



# 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

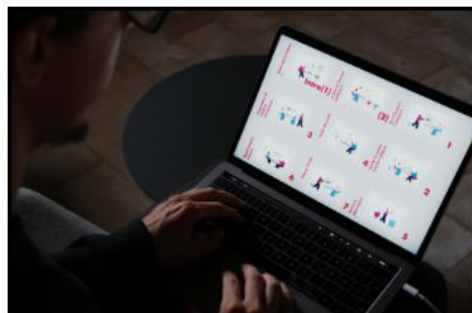
**Les cinq erreurs à ne pas commettre en télétravail**

@Ouest France 11:16

20 septembre 2021

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

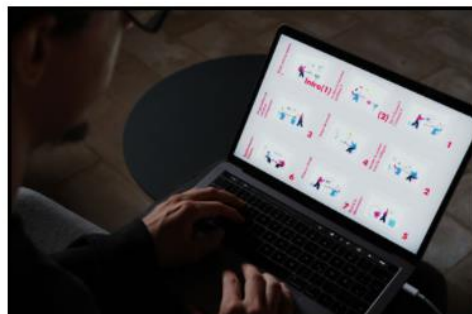
@France Info 16:24



**FAQ Questions-réponses sur vos droits**



**Accord type d'entreprise [télécharger]**



20 document de synthèse  
21 enquête nationale sur le télétravail

enqueteteletravail.fr   CGT Ingés Cadres Techs

**Rapport d'enquête**



# 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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