

ALESSANDRA PEDONE

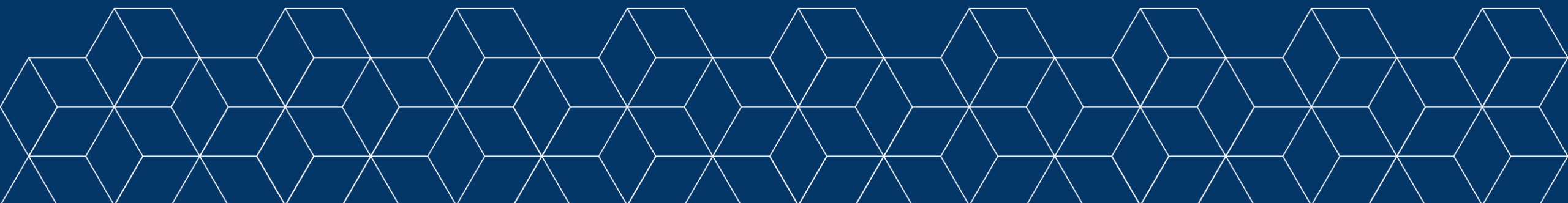
THE SHIFT TO REMOTE WORKING IN EUROPE AND ITALY: CHALLENGES AND
OPPORTUNITIES FOR WORKERS TRAINING POLICIES AND STRATEGIES

SESSION SO.10 "THE RISE OF REMOTE WORKING AND THE NEW GEOGRAPHY OF WORK"

XLIII ANNUAL SCIENTIFIC CONFERENCE, 2022

CITIES AND REGIONS IN TRANSITION

MILANO, 5-7 SEPTEMBER 2022



REMOTE WORKING AND CONTINUOUS TRAINING

THE RISE OF REMOTE WORKING IN THE EU:
CHALLENGES AND OPPORTUNITIES

DIGITAL SKILLS IN EUROPE AND ITALY

EU LIFELONG LEARNING POLICIES FOR THE
DIGITAL DECADE

DATA ON CVET, SKILLS AND
REMOTE WORKING IN ITALY

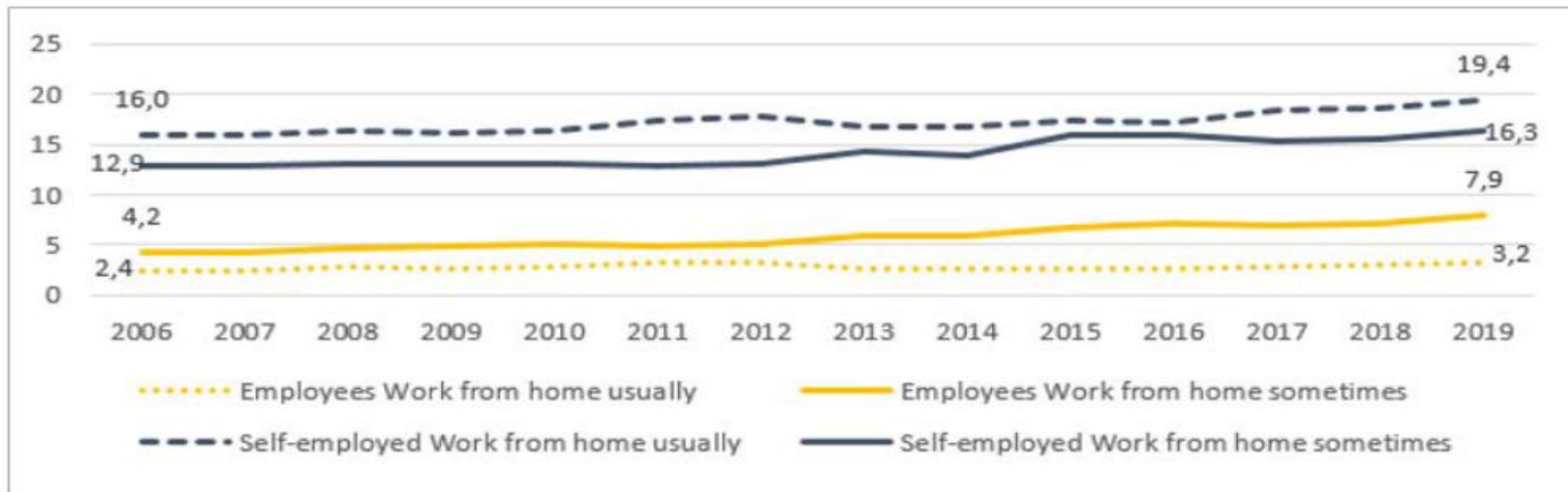
CONTINUING TRAINING POLICIES
AND REMOTE WORKING IN ITALY



REMOTE WORKING IN THE EU BEFORE AND AFTER THE COVID-19

EUROSTAT DATA European Labour Force Survey (LFS)

In the period 2006-2019, the incidence of workers working from home grew slowly in the EU27, from 10% in 2006 to 14.3% in 2019. The share of employees working from home increased especially for those working from home sometimes, reaching 7.9% in 2019.



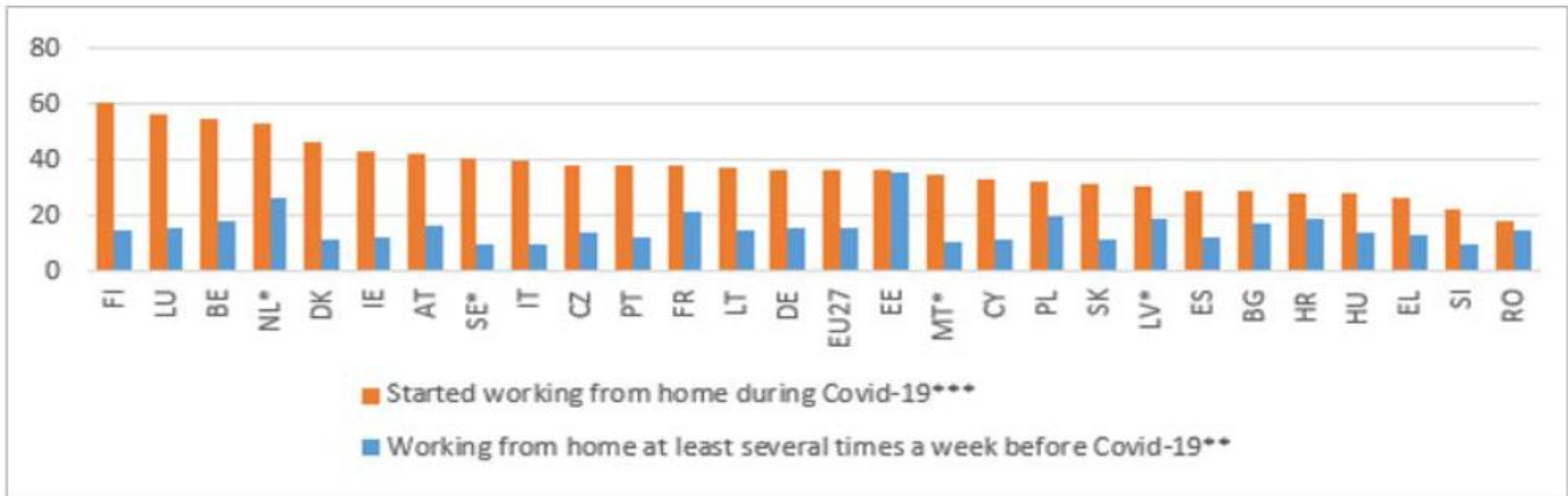
Source: Eurostat LFS



REMOTE WORKING IN THE EU BEFORE AND AFTER THE COVID-19

EUROSTAT DATA European Labour Force Survey (LFS)

The share of those who started working from home as a result of the COVID-19 pandemic, is higher in those countries where teleworking was already well developed before the pandemic (e.g. BE, FI, LU, NL, SE), and in those that were most affected by the outbreak of the pandemic, such as, for example, Italy.

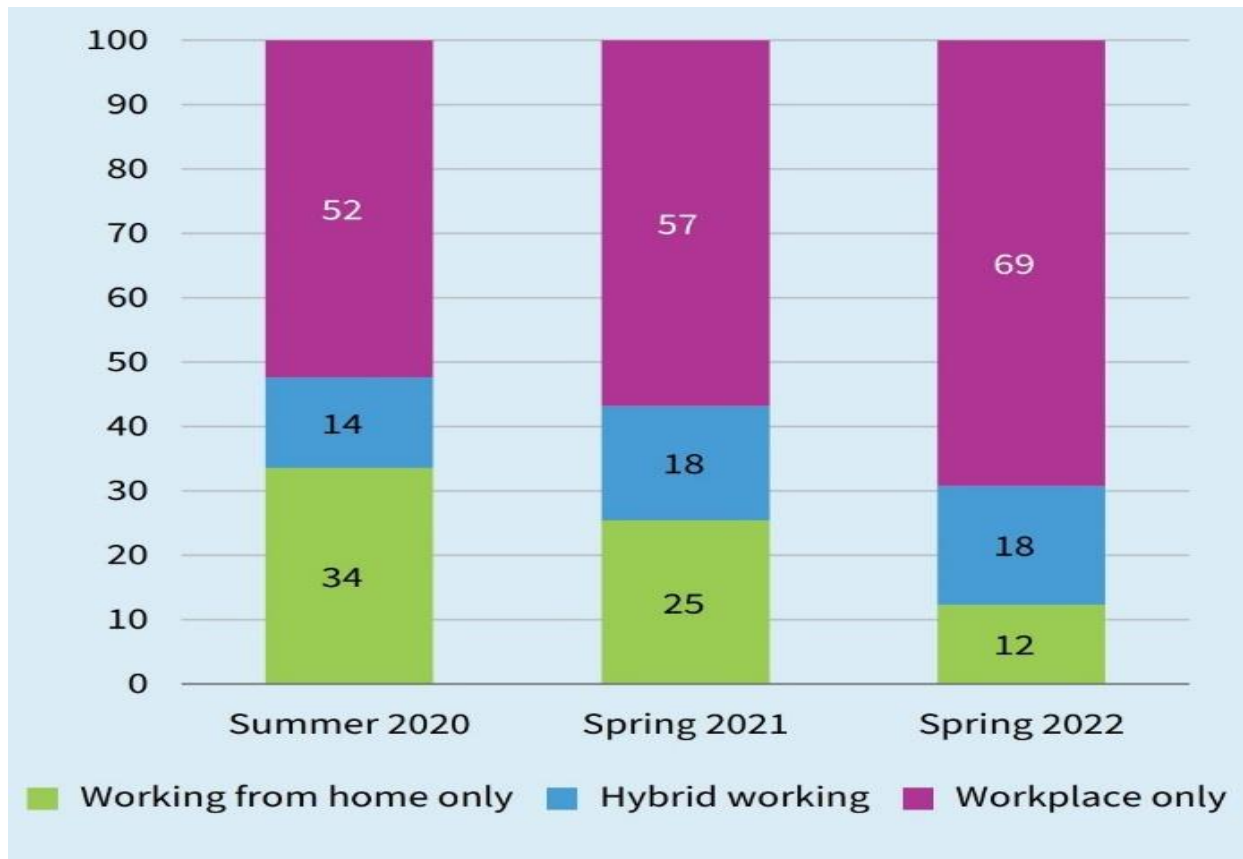


Source: Eurostat LFS



REMOTE WORKING IN THE EU BEFORE AND AFTER THE COVID-19

EUROFOUND DATA e-Survey “Living, working and COVID-19”



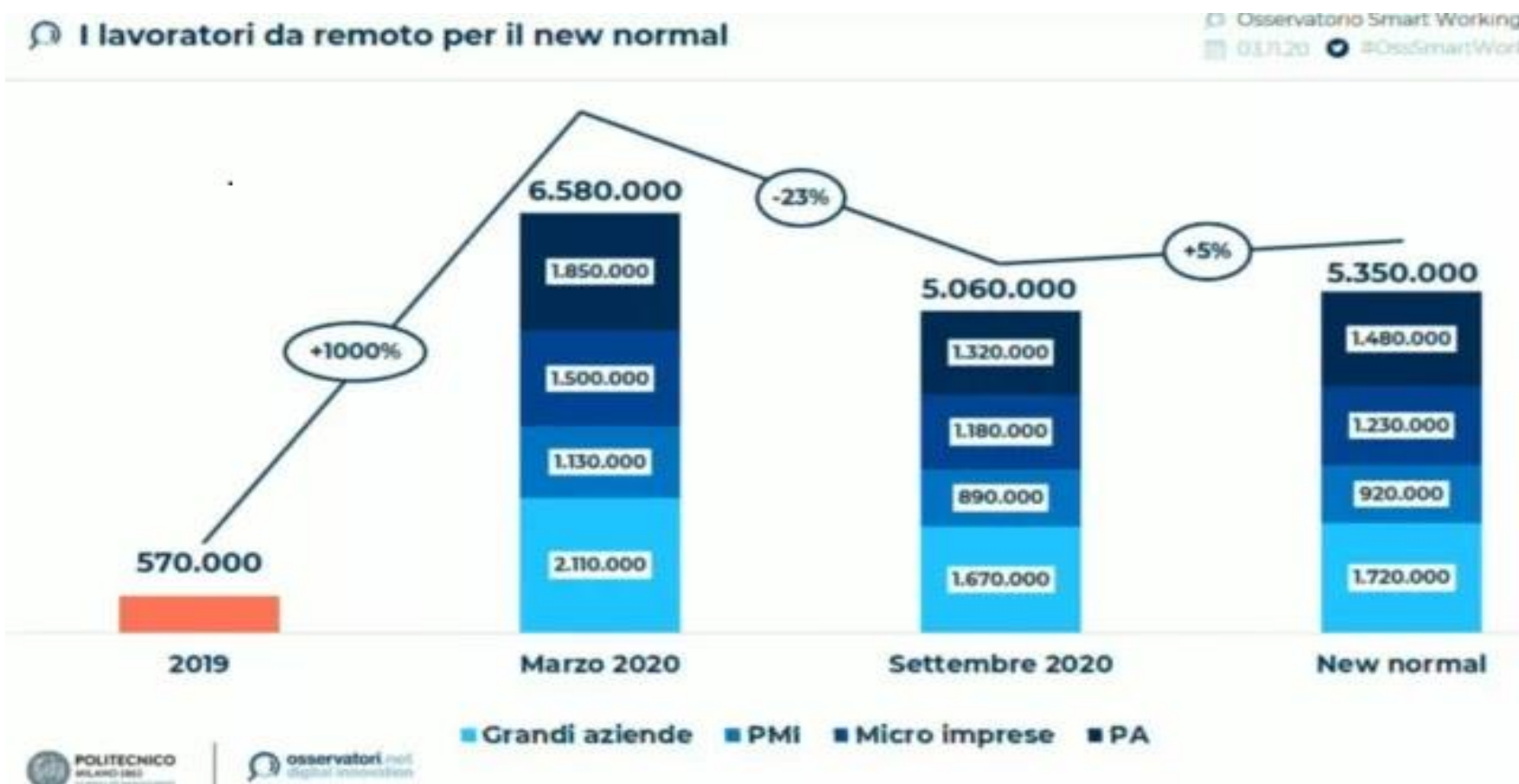
In the summer of 2020, just over 33% of EU workers surveyed worked exclusively from home, which decreased to 25% by 2021, as restrictions were lifted. In spring 2022, only 12% were working exclusively from home. Hybrid work (working partly from home, partly from the workplace) gained ground in 2021, and stayed at the same level in 2022.

Source: Eurofound



REMOTE WORKING IN ITALY BEFORE AND AFTER THE COVID-19

Osservatorio Smart Working 2020. Politecnico di Milano.



During the 2020 emergency, remote working involved 97% of large enterprises, 94% of Italian public administrations and 58% of SMEs, for a total of 6.58 million agile workers, about one-third of Italian employees, more than ten times more than the 570,000 surveyed in 2019. The largest number in large enterprises, 2.11 million, 1.13 million in SMEs, 1.5 million in micro-enterprises with fewer than ten employees and 1.85 million agile workers in PA.

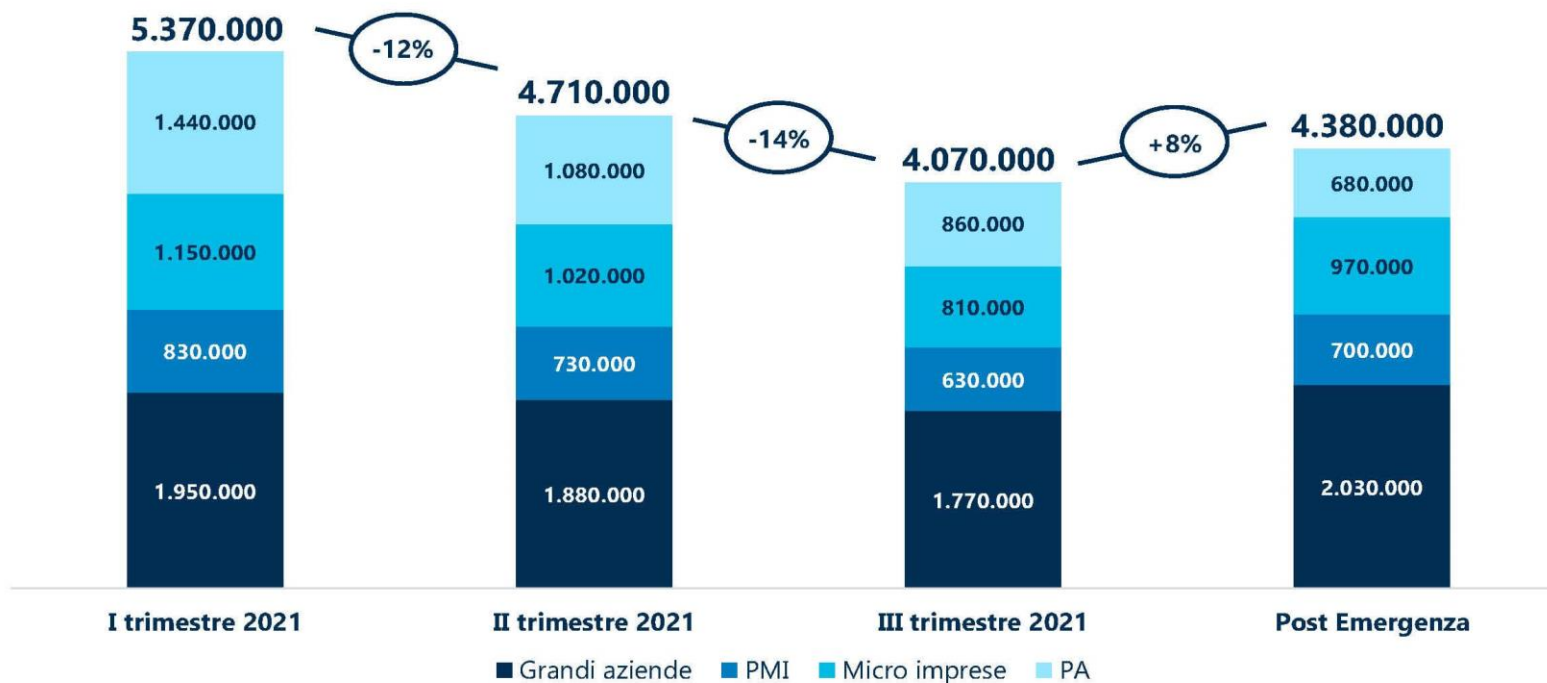


REMOTE WORKING IN ITALY BEFORE AND AFTER THE COVID-19

Osservatorio Smart Working 2021. Politecnico di Milano.

I lavoratori da remoto al termine dell'emergenza

Osservatorio Smart Working
03.11.21 #OssSmartWorking
#OSW21



In March 2021 there were 5.37 million Italians in remote working, of which 1.95 million in large enterprises, 830,000 in SMEs, 1.15 million in micro-enterprises and 1.44 million in the public sector. In the second quarter, the number fell to 4.71 million, with the largest drop in the public sector (1.08 million), followed by micro enterprises (1.02 million), SMEs (730 thousand) and large companies (1.88 million), to reach 4.07 million in September 2021.



REMOTE WORKING IN THE EU: CHALLENGES AND OPPORTUNITIES

CHALLENGES FOR CONTINUOUS TRAINING AND REMOTE WORKING:

The COVID-19 emergency, has highlighted some critical aspects of workers' training, and above all has made evident the digital divide:

- Lack of connectivity, digital devices and services;
- General lack of digital, communication and soft skills (resilience, creativity) for remote work and training (especially for low-skilled workers);
- Particularly negative effect on WBL and practical activities;
- Risk of isolation especially for new employees and risks related to increased connectivity (right to disconnect and cybersecurity) and overworking;
- Poor goal-oriented culture.



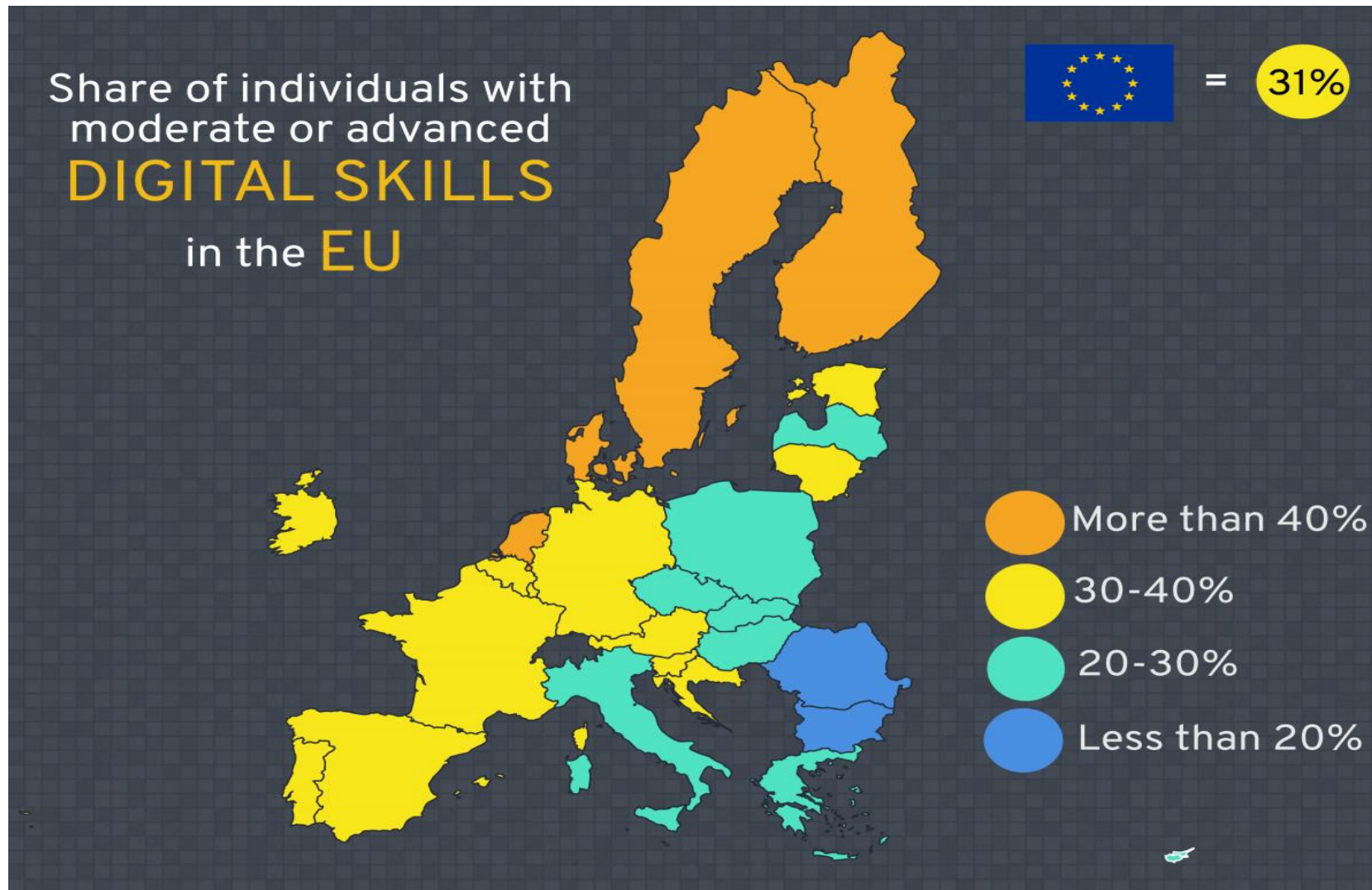
REMOTE WORKING IN THE EU: CHALLENGES AND OPPORTUNITIES

OPPORTUNITIES RELATED TO DISTANCE LEARNING AND REMOTE WORKING:

- Upgrading of technological equipment and digital and green innovation;
- Innovation in production processes and work organisation;
- Improvement of worker well-being, especially for those distant from the workplace;
- Improvement of organizational well-being;
- Increased worker satisfaction and engagement;
- Improved work-life balance;
- Increased productivity, efficiency and effectiveness;
- Increased flexibility (see Great Resignation).



DIGITAL SKILLS IN EUROPE AND ITALY Cedefop Skills Panorama 2019



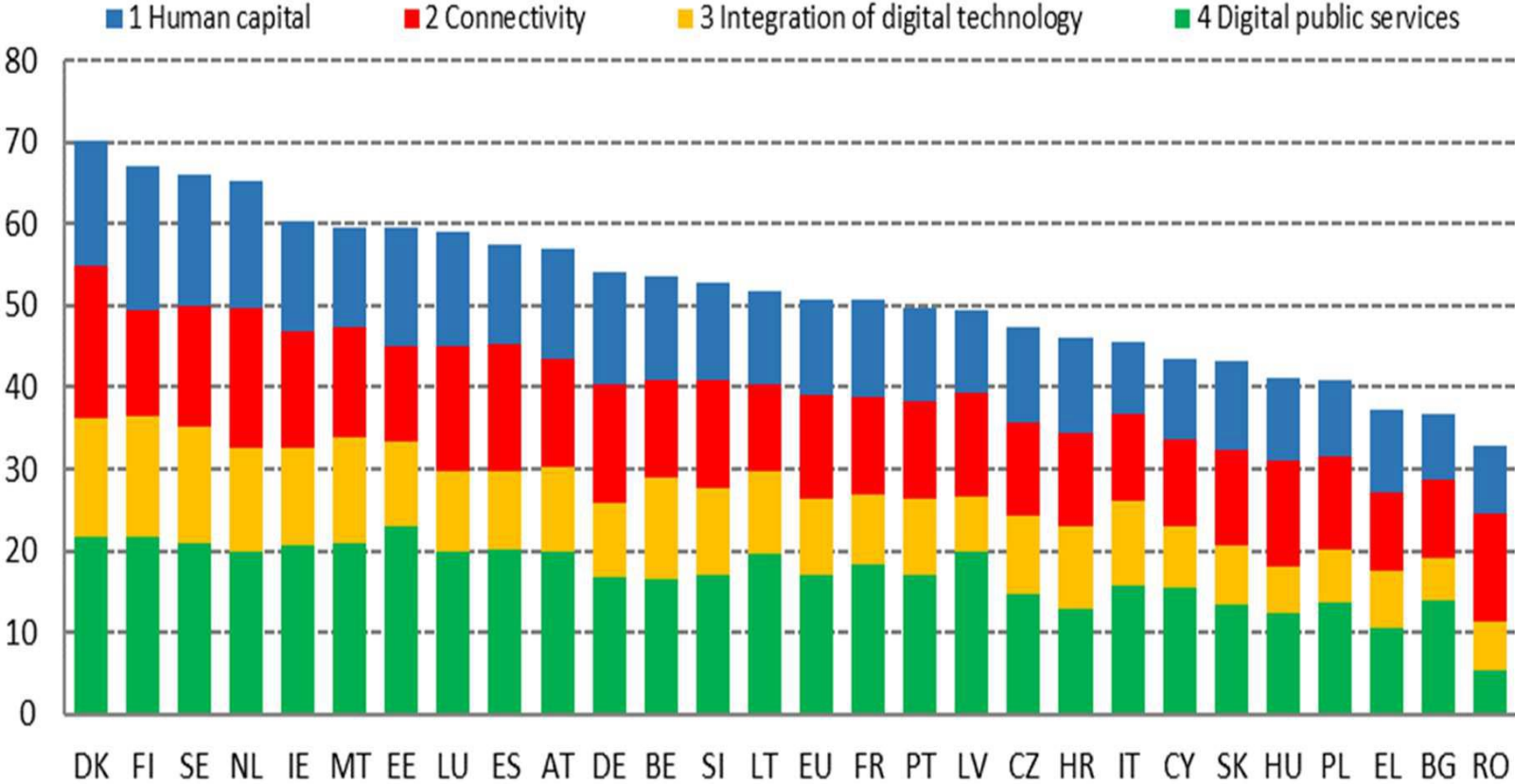
Source: Cedefop



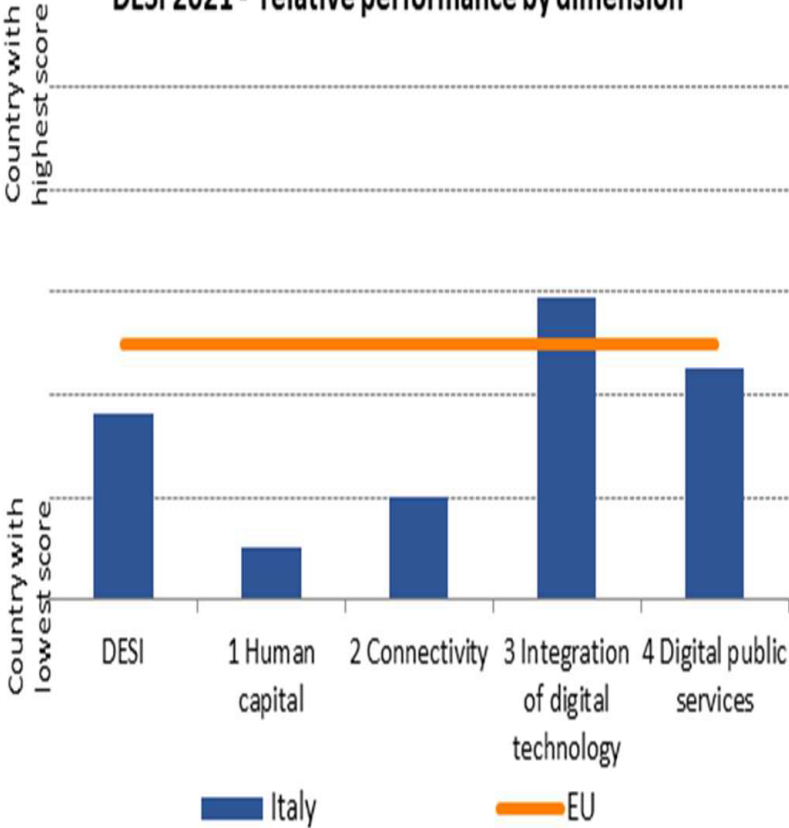
DIGITAL SKILLS IN EUROPE AND ITALY

2021
Rank
20

Digital Economy and Society Index (DESI) 2021 ranking



DESI 2021 - relative performance by dimension



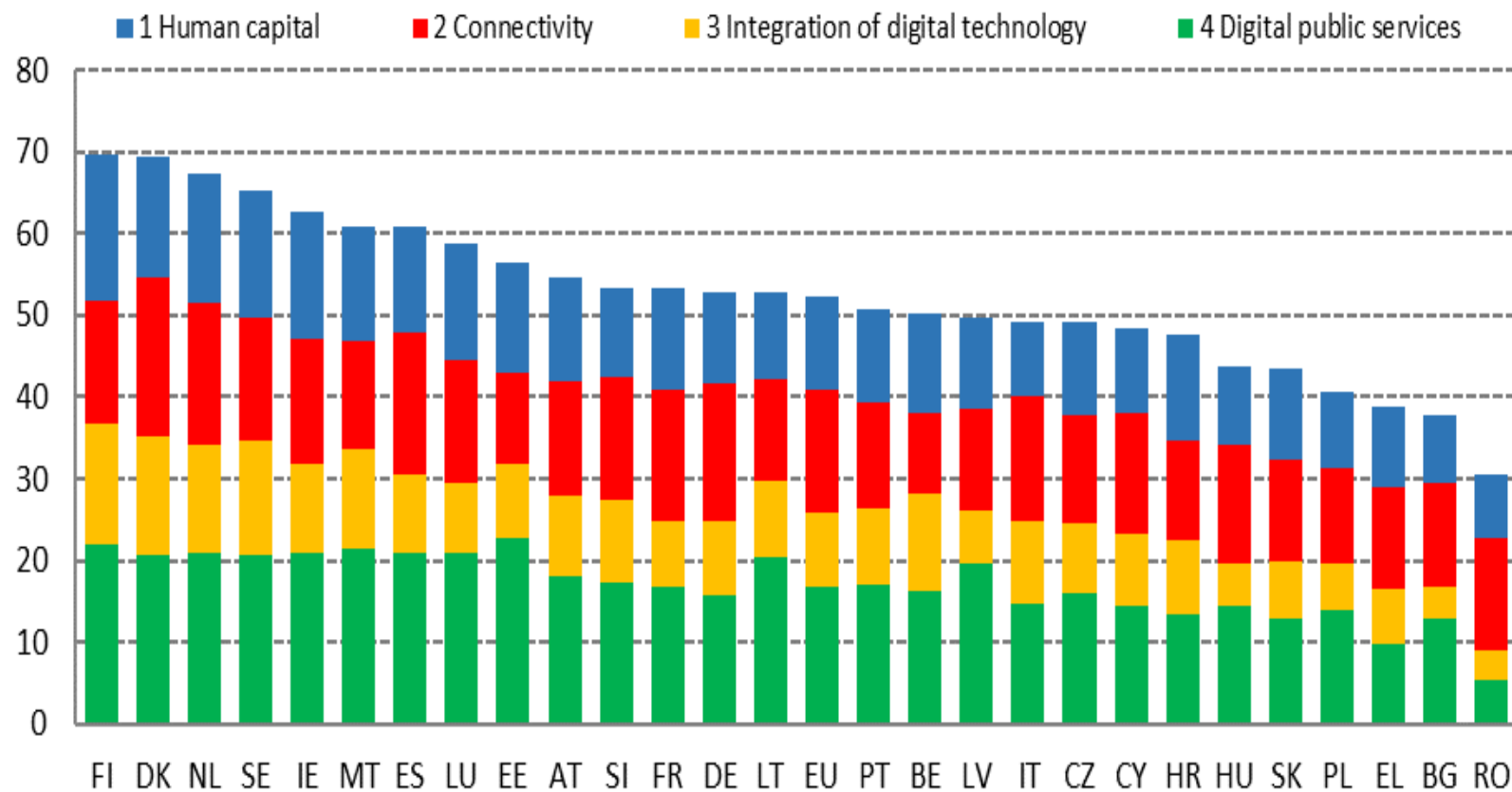
Source: European Commission



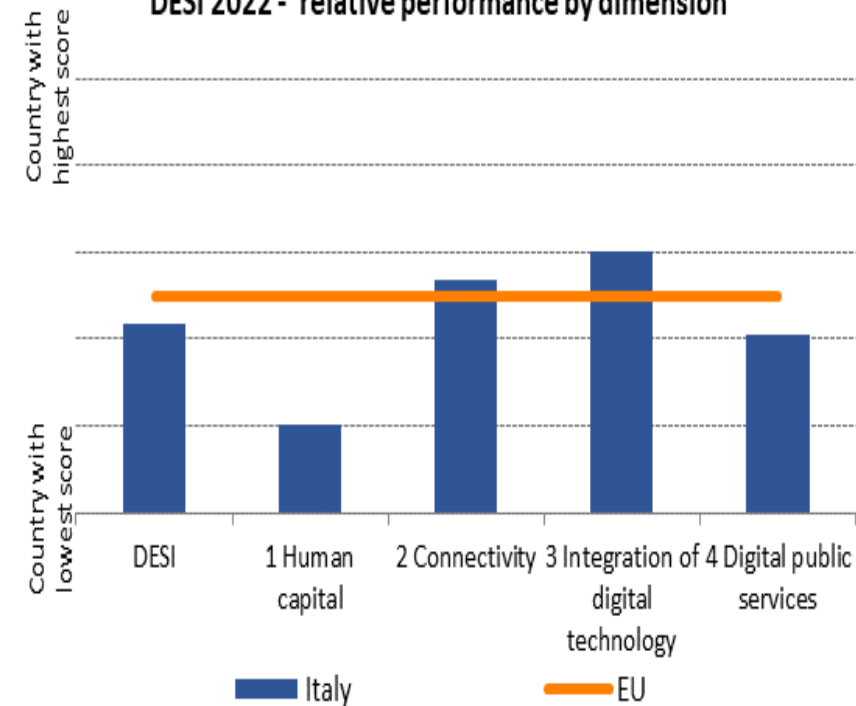
DIGITAL SKILLS IN EUROPE AND ITALY

2022
Rank
18

Digital Economy and Society Index (DESI) 2022 ranking



DESI 2022 - relative performance by dimension



Source: European Commission



DIGITAL SKILLS IN EUROPE AND ITALY

1 Human capital	Italy		EU
	rank	score	score
DESI 2022	25	36.6	45.7

	DESI 2020	Italy	DESI 2022	EU
		DESI 2021	DESI 2022	DESI 2022
1a1 At least basic digital skills	NA	NA	46%	54%
% individuals			2021	2021
1a2 Above basic digital skills	NA	NA	23%	26%
% individuals			2021	2021
1a3 At least basic digital content creation skills ⁴	NA	NA	58%	66%
% individuals			2021	2021
1b1 ICT specialists	3.5%	3.6%	3.8%	4.5%
% individuals in employment aged 15-74	2019	2020	2021	2021
1b2 Female ICT specialists	15%	16%	16%	19%
% ICT specialists	2019	2020	2021	2021
1b3 Enterprises providing ICT training	19%	15%	15%	20%
% enterprises	2019	2020	2020	2020
1b4 ICT graduates	1.3%	1.3%	1.4%	3.9%
% graduates	2018	2019	2020	2020

DESI 2022 Human Capital Italy still ranked 25th

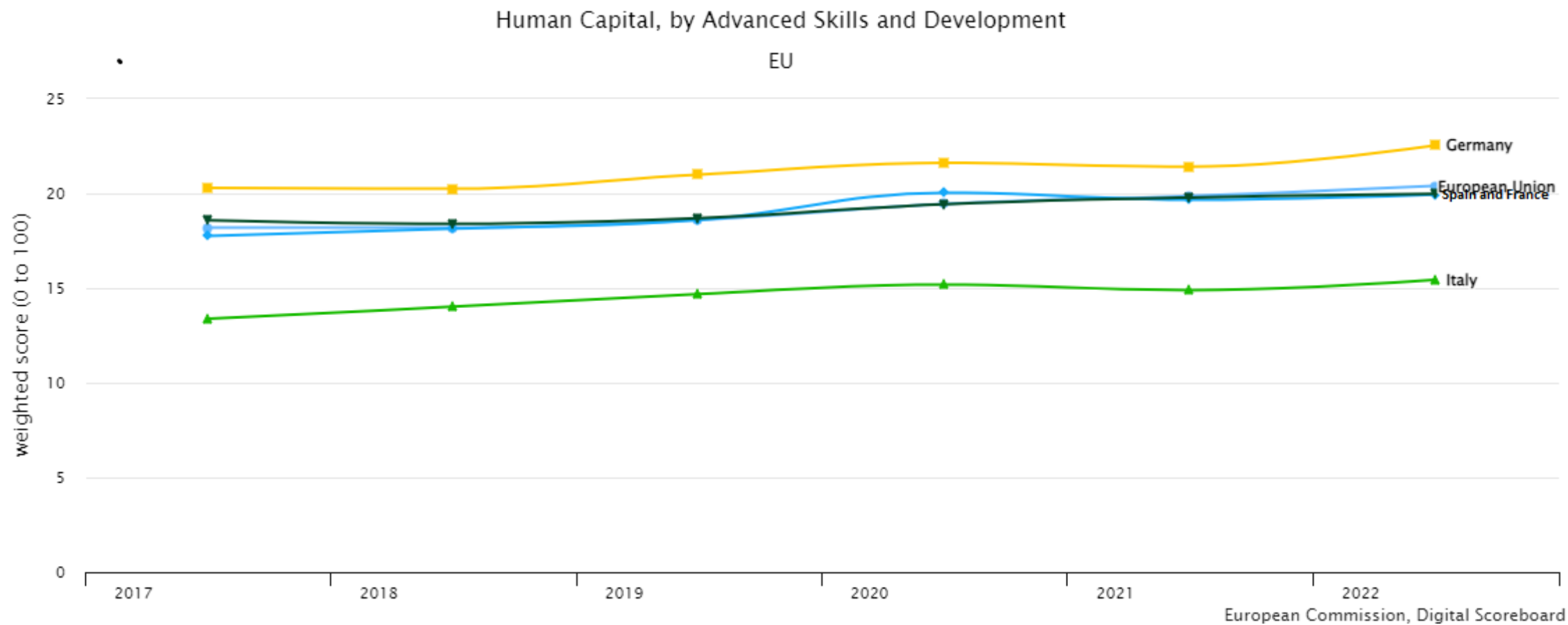
Lack of digital competencies is linked to the risk of low-skilled digital exclusion and limiting companies' innovation capacity.

Source: European Commission



DIGITAL SKILLS IN EUROPE AND ITALY

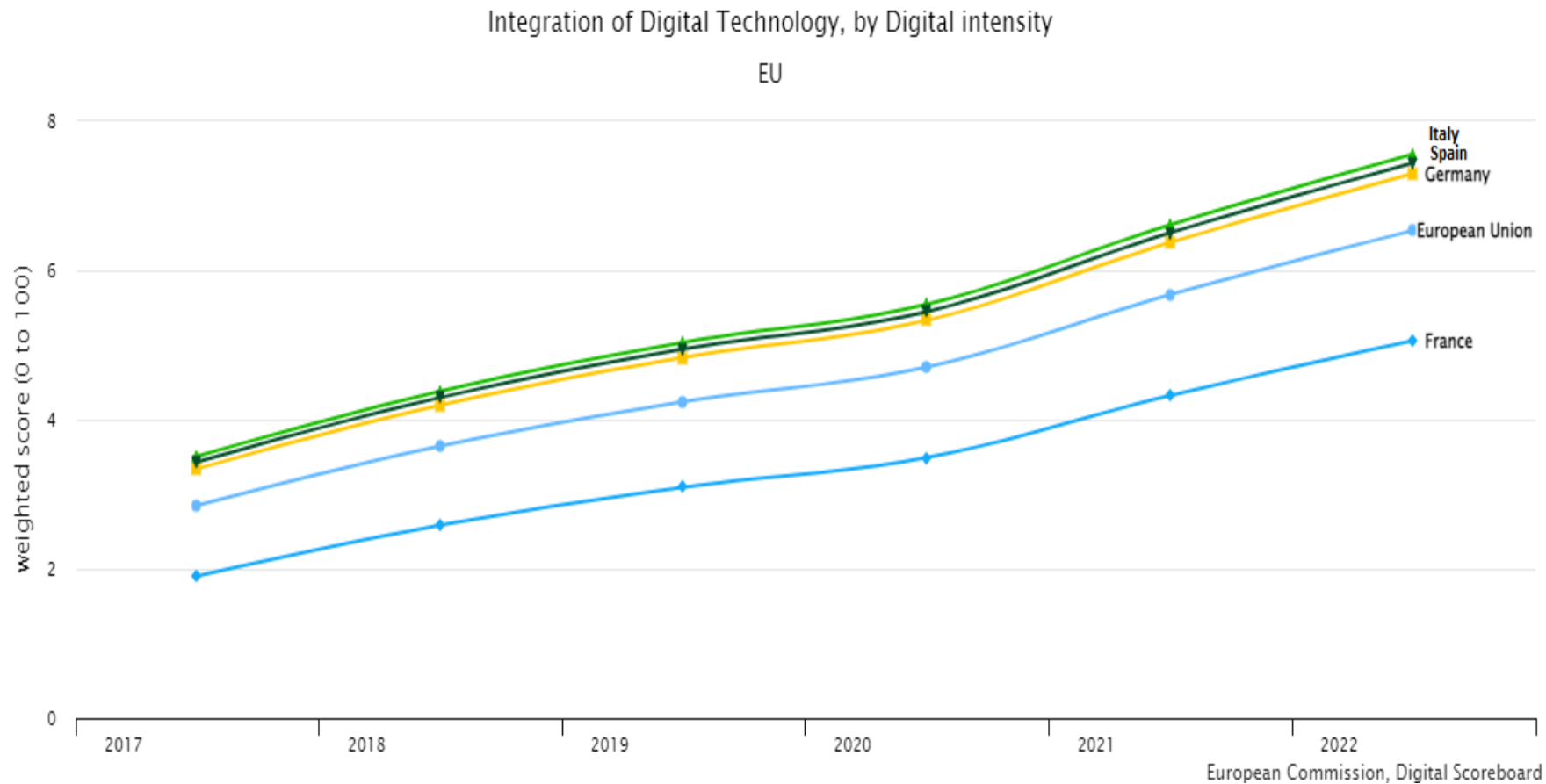
2022
Rank
25



Source: European Commission



DIGITAL SKILLS IN EUROPE AND ITALY



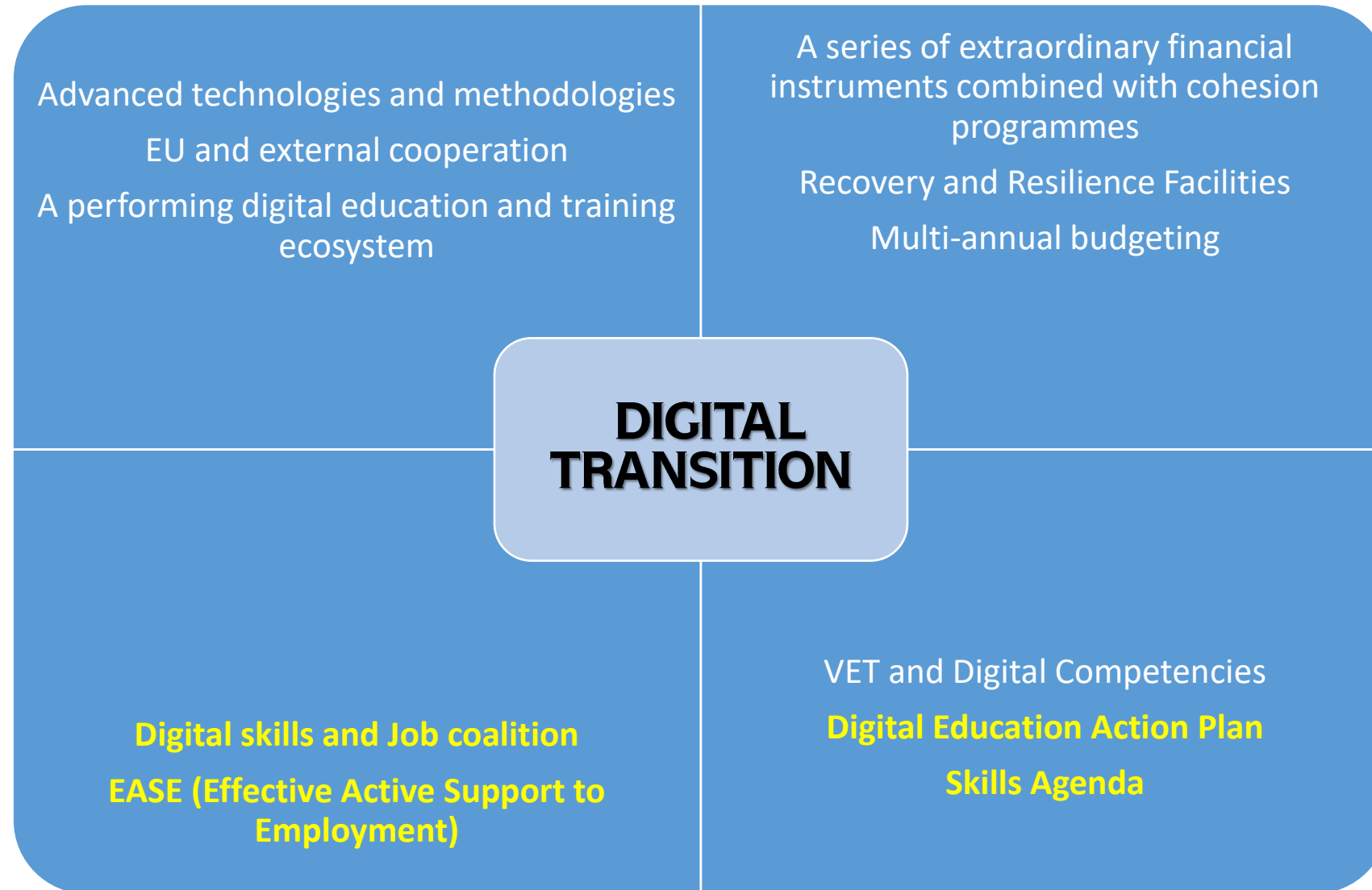
Source: European Commission

DESI 2021
Italy from 25th to 20th
place for progress in integration of
digital technologies

DESI 2022
8th place for integration of
digital technologies in
enterprises and SMEs. Most
Italian SMEs have at least a
basic level of digital intensity
(69%, well above the EU
average of 60%).



EU LIFELONG LEARNING POLICIES FOR THE DIGITAL DECADE



EU PLAN FOR THE DIGITAL DECADE

2021-2030



Digital COMPASS to guide Europe

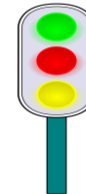
FOUR THEMES: COMPETENCIES, INFRASTRUCTURES, COMPANIES, PUBLIC
ADMINISTRATION

OBJECTIVES (COMPETENCIES):

- **80% OF ADULTS WITH AT LEAST BASIC DIGITAL COMPETENCIES**
- **20 MILLION ICT SPECIALISTS**

MONITORING SYSTEM: ANNUAL NATIONAL REPORTS.

DIGITAL TRANSFORMATION PERFORMANCE (DESI)



DATA ON CVET, SKILLS AND REMOTE WORKING IN ITALY

INDACO-IMPRESE (COMPANIES) INAPP SURVEY

The Survey involves a sample of 20,000 Italian companies represented by territory, size and sector of economic activity.

2020 EDITION WITH A FOCUS ON REMOTE WORKING IN THE PANDEMIC

The edition with data for 2020 included a focus on the health emergency due to the Coronavirus and, specifically, on the changing ways of carrying out work activities in the country's manufacturing realities, investigating the use and enhancement of smart working by companies and the skills they consider essential for the effective use of this tool.



DATA ON CVET, SKILLS AND REMOTE WORKING IN ITALY

INDACO-IMPRESE (COMPANIES) INAPP SURVEY

Table 1 – Enterprises with 6 employees and more that have adopted or enhanced remote working (smart working) in Italy for their employees as a result of the COVID-19 emergency, by employee class and territorial distribution.

The year 2020 (in % of companies).

	Companies that have adopted or enhanced smart working
Employee class	
6-9	22.0
10-49	35.0
50-249	64.5
Over 250	87.0
Territorial distribution	
North-West	37.4
North-East	30.7
Centre	29.1
South and Islands	23.2
TOTAL	30.8



DATA ON CVET, SKILLS AND REMOTE WORKING IN ITALY

Table 2 – Enterprises with 6 employees and more that have adopted or enhanced remote working (smart working) in Italy for their employees as a result of the COVID-19 emergency, and the skills considered essential for its effective use, by employee class and territorial breakdown. The year 2020 (in % of companies).

	Skills related to the use of computers and connected devices, file creation and management, networks and data security	Skills necessary for web browsing, effective information search methodology, online communication and use of email	Skills to use digital technology safely in the work environment	Skills for setting up and using tools for online production and collaboration and cloud computing
	Skills considered essential for effective use of the remote working			
Employee class				
6-9	66.2	32.5	39.4	29.3
10-49	65.6	30.0	44.6	30.3
50-249	64.9	29.6	49.9	34.2
Over 250	66.5	34.0	57.5	46.6
Territorial distribution				
North-West	67.2	27.8	41.9	30.2
North-East	66.1	30.5	46.5	28.4
Centre	64.0	31.7	44.6	34.0
South and Islands	64.0	37.8	43.0	32.3
TOTAL	65.8	30.9	43.8	30.9



CONTINUING TRAINING POLICIES AND REMOTE WORKING IN ITALY

NATIONAL PROTOCOL WITH GUIDELINES FOR COLLECTIVE BARGAINING ON SMART WORKING IN THE PRIVATE SECTOR (MINISTRY OF LABOUR AND SOCIAL POLICIES 2021).

A measure to regulate smart working in Italy includes a specific section on training:

- To ensure "equal opportunities in the use of work tools and the enrichment of one's professional skills, as well as to spread a corporate culture oriented towards the empowerment and participation of workers".**
- Continuous training could also be promoted through incentives and is also recognized as having a role of interaction and exchange to prevent situations of isolation.**



THANK YOU

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