



***European Social  
Economy Summit  
Mannheim 2021***

**Leaving no one behind**

*Insight Session: The impact of digitalisation on  
the social economy & the role of social partners*

**Impacts of digitalisation on care services**

Mathieu de Poorter, Economic Advisor, 28 October 2020

# The DIGI-SERV Research (2018)

**DIGI-SERV, study on the impacts of digitalisation on the care services sector** (funded by the Government of Wallonia)

3 research centres, 1 steering committee (social partners)

## Objectives

- Identify innovative and emerging digital technologies
- Identify main issues and controversies at stake on 3 dimensions: the employment, organisational processes and the quality of services (+ focus on online platform)
- Identify organisational and strategical dynamics that feature social economy enterprises with regards to technology evolutions
- (Co-)Formulate political recommendation to Public Authorities

# Main issues & controversies

Quantity & quality of jobs	Organisational processes	Nature & quality of services
<ul style="list-style-type: none"><li>• Job creation vs. destruction</li><li>• Generic vs. specific skills</li><li>• Job valorisation vs. discredit</li><li>• A decrease in beneficiaries' difficulties vs. increase in psycho-social risks</li></ul>	<ul style="list-style-type: none"><li>• Toward more monitoring vs. autonomy at work</li><li>• Work flexibility vs. rigidity</li><li>• Workers-Enterprise relationships: formalising vs. interpersonal</li><li>• Standardization vs. technological maturity</li></ul>	<ul style="list-style-type: none"><li>• Services accessibility: inclusion vs. exclusion</li><li>• Services quality: inclusion vs. exclusion</li><li>• Towards more beneficiaries' autonomy vs. alienation</li></ul>

# Social economy enterprises' interests & objectives

Quantity & quality of jobs	Organisational processes	Nature & quality of services
<ol style="list-style-type: none"> <li>1. Offer a more pleasant work experience to workers with accessible technologies (41%)</li> <li>2. Facilitate the integration of people furthest away from the labour market (36%)</li> <li>3. Create new jobs (33%)</li> <li>4. Support workers in avoiding the most difficult tasks (33%)</li> </ol>	<ol style="list-style-type: none"> <li>1. Simplify administrative processes and limit sources of error (69%)</li> <li>2. Offer more reactivity and adaptability to beneficiaries' needs (64%)</li> <li>3. More efficiency in time management &amp; provision planification (62%)</li> <li>4. Facilitate the information flow amongst all stakeholders (48%)</li> </ol>	<ol style="list-style-type: none"> <li>1. Enable all beneficiaries to access services in a simpler and more enjoyable manner (52%)</li> <li>2. Strengthen the bonds between beneficiaries, caregivers and professional workers for offering a quality social &amp; care support (40%)</li> </ol>

# Diverse social economy enterprises profiles

- **Merchants:** market (growth) oriented, strong digital maturity, urban
- **Jobs creators:** market growth for jobs creation & access, value workers' competencies
- **Protectors of quality services:** most common, increase quality services & reactivity to beneficiaries' needs, customized services
- **Pragmatics:** administrative simplification or better information flow
- **Conservatives:** close-minded, weak digital maturity, rural and small

# An analytical framework of reference

## **Institutional disruption**

*The transformation potential of a technology*



## **Translation degree**

*Efforts in ensuring that all stakeholders appropriate the innovation & in taking into consideration the organisation's features*

# Political recommendations & Role of social partners

- Foster workers & employers appropriation of a technology by consulting and mobilising all stakeholders on the conception and implementation of digital technologies
- Social dialogue should be encouraged:
  - Enterprise level: stimulate caregivers & professional workers' inclusion and exchanges
  - Sectoral level: involve social partners in identifying common issues and accordingly, adapted solutions

Thank you!

For further questions

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