



INSTITUTE OF
PUBLIC AFFAIRS



Invitation to a hybrid Roundtable on

The impact of digitalisation on job quality and social dialogue in public services in Poland and the European Union

Warsaw, 25 April 2023 – 10:00 am – 1:00 pm

Venue: Leonardo Royal Hotel Warsaw · ul. Grzybowska 45 · 00-844 Warszawa

Videoconference: Zoom

In recent decades, public services in EU countries have been under constant and often contradictory pressure: they have been called upon to modernise, 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 in themselves is being questioned. Digitalisation has added another layer to this situation 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 brought about by digitalisation in the performance of their daily tasks. The study also aims to raise awareness among trade unions and decisionmakers of the consequences of the digital transition of work for the public services.

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 a **hybrid Roundtable** on the topic which will take place in **Warsaw on 25 April 2023**. The seminar will address the impact of digitalisation on job quality and social dialogue in the public services, with a focus on Poland. The event is a key opportunity for an exchange of views between researchers and national and European stakeholders about the key findings of the project as well as recent developments and challenges. Further details can be found in the enclosed **programme**.

The Roundtable is jointly organized by the Institute of Public Affairs (IPA), the Friedrich Ebert Stiftung and the European Social Observatory (OSE). English and Polish simultaneous interpretation will be provided.

We hope to meet you on 25 April, in Warsaw or online.

Dominik Owczarek,

Head of the Social Policy Programme, Institute of Public Affairs

Bart Vanhercke,

Director, European Social Observatory

Practical information:

Venue: Leonardo Royal Hotel Warsaw · ul. Grzybowska 45 · 00-844 Warszawa

Online registration (compulsory): [Registration form](#)

Simultaneous interpretation: English and Polish

DIGIQU@LPUB website: <https://www.ose.be/digiqua/pub/>

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