



Invitation to a hybrid Roundtable discussion on

## The impact of digitalisation on job quality and social dialogue in the public services across the EU

*25 November 2022 – 10:00 am – 1:00 pm*  
*Brussels and online*

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**Venue:** Maison des Associations Internationales (M.A.I.), room Berlin, Rue Washington, 40 – 1050 Brussels

In recent decades, public services in EU countries have been under constant and often contradictory pressure: they have been required to modernise, in order to increase their efficiency, while significantly reducing their expenditure and staffing levels. The job quality of public sector workers has deteriorated across Europe, with stagnating or declining (real) wages and intensification as well as ‘extensification’ of work. The quality of public services themselves is being questioned. Digitalisation added another layer to this prospect by significantly changing the ways in which public services are organised, mediated and provided to citizens.

Against this backdrop, the European Commission-funded research project ‘The impact of digitalisation on job quality and social dialogue in the public services’ (DIGIQU@LPUB) aims at improving understanding of the impact of digitalisation on job quality in the public services, by highlighting the perceptions that workers themselves have of the changes generated by digitalisation in the performance of their daily tasks. It also aims at raising awareness among trade unions and decision-makers of the consequences of the digital transition of work for the public services.

The final aim of the project, which is coordinated by the Brussels-based European Social Observatory (OSE), is to enrich the debate about this topic among social partners and to provide advice, through hands-on policy recommendations, to both European and national trade unions and decision-makers on suitable ways to address the digital transformation of work. At the core of the project are **eight case studies** in as many countries: Denmark, France, Finland, Germany, Hungary, Italy, Poland and **Spain**. The focus is on three public service sectors: electricity suppliers, public administrations and hospitals (healthcare services).

We have the pleasure of hereby inviting you to the Roundtable which will take place in Brussels on **25 November 2022** and which will primarily address the impact of digitalisation on job quality and social dialogue in the public services in Belgium and Europe. The event is a key opportunity for an exchange of views between researchers, national and European stakeholders. Leading experts in the field will shed light on the recent developments, challenges and opportunities in this respect, notably during a Roundtable discussion. Further details can be found in the enclosed **programme**.

English and French simultaneous interpretation will be provided.

We hope to meet you on 25 November 2022.

**Bart Vanhercke,**

Director, European Social Observatory

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## Practical information:

**Venue:** Maison des Associations Internationales (MAI), salle Berlin, Rue Washington, 40 – 1050 Brussels

**Online registration** (mandatory) : [Registration form](#) – Please indicate “online” in the comment box of the registration form if you wish to receive the Zoom link for the Roundtable

**Interpretation:** French and English

**DIGIQU@LPUB website:** <http://www.digiquaelpub.eu>

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