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The financial sector in the face of the digitization: the new skills required of workers

Delphi survey

Main objectives & structure



Thessaloniki, 11th June 2019



Overview

Delphi Survey









Main Objectives & Survey Sample

Why? To construct possible **future scenarios** focused on **skills disruption** induced by **digitisation** in the financial industry and also centred on the **tools to deal with change** through **age diversity management strategies** and the **intergenerational solidarity** approach

Key respondents → Panel of Experts: trade union representatives of different roles and countries of practice (i.e. 3-4 negotiators from national organisations, 2-3 professionals from Eurocadres, 2-3 experts from Uni-Europa)



Overview

Delphi Survey – 1st Round

Main Sections

The survey is structured as follows:

Section 1 – Preliminary consideration

Section 2 – Digitalization & Skills disruption

Section 3 – Final remarks & Best parctices

The survey has been designed to be simple and fast in its copmpletion (it should take about 10 minutes).

Survey Tool: Google Modules













Delphi Survey – design process











Literature Review

Used to identify and collect relevant insights to draft survey questions (formulation of the statements)

1st round [ADAPT]

First set of questions organised to gain **preliminary information from the experience and knowledge of the participants**, who are experts in the relevant field

2nd round [University of Łodz]

The results of the previous round are given as **feedback**. The experts answer from the second round on under the influence of their colleagues' opinions, (this is what differentiates Delphi from ordinary opinion surveys)



Delphi Survey - Feedback & Evaluation process

- 2
- 3
- 4
- 5

- After the 1st round, a standard feedback about the statistical group judgement (i.e. calculated from median and quartiles of single prognoses) is given and if possible, the arguments and counter arguments of the extreme answers are fed back (i.e. through graphs & figures)
- In addition, the overall survey is designed in order to meet the QCA evaluation methodology: final results will be analysed by Polibienestar.

For detailed description of the delphi method: http://forlearn.jrc.ec.europa.eu/guide/4 methodology/methodo

Delphi Survey – 1st round draft

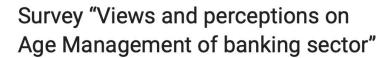












The following semi-structured interview is the first round of a Delphi study carried out in the context of The European social dialogue and the development of the solidarity between generations of workers: focus on "over 55" and young workers in the finance sector. Sustainable growth and generation gap.

The survey is structured as follows:

Section 1 - PRELIMINARY CONSIDERATIONS

Section 2 - DIGITALIZATION & SKILLS DISRUPTION

Section 3 - FINAL REMARKS & BEST PRACTICES

Completion of the survey is simple and fast (it should take about 10 minutes).

About the project "The European social dialogue and the development of the solidarity between generations of workers: focus on "over 55" and young workers in the finance sector. Sustainable Growth and generation gap". Is a project co-funded by the European Commission, Directorate General of Employment, Social Affairs & Inclusion VS/2018/0040.





























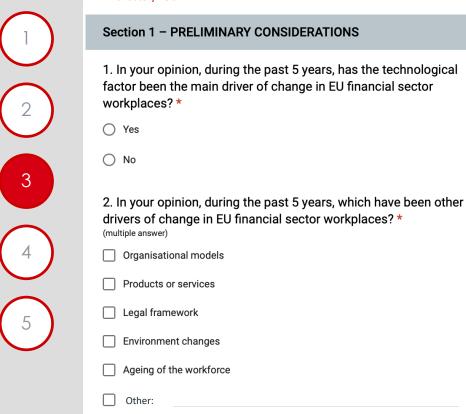






Survey "Views and perceptions on Age Management of banking sector"

*Mandatory field



3. In your opinion, during the past 5 years, has the introduction of new technologies affected the employment rates among older workers (workers aged 55–64) in the finance sector? *								
○ Yes								
○ No								
BACK NEXT								



Section 2 - DIGITALISATION & SKILLS DISRUPTIONS			
5. Is the financial sector affected by digital skills imbalances phenomena? (e.g. difficulty in supplying vacancies with professional profiles with the necessary digital skills) *			
○ Yes			
○ No			
6. Do you think that digitalization will have and influence on the qualifications required by financial sectors workers? *			
○ Yes			
○ No			
7. What kind of digital technologies did the financial sector introduce in the last 5 years? * (multiple answer)			
Augmented Reality			
Simulation			
☐ Internet of Things			
Cloud			
Big Data and Analytics			
Cybersecurity			
Other:			



8. How have jobs changed in the financial sector with the introduction of digital technologies? * Please, select the most relevant option											
 New jobs have emerged Old jobs have disappeared Old jobs have been enriched by new tasks Don't know 											
						As for your per	rsonal expe	erience, plea	ase rate tl	he follow	ring
						information: *	nformation: *				
							Strongly disagree	Disagree	Maybe Agree	Agree	Strongly agree
Completely new technical skills are required to deal with new technologies	0	0	0	0	0						
Tackling the lack of digital skills is just one part of the solution, that											
needs to be complemented with the	0	0	0	0	0						
development of other											
technical and behavioral skills											
Modern											
workplaces require workers to											
perform different tasks,		0	0	0	0						
thus improving workers' versatility											
,											



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Section 3 – FINAL REMARKS & BEST PRACTICES	Privacy statement
13. As for age management issues linked to skills dynamics, could you provide examples of emerging perspectives and best practices put in place with the involvement of social partners? Yes No 14. If yes, please, provide a brief description (Please, provide: name of the initiative – actors involved – workers' reactions – outputs- level: national/regional/European) La tua risposta 15. Could you identify existing barriers for adopting measures and policy instruments dealing with Age Management at the workplace? Yes No	The data subject consents to data processing for the purposes laid down in the privacy statement available at the following link XYX, and to the extent that his/her consent is legally necessary, as well as to communicate his/her data to the other parties, as specified in the privacy disclosure referred to above. In your capacity as the data subject, we would like to inform you that you can withdraw your consent at any time, without affecting the legal nature of data processing, which is based on the consent provided before the withdrawal. Prior to giving consent, you had been informed about this state of affairs. After having read the privacy disclosure, I give my consent to data processing for the following purposes: *
BACK NEXT	



Delphi Survey – Data Analysis











2 answers

SUMMARY

INDIVIDUAL



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Data analysis quick and easy thanks to Google Exclel spreadsheet and automatic graphs and figures

Thank you!

@adaptland @MargheRoi