ICT-sector future of the work project

Sectoral Social Dialoque Committee for Telecommunications 23.9.2019

How we get started?

We have been long time thinking a new kind cooperation between Unions and it became reality in 2016 collective bargaining negotiations.

First time agreed in 2016 colletive bargaining agreement.

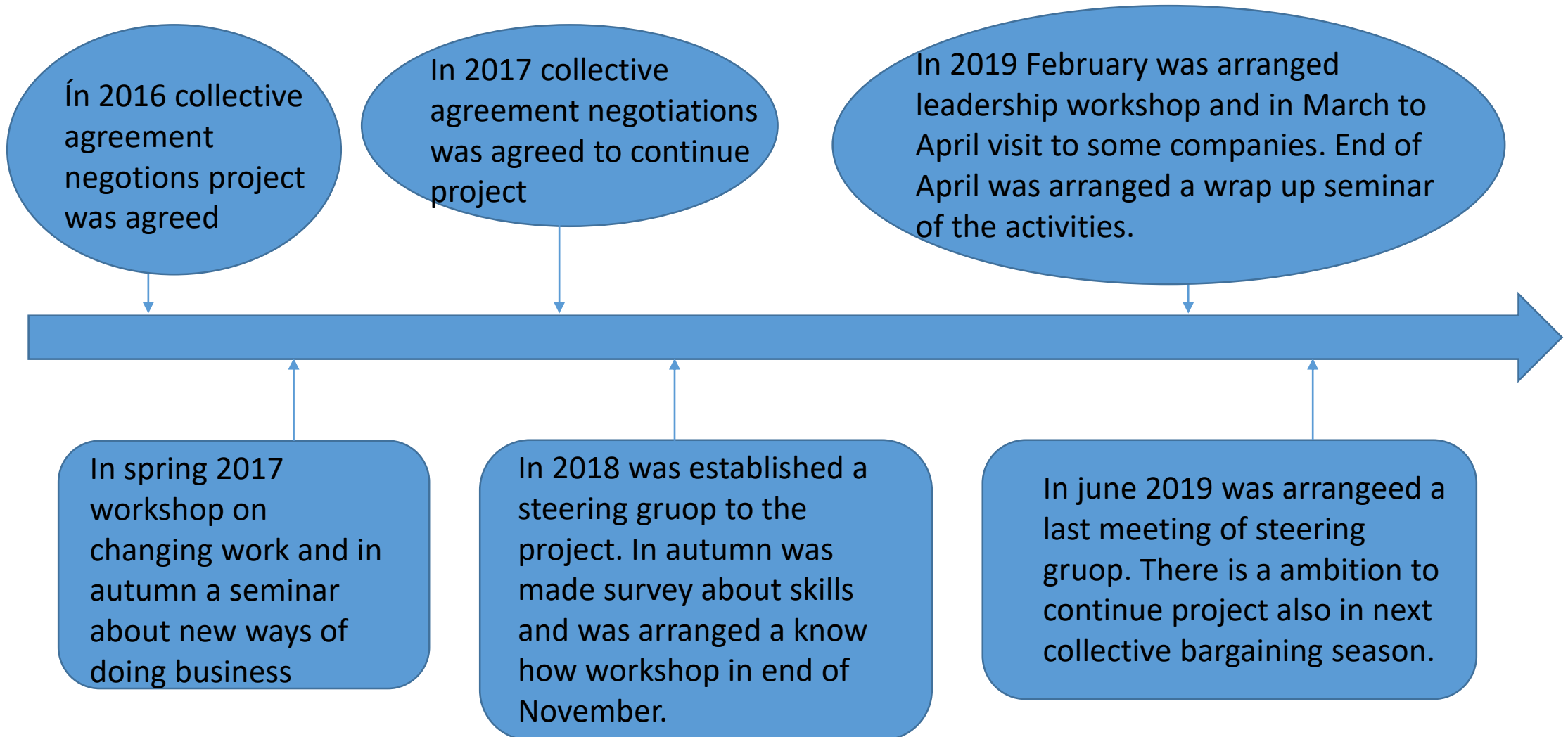**In 2017 Collective bargaining negotion was agreed to continue project.**

- - -

The aim of the project on the future of work in the ICT sector is to promote the productivity, competitiveness and well-being at work together with new business and creation of jobs. The parties to this collective agreement shall discuss the following themes during the agreement period:

- diversifying of working life, flexible organisation of work force and new forms of work
- organisation of working time taking into account the objectives of the Protocol on lengthening of working time annexed to this collective agreement with regard to the productivity in companies, economic growth and creation of new jobs in this field
- adaptation and updating of skills and professional competence
- management and social skills at workplace level
- employment of young and new graduates in the field of ICT (including workplace learning and training for a degree)
- well-functioning dialogue between the employer and employee associations and cooperation and negotiation relations.

The experience and views from the field and practises can be used in developing the collective agreement and in future negotiations.

Progress of the project

Ín 2016 collective agreement negotions project was agreed

In 2017 collective agreement negotiations was agreed to continue project

In 2019 February was arranged leadership workshop and in March to April visit to some companies. End of April was arranged a wrap up seminar of the activities.

In spring 2017 workshop on changing work and in autumn a seminar about new ways of doing business

In 2018 was established a steering gruop to the project. In autumn was made survey about skills and was arranged a know how workshop in end of November.

In june 2019 was arrangeed a last meeting of steering gruop. There is a ambition to continue project also in next collective bargaining season.

Goals of the project

- Aim has been to promote productivity, competitiveness and work well-being in ICT sector and development of new kind of business and creation of new workplaces related to that **by conducting new kind discussions about change of the work** and cooperation.

- Parties try to form **common understanding** about strong megatrends (for example globalisation, digitalisation, robotics, artificial intelligence, urbanisation, aging of the population) and changes that they require in working life, collective agreements and in work places.

- Themes has been for example **opportunities brought by digitalisation and artificial intelligence, challeges and obstacles in work places** and **social dialog partners role in these changes.**

- As a result we might get new solutions for problems in everyday life, new kind of discussions in work places and practical ways of working in union and company level.

Why we started this project?

We do not want to be bystanders, but active participants.

Why to unions have started this project?

- ICT-sectors have not have best kind negotiating culture: long legacy of labor market tensions, negotiations have often not had a result without help of the National Conciliator's Office
- Problems could be explained partly by rapid and ongoing changes in the industry → we have to look more carefully what happens in the industry.
- Palta and Pro both feel strongly that labor organisations are not passive bystanders, but they also have responsibility for the future of the working life.
- We have to be participating to change and had to make continous cooperation in order to have good work life in the future, this can be done for example by:
  - finding new ways and innovations in order to promote work well-being and productivity and through that way to secure Finnish companies success and employment opportunities
  - renewing labor market structures in order to respond to changes in the industry
  - developing collective agreements same phase with work life changes
  - forethoughting changes enables to make them more orderly manner

Couple of examples from results

MILTÄ NÄYTTÄÄ ICT-TOIMIHENKILÖN TYÖVIIKKO VUONNA 2024?

Antero, 54 v.,
network analyst,
2 aikuista lasta,
1 lapsenlapsi

	Maanantai	Tiistai	Keskiviikko	Torstai	Perjantai	Lauan...
06.00-07.00						
07.00-08.00		Sauna + avanto uinti				
08.00-09.00	Kävely Palaver esimiehen kanssa		Tiimipala-veri		Yhdessä-oloa lapsen lapsen kanssa	
09.00-10.00						
10.00-11.00			Skype	3h Webinaari		
11.00-12.00				-uuden järjestelmä opiskelua		
12.00-13.00					mentorointi	Omat sosiaaliset suhteet
13.00-14.00	yhteistyö Palaveri -teknologia kehitys		ke-pe	normaal työtä		
14.00-15.00						
15.00-16.00		apontointi tiimipala-verin	mökillä apsen lapsi ukan mökille			
16.00-17.00						itse opiske-lua Kokkikurssi
17.00-18.00						
18.00-19.00	työporukan kanssa Mölkky-kisa					
19.00-20.00						
20.00-21.00						
21.00-22.00		Projektin aloitus Palaveri Jenkkien kanssa	materiaalin valmistelu		Projektin status Palaveri	

9

Survey on future skills in ICT-sector

- We did a survey to employers and employees about future skills needed in ICT-sector.

- Most important skills brought up by employers were:
  - people skills, social skills
  - ability to learn new things
  - self leadership
  - ability to adapt to change
  - understanding of customer needs

- Most important brought up by employees were:
  - problem solving skills
  - ability to adapt to change
  - people skills, social skills
  - ability to learn new things
  - understanding of customer needs

Visiting companies 3-4/2019: themes

- Megatrends of the technology
  - What are the central megatrends affecting to work in ICT-sector?
  - How these trends affect to company's business activities, productivity, competitiveness, number of employees and content of the work profiles?
  - In which parts of the company's operations will have new work emerging and which kind of work is possibly going to be reduced?
- Changing business environment
  - How globalisation is affecting to ICT-sector?
  - How responsibility issues, like climate change and sustainable development are present in your activities?
  - How changes in customer behavior affect the work in ICT-sector.
- ICT-sector appeal, corporate image and availibility of work force
  - What kind of know-how is needed in your company in next few years?
  - Is there a shortage of work force in the industry and what kind of professionals are needed in ICT-sector?
  - How would you estimate appeal of the ICT-sector, when competing workforce in labor market?

Observations from company visits

- Digitalisation is making work days more efficient and decreasing amount of routine tasks. It is not anyhow replasing workers, but enables to make work tasks easier for the workers. Work content will change.

- Personel numbers are likely to remain in same level as now.

- In last years project and economic know-how, analytics know-how, customer service, customer understanding and different kind of multi tasking.

- Problems in know-how are not so much in technical or system knowledge side, but mainly on sales and customer service work and understanding a customers and customer experience.

- Essential skills are agility, curiosity, ability, desire and interest to do things in new ways (also in personal, team and company level) – there is a danger that we get used to old and current way doing things.

- Industry has more and more shortage of skilled people: other industries are competing same people – public has too one sided picture about the work profiles in ICT-sector, interesting positions are not visible to public.

- Trends which are under discussion and affect to businesses are: climate change, global competition, aging of the population, ethical questions of artifial intelligence…

- Operation models: experimenting culture, strong investment on self development.