

Work organization in the digital age: telework

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under the Italian Presidency

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▶ Remote work and telework: definitions

Remote work

Situations where the work is fully or partly carried out on an alternative worksite other than the default place of work.

Telework

The work is fully or partly carried out at an alternative location other than the default place of work

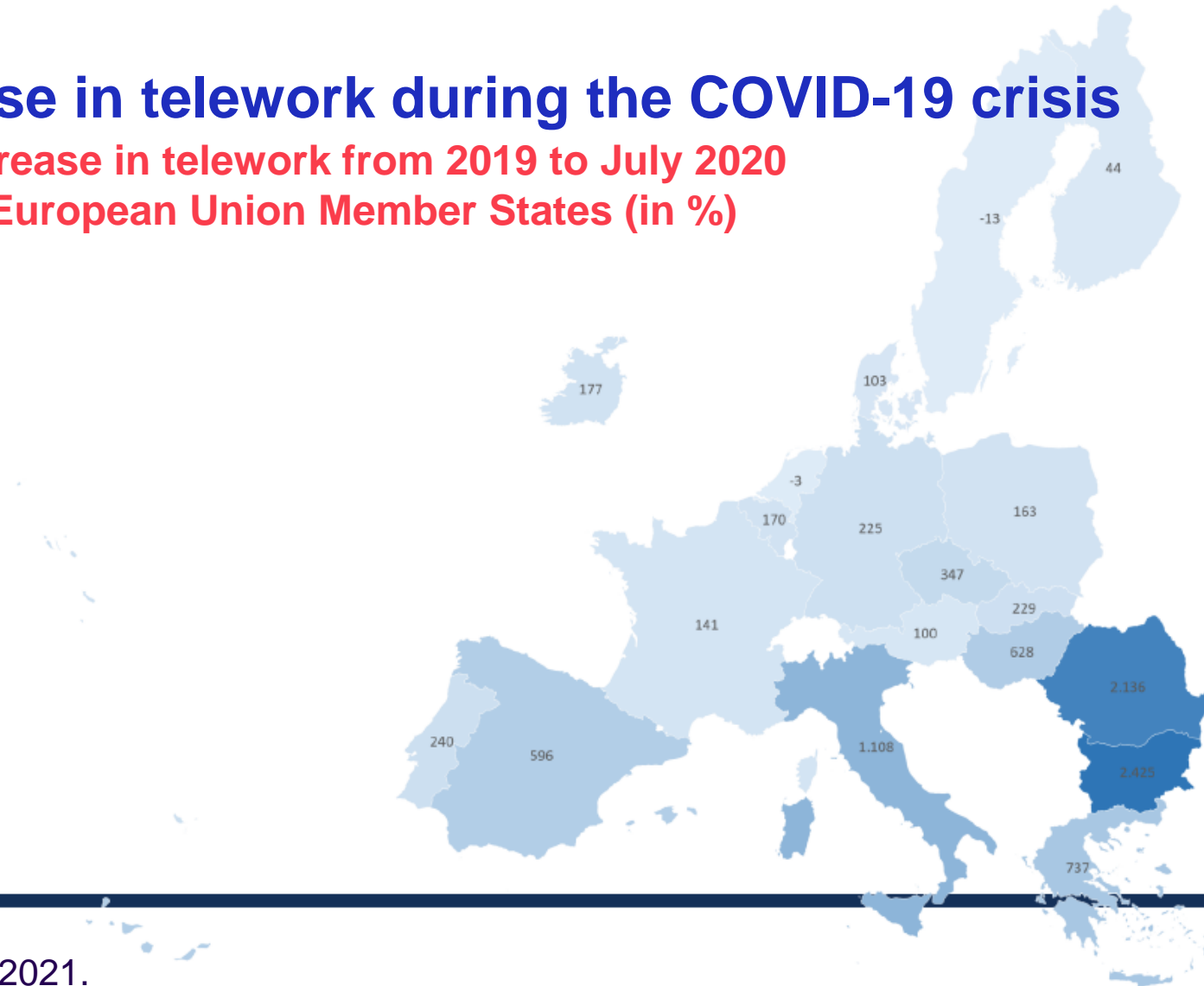
and

The use of personal electronic devices such as a computer, tablet or telephone (mobile or landline) to perform the work



▶ A dramatic increase in telework during the COVID-19 crisis

Average increase in telework from 2019 to July 2020
in selected European Union Member States (in %)



Source: Eurofound, January 2021.

► Main opportunities and risks

Opportunities	Risks
Contribution to more inclusive labour markets Addressing labour shortages Employment creation and retention	Exclusion of certain groups, such as low-skilled workers, older workers, workers in place-bound occupations
Flexibility and autonomy	Advanced monitoring and control Increased work intensity and stress
Improved work-life balance	Limitless work - Potential expected 24/7 availability Long working hours, limited rest time Blurring spheres of work and private life
Improved communication and collaboration	Information overload Conflicts due to a lack of coordination
Skills development (technical applications)	Social and professional isolation High demands for self-management and self-organisation
	Outsourcing of employer responsibilities: equipment, health and safety, data protection

► Policies to address the challenges of teleworking

Frameworks to address telework can include:

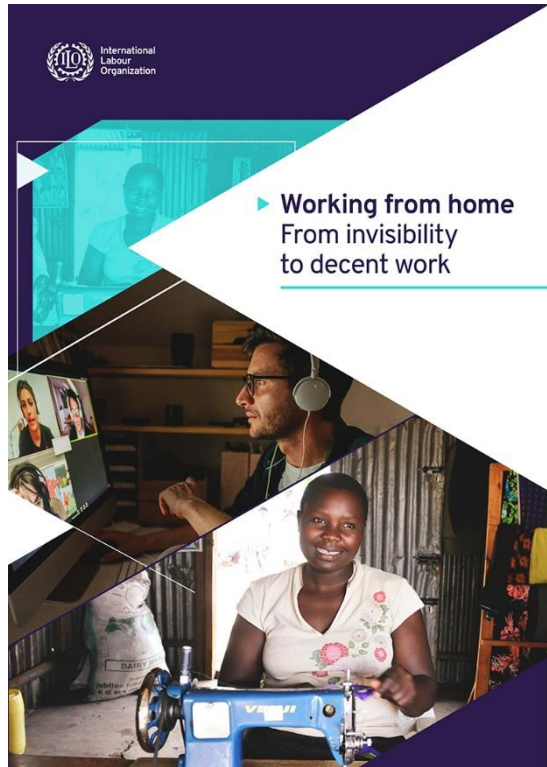
- Regulations
- Regulatory Guidance
- Collective Agreements
- Organizational rules on telework

Emerging Issues:

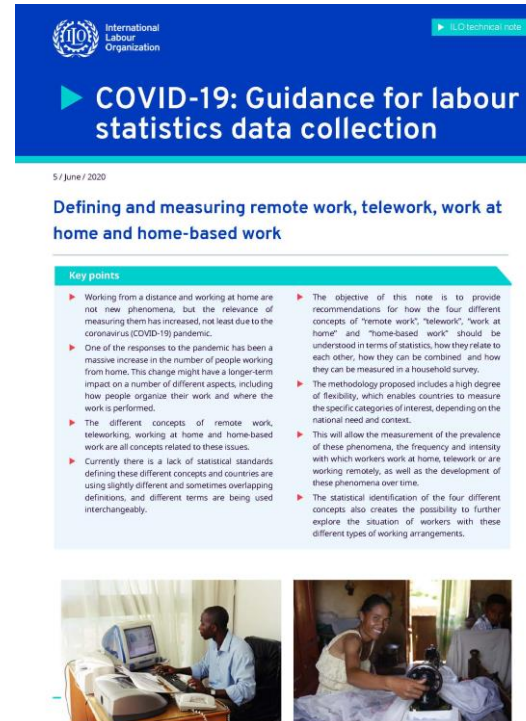
- Right to disconnect
- Worker privacy



Thank you for your attention



Working from home: From invisibility to decent work



Defining and measuring remote work, telework, work at home and home-based work