

Changes in the financial labour market:

Impact of the directive 2014/65 (MIFID II) and digitalisation

Comparative results

Lucia Kováčová, Adam Šumichrast, Marta Kahancová

September 2021

**CENTRAL
EUROPEAN
LABOUR
STUDIES
INSTITUTE**

Aim of the research:

- To examine the impact of digitalisation and the MiFID II regulation on organisational changes, skill management, working conditions and industrial relations in the banking sector

Literature review (September – November 2019)

Qualitative research (March – October 2020):

- Semi-structured interviews with representatives of trade unions, employers, employers associations, public sector, NGOs (active in labour rights protection)
- Case studies: Austria, Finland, Italy, Slovakia

Quantitative research (March 2020 – December 2020)

- Survey of workers (N=1112)
- Survey of social partners (N=31)

Survey of workers in the banking sector structure of responses (1112)



Structure of responses	Responses	
Gender (Q1)		
Male	359	32.00%
Female	772	67.00%
Other	4	0.30%
Mean length in working life in years (Q3)	24	
Mean length in working life in years in the banking sector (Q10)	20	
Level of education (Q2)		
Upper secondary education	220	20%
Post-secondary vocational education	98	9%
Professional or tertiary education	226	20%
University education	540	48%
Trade union presence at the workplace (Q6)		
Yes	911	81%
No	155	14%
I do not know	59	5%
Trade union membership (Q7)		
Yes	649	57%
No	437	39%
I do not know	17	2%
Employment status (Q11)		
Employee	958	97.6%
Agency worker	18	1.8%
Self-employed	8	0.8%
Freelancer and contractor	7	0.7%.

Survey of workers in the banking sector – structure of responses

Please select the country where you currently work (N=1112):

Finland	16%	177
Slovakia	15%	171
Spain	14%	151
Hungary	11%	119
Romania	8%	89
Italy	8%	88
Czechia	5%	58
France	5%	57
Greece	3%	32
Austria	3%	29
Other EU countries	12%	129
Other, non EU	1%	12

Survey of social partners in the banking sector – CELSI

structure of responses

Structure of responses	Responses
Type of organisation	
Trade union	24
Professional association	2
Employer	2
Employers' organisation	3
Position within organisation	
Officer/Staff member	10
Head/President	5
Deputy-head/Vice-President	3
Coordination for European/foreign affairs	2
General Secretary	1
Other	10

Country in which organisation is established			
Italy	8	Germany	1
Finland	3	Ireland	1
Austria	2	Netherlands	1
Czech Republic	2	Portugal	1
Slovakia	2	Romania	1
Belgium	1	Spain	1
Croatia	1	Slovenia	1
France	1	United Kingdom	1

Survey of workers in the banking sector



Forms of trainings or other skill-upgrading support

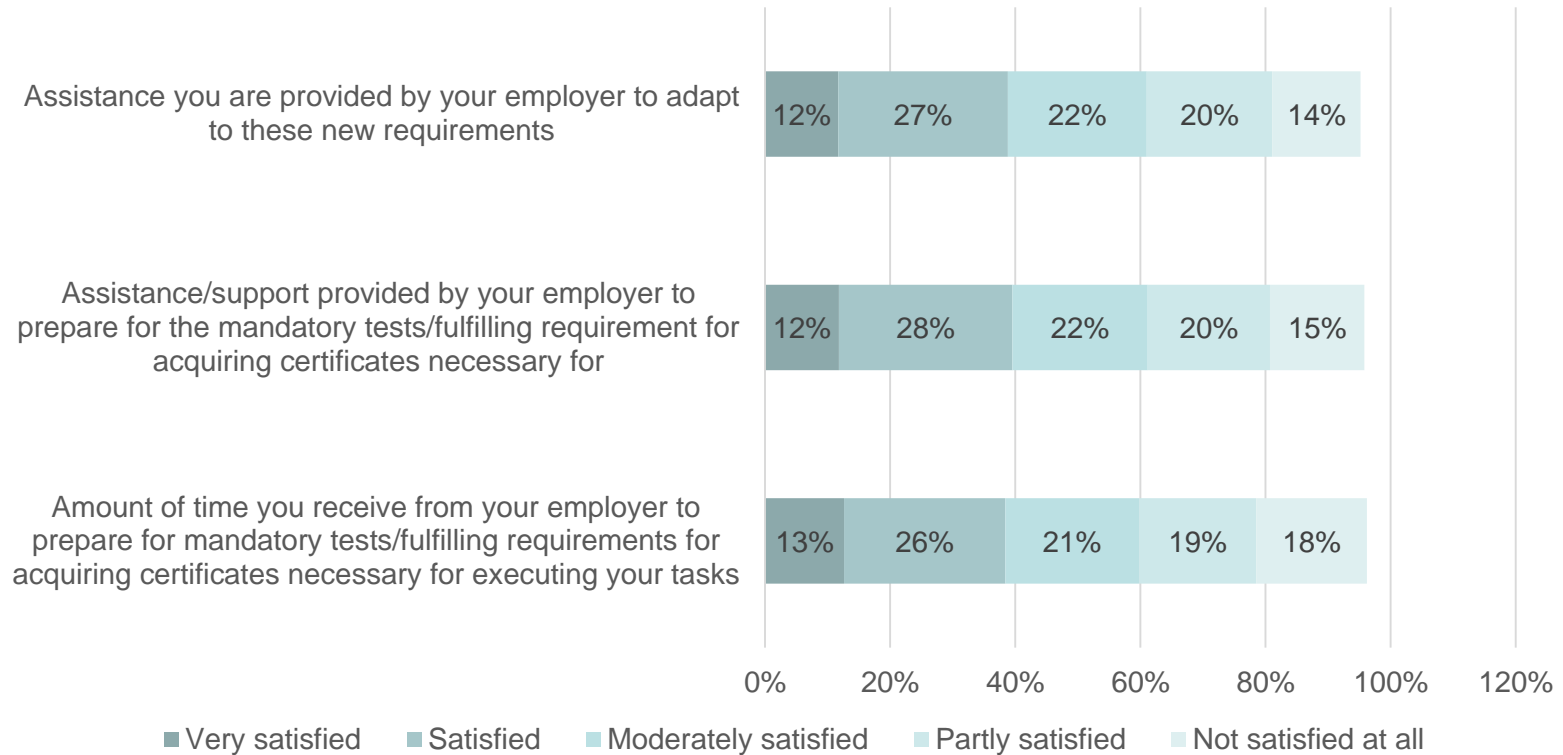
- E-learning courses (**724**)
- Guidelines or other learning materials (**394**)
- Offline courses provided by the employer (**344**)
- Offline courses provided by the external organization (**190**)
- Peer-to-peer support (**236**)
- None (**32**)
- (N=904)

Clarity of the MiFID II new skill requirements:

Very unclear and unclear (15%), slightly unclear (24%), clear (33%) very clear (15%), I do not know (11%)
(N=909)

Survey of workers in the banking sector

Please rate to what extent you are satisfied with (N=709):

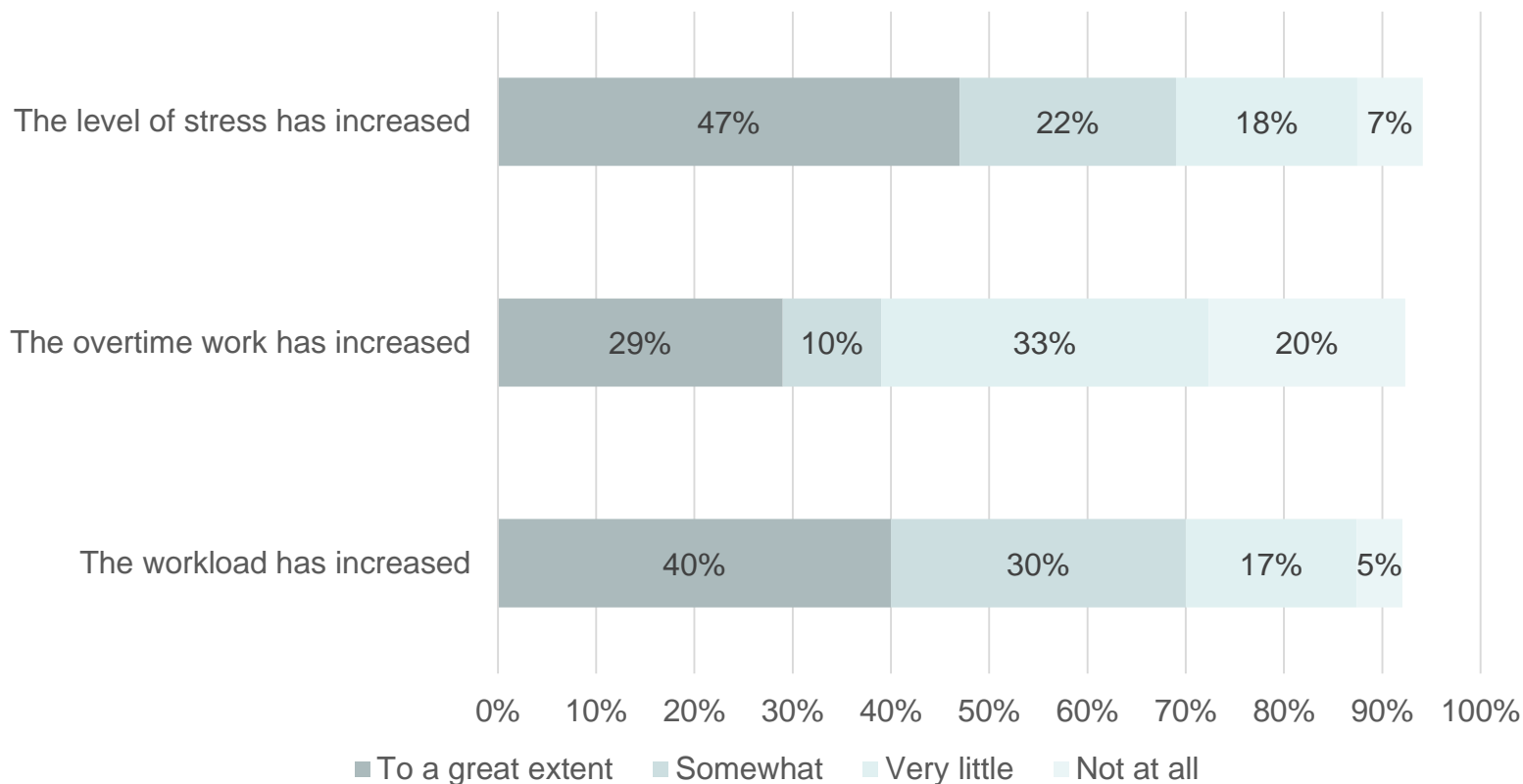


Survey of social partners in the banking sector

Please rate to what extent do you agree with the following statements (N=24)

	Strongly disagree and disagree	Neutral	Strongly Agree and agree
Employees are provided with sufficient employer's support to adapt to new skill demands	14	1	9
Trainings provided to employees adequately reflect the new skill requirements	9	8	7
Employees have enough time to get prepared for mandatory tests	10	2	6
Employees have enough time to upgrade their skills during their working time	18	2	5
Employees are offered a feasible job rotation system, so their skills are used effectively	13	8	1

Survey of workers: Since the introduction of the MiFID regulation in 2018, please rate to what extent:

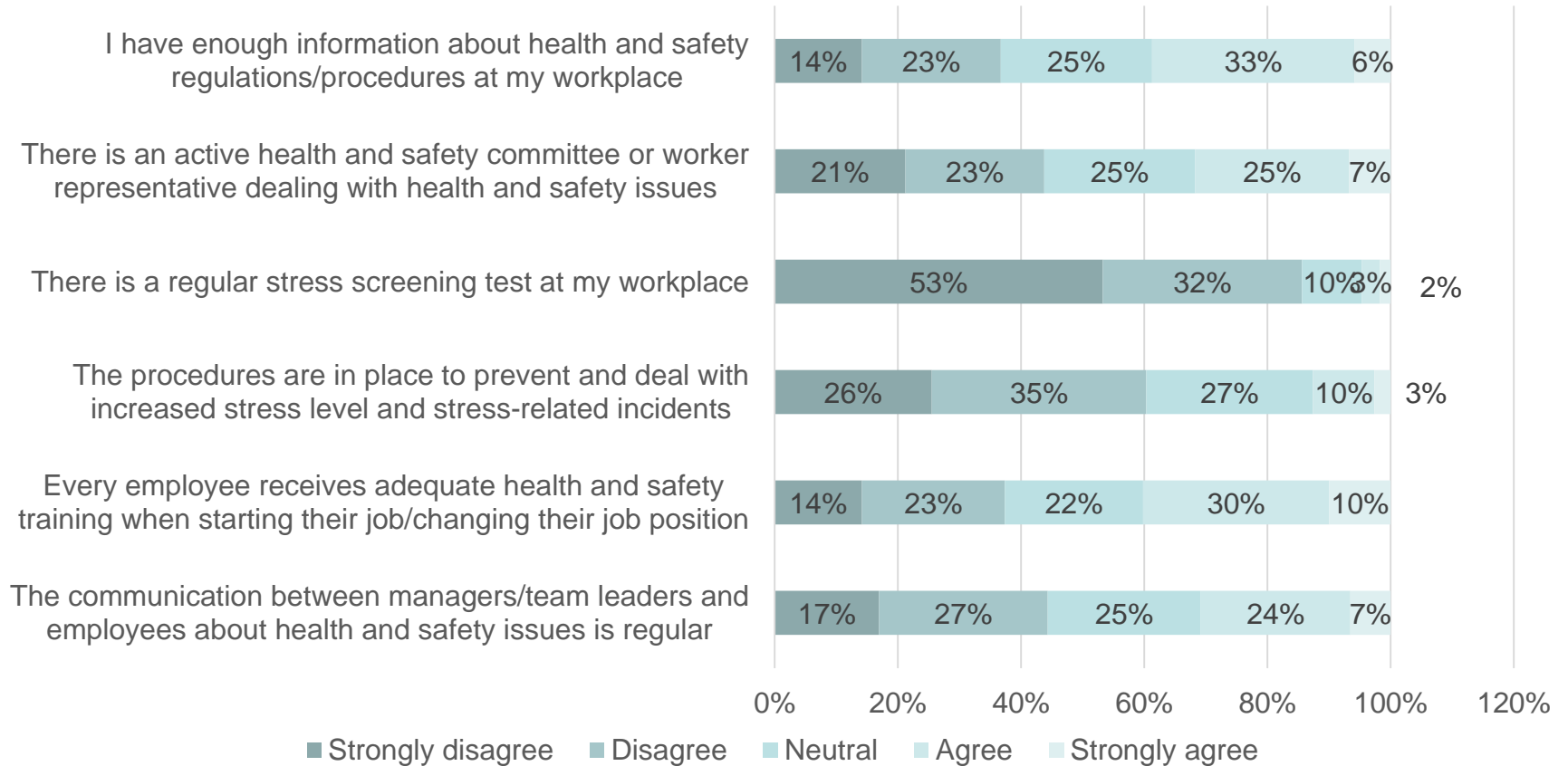


Main causes of stress: Volume of workload (77%), complexity of the allotted tasks (41%), frequent interruptions at work (41%); relationship with my manager (31%) , introduction of new technological devices and applications (26%), relationships with the clients (17%)

Survey of workers in the banking sector



Please select to what extent do you agree with the following statements.
(N=643)



Survey of social partners in the banking sector – CELSI

main findings

Please rate the relevance of the problems currently occurring in the banking sector/investment companies (N=24):

	Very relevant and relevant	Moderately relevant	Slightly relevant	No relevant
Deteriorating working conditions	14	3	4	2
Labour rights violations	12	2	6	3
Weak position of the trade unions	9	2	7	6
Poor adaptability to the new skill requirements	10	11	0	2
Necessity to quickly adapt to digitalisation	22	2	0	0

Main conclusions - comparative perspectives



Multi-channel nature of services and communication has significantly increased the level of stress and emphasised a need for stress-reduction policies at the company level

Bank clients' behaviours has changed - bank employees act rather as **navigators** through banking services

Certain groups of employees struggle with new skill demands

Training aspect:

- a strong demand for peer-to-peer support/learning and comprehensive skill management strategies
- Strong focus on digital skills, problem-solving skills and adaptability

Main conclusions - comparative perspectives



Digitalisation has not fully eased the work – new tasks have emerged (paperwork, providing prompt response to clients via novel communication channels)

Enlargement of IT departments and new IT-related job positions

Penetration of FinTech companies in the banking sector is expected to be growing

At the same time, **challenges** have occurred: (1) high level of stress and pressure at the workplace; (2) exclusion of certain groups of workers; (3) fluctuations of workers in the banks.

CELSI

**THANK YOU FOR YOUR
ATTENTION!**

**CENTRAL
EUROPEAN
LABOUR
STUDIES
INSTITUTE**

www.celsi.sk

lucia.kovacova@celsi.sk