

DigiSoc

DIGITAL SOCIAL PARTNERS

Implementation of the Framework Agreement on Digitalisation Survey

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European Social Partners Framework Agreement on Digitalisation: views and perspectives from employers and trade unions

A survey carried out in the context of the [DigiSoc \(Digital Social Partners\) Project](#)
Project ID: 101051859.

Project Coordinator: CONSILIUL NATIONAL AL INTREPRINDERILOR PRIVATE MICI SI MIJLOCII DIN ROMANIA ASOCIATIE

Deliverable XXX

Task XXX

The survey is structured as follows:

Section #1 – General information

Section #2 – European Framework Agreement on Digitalisation: general understanding and implementation

Section #3 – Partnership Process

Section #4 – Digital Skills and Securing Employment

Section #5 – Modalities of Connecting and Disconnecting

Section #6 – Artificial Intelligence and Guaranteeing the Human in Control Principle

Section #7 – Respect of Human Dignity and Surveillance

Section #8 – Final remarks

Section #9 – Privacy policy ([section required only in case of online submission/where collecting "Personal data" as per GDPR Regulation \(art. 4 n. 1\) which make the respondent identifiable](#))(*).

The survey, developed by Confartigianato Imprese – Lead partner WP2, is completely ANONYMOUS. [However, respondents' e-mails will be collected for technical purposes: please see the privacy policy at the end of the survey for further details \(*\)](#). The data collected will be processed in an aggregated way, in order to prevent one from tracing, even indirectly, the identity of the person who completes the survey.

The results of this survey will be used to design and delivery XX national workshops in the framework of the DigiSoc Project.

You'll be able to fill out the survey until the end of XXX

Answering the survey will take a maximum of 10 minutes.

(*) **compulsory field**

European social partners framework agreement on digitalisation – Short summary

On June 22, 2020, the employer organizations at the European level (Businesseurope, Ceep, SME United) and ETUC (European Trade Union Confederation) signed the European Social Partners Framework Agreement on Digitalisation. The agreement, which covers all European workers and employers in the public and private sector, aims at governing the effects of the digital transition on national labour markets and productive contexts of European Member states, trying to benefit both businesses and workers.

#1 General information

1. Please, select the country where your organisation operates *[drop-down menu]* (*):

- a) Cyprus
- b) Hungary
- c) Italy
- d) Lithuania
- e) Romania
- f) Slovenia
- g) Spain

2. Your organisation is *[please select the most suitable option]* (*):

- a) An employers' association
- b) A trade union
- c) An enterprise (private or public)
- d) A public authority

2.1. Please describe your current position within your organization *[brief paragraph - optional]*:

.....

2.2 Is your organisation:

- a) Local
- b) Regional
- c) National

3. Please, indicate the size of your organization *[drop-down menu]*:

- a) 0 to 9 employees
- b) 10 to 50 employees
- c) 51 to 250 employees
- d) Over 250 employees

#2 European Framework Agreement on Digitalisation: general understanding and implementation

4. Do you know what the European Social Partners Framework Agreement on Digitalisation is? (*)

- a) Yes
- b) No *[go to Q9]*

5. To your knowledge, has the European Framework Agreement on Digitalisation already been implemented (at least in one or some of its parts) in your country? (*)

- a) Yes [\[go to Q7\]](#)
- b) No
- c) I don't know [\[go to Q8\]](#)

6. If not, do you think you will implement this agreement in the future?

- a) Yes
- b) No
- c) I don't know

7. At which level/s has the European Framework Agreement on Digitalisation already been implemented? [\[Please, select all suitable options\]](#) (*)

- a) National, cross-sectoral
- b) National, sectoral
- c) Local or regional, cross-sectoral
- d) Local or regional, sectoral
- e) Workplace

8. Have you/Has your organisation ever used the European Framework Agreement on Digitalisation as a guide to manage the impact of digitalisation on work? (*)

- a) Yes [\[go to Q10\]](#)
- b) No

9. If you/your organisation had to manage the impact of digitalisation in the workplace, do you think that the Agreement might be useful as a guide? Please explain how/in which terms (e.g., as a common framework to negotiating issues linked to the digital transition, or to raise awareness in your organization/at sectoral level on the issues covered by the agreement). [\[brief paragraph - optional\]](#)

#3 Partnership Process

10. How do you evaluate the role of a partnership approach and a shared commitment by all stakeholders for a successful integration of digital technologies at work? Please, select the most suitable answer using the scale below [\[Scale to be made explicit in each of its values depending on the survey submission mode chosen/platform used for its delivery\]](#). (*)

- 1: Not relevant
- 2: Low priority
- 3: Medium priority
- 4: Very relevant

11. At your relevant level (i.e., national, local, workplace e), has your organisation ever conducted one or more of the following action/s, when dealing with the introduction

of digital technologies and the management of the related impacts at work? *[You can choose more than one option] (*)*

- a) Joint exploration and preparation between business and workers' representatives (which means exploring, raising awareness and creating the right support base and climate of trust to be able to openly discuss the opportunities and challenges/risks of digitalisation e.g., via training activities, consultancy with external experts, etc.)
- b) Joint mapping and analysis between business and workers' representatives (a mapping exercise looking into the topic areas in terms of benefits and opportunities and in terms of challenges/ risks for both business and labour)
- c) Joint adoption of strategies for digital transformation (which means agreeing between business and workers' representatives on digital strategies setting goals for the enterprise going forward)
- d) Joint adoption of appropriate measures/actions
- e) Regular joint monitoring and follow-up of specific digital strategies
- f) My organisation has never conducted any of the previous actions

12. As for your knowledge, which are the main obstacles jeopardising the joint conduction of the above-mentioned actions? *[Please, select the most suitable option] (*)*

- a) Lack of awareness by one or both parties of the need to care about the social consequences of digitalisation
- b) Insufficient investment in digital technologies by companies
- c) Lack of trust and/or confrontational relationships between the parties
- d) Lack of proper skills and knowledge by one or both parties
- e) I don't see any obstacles or difficulties
- f) Other [please, specify]

#4 Digital Skills and Securing Employment

13. How do you evaluate the role of workers' skills for a successful digital transition? Please, select the most appropriate answer using the scale below *[Scale to be made explicit in each of its values depending on the survey submission mode chosen/platform used for its delivery]. (*)*

- 1: Not relevant
- 2: Low priority
- 3: Medium priority
- 4: Very relevant

14. Has your organization ever performed actions intended to assess, monitor, develop and validate workers' skills and support their employability? *(*)*

- a) Yes

- b) No [\[go to Q16\]](#)
- c) I don't know [\[go to Q16\]](#)

15. Please, select the domain/s to which the actions conducted by your organization belong to. [\[Please, select all suitable options\]](#) (*)

- a) Workers' training (e.g., organization and/or delivery of training courses, etc.);
- b) Skills' assessment and planning (e.g., monitoring of companies' and workers' skill needs, conduction of career development interviews, drafting and/or management of career development plans, etc.);
- c) Skills' validation (e.g., development and/or management of training or skills validation systems);
- d) Workers' employability (e.g., support to workers' mobility within or between companies);
- e) Workers' involvement (e.g., information, consultation or codetermination procedures with workers and/or their representatives in the field of skills' development);
- f) Other [please, specify]

#5 Modalities of Connecting and Disconnecting

16. Do you think that occupational health and safety at work may be impacted by digitalisation? Please, select the most appropriate answer using the scale below [\[Scale to be made explicit in each of its values depending on the survey submission mode chosen/platform used for its delivery\]](#). (*)

- 1: Not impacted at all
- 2: Partial impact
- 3: Moderate impact
- 4: Very, impacted

17. Has your organization ever put in place specific measures to safeguard workers from the occupational health and safety risks specifically linked to digital technologies? (*)

- a) Yes
- b) No [\[go to Q19\]](#)
- c) I don't know [\[go to Q19\]](#)

18. Please, select the domain/s to which the actions conducted by your organisation belong to. [\[Please, select all suitable options\]](#) (*)

- a) Training and awareness raising measures towards workers, their representatives and/or employers on digital tools and their implications for health and safety;
- b) Respect of working time rules, also in telework and mobile work arrangements;

- c) Development of policies and rules on the use of digital tools for private purposes during working time;
- d) Support for the definition of rules to enforce the so-called "right to disconnect"
- e) Promotion of sustainable work organization and workload distribution;
- f) Information, consultation or codetermination procedures on the workload and work processes;
- g) Prevention of isolation at work.
- h) Other [please, specify]

#6 Artificial Intelligence and Guaranteeing the Human in Control Principle

19. In general terms and as for your knowledge, how do you assess the use of Artificial Intelligence in your country's workplaces? *[Please, select the most suitable option]* (*)

- a) Still absent
- b) At early-stage development in few workplaces
- c) Well-implemented in some workplaces
- d) Widespread across most of the workplaces

20. Has your organization ever conducted actions for a sustainable implementation of Artificial Intelligence in workplaces? (*)

- a) Yes
- b) No *[go to Q22]*
- c) I don't know *[go to Q22]*

21. Please, select the domain/s to which the actions conducted by your organization belong to *[Please, select all suitable options]* (*)

- a) Training and awareness raising measures towards employers, companies and/or workers or their representatives on AI tools and their impact at work
- b) Respect of international and national legislation concerning AI
- c) Restricting the presence of artificial intelligence tools
- d) Information, consultation or codetermination procedures enabling a role of workers and/or their representatives in the management of AI tools
- e) Other [please, specify]

#7 Respect of Human Dignity and Surveillance

22. Indicate your level of agreement/disagreement with the following statement "*the risks connected to workers' data processing through new technologies are considered a sensitive topic in my country*". Please, select the most appropriate answer using the scale below *[Scale to be made explicit in each of its values depending on the survey submission mode chosen/platform used for its delivery]* (*)

- 1: strongly disagree
- 2: disagree

2: neither agree nor disagree

3: agree

5: strongly agree

23. Has your representative association ever conducted initiatives concerning the topic of workers' data processing through new technologies in the workplace? (*)

a) Yes

b) No [\[go to Q25\]](#)

c) I don't know [\[go to Q25\]](#)

24. Please, select the domain/s to which the actions conducted by your organization belong to [\[Please, select all suitable options\]](#) (*)

a) Regulating the presence of remote monitoring tools in the workplace (e.g., geolocation tools, "smart badges", productivity tracking software, wearable technology etc.)

b) Ensuring the respect of international and national privacy/data protection law

c) Regulating the use that can be made by management of workers' data (safety matters, disciplinary actions, training purposes, etc.)

d) Establishing general policies with management concerning workers' data processing

e) Creation of joint labour-management committees or other bodies/roles dedicated to the study of data protection issues (e.g., the development of legislation at the national and international level)

f) Enabling workers and/or their representatives to have a role in the analysis of workers' data collected in the workplace

g) Training and awareness raising measures towards employers and/or workers and their representatives on data protection

h) Other [\[please specify\]](#)

#8 FINAL REMARKS AND COLLECTION OF GOOD PRACTICES

25. Please briefly describe a practice/initiative/action which could be described and accounted as a "good practice" in the field of social dialogue and collective bargaining concerning the management of impact of digitalisation in the workplace. The practice can refer to country/sector/territory/workplace level where your organisation operates and of which you have direct and/or indirect knowledge. In doing so, you can include and/or attach any related source of documentation (pdf texts, webpages, direct link, etc.) both in English and in your national language which could potentially help us to understand it better. [\[brief paragraph - optional\]](#)

26. Please add any concluding remarks or additional information you might want to share [\[brief paragraph - optional\]](#)

#9 Privacy policy This section should be implemented by partners only if the method of survey submission (i.e. online survey platforms or paper delivery involving collection of personal data) involves the collection of one or more personal data as defined by art. 4 n. 1, of the General Data Protection Regulation (GDPR) (i.e. e-mail addresses/name/surname/other contact details which make the respondent identifiable).