b>	<i>Mental health</i>	<ul style="list-style-type: none"> <li>• Psychosocial risks (FR19 ES5) FG FR FG ES</li> <li>• Mental load/ fatigue (FR10, 24) FG ES</li> <li>• Demotivation (FG FR)</li> <li>• Loss of meaning (FR24, 30)</li> <li>• Feeling of deskilling (FR1)</li> <li>• E-aggressiveness FG ES</li> </ul>	
	<i>Physical health</i>	<ul style="list-style-type: none"> <li>• workplace/computers (vision: FG FR; FG ES FR 4, 6, 8, 11, 15, 13, 16, 17, 23, 40, 39,38, 37, 36, 35, 32, 31, 29, 17; musculoskeletal FR1, 40, 39, 38, 35, 6, 17; fatigue FR1, 40, 39, 31) FG ES</li> <li>• immobility (FG FR) FG ES</li> </ul>	<ul style="list-style-type: none"> <li>• Decreased physical aggressiveness (FG FR UK1 FG ES)</li> </ul>

**Individual characteristics and rights**

<b>Rights</b>	<i>Rights</i>	<ul style="list-style-type: none"> <li>• Right to disconnect / disrespect by users / ineffective right (FG FR, FR29)</li> <li>• Telework (FG FR)</li> <li>• Data protection/ privacy (FR12, FR6)</li> </ul>	<ul style="list-style-type: none"> <li>• Right to disconnect (FG FR) FG ES</li> <li>• Telework (FG FR)</li> </ul>
<b>Individual characteristics</b>	<i>Individual characteristics</i>	<ul style="list-style-type: none"> <li>• Intergenerational gap (FG FR, FR 1, 3, 6, 11,38, 37, 36, 17, ES5, ES6, UK1) FG ES</li> <li>• Cultural gap (FR17, 36)</li> <li>• Educational gap (FG ES FG FR, FR 3, 11, 36, 17, 6, 37, ES1, ES2, ES3)</li> <li>• Personal abilities to use new technologies (FG FR; FR35, ES2, UK1)</li> <li>• Geographical location (urban vs rural zones) ES 3</li> </ul>	

## HOMECARE WORK

### Contents of the work

Dimensions of job quality		Negative impacts of digitalisation	Positive impacts of digitalisation
<b>Contents</b>	<i>Workload</i>	<ul style="list-style-type: none"> <li>Intensification of work FR2, FR5</li> </ul>	<ul style="list-style-type: none"> <li>Better centralization of information FG FR</li> </ul>
	<i>Work organisation</i>	<ul style="list-style-type: none"> <li>change at short notice / no prior warning / no anticipation FR5, FR22, FR2, ES9, FGfr, FR44, FR2, FR21 FG ES</li> <li>planning FR25, ES10, ES13</li> <li>Need to stay connected FR44 UK 153</li> <li>Prioritization of tasks (FR22)</li> </ul>	<ul style="list-style-type: none"> <li>Better time management FG FR</li> </ul>
	<i>Task execution</i>	<ul style="list-style-type: none"> <li>Inadequate digital tools (FR22)</li> <li>Difficult to rectify errors in the planning (FG FR) FG ES</li> </ul>	<ul style="list-style-type: none"> <li>Better follow up of users FR5, 22</li> </ul>

### Monitoring of work

<b>Monitoring</b>	<i>Monitoring</i>	<ul style="list-style-type: none"> <li>Monitoring of working time FR5, 26, 44,25,22 FG ES</li> <li>Work monitoring FR22, FGfr</li> </ul>	<ul style="list-style-type: none"> <li>Better regulation of commuting time (FG FR)</li> <li>Better monitoring of work duration FR 5</li> </ul>
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### Pace of work

<b>Pace</b>	<i>Pace of work</i>	<ul style="list-style-type: none"> <li>Change in work pace (rest time, schedule) UK353, FR22, FR25</li> </ul>	
	<i>Overtime</i>	<ul style="list-style-type: none"> <li>Underestimation of commuting time FGfr, FR5, 44 FG ES</li> <li>Social time / standby time not taken into account FGfr, FR22</li> </ul>	
	<i>Working time</i>	<ul style="list-style-type: none"> <li>No clear view of number of hours worked / not possible to check working time for previous periods FG FR</li> </ul>	

## The impact of digitalisation on job quality in homecare and public employment service sectors

### Monitoring of work

<b>Monitoring</b>	<i>Monitoring</i>	<ul style="list-style-type: none"> <li>• Monitoring of working time FR5, 26, 44,25,22 FG ES</li> <li>• Work monitoring FR22, FG FR</li> </ul>	<ul style="list-style-type: none"> <li>• Better regulation of commuting time (FG FR)</li> <li>• Better monitoring of work duration FR 5</li> </ul>
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### Work routine

<b>Routine</b>			
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### Teamwork

<b>Autonomy</b>		<ul style="list-style-type: none"> <li>• Loss of autonomy FR22</li> </ul>	
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<b>Teamwork</b>	<i>Social interactions with colleagues</i>	<ul style="list-style-type: none"> <li>• Interaction with colleagues and managers / lack of communication FR5, 22, 2</li> <li>• No possibility to express one's own feelings (FR 44)</li> </ul>	<ul style="list-style-type: none"> <li>• Better interaction with colleagues FG FR</li> </ul>
	<i>Social interactions with users</i>	<ul style="list-style-type: none"> <li>• Loss interaction with users / dehumanisation FR22</li> </ul>	

### Learning

<b>Learning</b>	<i>Skills/training</i>	<ul style="list-style-type: none"> <li>• Need to adapt to digital tools ES10, 11,12,13,14,15 FG ES</li> <li>• No training / limited training FG FR; FG ES</li> </ul>	
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### Health

<b>Protection H&amp;S</b>	<i>Mental health</i>	<ul style="list-style-type: none"> <li>• Mental load/ fatigue FR22 FG ES</li> <li>• Loss of meaning (FR22,FR2)</li> <li>• Moral and psychological harassment FR2</li> </ul>	
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The impact of digitalisation on job quality in homecare and public employment service sectors

	<b><i>Physical health</i></b>	<ul style="list-style-type: none"><li>• traffic accidents FG FR</li></ul>	
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## Annex 2: Questionnaire to trade union representatives on digitalisation trends and outcomes for social dialogue

### European Social Observatory (OSE)

Please fill the identification information below. This information will be kept confidential. Your answers will be treated anonymously.

<b>Status</b>	<input type="radio"/> Trade union representative <input type="radio"/> worker
<b>country</b>	
<b>Mrs/Mr</b>	
<b>Name</b>	
<b>Sector</b>	<input type="radio"/> Public Employment services <input type="radio"/> Homecare
<b>Trade Union</b>	
<b>Position</b>	
<b>Phone</b>	
<b>E-mail</b>	
<b>skype</b>	

### Context of the research

The European Public Services Union (EPSU) has commissioned the OSE to undertake exploratory research on the **impact of digitalisation of tasks and jobs content in public services**.

The aim of the research is to examine to what extent new technologies are changing the way people work: it will focus particularly on job content, how jobs are changing and the process of that change.

The research will also address the role of social dialogue and collective bargaining, information and consultation, provision of training, health and safety and any specific factors relating to the characteristics of the workers in each occupation (gender, age).

The research focuses on 4 countries (Spain, France, Italy, and the United Kingdom) and 2 specific sectors: **homecare and public employment services (PES)**.

As the research will examine the impact of digitalisation on job quality it will focus on specific occupations in each sector, namely: **homecare workers** and Job **counsellors**.

We would like to collect your opinions on the drivers of change related to digitalisation, current and future trends as well as the challenges faced by trade unions in relation to digitalisation, and the actions taken to tackle these challenges.

In the context of this research, digitalisation refers to the use of tools converting analogue information into digital information. This results in increased presence and use of connected databases and scheduling tools, in the form of software applications for devices such as computers, tablets or smartphone apps. However, some other aspects of the introduction of new technologies could be considered if relevant: robotisation/automation (for example robots to help lift people) or artificial intelligence (for instance data processing).

## 1. Changes in aspects of quality of work and employment for workers

### 1.1 Changes in aspects of quality of work

- a. **Have your working conditions been affected by digitalisation? What about the physical work environment? If yes, how?**
- b. **Has your work organisation (tasks, rotation, order, relationships, ...) been affected by digitalisation? If yes, how?** (*the way tasks are scheduled and coordinated, the physical and mental environment at work; the way tasks are monitored and evaluated, and possible sanctions or bonuses*)
- c. **Has your working time been affected by digitalisation? If yes, how?** (*Changes in working time patterns such as pace of work, hours of work, rest periods, commuting times, and work schedules*)

- d. **In your daily work, has digitalisation had an impact on your health? If yes, how?** (*New risks and impact on physical and mental health (psychosocial risks)*)
- e. **Has digitalisation had an impact on health and safety conditions in your job? If yes, how?**
- f. **Have some aspects of your work related to skills development, learning or training been affected by digitalisation? If yes, how?** (*Changes in prospects of upgrading existing skills, including cognitive skills related to learning and social skills related to interacting with people, or options to develop new ones? Is adequate training provided to cope with specific skills required by the introduction of digitalised tools and methods? Influence on career prospects?*)
- g. **Have your earnings (wages, bonuses, ...) been affected by digitalisation? How?** (*Any element of pay, including bonuses and premiums*)
- h. **Has digitalisation had an impact on the nature and form of employment contracts in your workplace/sector? If yes, which ones?** (*Changes in the balance between temporary and permanent contracts, or part-time and full-time contracts? Shift to more precarious work status (temporary agency work, (subordinated) self-employment?)*)
- i. **Has digitalisation affected the rights of workers in your workplace/sector? If yes, which ones? How?** (*Changes in access to social protection rights (sickness invalidity, pensions ...) and the ability to reconcile work and social/family life? Changes to rights to association and representation, information and consultation?*)
- j. **Do the outcomes of digitalisation on work differ according to individual characteristics of workers, such as their gender, their age, their level of education, their migration background? If yes, please comment:**

### 1.2 Impacts of digitalisation on quality of employment

Here is a list of the potential effects of digitalisation. Could you please :

- Indicate the degree of relevance for your daily work? Mark from 1 - not relevant at all-to 10 – totally relevant -
- Comment on these impacts

		<b>Relevance (mark from 1 to 10)</b>	<b>Comments</b>
<b>Intensification of work</b>	Digitalisation tends to increase the pace, flexibility and autonomy of work, as digitalisation tools allow time-consuming work processes to be done more quickly		
	Trend of constant increase in the intensification of work		
	Close electronic monitoring of work		
	reward systems (carrot & stick) related to performance		
<b>Routinisation</b>	Digitalisation increasingly takes over routine analytical tasks		
	not confined to repetitive, manual tasks but also analytical and decision-making tasks, which can be digitally supported (computers, AI, ...)		
<b>Alienation</b>	Loss of control over task content		
	Loss of control over working processes/methods		
	Loss/standardisation of relationship with 'users'		
	Loss of social relationships with colleagues at work		

	Digitalisation used to monitor performance of tasks and monitor/evaluate/sanction workers		
	Performance-oriented management		
	Right to disconnect (vs 'always-connected' culture)		
<b>Insecurity</b>	use of Digitalisation blurs the boundaries between occupations or merges them		
	Digital skills: gaps and mismatches		
	Blurring of boundaries between work and social/family life		
	Employment/earnings related to performance		
	Digital monitoring of work (by employers and users)		
	Increased physical and mental health problems		
<b>OTHER(S)</b>	<b>Please explain:</b>		

## 2. Trends and changes in the sectors

According to you, what is the main evolution in the **last 5–10 years** determining the increased use of digitalised tools and practices in your sector of activity? It would be useful to draw a distinction between **positive and negative aspects** of these changes. According to you, what is the main expected or possible evolution that could be foreseen in the **next decade** as a consequence of the increased presence of digital tools and methods in your sector of activity? It would be useful to distinguish between **positive and negative aspects** of these changes.

## 3. Challenges and actions of social partners

This last section aims at highlighting the perception by stakeholders of the challenges resulting from the increased digitalisation of activities in the two sectors as well as the actions and (good) practices implemented to tackle these challenges. This relates notably, but not exclusively, to responses to challenges generated by digitalisation in domains such as working conditions and work organisation, training, or protection/improvement of workers' well-being at work and rights.

- a. **Is digitalisation and its consequences (sufficiently) included in the framework of national social dialogue, at interprofessional and sectoral levels? What role does social dialogue or collective bargaining (at national, sector or local level) play in regulating the impact of digitalisation on employment and working conditions?**
- b. **Does your national (and/or regional/local) government have policies that regulate digitalisation?**
- c. **Are there (good) practices undertaken by trade-unions and/or employers to cope with the challenges of digitalisation?**
- d. **According to you, what do social partners and policy makers, at local, national and European levels, need to do?**
- e. **Do you have any additional comments to make on the consequences of digitalisation for your work and sector?**

## **Annex 2: Questionnaire to workers on digitalisation trends and outcomes**

Please fill in the identification information below. This information will be kept confidential. The answers will be treated anonymously.

<b>country</b>	
<b>Mrs/Mr</b>	
<b>Name</b>	
<b>Sector</b>	<input type="radio"/> <b>Public Employment services</b> <input type="radio"/> <b>Homecare</b>
<b>Trade Union</b>	
<b>Position</b>	
<b>Phone</b>	
<b>E-mail</b>	

### **Context of the research**

The European Public Services Union (EPSU) has commissioned the OSE to undertake exploratory research on the impact of digitalisation of tasks and job content in public services.

The aim of the research is to examine to what extent new technologies are changing the way people work; it will focus particularly on job content, how jobs are changing and the process of that change. The research will also address the role of social dialogue and collective bargaining, information and consultation, provision of training, health and safety and any specific factors relating to the characteristics of the workers in each occupation (gender, age).

The research focuses on 4 countries (Spain, France, Italy, and the United Kingdom) and 2 specific sectors: home-care and public employment services (PES).

As the research will examine the impact of digitalisation on job quality, it will focus on specific occupations in each sector, namely: home-care workers and Job counsellors.

In the context of this research, digitalisation refers to the use of tools converting analogue information into digital information. This results in the increased presence and use of connected databases and scheduling tools, in the form of software applications for devices such as computers, tablets or smartphone apps. But some other aspects of the introduction of new technologies may be considered if relevant: robotisation/automation (for example robots to help lift people) or artificial intelligence (for instance data processing).

### **Impact of digitalisation on job quality**

The aim of this part of the questionnaire is to shed light on changes occurring in home care and public employment services in relation to job content, tasks and work organisation.

While the focus is on home care workers and job counsellors, information on the impact on other occupations is pertinent.

It is also important to indicate if digitalisation affects workers differently depending on their individual characteristics such as gender, age or educational levels. Below, you will find a list of effects of digitalisation on jobs and employment and possible outcomes for workers in the two sectors. This list is based on a preliminary literature review, but you are, of course, free to adapt or amend its content. Here again a distinction should be made between positive and negative impact and outcomes.

## 1. Changes in aspects of quality of work

- a. Have your working conditions been affected by digitalisation? What about the physical working environment? If yes, how?
- b. Has your work organisation (tasks, rotation, order, relationships, ...) been affected by digitalisation? If yes, how? (*the way tasks are scheduled and coordinated, the physical and mental environment at work; the way tasks are monitored and evaluated, and possible sanctions or bonuses*)
- c. Has your working time been affected by digitalisation? If yes, how? (*Changes in working time patterns such as pace of work, hours of work, rest periods, commuting times, and work schedules*)
- d. In your daily work, has digitalisation had an impact on your health? If yes, how? (*New risks and impact on physical and mental health (psychosocial risks)*)
- e. Has digitalisation had an impact on health and safety conditions in your job? If yes, how?
- f. Have some aspects of your work related to skills development, learning or training been affected by digitalisation? If yes, how? (*changes in the prospects of upgrading existing skills, including cognitive skills related to learning and social skills related to interacting with people, or to develop new ones? Is adequate training provided to cope with specific skills required by the introduction of digitalised tools and methods?*)
- g. Have your earnings (wages, bonuses, ...) been affected by digitalisation? How? (*Any element of pay, including bonuses and premia*)
- h. Has digitalisation had consequences on the nature and form of the employment contracts in your workplace/sector? If yes, which ones? (*Changes in the balance between temporary and permanent contracts, or part-time and full-time contract? Shift to more precarious work status (temporary agency work, (subordinated) self-employment?)*)
- i. Has digitalisation affected the right of workers in your workplace/sector? If yes, which ones? How? (*Changes in the access to social protection rights (sickness invalidity, pensions ...) and possibilities to reconcile work and social/family life? Changes to rights to association and representation, information and consultation?*)

## 2. Impacts of digitalisation on quality of employment

Here is a list of the potential effects of digitalisation. Could you please :

- Indicate the degree of relevance for your daily work? Note from 1 - not relevant at all-to 10 – totally relevant -
- Comment on these impacts

		<b>Relevance (note from 1 to 10)</b>	<b>Comments</b>
<b>Intensification of work</b>	Digitalisation tends to increase the pace, flexibility and autonomy of work as digitalisation tools allow time-consuming work processes to be done more quickly		
	Trend of constant increase in the intensification of work		
	Close electronic monitoring of work		
	reward systems (carrot & stick) related to performances		
<b>Routinisation</b>	Digitalisation increasingly takes over routine analytical tasks		
	not confined to repetitive, manual tasks but also analytical and decision-making tasks,		

	which can be digitally supported (computers, AI, ...)		
<b>Alienation</b>	Loss of control over task content		
	Loss of control over working processes/methods		
	Loss/standardisation of relationship with 'users'		
	Loss of social relationships with colleagues at work		
	Digitalisation used to monitor performance of tasks and monitor/evaluate/sanction workers		
	Performance oriented management		
	Right to disconnect (vs 'constantly connected' culture)		
<b>Insecurity</b>	use of Digitalisation blurs the boundaries between occupations or merges them		
	Digital skills: gaps and mismatches		
	Blurring of boundaries between work and social/family life		
	Employment/earnings related to performance		
	Digital control of work (by employers and users)		
	Increased physical and mental health problems		
<b>OTHER(S)</b>	Please explain:		

### 3. Outcomes for workers

Below is a list of possible effects on workers related to the introduction of digitalisation. Could you please:

- indicate the degree of relevance for your daily work? From 1 - not at all relevant - to 10 – totally relevant -
- comment on these impacts

<b>Outcomes</b>	<b>Note (from 1 to 10)</b>	<b>Comments</b>
<b>Physical health: Exposure to risks</b>		
<b>Psychosocial risks /Mental health: harassment, bullying, violence, emotional and cognitive demand, burn-out,...</b>		
<b>Career prospects, sustainable job security</b>		
<b>Social protection rights</b>		
<b>OTHER(S): Please explain:</b>		

- Do the outcomes of digitalisation on work differ according to individual characteristics of the workers, such as their gender, their age, their level of education, their migration background? If yes, please comment:
- Do you have any additional comments to make on the consequences of digitalisation for your work and sector?

### Annex 3: Awareness of bargaining and/or policies in the field: questions asked

Is digitalisation and its consequences (sufficiently) addressed in national social dialogue, at interprofessional and sectoral levels? What role does social dialogue or collective bargaining (at national, sector or local level) play in regulating the impact of digitalisation on employment and working conditions?

Public employment services		Home care	
<i>Negative</i>	<i>Positive</i>	<i>Negative</i>	<i>Positive</i>
Impact on employment and working conditions still an issue: aiming to reconcile views from the top management and daily situation on the ground (FR 3)	In the context of social dialogue, these developments are more or less integrated. Good practice: in the union, digital communication is now a reality and the practice of remote meetings, ensuring maintained human contact (FR3).		
	Implementation of teleworking; right to disconnect (FR19)	No data but don't think so (ES 9)	
No study concerning the concordance of the elements between them has been carried out, only the completeness of the elements provided (FR24)	Time saving; speed (FR24)	Need for research on how to introduce digitalisation without harming jobs, while improving efficiency of public services for the benefit of all (ES 9)	
	Right to disconnect (FR27)	Do not know (ES10, ES 12)	
		Do not know (ES11)	
There is practically no negotiation in these aspects, since the Administration sees itself as fully responsible for organising these aspects of its work as part of its power of self-organization (ES1)			
No. Digitization and its consequences are not included at all in collective bargaining in our field. The application of new technologies is still understood as something up to the company to determine, in relation to its economic or investment capacity, but it has never been considered as a factor that affects and modifies working conditions. This is so because to date the changes made			

<p>have affected everybody, or the vast majority, by making their work less 'burdensome' by facilitating more routine or onerous work. However, the trade unions are at fault here: to date they have not spoken out clearly, pointing out that the consequences of the introduction of new technologies modify working conditions and this must entail a prior assessment in the participation and negotiation forums ( ES2)</p>			
<p>They are not included and the social dialogue is irrelevant in this connection. For example, in Spain, the European Telemwork Framework Agreement is not respected and the Public Administrations are the first to breach it (ES3).</p>			
<p>I believe that digitization and its consequences are included in social dialogue at all levels, in as much as it is a very important factor in the working conditions of the staff of the Public State Employment Service. Social dialogue and collective bargaining play an important role in ensuring that digitization and its consequences do not adversely affect the working conditions of workers (ES4).</p>			
<p>Digitization is not addressed in national social dialogue in my sector, and the role we play in regulating its impact on working conditions is minimal (ES5)</p>		<p>Digital working means everyone is at work, all the time - why didn't you read my text/email NOW? Assume globalisation of services is unnoticed - I still 'know' the call centre is offshore even if they are speaking English (UK105)</p>	
<p>Regulation of the impact of digitalization on employment and working conditions does not seem to be part of collective bargaining ES6</p>		<p>There are strong data protection laws that help protect information UK123</p>	
<p>In my opinion, these aspects have not been given the attention they should have. Digitization has seriously affected</p>		<p>I don't believe it is. As a result of agile working staff are</p>	



<p>working conditions, increased work intensity, the need for continuous recycling, greater monitoring by managers, health problems, etc ES7</p>		<p>working longer hours as they take work home to complete UK201</p>	
<p>The main problem is that there is no negotiation between unions and the administration on the application and development of new technologies. The administration needs to be shown that new technologies affect both users and employees, and that is why it is essential to take into account the contributions of workers' representation. ES8</p>		<p>The use of IT makes management forget we are humans and our work involves dealing with humans - not everything fits into robotic ways of working, and there are no allowances for old, slow equipment, poor wi-fi signals etc. Can see the robot having more influence on our job and it will not benefit the patients nor the practitioner UK290</p>	
		<p>Ensures balance of power. UK319</p>	
<p>In a nutshell, No. Digitalisation should be at the forefront of issues for all sectors. It is the current means of communication for the masses and should be embraced (and regulated/monitored) as such (UK1)</p>			
<p>I envisage this requiring a complete rethink around media policies and departmental/company digital policy thinking and implementation (UK1)</p>			
<p>More education and information up front is needed; employers and trade unions must do more to inform about dangers limitations and boundaries (UK1)</p>			

**Does your national (and/or regional/local) government have policies that regulate digitalisation?**

Public employment services		Home care	
<i>Negative</i>	<i>Positive</i>	<i>Negative</i>	<i>Positive</i>
	Right to disconnect (FR27)		
	at the nat level, the CNIL ensures data security (FR19)		Law on data protection (ES9)
Studies have been carried out by trade unions and the focus is constantly on the problem. On the employers' side, I do not know of any measures. (ES1)			Improved interconnection of public administrations (ES1)
NO. There is a complete lack of discussion. As we have already mentioned in previous questions, the issue is not understood or even understood within the negotiating framework. This should be the first step. So far both approaches have failed			Improvement access to public services from home (ES2)
Trade unions must ensure that employers implement digitalization in jobs without undermining the quality of working conditions. Both sides must keep up-to-date so as not to be left behind with regard to technical advances (ES3)		NO (ES11)	
I do not know any, in my field of course there is none (ES4)			
Employers understand the introduction of digitization as part of their right to organise how the company works, and at least in my sector it is very difficult for the union representation to intervene in this area(ES5).		Yes (UK 201)	
I do not know of any(ES6).		Yes. Policies in place to protect personal and confidential data. Training available and compulsory to enforce such policies (UK319)	
As I commented in the previous question, I think not, otherwise they would be insufficient (ES7).			
I do not know of any(ES8).			

The impact of digitalisation on job quality in homecare and public employment service sectors

<p>Yes, to a degree. However, in my opinion I don't think they are of a sufficient level to be either effective or understandable. The possibilities are regularly changing with the IT environment in a continuous evolution (UK 1).</p>			
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**Are there (good) practices undertaken by trade-unions and/or employers to cope with the challenges of digitalisation?**

<b>Public employment services</b>		<b>Home care</b>	
<i>Negative</i>	<i>Positive</i>	<i>Negative</i>	<i>Positive</i>
	<p>In the union, digital communication is now a reality as is the practice of remote meetings, ensuring continued human contact (FR3).</p>		