

AI-related demands regarding the impact of artificial intelligence, addressed to employers in the ICT sectors

Technological change and digitalization are shaping the world of work in all sectors. The ICT sector is particularly affected by these developments. The effects on employees are already clearly noticeable in ICT companies. More and more employees are working with digital technologies and artificial intelligence (AI), which are increasingly being used to support everyday work.

As the leading union in the ICT sector, syndicom is actively supporting this change and is committed to helping shape it in the interests of employees. The Ecoplan study commissioned by syndicom shows that the majority of employees in the ICT sector already use AI applications to support their daily work. In the contact center industry, AI is already an integral part of daily work.

The study shows that work processes are changing from the employees' perspective and requirements are continually increasing. The tasks are becoming more complex and demanding. Half of those surveyed find the increasing pressure to perform and adapt to be a burden. What is supposed to represent progress with productivity for companies often leads to insecurity, stress and, last but not least, concern for their own jobs among employees.

That is why syndicom is demanding that the use of AI is designed in a socially responsible manner and that the interests of employees are the focus.

The specific demands :

Participation

Strong participation rights for employees, staff representative bodies, and unions regarding the introduction and application of new technologies and AI systems should be introduced or expanded.

Job protection and fair working conditions

The increasing intensification of work driven by digitalization and AI necessitates measures to ease the burden, such as reductions in working hours. Social plans should also include measures addressing job losses resulting from the use of AI.

Use of AI in compliance with data protection regulations

The increasing use of employees' personal data by AI necessitates clear, specific data protection provisions in collective labor agreements and company policies.

In particular, the rights of employees and the obligations of businesses in this area must be defined.

Training and further training

A right to training and further training for employees - especially for apprentices and those just starting their careers - is essential. Adequate working time and the necessary funding must be ensured for this purpose. Furthermore, employers have a duty to support training at secondary and

tertiary levels. Only in this way can they create the conditions needed to meet their own demand for skilled workers.

Participation in productivity gains

We are calling for a fair distribution of the productivity gains resulting from digitalization and the use of AI. Efficiency gains must benefit the workforce .