

The impact of digitalisation on job quality and social dialogue

The case of public administration in Hungary

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« The slow but inexorable digitalisation of work in Hungary's public services against a backdrop of weak social dialogue »

Digital Economy and Society Index (2022) – Hungary ranked among the lowest performing countries in each dimension examined. eGovernment Benchmark Report : medium-low level of digitalisation.

Patterns and history of digitalisation show significant differences at institutional and geographical level in the public administration.

Collective bargaining, collective agreements and works councils are not allowed in the public administration → increasing the role of consultative forums (workplace, sectoral and national level). The issue of digitalisation was mainly raised in these forums in relation to the Covid-19 pandemic (teleworking).

SAFETY and HEALTH

Outdated regulations – a 23 year old decree - on the minimum safety and health requirements for working in front of screen.

Compliance with and enforcement of the SH rules is an issue of concern : weakened labour inspection and control, poor knowledge of the rules by workers. Since 2012 trade unions have no right to monitor the application of working conditions, although they can represent workers in relation to their working conditions.

Reported physical symptoms: vision problems, neck pain, back pain.

Mental symptoms : mental fatigue, stress, burn-out, anxiety

Stressors: missing or inadequate support for new and modified IT programmes, changes to systems without giving notice, table-boundness, less interpersonal transactions, tight deadlines.

Workers perceive the impact of stress on physical health more than on mental