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# Digitisation in the workplace – What does it mean for work organisation, job quality and OSH?

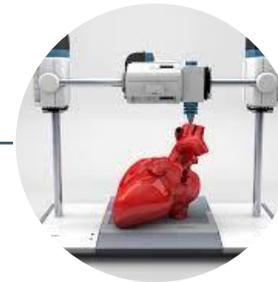
Sara Riso, Research Manager, Eurofound



# What digitisation technologies?



Internet  
of Things

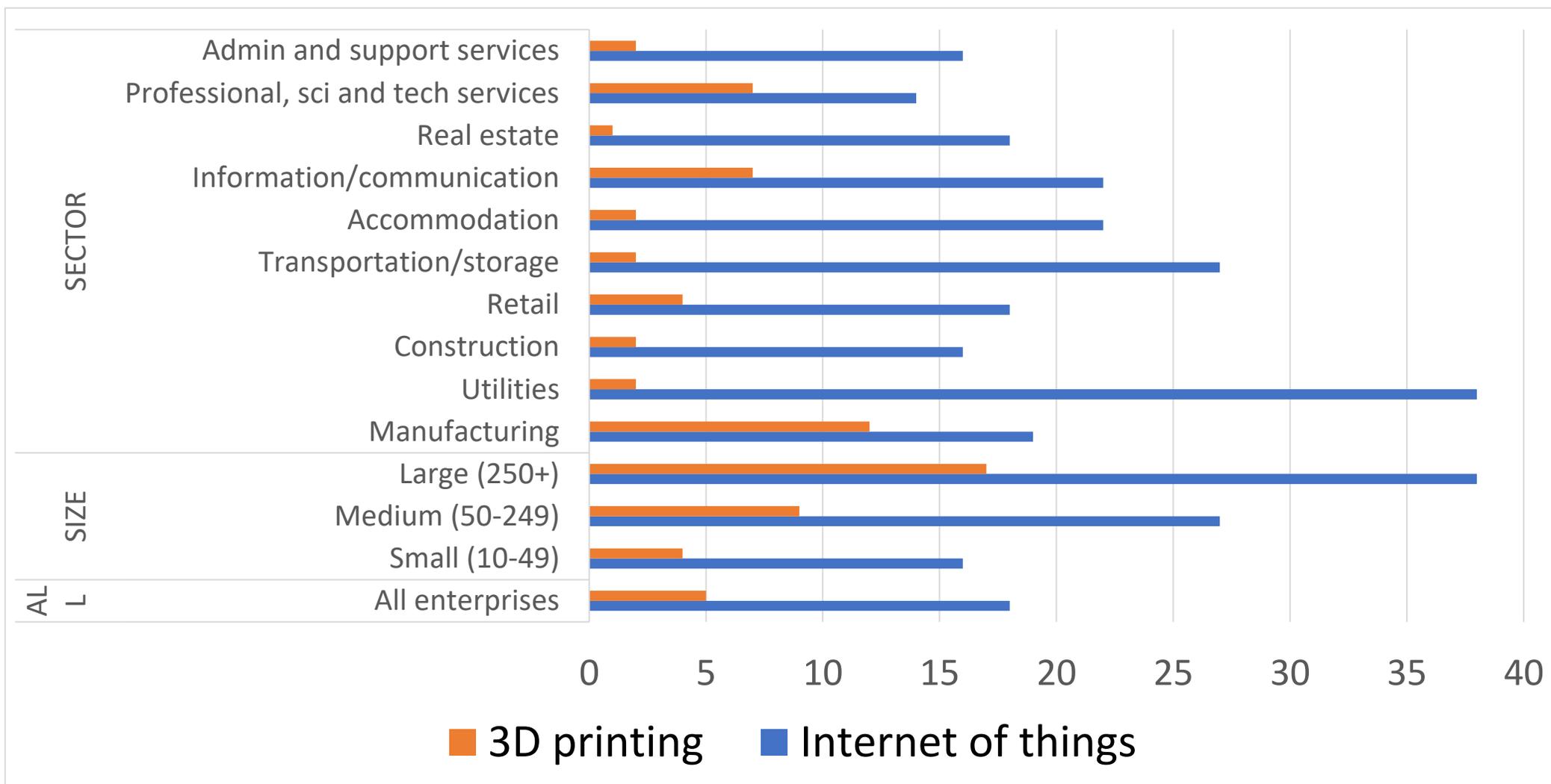


3D printing



VR & AR

# Adoption by enterprises of IoT and 3D printing by size and sector, 2020

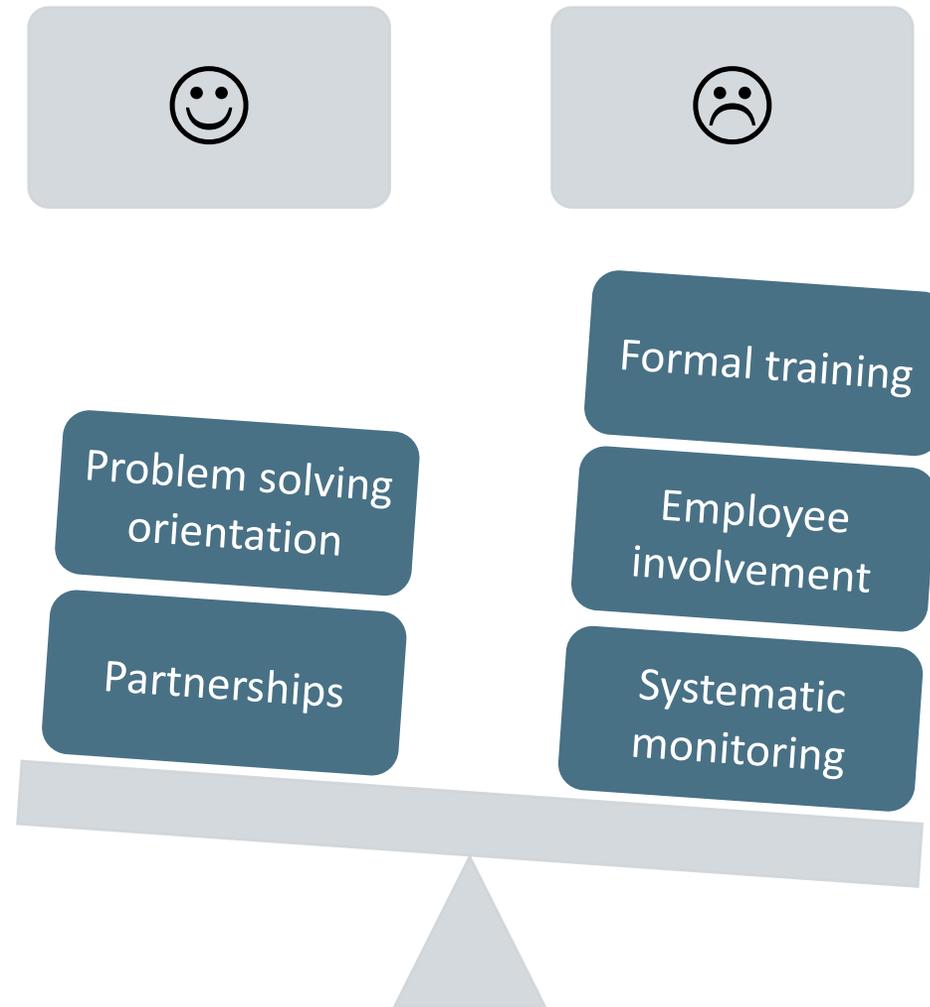


# Good practice elements in digitisation



# What works and what can be improved?

*Evidence from establishment practices*



# Impact on work organisation

|   | IoT | 3D Printing     | VR & AR |
|---|-----|-----------------|---------|
| Internal organisation and decision-making |     | No impact found |         |
| Task definition and content               |     |                 |         |
| Workflows, quality control and standards  |     |                 |         |
| Employee monitoring and control           |     | No impact found |         |

# Impact on job quality

|                        | IoT    | 3D printing | VR & AR         |
|------------------------|--------|-------------|-----------------|
| Physical environment   | Green  | Yellow      | No impact found |
| Social environment     | Yellow | Green       | Yellow          |
| Working time quality   | Green  | Green       | Green           |
| Work intensity         | Red    | Yellow      | Yellow          |
| Skills and discretion  | Yellow | Yellow      | Yellow          |
| Prospects and earnings | Red    | Green       | No impact found |

# What new risks associated to digitisation?

- More sedentary work and greater exposure to **ergonomic risks**
- Increase in **work intensity and levels of stress** especially in the early phase of technology adoption
- Heightened **feelings of job insecurity (and potential increase in emotional labour)** when technology used to monitor employees' performance
- For assembly line workers, **reduced influence over work tasks** due to IoT reinforcing existing task-driven work organisation

# Zooming in on the risks of employee monitoring



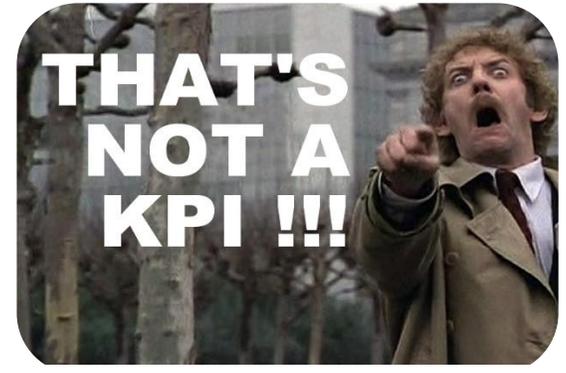
Threats to privacy and data protection rights



Negative psychological effects



Difficulties to contest decisions



Over-emphasis on performance metrics

# No good or bad technologies, just management choices ...





**HVALA**  
**THANK YOU**