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# PROJECT RESULTS' – TRANSNATIONAL SURVEY

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M. Franssen  
marine.franssen@uliege.be



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## Objectives and methodology (1)

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- \* To collect respondents' views and perceptions of the current practices of social dialogue (especially about digitalisation)
- \* To address the questions of the future of social dialogue and digitalisation through prospective scenarios

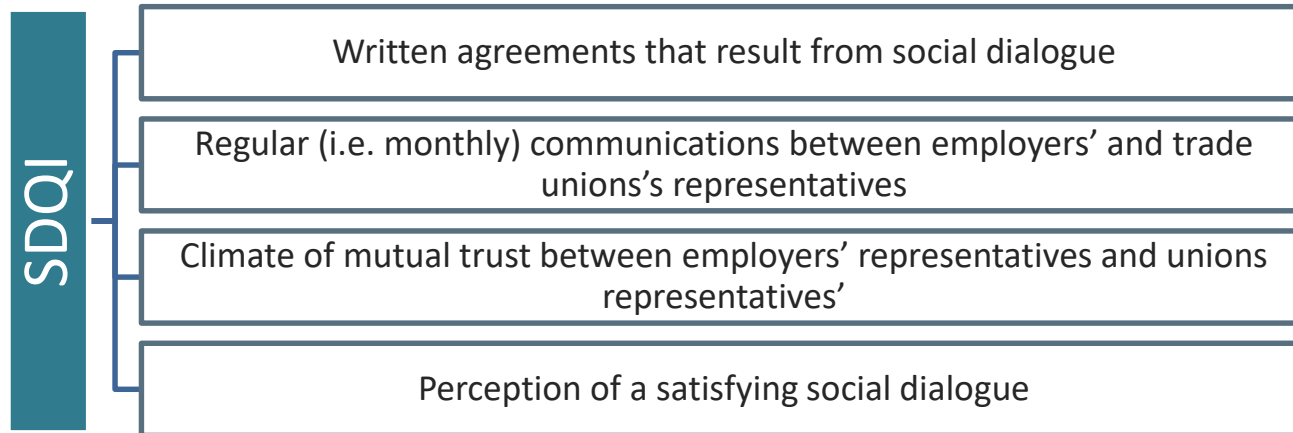


- \* Survey's targets: employers and trade unions' representatives (sectors and companies) within the eight participating countries
- \* Survey open: April 2019 – August 2019
- \* Analysis breakout by dimensions (correlation analysis)

## Objectives and methodology (2)

Focus on one dimension for this presentation: the Social Dialogue Quality Index (SDQI)

*“Companies with ‘trusting’ forms of social dialogue were able to introduce even difficult restructuring measures with trade union or employee support, especially where there had been consultation at an early stage to allow compromises to be reached and to build commitment to a common goal. (...) Companies in the ‘trusting’ social dialogue group had the most positive outcomes for both organisations and employees.” (Eurofound, 2016, p.2)*



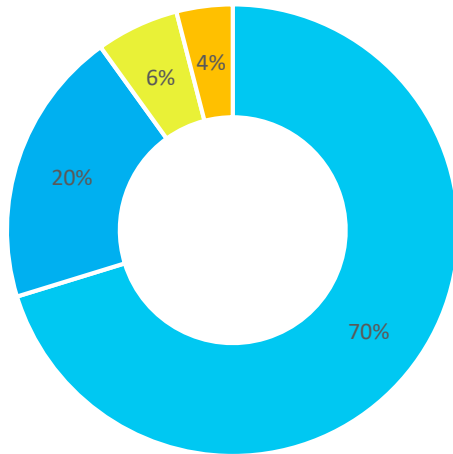
Other breakout dimensions: social dialogue position, social dialogue level, seniority in social dialogue, systems of industrial relations, sector of work.

# Who are the respondents?

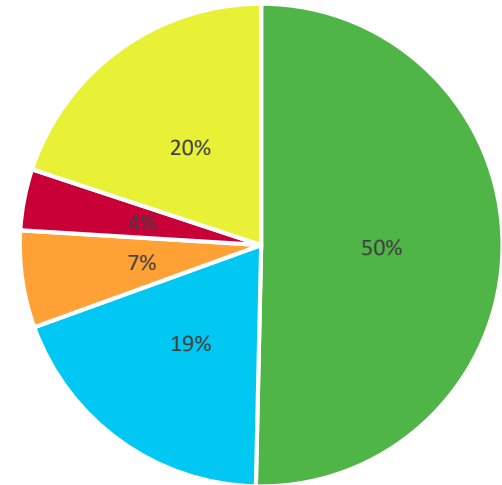
Main function regarding social dialogue (%; n=741)

**741** SURVEYS REGISTERED

Responses per sector (%; n=727)

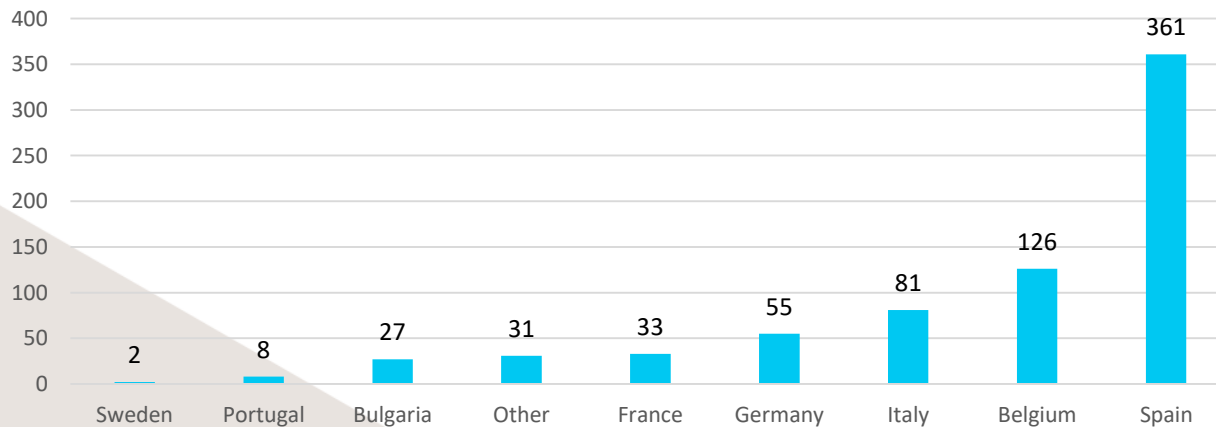


- Trade union rep. [company]
- Trade union rep. [sector]
- Employer rep. [company]
- Employer rep. [sector]



- Bank/insurance
- Manufacturing
- Tourism
- Postal services/logistics
- Other

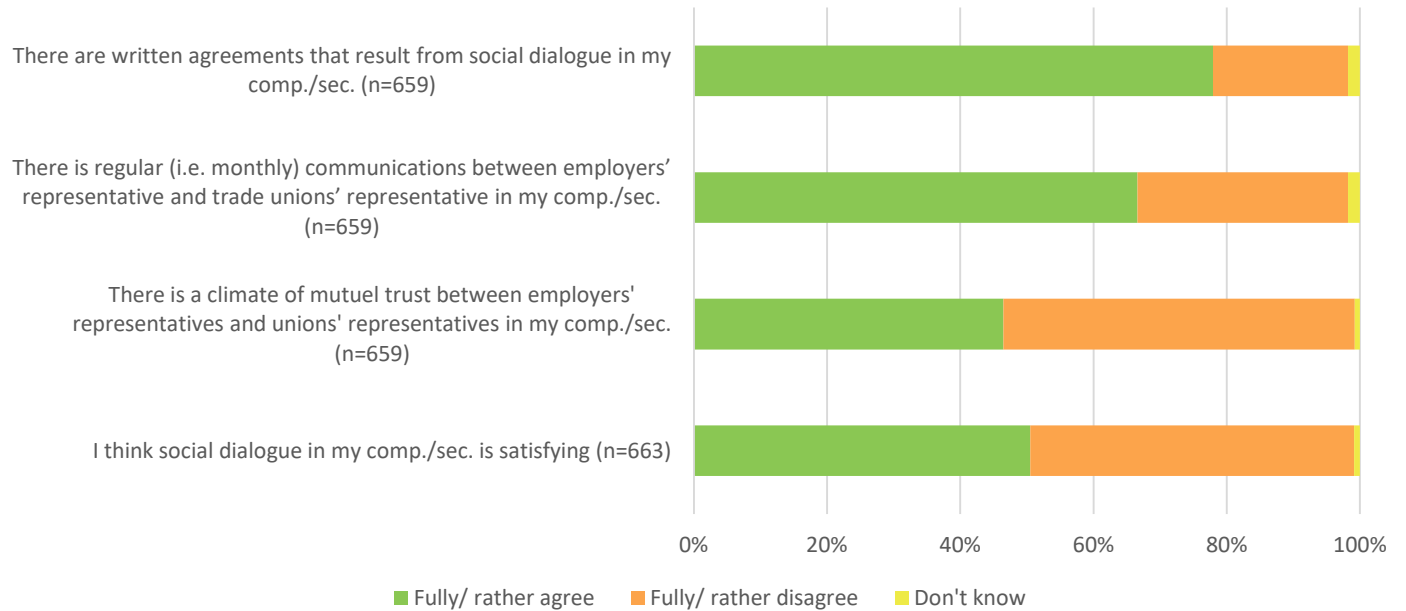
Responses per country of work (n=724)



## Key results (1)

### Quality of social dialogue: a picture

*To what extent do you agree with the following sentences about social dialogue in your company/sector in the last three years?*



Social dialogue quality index	Poor	Fair	Good
	22%	34%	44%

## Key results (2)

The SDQI positively influences the integration of digitalisation as a social dialogue topic

Within your company/sector, is digitalisation a concern in terms of social dialogue?

### Global results

Yes: 63%

### SDQI clusters

Poor	Fair	Good
47%	60%	<b>73%</b>

How relevant is the topic of digitalisation in terms of social dialogue?

### Global results

Central topic: 69%

### SDQI clusters

Poor	Fair	Good
57%	63%	<b>77%</b>

How is the topic of digitalisation primarily approached?

### Global results

Information: 47%  
Above information\*: 42%

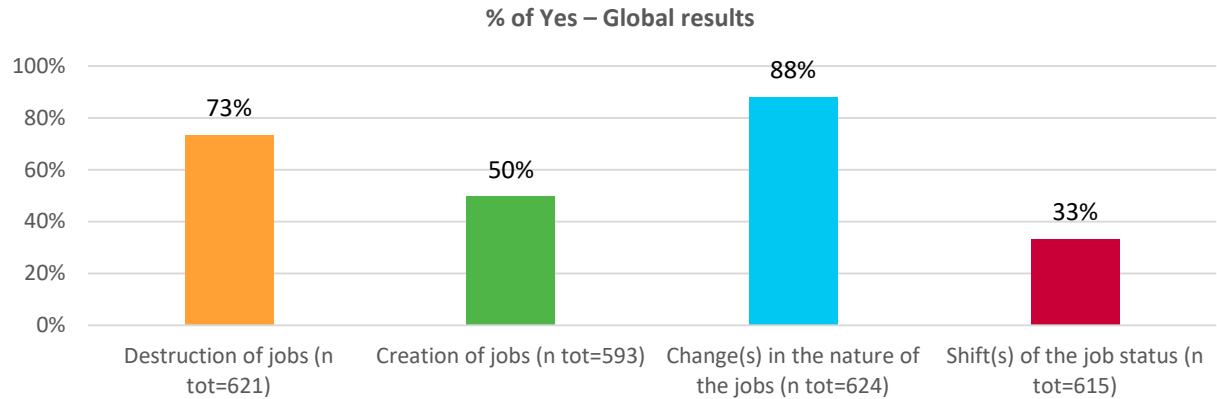
### SDQI clusters

Poor	Fair	Good
I: 59% Ab.:29%	I: 45% Ab.:40%	<b>I: 45% Ab.:48%</b>

## Key results (3)

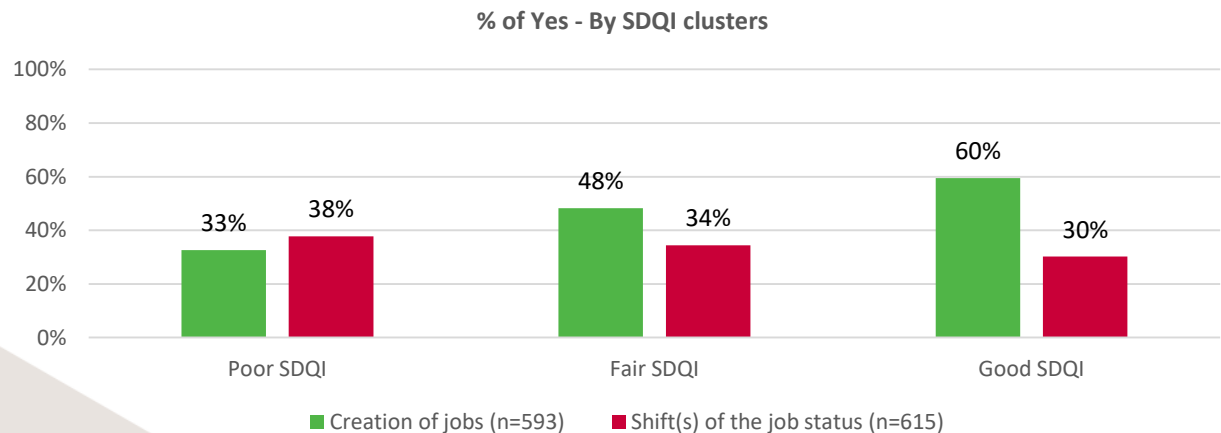
A vast majority of respondents state that their enterprise or sector underwent change(s) in the nature of jobs

*Has your company/sector been through the following changes in the last three years?*



The higher the SDQI, the higher the perception of creation of jobs and the lower the shift(s) of the job status

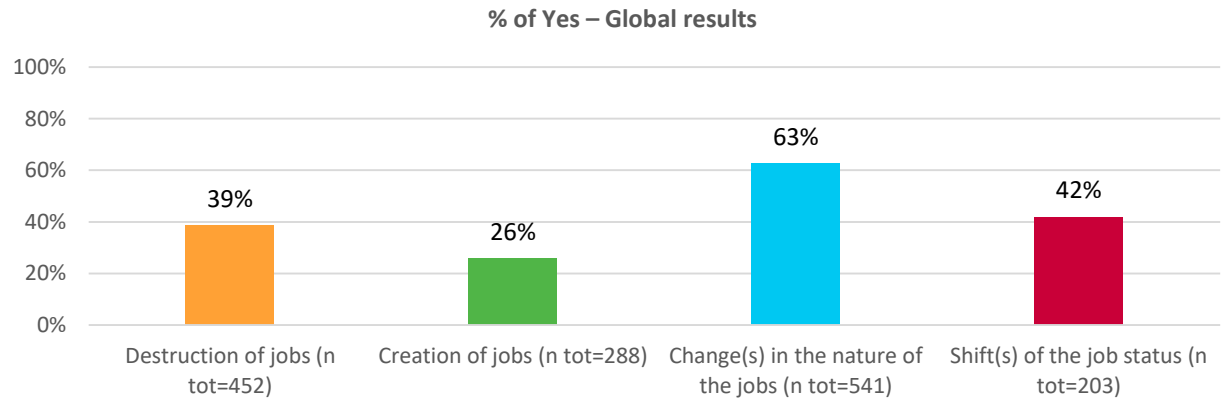
*Has your company/sector been through the following changes in the last three years?*



## Key results (4)

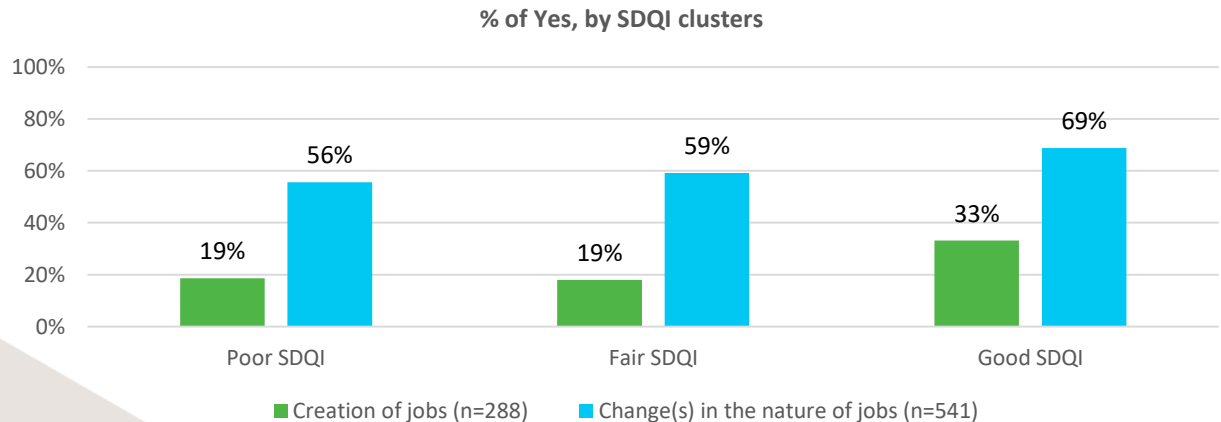
Nearly two-third of the changes in the nature of the jobs would be provoked by digitalisation, according to respondents

*Has digitalisation been the main explaining factor of those changes?*



The SDQI is also linked positively with the impact of digitalisation on both creations and changes in the nature of jobs

*Has digitalisation been the main explaining factor of those changes?*





## Key results (5)

The SDQI is positively linked with perceptions about a possible future scenario for social dialogue



### Scenario

Through AI and automation, new skilled jobs have been created while challenging employment rate of low skilled workers

*To what extent may this scenario be viewed as desirable for the quality of social dialogue if the scenario becomes a reality?*

### Global results

(Extrem.) Desirable: 33%  
(Extrem.) Undesirable: 37%

### SDQI clusters

Poor	Fair	Good
D: 30%	D: 26%	<b>D: 38%</b>
U: 42%	U: 41%	<b>U: 31%</b>

*\*I, as an actor of SD feel...  
\*My company/sector is... well prepared to face the challenges posed by this scenario*

### Global results

Themselves: 52%  
Company/sector: 48%

### SDQI clusters

Poor	Fair	Good
T: 43%	T: 49%	<b>T: 58%</b>
C/S: 35%	C/S: 42%	<b>C/S: 58%</b>

## Conclusions (1)

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The SDQI built is an important shaper of multiples perceptions regarding social dialogue, digitalisation and the future of social dialogue

Digitalisation as a social dialogue topic

Centrality of this topic in social dialogue

Use of exchanges processes

Perception of job creation

Perception of shift of the job status

Digitalisation as the main reason for job creation

Digitalisation as the main reason for changes in job nature

Desirability of future scenario

Preparation for this scenario

## Conclusions (2)

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The results on the influence of the SDQI confirms previous studies showing the impact of a high-quality social dialogue in creating socially responsible solutions for restructuring. Our online survey reveals this affirmation remains relevant when talking about digitalisation.



What levers and how can we foster the development and conduct of a quality social dialogue on these matters at company level?



**DEVELOPING DIGITALISATION PARTNERSHIP  
APPROACHES AT A DECENTRALISED LEVEL**

# FULL REPORT AND RESULTS AVAILABLE ON [WWW.DIRESOC.EU](http://WWW.DIRESOC.EU)



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