

Telework

Tools and surveys

UGICT CGT

23rd September 2021

European Federation of Journalists

Background on and issues with Telework

- An option that will transform our way of work
- A marker for management
- The aspiration of telework: time and newfound autonomy
- The employers' objective: productivity gains and costs reduction
- Presents a challenge for trade unions

Trade Union approach

- Very wide variety of situations and desired outcomes: consultation with employees is essential in order to gather expectations and organise the balance of power
- Tools made available by the UGICT-CGT :
 - A campaign - <https://teletravail.ugictcgt.fr>
 - An adaptable consultation - <https://enqueteteletravail.fr/generateur/>
 - A FAQ and a video on the rights of teleworkers (in the private sector) - <https://ugictcgt.fr/faq-teletravail/>
 - A model telework agreement - <https://ugictcgt.fr/accord-type-teletravail/>
 - A training webinar - <https://teletravail.ugictcgt.fr/tuto/>
 - A bank of agreements - <https://teletravail.ugictcgt.fr/accords/>
 - Two major surveys and a press review (filinfo/telework) <https://luttevirale.fr/enquete/rapport/>



EN SAVOIR +

**Le télétravail, c'est oui,
mais...**

Le télétravail, c'est oui mais...

syndicoop.info
Le fil

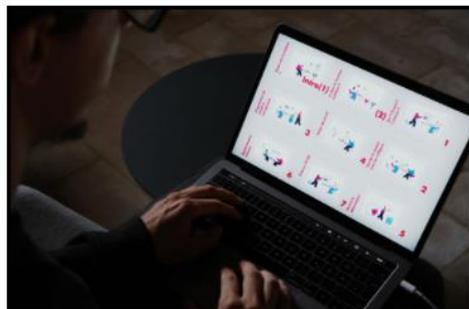
Les cinq erreurs à ne pas commettre en télétravail

@Ouest France 11:16

20 septembre 2021

Travail en présentiel : avec la fin du télétravail, les entreprises cherchent à retrouver "l'esprit d'équipe"

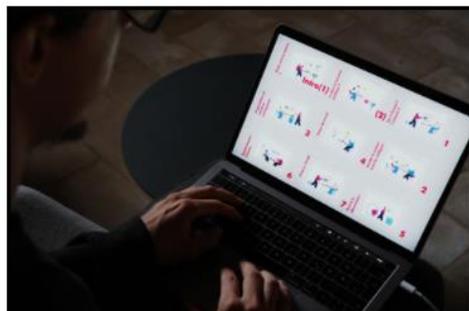
@France Info 16:24



FAQ Questions-réponses sur vos droits



Accord type d'entreprise [télécharger]



20
21 **document de synthèse
enquête nationale
sur le télétravail**

Rapport d'enquête

enqueteteletravail.fr CGT Ingés Cadres Techs

UGICT CGT Survey – June 2021

- 100 questions worked on and processed with statisticians
- 15,000 responses
- 10,000 free verbatims
- A variety of experiences and goals
- Employers' strategy of presenting telework as a privilege in order to remove all associated rights

Non-voluntary telework: Mainly by P&Ms

- The respondents are mainly professionals and managers, confirming that telework is becoming a marker of management in a broad sense.
- Telework is varied and dependent on COVID restrictions. A large majority have been teleworking since the beginning of Covid crisis, with 40% saying they telework full time.
- The number of days of telework per week was mandated on 42% of the respondents, and 63% note that due to the pandemic they wanted to telework.

Increased Working Time

- The majority of respondents report an increase in working hours and workload.
- Work has also intensified, with a decrease in the number and length of breaks.
- The boundaries between work and personal life are becoming increasingly blurred. 2/3 of respondents say that they receive requests during their periods of leave, 10% of them receive these requests all the time! ...
- On top of that, a large majority of employers have not put in place measures provided for by the Labour Code:
 - 60% have not put in place measures to guarantee the right to disconnect
 - 55% have not defined the time slots during which teleworking employees can be reached
 - 75% do not evaluate the workload or the working time of teleworking employees

Desire for autonomy

- 71% of respondents say they have flexibility in their working hours, whereas only 1/3 are on a fixed-term contract and can therefore gain better working time arrangements.
- Despite the increase in time, workload and intensity, a majority of respondents said they were less tired than with in-person (with 30% being more tired)

Health: beware of sedentary lifestyle!

- We asked respondents to rank themselves on the WHO's well-being scale. With an overall average score of 57 out of 100, the respondents as a whole are not far from the threshold indicating reduced well-being. Of particular note:
 - 26% are on the alert for rest
 - 25% are on the alert for daily fulfilment
- A majority of respondents consider that telework has a negative impact on their physical activity, 40% experience more musculoskeletal disorder and nearly a third experience migraines or eye strain. A very high score after only 1 year of teleworking!

Reorganisation of Workplaces

- For more than half of the respondents, work is complicated by the disappearance of informal time with colleagues, and a majority feel that team spirit has deteriorated, as has the quality of meetings. 2/3 of respondents say they feel isolated, with a quarter regularly feeling so.
- One year after telework became widespread, less than 1/3 of employees say they have been trained to telework.
- At the same time, telework is boosting the reorganisation of premises: more than 1/3 of respondents say that a move to open space and/or flex office is underway, with a majority considering it negative.

Managers under high pressure

- Managers judge the impact of telework negatively in all categories, and in particular on their ability to monitor and supervise their team, the dissemination of information and regarding team spirit.
- Only 8% of the managers feel certain they can detect a situation of ill-feeling or difficulty in their team!
- Relationships with colleagues are directly affected, with a third feeling that they have lost room to manoeuvre and are less supported by their superiors.
- Despite this, less than 2 out of 10 managers have received training in remote management.

Cost of telework to employees

While this is an obligation associated with employee status, the payment of telework equipment and costs by the employer remains a minority case.

- A majority of respondents do not have an ergonomic chair
- Only 40% had access to an adapted screen financed by their employer
- For 19% of respondents, telework has meant that the employer's contribution to the cost of meals in the workplace has been questioned (meal vouchers, etc.)

Nearly 7 out of 10 respondents say that their employer does not contribute, even partially, to the costs of telework.

- At the same time, 70% of the respondents consider themselves more efficient, which confirms the productivity gains generated by telework.
- The material conditions of work remain complicated with almost 1/3 of the employees, especially women, saying that they do not have a dedicated and isolated space to telework.

Exacerbation of Gender Equality

- 8 out of 10 respondents said they had already experienced teleworking while looking after their children.
- At the same time, only 9% say they have had access to partial activity for childcare.
- This specifically penalises women, 61% of whom say they have had to take on this burden alone, compared to 31% of men!

Cautious: Democratic denial

- 50% of staff representatives say that they find it difficult to keep in touch with teleworking employees, and more than 1/3 say that their employer forbids them to send information by e-mail to employees.
- Only 52% of them say that their company has signed an agreement on telework, and more than a third consider that their opinion has not been taken into account in this negotiation! This figure must be reduced, however, as it only concerns companies with trade unions representatives.

But ...

- 83% of the respondents said that they had a good experience of teleworking and 98% of the respondents said that they wished to continue to telework after the health crisis, but for a shorter period of time, mostly around half of their working week, with only 14% wishing to continue working full-time.
- The positive points are:
 - elimination of commuting (80%)
 - better articulation of time (62%)
 - better concentration in work (51%)
 - autonomy in work (25%)
 - change of living environment (22.5%)
- The negative points are: isolation (65%), sedentary lifestyle (52%), blurring of professional and personal life (42%), unsuitable material conditions (42%)



Thank you

<https://ugictcgt.fr/dossier-presse-enquete-teletravail/>
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