

# Let's ask the working youth



Servicios,  
Movilidad  
y Consumo

Abril-2018



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## Introduction

The study seeks to hear what are the concerns, perceptions and work needs of the new generations of young people in our activity sectors.

It is aimed at unaffiliated workers, under 35 years of age, among the group of workers whose working conditions are in the following sectoral collective agreements at state level, which add up to a wage-earning population of 647,494 workers:

1. Collective agreement for savings banks and financial institutions  
Number of workers: 70,000
2. Collective agreement for cooperative credit societies  
Number of workers: 15,354
3. Collective agreement of the banking sector  
Number of workers: 103,593
4. Collective agreement of consulting companies and market studies and public opinion  
Number of workers: 200,000
5. Collective agreement of the contact center sector  
Number of workers: 80,000
6. Collective agreement of engineering companies and technical study offices  
Number of workers: 88,000
7. Collective agreement for third-party prevention services  
Number of workers: 20,000
8. Collective agreement for the sector of insurance, reinsurance and mutual insurance entities collaborating with Social Security  
Number of workers: 70,547

## Data of the Registry of collective agreements and agreements (REGCON)

The field work of this survey has been carried out in the area of 38 provinces, corresponding to 15 autonomous communities, based on the presence of workers of the indicated groups, with a representative mass of workers, obtaining a total of 584 questions completed, with an average age among the respondents of 31.07 years. It was carried out in the months of September and October of 2017.

The survey can be read in two ways: sectorally, on opinion among workers in the same sector, or comparatively among the sectors studied.

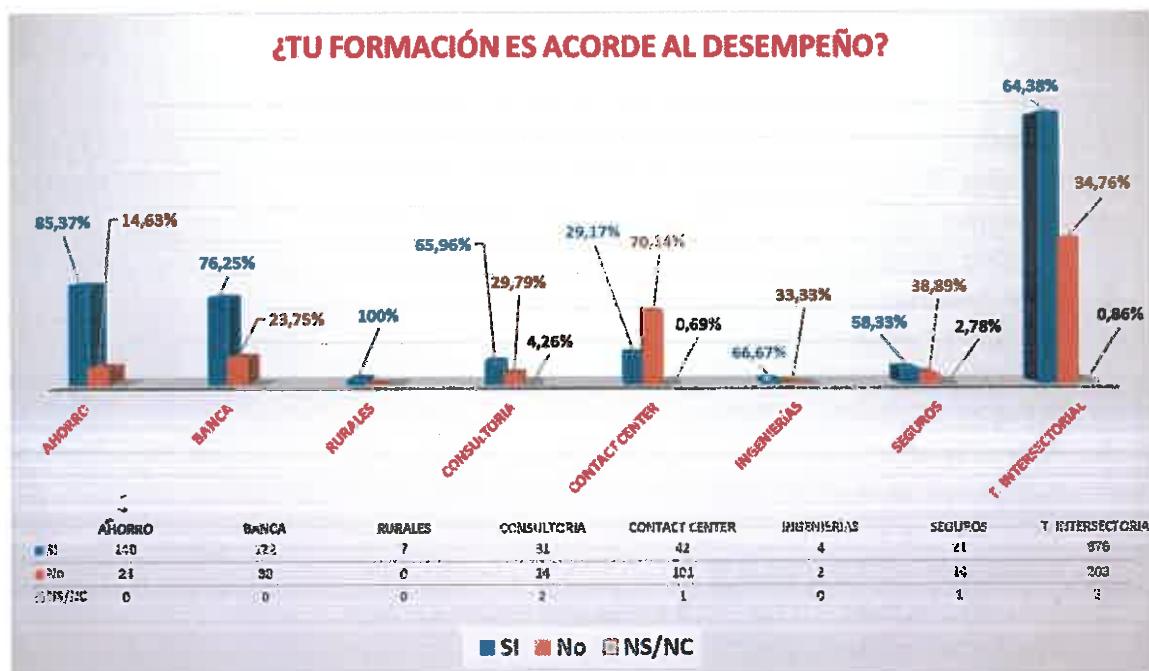
The first three questions were closed. The next five were open, from which much information has been released, beyond what we originally expected before the questions asked. We can say in this sense that the survey carried out has been a remarkable success (See annex 1).

## I. Is your academic background in accordance with your current job performance?

In the sector as a whole, the answer has been that **34.76%** of the workers are performing a job that does not match their academic training.

Above that average stands Contact Center, where 70.14% of the sector states that their training is not in line with their current job performance. (See annex 2). Contrast this response with workers of the Contact Center group; confirm that in the companies of this sector of activity there is a high degree of over qualification.

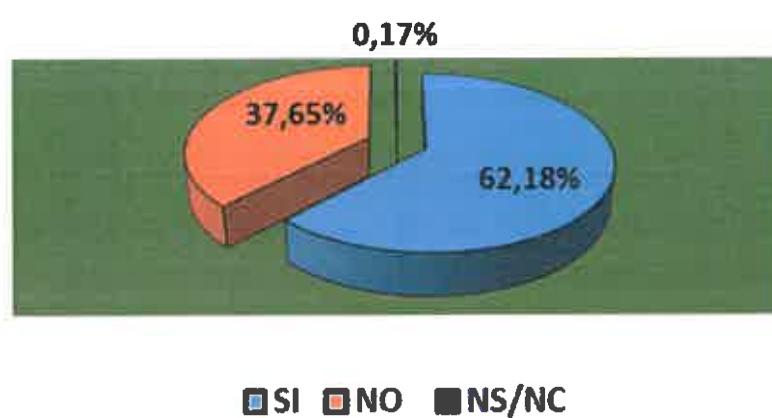
Comparatively with other sectors, in intersectoral percentage, it's 49.75% in Contact Center.



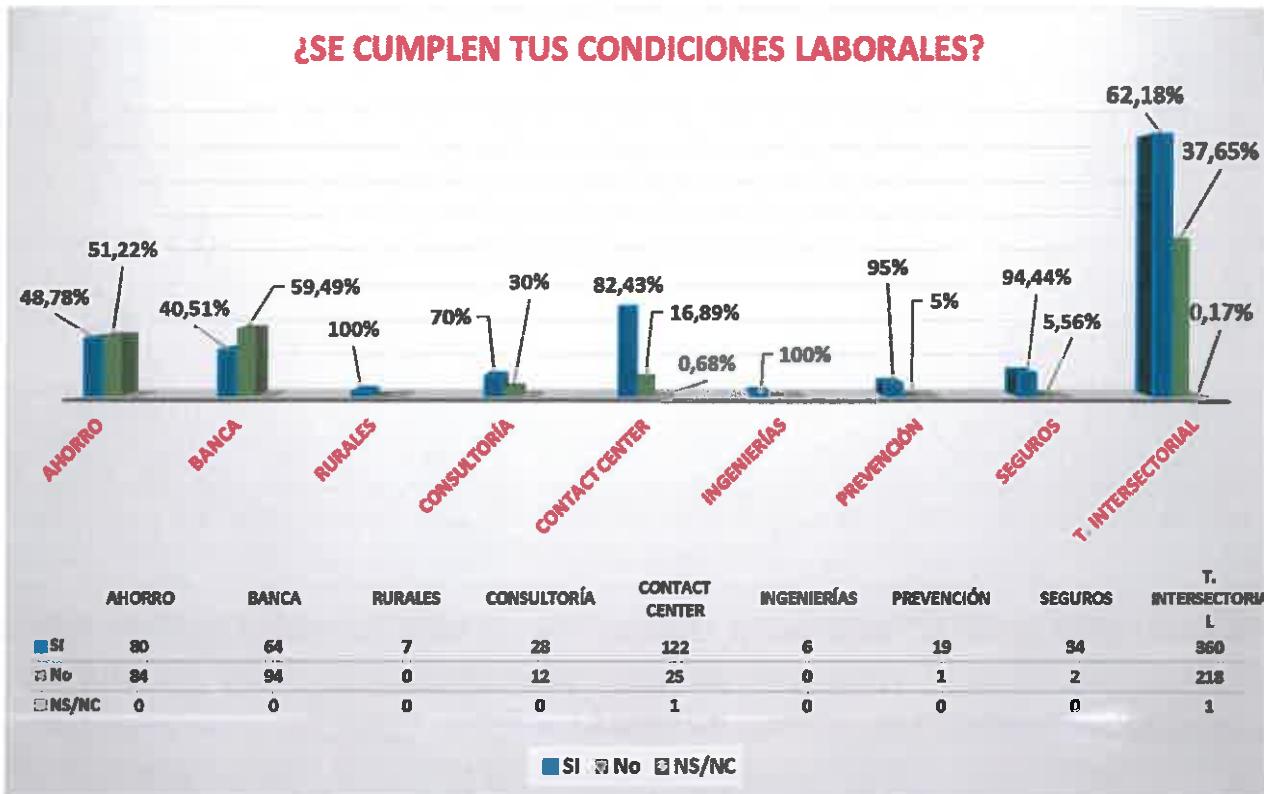
## II. Are the working conditions met?: working hours, Timetable, salary, etc., with which you were hired?

**37.65% of respondents state that working conditions are not respected.**

**TOTALES CALCULADOS SOBRE 579  
RESPUESTAS**



The sectors of Banking and Savings Banks stand out, with 59.49% and 51.22% respectively, in which the workers state that their working conditions are not respected. The chronic breach in the agreements of the Financial Sector is the schedule, sector in which they are carried out around 300,000 weekly (14.5 million annual hours) that neither are taxed, nor are they paid to the Social Security, nor are they remunerated to the workers. Followed by Consulting with 30% and Contact Center with 16.89%. (See Annex 3)

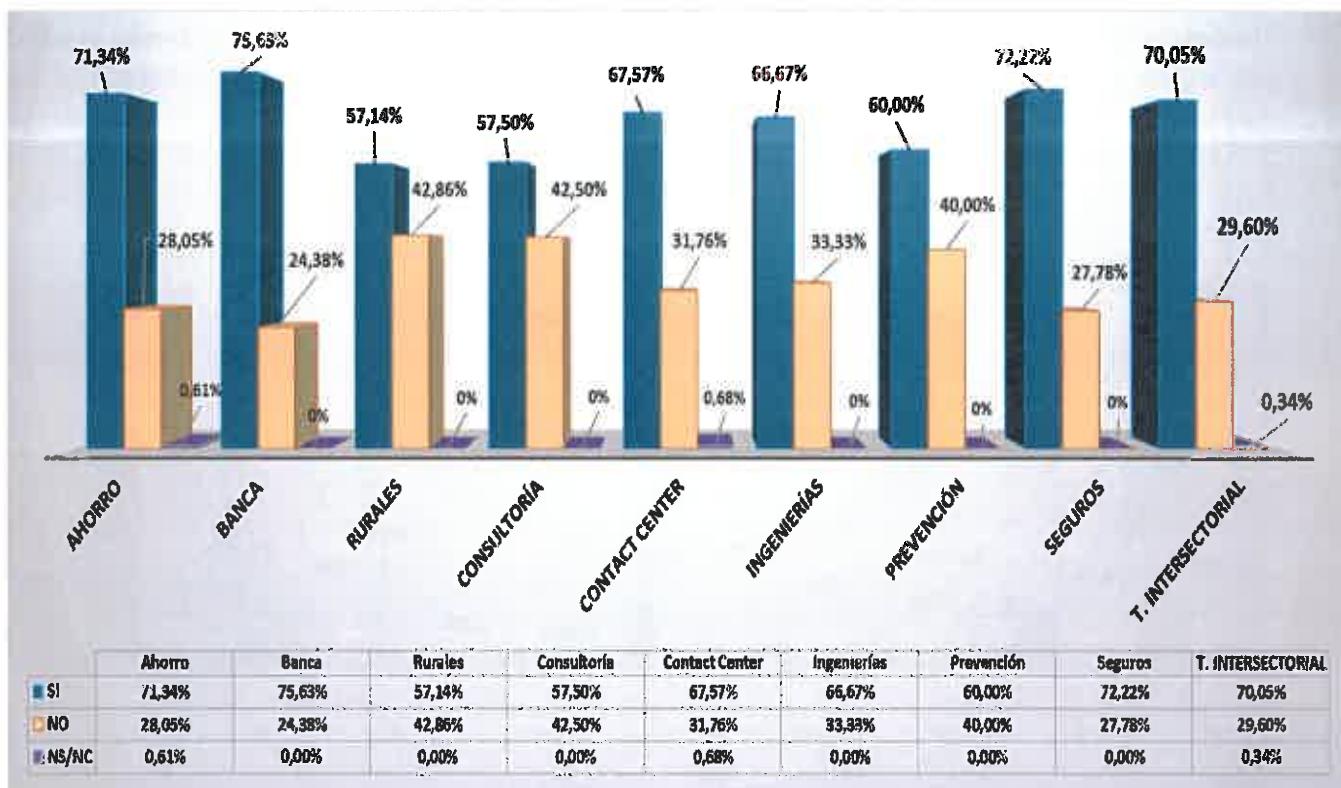


### III. Do you know the salary and social conditions in the Collective Agreement that applies to your company?

Practically 30% (29.60%) of the respondents state that they do not know their working conditions.

In 5 of the 8 sectors studied, more than 30% manifest, in intersectoral percentage, that they do not know their agreement conditions. In sectorial percentage: 42.86% in Rural, 42.5% Consulting, 40.00% Prevention, 33.33% in Engineering and 31.76% in Contact Center (See Annex 4). It should be noted that the three most unionized sectors, such as Ahorro, Banca y Seguros, are those in which the lack of knowledge of working conditions is manifested in a lower percentage.

No sector falls below 24%, so there is an important informative work to be done by the UGT.



**IV. From your point of view, what training should your company provide for the performance of your work and to keep your employability up to date as a professional in the sector in which you work?**

Being an open response, we have grouped the answers according to the following thematic blocks:

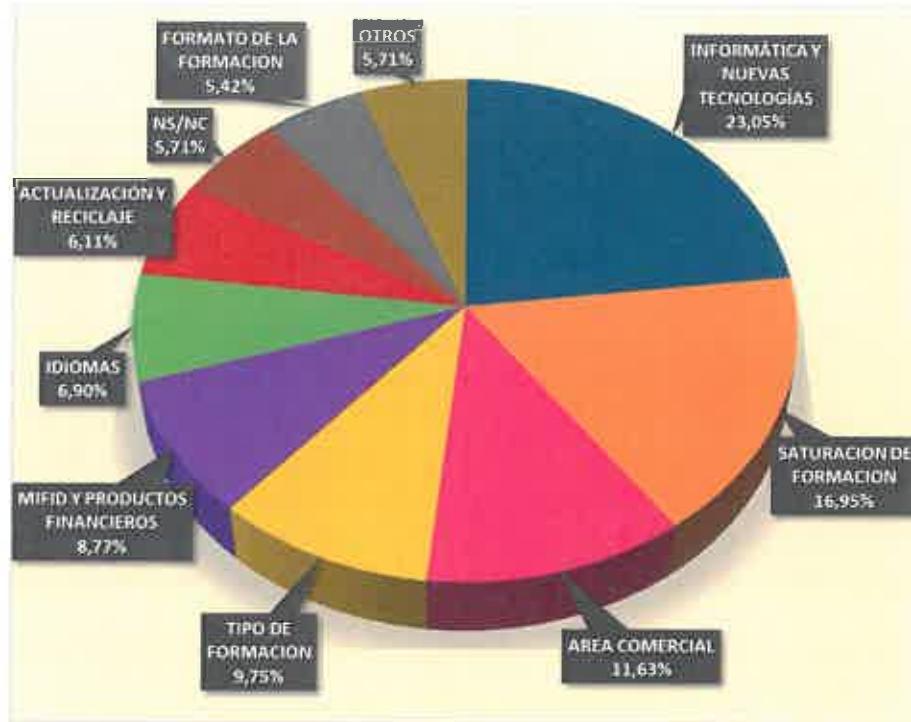
**1) Formation of concrete character, as subjects,**

**56.46% demand training of a specific nature:**

- 23.05% Computing and new technologies
- 11.63% Sales techniques and commercial area
- 8.77% Mifid and issues related to financial products.
- 6.90% Languages
- 6.11% Legal and regulatory update.

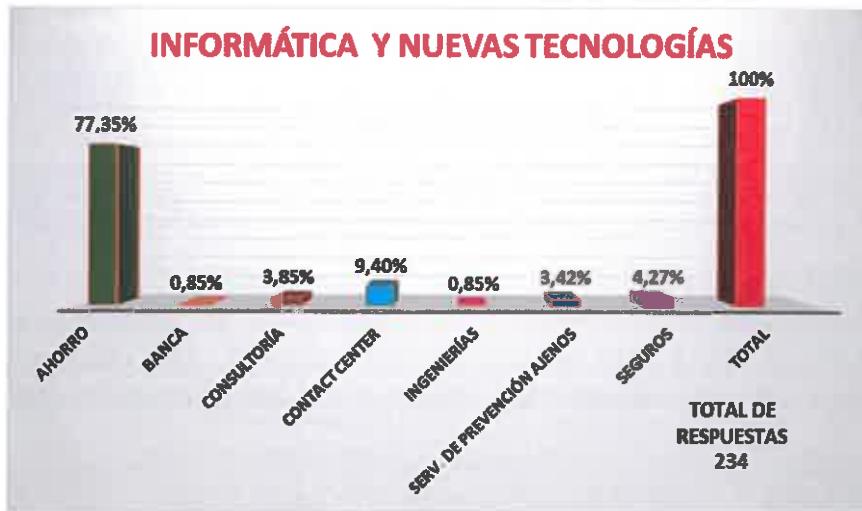
**2) 16.95% feel saturated with the training offer (See Annex 5)**

**3)  $9.75\% + 5.42\% = 15.17\%$  point to the type and format of the training. (See Annexes 6; 7)**



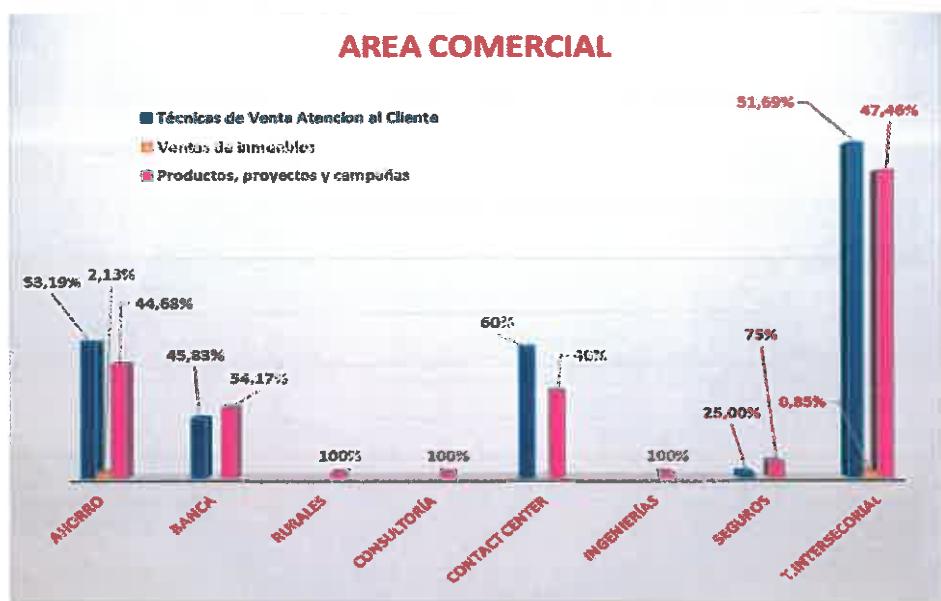
### 1) Formation of concrete character, as subjects.

The most demanding field, by 23.05% of respondents, is information technology and new technologies, compared with the other groups studied, the Savings Banks sector stands out with 77.35% of those who have responded in this regard.

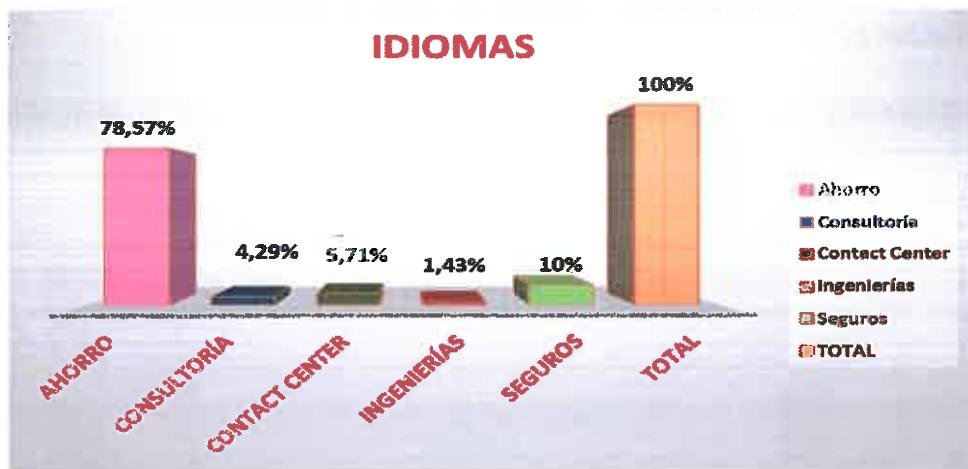


The Commercial Area is the next group of content for which the young people surveyed chose. 11.63% of the answers go in this direction. Among them we must distinguish three items:

- 51.69% demand training in sales techniques and customer service.
- 47.46% request training in products and campaigns.
- 0.85% request training in the sale of real estate



**6.90% demand language training.** Highlight that 78.57% of those who sue belong to the workers of the group of Savings Banks.



**The 6.11% demand updating and recycling of knowledge linked to their job performance.** Of the respondents, 54.84% claim Recycling in the changes operated in their work, of which Contact Center stands out, with almost 53% (52.94%) of the responses in this item. 45.16% of respondents demand training that updates their knowledge in legislation and regulations related to their work.



## El 8.77% demand technical training related to the financial sector and insurance.

The answers in this type of training are broken down as follows:

- 30.34% demand financial training, accounting, balance sheets and balance analysis
- 23.60% demand training in the contents of Mifid II (CIF) and (CAF)
- 14.61% Taxation
- 10.11% Investment Funds
- 8.99% Risks
- 7.97% Insurance
- 4.49% Funds, pension plans and actuarial studies.

Of those who have responded that the training they demand is in the Mifid content, they all belong to the sectors of the Financial Union: Savings Banks, Banking and Credit Cooperatives (See Annex 8)



## 2) 16.95% feel saturated with the training offer (See Annex 5)

16.95% Manifest being saturated with the amount of training he receives from the company. The workers of Savings Banks, Banking and Credit Cooperatives are the ones who make this consideration, with 90.51% (60.76% + 29.12%) of those who have responded in this regard (See Annex 5)



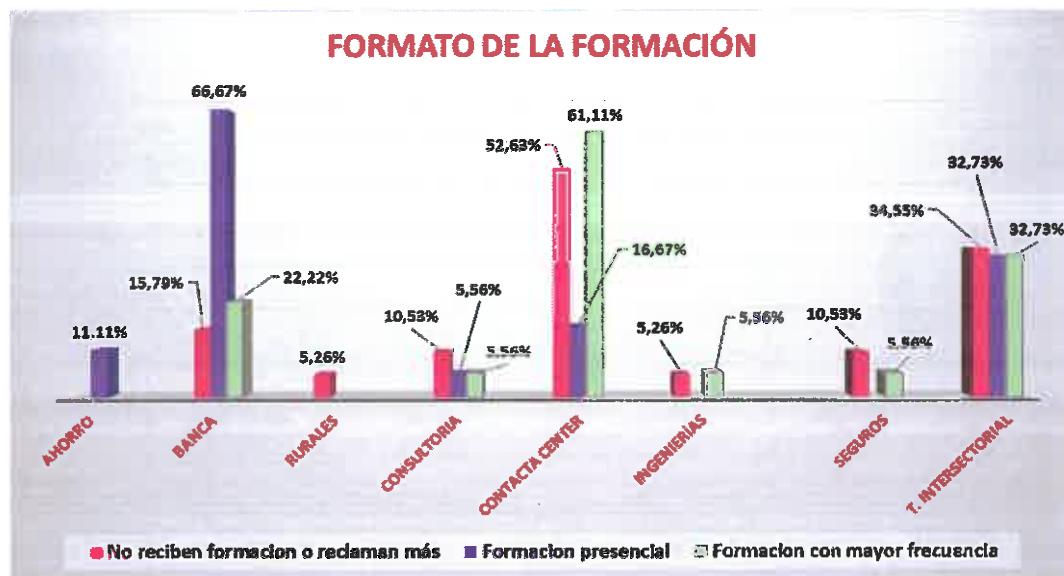
3)  $9.75\% + 5.42\% = 15.17\%$  point to the type and format of the training. (See Annexes 6; 7)  
**9.75%** ask that the training be related to their job and that they contribute employability. 77.78% of respondents indicate that the courses must be specific about the work performed; highlighting in this sense the groups of Banking and Contact Center and 22.22% considers that training courses should provide employability, be certified and be a way for internal promotion in the company. Among consultancy workers, this opinion rises to 54.55% (See Annex 6).



**5.42%** Manifest that does not receive training demand that the training is face-to-face and that the offer is more frequent. These three blocks of answers are divided almost equally: 34.55% claim not to receive training, 32.73% demand face-to-face training and 32.73% request more frequent training (See Annex 7).

Of the respondents who say they do not receive any training, 52.63% belong to the Contact Center group.

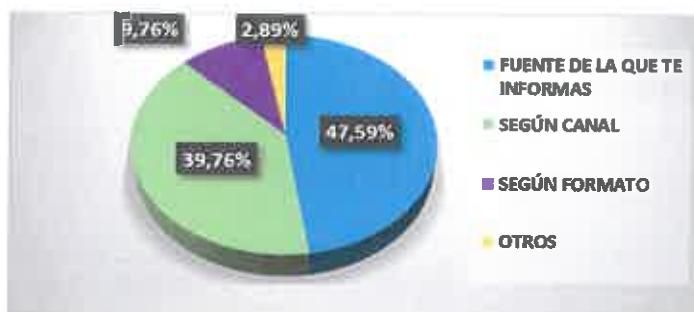
Of the respondents who request face-to-face training, 66.67% correspond to the Banca group. Of the respondents who request a higher frequency of training, 61.11% of the answers come from the Contact Center group.



## V. What communication channel do you use to inform you of your labor rights?

We grouped the answers by distinguishing the different types of responses:

- 47.59% Source by which they are reported.
- 39.76% Channel by which they are informed.
- 9.76% Format by which they are reported.
- 2.89% NS / NC or other options.



Depending on the source of information (See Annex 9):

- 64.74% is reported through union sections, delegates and works councils
- 24.43% is reported through the intranet of the company, HR and its managers
- 10.83% is reported through other coworkers.

Among those who answer that their source of information are the representatives of the workers, Contact Center stands out with a 35.80%, followed by Banking with 28.40% and Savings with a 21.40%.

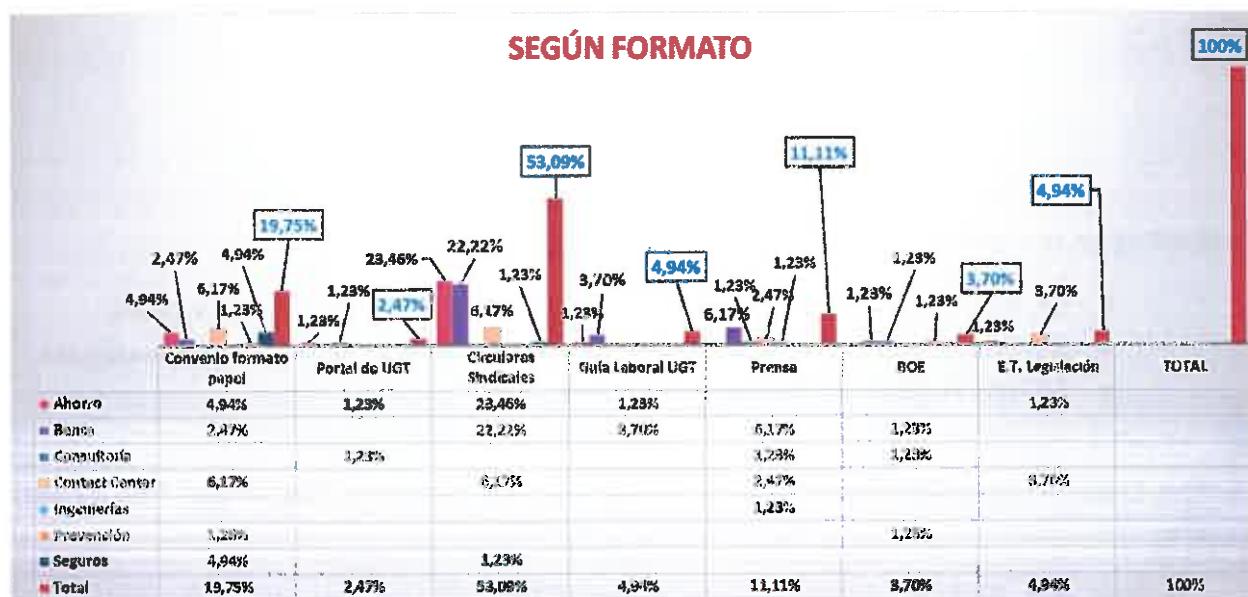
It is striking that 24.43% of respondents reported through the company's channels: portals (intranet), HR departments and their direct managers. Among this cohort of respondents are Savings Banks with 37.11% who use this source the most, followed by banking with 31.96% and External Prevention Services with 12.37%.



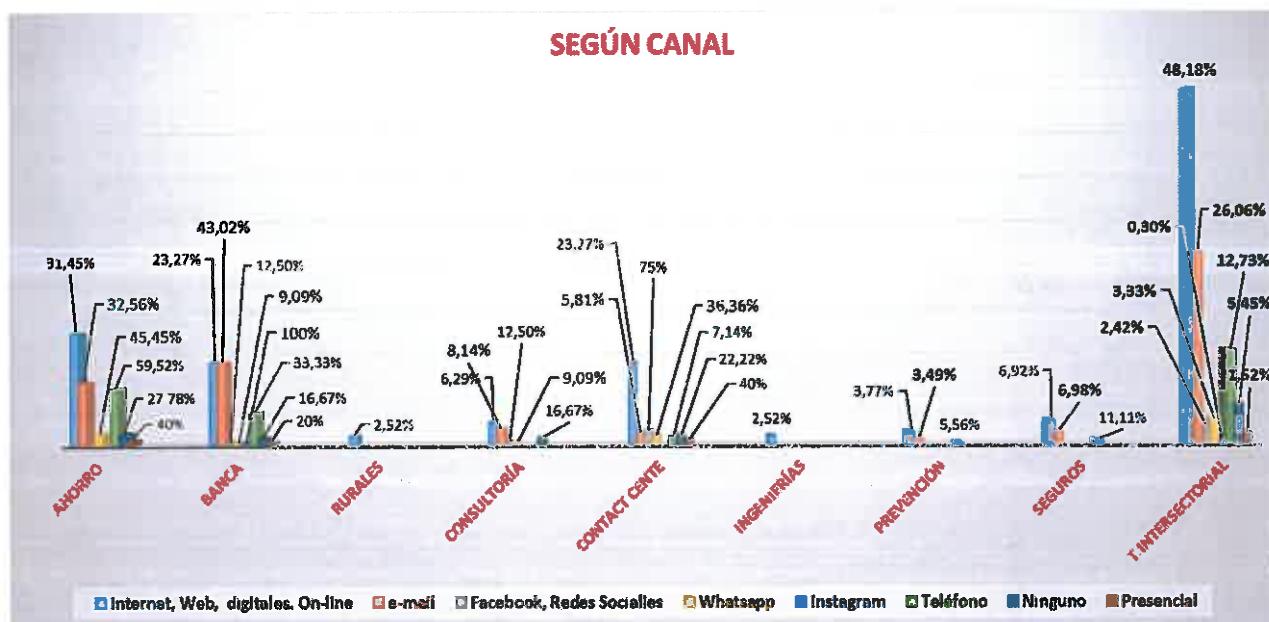
It is satisfactory that the "millennial" have as a source of majority information to trade unions and works councils (64.56%) and that they use our circulars as an information format (53.09%). This clears the interested "myth", fabricated by the published opinion, that young people reject unions and are alien to them; for the moment we affirm that the young workers of today have us of reference. (See Annex 10).

Based on the format used to inform them, the young people say that:

- 53.09% use trade union circulars.
- 19.75% go to the collective agreement.
- 11.11% is reported through the press.



Regarding the channel used to inform about their labor rights, the Internet is the channel used by 48.18% of respondents, followed by email with 26.06%, and 12.73% using the telephone as an information channel. 6.05% answered that they are social networks: Facebook, whatsapp and Instagram, their information channel. (See Annex 11).

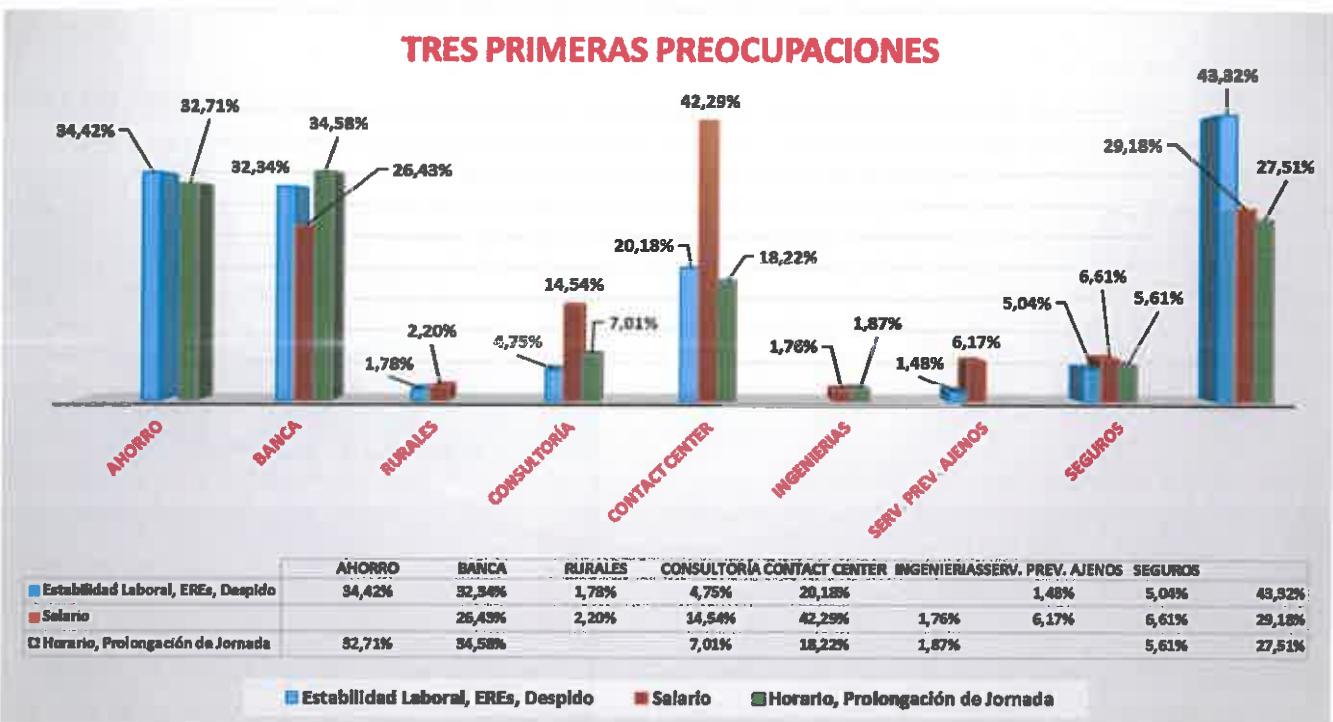


## VI. What are the three labor problems that most concern you? In order of importance.

All the questions of the questionnaire were thought out of concern and interest to know what are the labor concerns of young people under 35 years of age unaffiliated, those and those who have all the work life ahead.

That is why this question is one of the most important in this study, because in the nature of the UGT, as a union of the working class, it is the useful tool to improve the living and working conditions of workers. (See Annex 12)

- For 43.32% of respondents, job stability, concern about dismissals; collective and individual, is the biggest concern.
- 29.18% have answered that the salary is their biggest concern.
- 27.51% say that respecting their hours and working hours is the greatest of their concerns.



As we see in Annex 12, all sectors except Engineering have answered that Stability in Employment is their main concern; it is reasonable from the point of view that it is the group of workers with the highest level of technical qualification (engineers) and that digitization applied to the world of work, if it is offering employment opportunities among this group, however, being a collective The one of engineering of high qualification is the question salary and the hour availability what worries them more.

The sectors that show the highest level of concern regarding stability in employment are: Savings with 34.42%, Banking with 32.34% and Contact Center with 20.18%.

In relation to the salary is the savings bank sector in which no concern is shown. The sectors of Contact Center with 42.29%, Banking with 26.43% and Consulting with 14.54% are the ones that show the greatest concern in this regard.

Regarding the working timetable as sources of concern, are Credit Cooperatives and External Prevention Services which show no concern, while: Banking with 34.58% Savings with 32.71% and Contact Center with 18 , 22% are the ones that show the greatest concern.

We must distinguish the difference of focus on the Schedule and the Day according to the different sectors; while in the agreements of the Financial Union: Banking and Savings, the vindication of young people is for the respect of the schedule and the day and they denounce in their answers the prolongation of the day, in the Contact Center sector, their worries go on the line from claim more working hours, because it is a sector with a high rate of temporary and part-time hiring.

## VII. In your opinion, what should the representatives of the workers do to solve these problems?

1º) In the face of the concern about the instability in employment, the dismissals: collective and individual.

- 71.62% Considers that there is a fight for indefinite hiring, stable and with rights
- 17.03% To influence the Government and the opposition parties to repeal labor reforms, to comply with the law and to respect the agreements.
- 11.35% Manifest that it is necessary to avoid the Records of Employment Regulation, not signing them.



Once again we identify with the answers of the young comrades who have answered our questions. The complaint of our union, the UGT, about the precariousness in employment and the high rates of temporary employment, are in line with what the respondents demand.

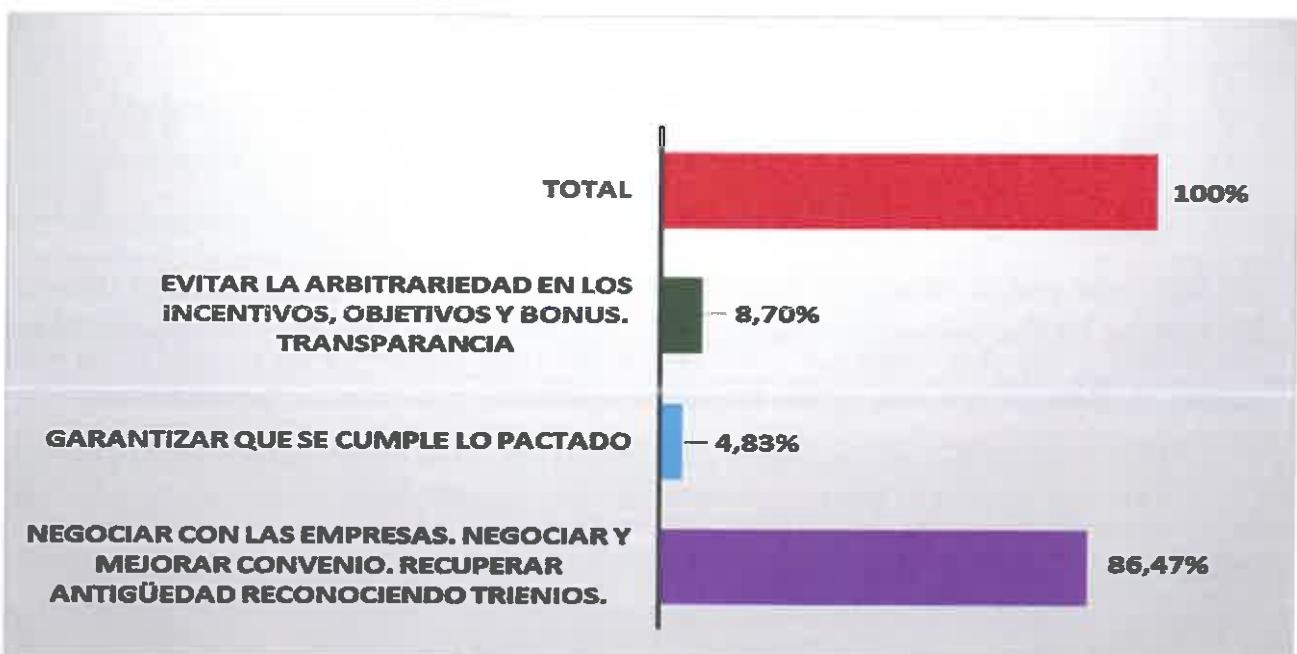
In the same way, we understand that the reform of the Workers' Statute, repealing the legislative changes of the 2010 and 2012 reforms, such as: ease in the suspension of the conditions of the

agreement, in particular salaries; the return of the Sector Collective Agreement to the preponderance over the company agreement; or the recovery of the principle of ultractivity, are fundamental to recover the rights of the workers and the purchasing power of the wages.

The position of those who say that we do not sign the Employment Regulatory Records is a minority. Not for that reason do we stop sharing that same feeling. Another issue is that the facilities provided by the law to employers, even more after the reform of 2012 in which even the judicial capacity was reduced, makes it very difficult to avoid taking responsibility for trying to obtain the best conditions. Economic and social benefits for workers affected by an ERE. The easy thing would be to leave them at the mercy of the 20 days worked for years marked by the law.

## 2º) Before the concern of the Salary and its improvement.

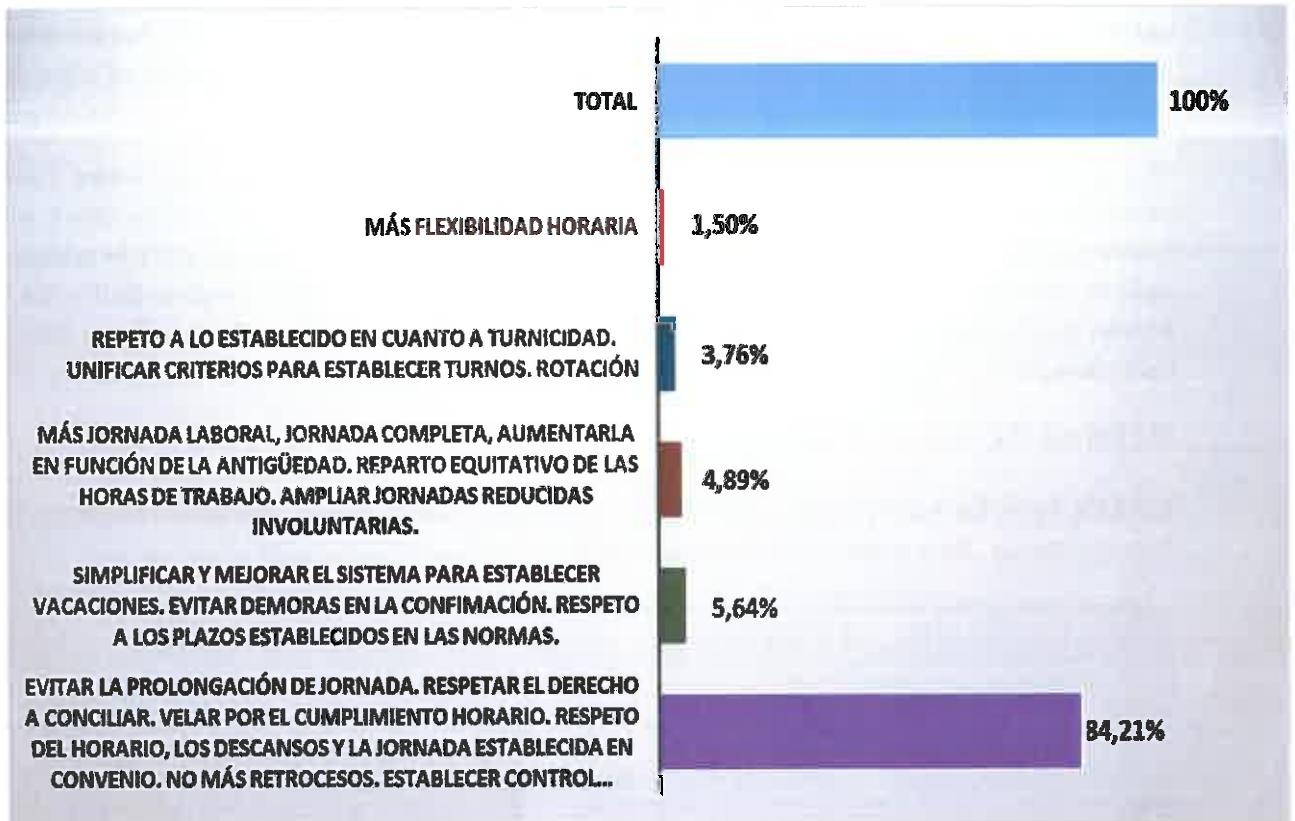
**SALARY, Fight for salary augmentations. Recover purchasing power. Retrieve reference to IPC. Do not sign backs. Non-absorbable increments.**



- 86.47% tells us to fight for better wages, that we recover the CPI as a reference for the salary increase that we negotiate. To equal work, equal salary.
- 8.70% Ask us to fight against arbitrariness when applying incentives and pressure for objectives. Transparency in variable salary.
- 4.83% asks us to guarantee that the agreement agreed upon is fulfilled.

## 3º) To resolve the employer's lack of respect for the Schedule and the Working Day

- 84.21% Ask for respect to the work-life balance and family, respect for agreed breaks. Fight for time control. Report breaches and negotiate solutions.
- 5.64% Ask to simplify the system of distribution and establishment of vacation shifts.
- 4.89% Need more working hours and full time jobs.
- 3.76% Considers it necessary to unify criteria to establish shifts and turnicity.
- 1.50% Ask for more flexible hours.3% asks us to guarantee that the agreement agreed upon is fulfilled.

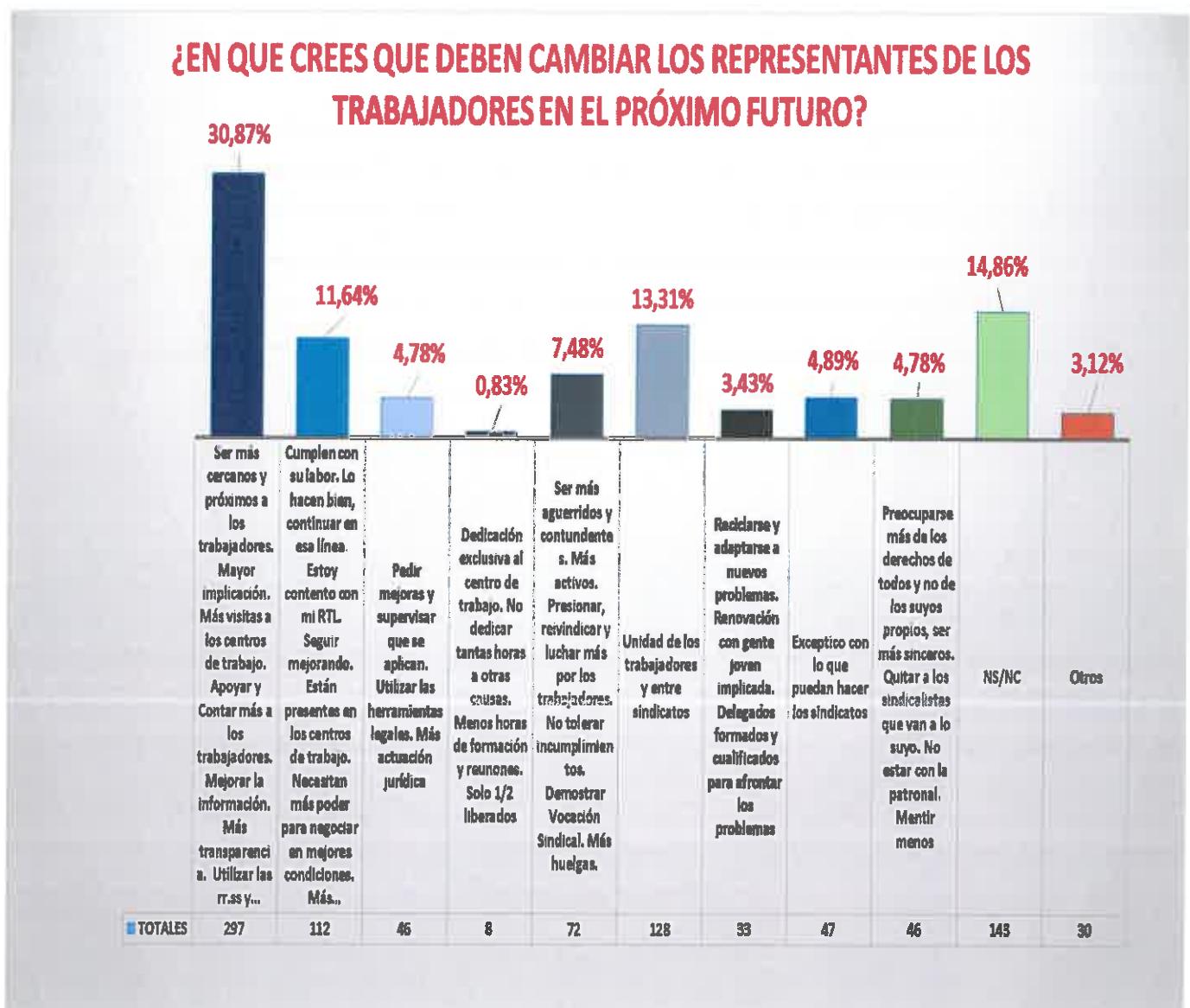


### VIII What do you think workers' representatives should change in the near future?

This question, together with the VI, is another of the most important of the study; without subtracting an iota of value to any of the eight that compose it. It was about confronting the criticism of the young workers, to whom the published opinion attributes a disaffection with respect to the union world.

- 30.87% Demand greater proximity, a perception of more involvement and support. In addition to improving information and transparency: that we communicate better what we do, using more new technologies, to improve our image.
- 14.86% Do not know or do not answer.
- 13.31% Calls for greater unity among workers and between unions.
- 11.64% Think that we do our job well. That we need more power to negotiate.
- 7.48% Consider that we should be more courageous and forceful. Press, claim and fight more. Summon more strikes.
- 4.89% Skeptical about what the unions can do.
- 4.78% More negotiation and supervision of the agreements reached, to guarantee their respect and application.
- 4.78% Have a negative opinion of the workers' representatives: they believe that we should be more concerned about workers' rights and be less inbred. That the trade unionists who work for their own benefit must be stopped. Not being with the employers and lying less.
- 3.43% They think that we should adapt to the new times. Perform a renovation with younger people. And that the delegates should be well trained and qualified.

- 3.12% Leans towards other options.
- 0.83% Consider that the dedication should be exclusively to the workplace and not dedicate so much time to other causes. That the releases should reach only halftime day





# **ANNEXES**



Anexo 1 (pág 1)  
"Preguntemos a la Juventud Trabajadora"

Datos a cumplimentar por el compañero/a que realiza el sondeo:

Convenio colectivo que se aplica al encuestado.....

Edad del trabajador o trabajadora encuestado.....

Provincia en la que se realiza el sondeo.....

¿Tu formación académica es acorde con tu desempeño laboral actual?

Si  No

¿Se cumplen las condiciones laborales: horario, jornada, salario, etc., con las que fuiste contratado/a?

Si  No

¿Conoces las condiciones salariales y sociales establecidas en el Convenio Colectivo que se aplica en tu empresa?

Si  No

¿Desde tu punto de vista, qué formación debiera facilitarte tu empresa para el desempeño de tu labor y para mantener al día tu empleabilidad como profesional del sector en el que trabajas?

.....  
.....  
.....

¿Qué canal de comunicación utilizas para informarte de tus derechos laborales?

.....  
.....  
.....

¿Cuáles son los tres problemas laborales que más te preocupan? Por orden de importancia

1º.....

2º.....

3º.....

A tu modo de ver ¿qué deberían hacer los representantes de los trabajadores para resolver esos problemas?

Sobre el 1º:

.....  
.....  
.....

Sobre el 2º:

.....  
.....  
.....

Sobre el 3º:

.....  
.....  
.....

¿En qué crees que deben cambiar los representantes de los trabajadores en el próximo futuro?

.....  
.....  
.....

**ANEXO 2 (pág 2)**

¿Tu Formación es acorde al desempeño?

		Porcentaje sectorial	Porcentaje sectorial	Porcentaje sectorial
Ahorro	SI 140	85,37%	No 24	NS/NC 0
	Porcentaje intersectorial	37,23%	11,82%	14,63% 0,00% 0,00%
Banca	SI 122	76,25%	No 38	NS/NC 0
	Porcentaje intersectorial	32,45%	18,72%	23,75% 0,00% 0,00%
Rurales	SI 7	100,00%	No 0	NS/NC 0
	Porcentaje intersectorial	1,86%	0,00%	0,00% 0,00% 0,00%
Consultoría	SI 31	65,96%	No 14	NS/NC 2
	Porcentaje intersectorial	8,24%	6,90%	29,79% 40,00% 4,26%
Contact Center	SI 42	29,17%	No 101	NS/NC 1
	Porcentaje intersectorial	11,17%	49,75%	70,14% 20,00% 0,69%
Ingenierías	SI 4	66,67%	No 2	NS/NC 0
	Porcentaje intersectorial	1,06%	0,99%	33,33% 0,00% 0,00%
Prevención	SI 9	45,00%	No 10	NS/NC 1
	Porcentaje intersectorial	2,39%	4,93%	50,00% 20,00% 5,00%
Seguros	SI 21	58,33%	No 14	NS/NC 1
	Porcentaje intersectorial	5,59%	6,90%	33,89% 20,00% 2,78%
Totales	376	64,38%	203	5
				584 0,86%

**ANEXO 3 (pág 3)**

¿Se cumplen tus condiciones laborales?

	Porcentaje Sectorial	Porcentaje Sectorial	Porcentaje Sectorial		
	SI	No	NS/NC		
Ahorro	80	84	0	164	
Porcentaje intersectorial	22,22%	48,78%	38,53%	51,22%	0,00% 0,00%
Banca	64	94	0	158	
Porcentaje intersectorial	17,78%	40,51%	43,12%	59,49%	0,00% 0,00%
Rurales	7	0	0	7	
Porcentaje intersectorial	1,94%	100,00%	0,00%	0,00%	0,00% 0,00%
Consultoría	28	12	0	40	
Porcentaje intersectorial	7,78%	70,00%	5,50%	30,00%	0,00% 0,00%
Contact Center	122	25	1	148	
Porcentaje intersectorial	33,89%	82,43%	11,47%	16,89%	100,00% 0,68%
Ingenierías	6	0	0	6	
Porcentaje Intersectorial	1,67%	100,00%	0,00%	0,00%	0,00% 0,00%
Prevención	19	1	0	20	
Porcentaje intersectorial	5,28%	95,00%	0,46%	5,00%	0,00% 0,00%
Seguros	34	2	0	36	
Porcentaje intersectorial	9,44%	94,44%	0,92%	5,56%	0,00% 0,00%
Totales	360	218	1	579	
	62,18%	37,65%	0,17%		

**ANEXO 4 (pág 3)**

¿Conoces las condiciones salariales y sociales del convenio?

	Porcentaje sectorial	Porcentaje sectorial		Porcentaje sectorial	
		SI	No	NS/NC	
Ahorro	117	46	1	164	
Porcentaje Intersectorial	28,75%	71,34%	26,74%	28,05%	50,00% 0,61%
Banca	121	39	0	160	
Porcentaje Intersectorial	29,73%	75,63%	22,67%	24,38%	0,00% 0,00%
Rurales	4	3	0	7	
Porcentaje Intersectorial	0,98%	57,14%	1,74%	42,86%	0,00% 0,00%
Consultoría	23	17	0	40	
Porcentaje Intersectorial	5,65%	57,50%	9,88%	42,50%	0,00% 0,00%
Contact Center	100	47	1	148	
Porcentaje Intersectorial	24,57%	67,57%	27,33%	33,76%	50,00% 0,68%
Ingenierías	4	2	0	6	
Porcentaje Intersectorial	0,98%	66,67%	1,16%	33,33%	0,00% 0,00%
Prevención	12	8	0	20	
Porcentaje Intersectorial	2,95%	60,00%	4,65%	40,00%	0,00% 0,00%
Seguros	26	10	0	35	
Porcentaje Intersectorial	6,39%	72,22%	5,81%	27,78%	0,00% 0,00%
Totales	407	172	2	581	
	70,05%	29,60%	0,34%		

Anexo 5 (pág 4)

SATURACION DE FORMACION	La que recibe es suficiente	Porcentaje sectorial	En horario laboral	Porcentaje sectorial
Ahorro	96	7		103
Porcentaje intersectorial	60,76%	93,20%	50,00%	6,80%
Banca	46	7		53
Porcentaje intersectorial	29,11%	86,79%	50,00%	13,21%
Rurales	1	0		1
Porcentaje intersectorial	0,63%	100,00%	0,01%	0,00%
Concultoría	1	0		1
Porcentaje intersectorial	0,63%	100,00%	0,00%	0,00%
Contact Center	9	0		9
Porcentaje intersectorial	5,70%	100,00%	0,00%	0,00%
Ingenierías	0	0		0
Porcentaje intersectorial	0,00%	0,00%	0,00%	0,00%
Servicios de Prevención Ajenos	0	0		0
Porcentaje intersectorial	0,00%	0,00%	0,00%	0,00%
Seguros	5	0		5
Porcentaje intersectorial	3,16%	100,00%	0,00%	0,00%
	158	14		172
	91,86%	8,14%		

**ANEXO 6 (pág 6)**

<b>TIPO DE FORMACION</b>	Cursos que sirvan y aporten empleabilidad, certificados, promoción	Porcentaje sectorial	Porcentaje intersectorial	el que desempeñamos		Porcentaje sectorial
				Específica trabajo	sobre el desempeñamos	
Ahorro	4	11	15	14,29%	73,33%	15
Porcentaje intersectorial						
Banca	1	22	23	28,57%	95,55%	23
Porcentaje intersectorial						
Rurales	0	2	2	2,60%	100,00%	2
Porcentaje intersectorial						
Consultoría	6	5	11	6,49%	45,45%	11
Porcentaje intersectorial						
Contact Center	9	20	29	25,97%	68,97%	29
Porcentaje intersectorial						
Ingenierías	0	1	1	1,30%	100,00%	1
Porcentaje intersectorial						
Servicios de Prevención Ajenos	0	9	9	11,69%	100,00%	9
Porcentaje intersectorial						
Seguros	2	7	9	9,09%	77,78%	9
Porcentaje intersectorial						
	22	77	99	22,22%	77,78%	99

ANEXO 7 (pág 4)

FORMATO DE LA FORMACION	No reciben formacion reclaman mas		Porcentaje o sectorial		Porcentaje presencial		Formacion con frecuencia		Porcentaje mayor sectorial		Porcentaje con mayor sectorial	
	Porcentaje	Reciben formacion	Porcentaje	o sectorial	Presencial	Presencial	Frecuencia	Formacion	Con	Frecuencia	Porcentaje	Porcentaje
Ahorro	0	0,00%	0,00%	11,11%	100,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
Porcentaje intersectorial	0,00%	0,00%	11,11%	100,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
Banca	3	15,79%	15,79%	66,67%	63,16%	22,22%	22,22%	22,22%	22,22%	22,22%	21,05%	21,05%
Rurales	1	5,26%	100,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
Concultoría	2	10,53%	50,00%	5,56%	25,00%	5,56%	5,56%	5,56%	5,56%	5,56%	25,00%	25,00%
Porcentaje intersectorial	10,53%	50,00%	5,56%	25,00%	5,56%	5,56%	5,56%	5,56%	5,56%	5,56%	25,00%	25,00%
Contact Center	10	52,63%	41,67%	16,67%	12,50%	12,50%	12,50%	12,50%	12,50%	12,50%	45,83%	45,83%
Ingenierías	1	5,26%	50,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	50,00%	50,00%
Porcentaje intersectorial	5,26%	50,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	50,00%	50,00%
Servicios de Prevención Ajenos	0	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%
Seguros	2	10,53%	66,67%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	33,33%	33,33%
Porcentaje intersectorial	10,53%	66,67%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	0,00%	32,73%	32,73%
	19	34,55%	18	32,73%	18	32,73%	18	32,73%	18	32,73%	18	32,73%



FUENTE DE LA QUE TE INFORMAS

ANEXO 9 (pág 9)

FUENTE DE LA QUE TE INFORMAS		Intranet/Web	de la empresa, Portal del Empleado. Mis jefes y superiores, RR.HH.	Porcentaje	Sindicato, Sindical, Comités, Visitas sectorial de delegados, Asabeas	Sección Sindical, Comités, Visitas sectorial de delegados, Asabeas	Porcentaje	Compañeros de trabajo	Porcentaje	sectorial	Porcentaje
Ahorro	Porcentaje intersectorial	36	37,11%	37,89%	21,40%	55	57,89%	9,30%	4	4,21%	95
Banca	Porcentaje intersectorial	31	31,96%	27,93%	28,40%	73	65,77%	16,28%	7	6,31%	111
Rurales	Porcentaje intersectorial	2	2,06%	50,00%	0,39%	1	25,00%	2,33%	1	25,00%	4
Consultoría	Porcentaje intersectorial	4	4,12%	15,38%	6,61%	17	65,38%	11,63%	5	19,23%	26
Contact Center	Porcentaje intersectorial	5	5,15%	1,50%	35,80%	92	82,88%	32,56%	14	12,61%	111
Ingenierías	Porcentaje intersectorial	0	0,00%	0,00%	0,78%	2	100,00%	0,00%	0	0,00%	2
Prevención	Porcentaje intersectorial	12	12,37%	71,59%	0,78%	2	11,76%	6,98%	3	17,65%	17
Seguros	Porcentaje intersectorial	7	7,22%	27,58%	5,84%	15	48,39%	20,93%	9	29,03%	31
		97	24,43%	257	64,74%	43		10,83%			397





**ANEXO 12 (11)**

<b>Las tres primeras preocupaciones</b>	<b>Porcentaje sectorial</b>	<b>Salario</b>	<b>Porcentaje sectorial</b>	<b>Horario, Prolongación de Jornada</b>	<b>Porcentaje sectorial</b>
Ahorro	34,42%	116	62,37%	70	32,71% 37,63%
Banca	32,34%	109	44,86%	60	74 24,3
Rurales	1,78%	6	5,55%	5	2,20% 45,45%
Consultoría	4,75%	16	25,00%	33	14,54% 7,01% 23,44%
Contact Center	20,18%	68	33,50%	96	42,29% 47,29% 18,22% 19,21%
Ingenierías	Porcentaje intersectorial	4	4	4	1,87% 50,00%
Servicios de Prevención Ajenos	5	14	1,76%	14	50,00% 1,87% 50,00%
Seguros	5,04%	17	38,65%	15	6,61% 34,05% 5,61% 27,27%
	43,32%	337	29,18%	12	214 27,51%
					778

## Puntos destacados

### I. ¿Tu formación académica es acorde con tu desempeño laboral actual?

- El 34,76% de los trabajadores y trabajadoras está desempeñando un trabajo que no concuerda con su formación académica.

### II. ¿Se cumplen las condiciones laborales: horario, jornada, salario, etc., con las que fuiste contratado/a?

- El 37,65% de los encuestados manifiestan que las condiciones laborales no son respetadas

### III. ¿Conoces las condiciones salariales y sociales en el Convenio Colectivo que se aplica en tu empresa?

- Prácticamente un 30% (29,60%) de los encuestados manifiesta que no conoce sus condiciones laborales.

### IV. ¿Desde tu punto de vista, qué formación debiera facilitarte tu empresa para el desempeño de tu labor y para mantener al día tu empleabilidad como profesional del sector en que trabajas?

- El 56,46% demandan formación de carácter concreto
- El campo más demandado, por un 23,05% de los encuestados, es informática y nuevas tecnologías,

### V. ¿Qué canal de comunicación utilizas para informarte de tus derechos laborales?

- 64,74% se informa a través secciones sindicales, delegados y comités de empresa
- 53,09% utiliza las circulares sindicales.
- Internet es el canal utilizado por el 48,18% de los encuestados, seguido correo electrónico con el 26,06%,

### VI. ¿Cuáles son los tres problemas laborales que más te preocupan? Por orden de importancia.

- Para el 43,32% de los encuestados, la estabilidad laboral, la preocupación por los despidos; colectivos e individuales, es la mayor de las preocupaciones.
- El 29,18% ha contestado que el salario es su mayor preocupación.
- El 27,51% dice que el respeto a su horario y jornada laboral es la mayor de sus preocupaciones.

## VII. A tu modo de ver ¿qué deberían hacer los representantes de los trabajadores para resolver esos problemas?

- El 71,62% Considera que hay luchar por contratación indefinida, estable y con derechos
- El 86,47% Nos dice que luchemos por mejoras salariales, que recuperemos el IPC como referencia para el incremento del salario, que negociemos. A igual trabajo, igual salario.
- El 84,21% Pide el respeto a la Conciliación de la vida laboral y familiar, respeto a los descansos pactados. Luchar por el control horario. Denunciar los incumplimientos y negociar soluciones.

## VIII ¿En qué crees que deben cambiar los representantes de los trabajadores en el próximo futuro?

- 30,87% Demanda mayor proximidad, una percepción de más implicación y apoyo. Además de mejorar la información y la transparencia: que comuniquemos mejor lo que hacemos, utilizando más las nuevas tecnologías, para mejorar la imagen.
- 11,64% Piensa que realizamos bien nuestra labor. Que necesitamos más poder para negociar.
- 4,78% Tiene una opinión negativa de los representantes de los trabajadores: creen que debemos preocuparnos más de los derechos de los trabajadores y ser menos endogámicos. Que se debe cesar a los sindicalistas que trabajan en su provecho propio. No estar con la patronal y mentir menos.