

# **The impact of digitalisation on job quality and social dialogue**

## **Key findings from the Danish electricity sector**

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*DIGIQU@LPUB final conference*

*25 September 2023, Brussels*

With the  
financial support  
of the



## Key takeaways from the Danish electricity sector

- **‘Ambiguity’ characterises our findings from the electricity sector**
  - Cons and pros of digitalisation
  - What for some workers are seen as positive are for others negative
- **The workers are in general positive towards digitalisation**
- **Digitalisation mainly impacts work organisation and the management of tasks rather than the specific task and the crafts work itself**
  - although initial experiments with AI were briefly mentioned.

## Key takeaways from the Danish electricity sector II

- **Lower autonomy and in some cases poorer quality**
  - *increased documentation* demands → more rigidity in planning and carrying of the tasks
  - Less autonomy to plan and carry out tasks
  - Workers need to learn to handle digital tools → higher workload
    - This appears closely linked with company size, organisational and managerial practices and personal preferences.
- **Skill development and dialogue between management and workers is important**