

JOINT SEMINAR OF THE ECONOMIC AND SOCIAL COUNCILS OF THE EU AND THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE

Impact of digitalisation on working conditions and social dialogue

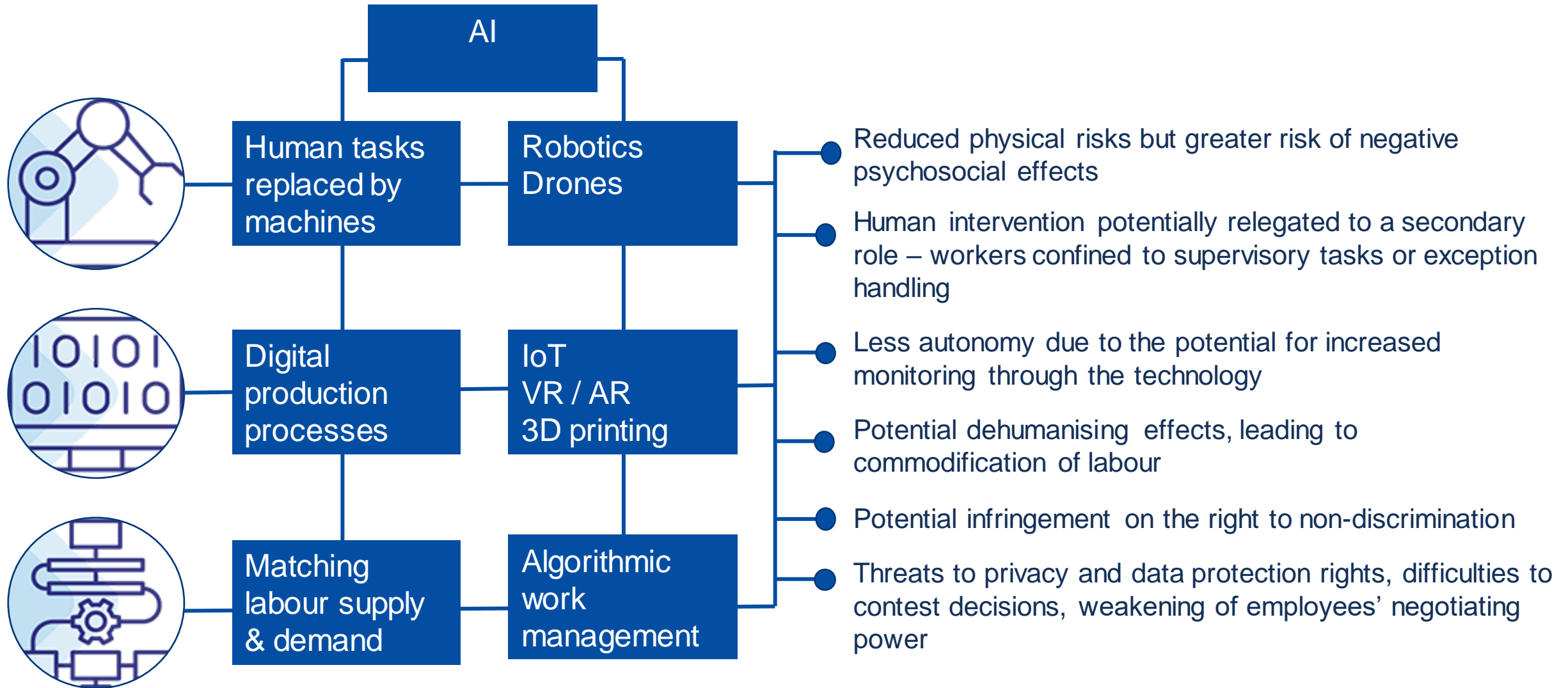
Ricardo Rodriguez Conteras - Research manager

Brussels, 20 June 2024



Impact of digitalisation on working conditions

Impact of digitalisation on a digital work environment



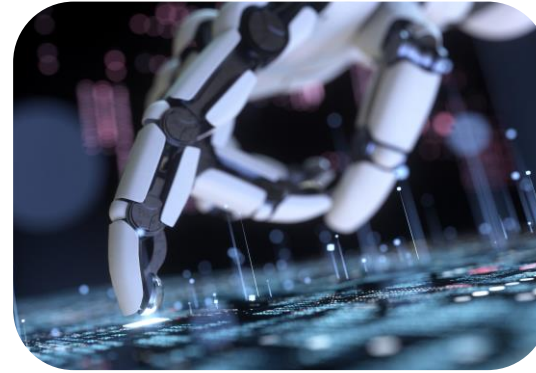
Impacts of Advanced Robotics in the workplace



Shift from
manual towards
intellectual skills



Lower physical
strain but
greater risks of
negative
psychosocial
effects



Human–robot
interaction,
increased
complexity

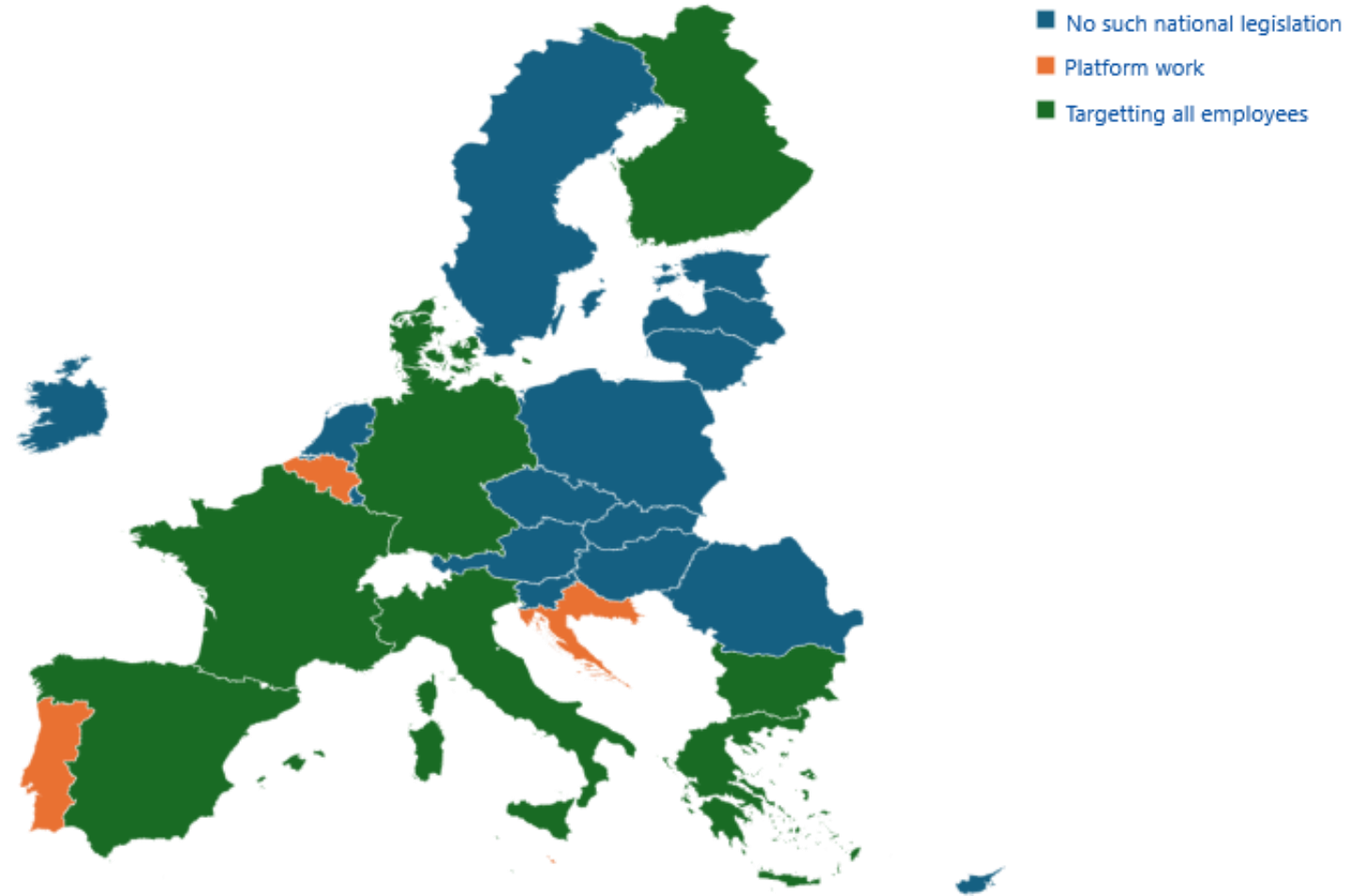


Less autonomy
due to
increased
monitoring

Platform(isation of) work



Legislation on algorithmic management and platform work



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Cross-cutting concerns: data collection and privacy



- Technologies can improve safety but can also increase surveillance
- New type of data can be collected and at an increased level of granularity and scale
- Risk of discriminatory practices, lack of control over how data is used, blurring work-life balance
- Ethical concerns related to privacy
- Uneven involvement of social partners in introduction and use of monitoring technologies
- Increase in remote work can contribute to the wider use and acceptance of employee monitoring technologies
- National legislations struggle to keep pace with technological advances



Challenges and opportunities

Social dialogue and technological change

Challenges/risks

- Changes in production and work organisation impact employment relations
- Expected shift in skills might emerge polarisation between high-skilled and lower-skilled workers – individualised wage setting
- Emerging issues: data privacy; monitoring and surveillance; human-machine interaction
- Social dialogue and collective bargaining focus more on traditional priorities: effects of digitalisation still to be properly addressed
- Trade unions increasing difficulties in organising dispersed workers – disrupted union solidarity

Opportunities

- Triggering new agendas and content for social dialogue and collective agreements: productivity gains, skills implications, working conditions, ...
- Employment relations adapted to structural change: increasing cooperation
- Improving workers' physical safety
- Trade unions to develop new approaches to worker representation in the workplace
- Implementing digitalisation = not a neutral choice

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Ricardo.rodriguezContreras@eurofound.europa.eu

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