Use and misuse of modern technologies for monitoring workers

Republic of Slovenia Ministry fo Labour, Family, Social Affairs and Equal Opportunities
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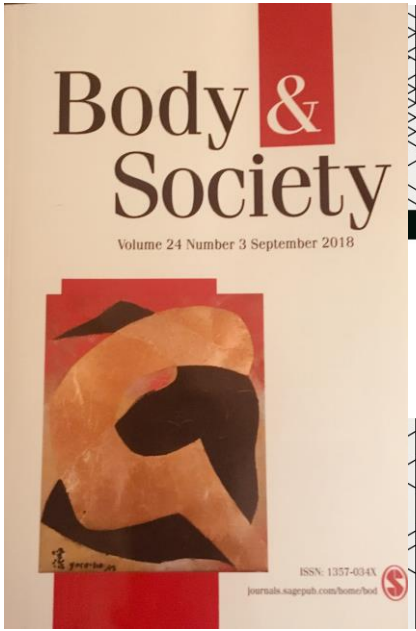
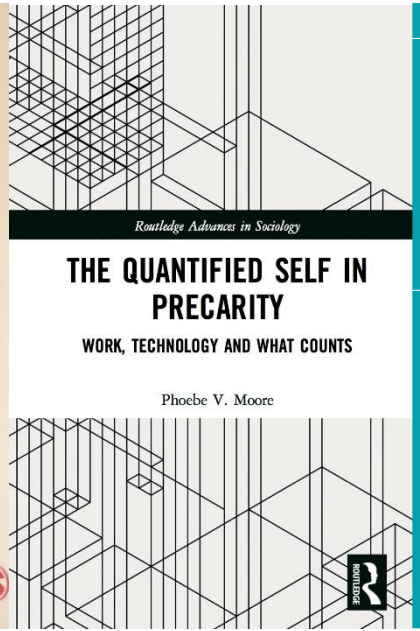
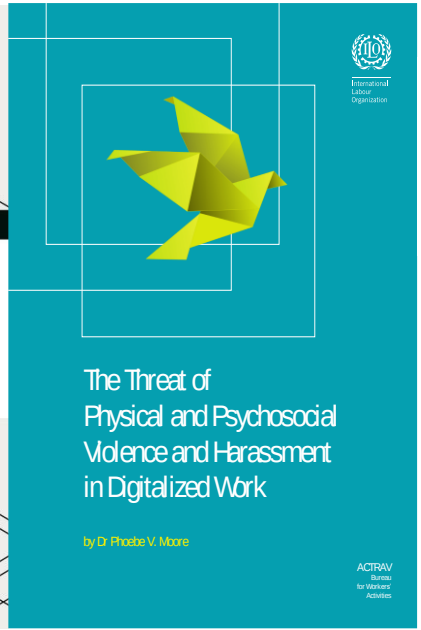
European Agency for Safety and Health at Work







European Agency for Safety and Health at Work

European Parliament

Outline

I. Monitoring technologies

II. Processes of implementation and possible ‘uses and misuses’

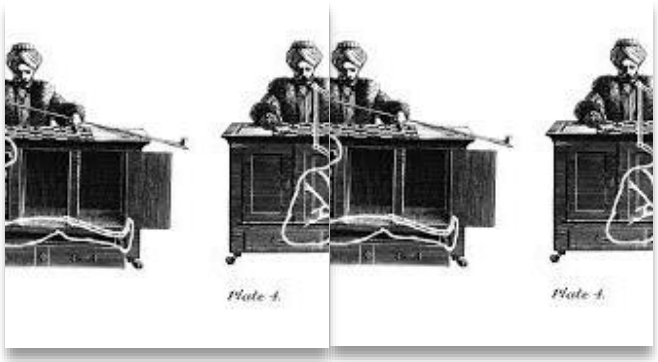
III. Worker responses

IV. Legal frameworks, local/regional policies, IO responses

V. My recommendations

I. Monitoring Technologies

- Human resources
- Collaborative bots
- Chatbots
- Wearables, implants
- Algorithms & gig work



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Which technologies?

- **Warehouse: armbands, cobots, finger scanners**
- **Factory: robots, cobots, assistive tablets**
- **Call, ‘contact’ centres: sentiment analysis, emotion coding**
- **Home working: RescueTime, online platforms, algorithms**
- **Streets: offline platforms, algorithms, facial recognition, location tracking**
- **Offices: sentiment analysis, sociometrics, heat tracking, attendance swipe cards, keystrokes, CCTV, facial recognition**

All have some form of human resources which involves e.g. profiling, people analytics, performance monitoring.

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The Intelligence of Machines (by Machines)

‘it is the autonomy of the computer we value… time after time, science has led us to insights that, at least when seen superficially, diminish man’. Weizenbaum 1972

Technology:	Platforms (algorithms, Artificial Intelligence (AI), Machine learning (ML))	People analytics, chatbots (filming interviews, software, AI, ML, emotion coding,)	Cobots, wearables (RFID, dashboards, tablets, GPS, data glasses/Hololense)
Type of intelligence:	Predictive, Prescriptive, Descriptive	Affective, Assistive, Predictive, Descriptive	Assistive, Collaborative
Where/what:	Home, Street (gig work)	Office, Call Centre (service work)	Factory, Warehouse (manual work)
Decision-making:	Human resource (HR), performance monitoring (PM), micro-management (MM)	HR, PM, MM	HR, PM, MM

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II. Processes of implementation and uses/misuses

Implementation

Warehouse

-Armbands, data accumulation

Streets

-Platform business model

Homes

-Little oversight, reputational economy

Offices

-Human Resources

-Sociometrics

Risks

Warehouse

-Stress, micromanagement

Streets

-No social protection, physical risks

Homes

-Ergonomics, ‘double burden’

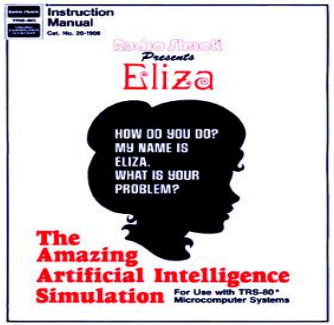
Offices

-Discrimination

-Stress, anxiety

III. Worker responses

- OSH symptoms
- Disengagement, ‘feet dragging’, situational leveraging
- Worker organization, union involvement



IV. Legal and policy frameworks

- Data as property? Right to personality? Privacy and data protection rules?
- European Commission
- International Standards
- World Economic Forum
- General Data Protection Regulation

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V. Recommendations

- Focus on implementing assistive and collaborative technologies
- Appropriate training must be provided at all points
- Worker consultation
- International standardisation, government regulation
- Trade unions, civil society engagement

Thank you!

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