Technology and Work in Services

Valeria Cirillo · Matteo Rinaldini ·
Maria Enrica Virgillito
Editors

Technology and Work in Services

Vulnerable Workers under Automation and Digitalisation

palgrave
macmillan

Editors
Valeria Cirillo
Department of Political Sciences
University of Bari 'Aldo Moro'
Bari, Italy

Matteo Rinaldini
University of Modena and Reggio Emilia
Reggio Emilia, Italy

Maria Enrica Virgillito
Institute of Economics
Sant'Anna School of Advanced Studies
Pisa, Italy

ISBN 978-3-031-88148-0 ISBN 978-3-031-88149-7 (eBook)
https://doi.org/10.1007/978-3-031-88149-7

This Palgrave Macmillan imprint is published by the registered company Springer Nature Switzerland AG
The registered company address is: Gewerbestrasse 11, 6330 Cham, Switzerland

To the vulnerable, *often* invisible, *workers around the world and within our everyday lives*

Acknowledgments

This book builds upon the findings of the research project "Case Studies of Automation in Services" conducted in collaboration with the Human Capital and Employment Unit of the Joint Research Centre (JRC) of the European Commission, Seville.

The contributors gratefully acknowledge the support received from the JRC Human Capital and Employment Unit team, including Enrique Fernandez Macías, Marta Fana, Annarosa Pesole, Matteo Sostero, and Cesira Urzí-Brancati, during the research activities.

The authors extend their appreciation to the HR staff, IT technicians, workers, and trade union representatives from Poste Italiane, Amazon, PMI Manufacturing and Technology Bologna, Santa Maria Nuova Hospital Reggio Emilia, Azienda Sanitaria Unica Regionale Marche, Humanitas Research Hospital, Coopservice, Nestlé Vera, and Dussmann Service Italy for sharing insights about their work practices. Special thanks are due to Poste Italiane, Amazon, PMI Manufacturing and Technology Bologna, Santa Maria Nuova Hospital Reggio Emilia, Azienda Sanitaria Unica Regionale Marche, Coopservice, and Dussmann Service Italy for accommodating in-person visits to their establishments.

The completion of this book was made possible through support from the Italian Ministry of University and Research under the PRIN2022 project (2022Z78M8J): *The Digital Transition and the World of Work:*

Labour Markets, Organizations, Job Quality, and Industrial Relations (DIGITWORK).

The editors would also like to thank Dr. Adrian Bronson for proofreading the book.

Contents

List of Contributors

Carina Borrastero Centro de Investigaciones en Ciencias Económicas, Universidad Nacional de Córdoba & CONICET, Córdoba, Argentina

Armanda Cetrulo Institute of Economics, Sant'Anna School of Advanced Studies, Pisa, Italy

Valeria Cirillo Department of Political Sciences, University of Bari 'Aldo Moro', Bari, Italy

Eleonora Costantini Marco Biagi Foundation, University of Modena and Reggio Emilia, Modena, Italy

Marialuisa Divella University of Bari 'Aldo Moro', Bari, Italy

María Celeste Gómez Centro de Investigaciones en Ciencias Económicas, Universidad Nacional de Córdoba & CONICET, Córdoba, Argentina

Caterina Manicardi Institute of Economics, Sant'Anna School of Advanced Studies, Pisa, Italy

Francesco S. Massimo Sciences Po, Paris, France; University of Bologna, Bologna, Italy

Angelo Moro University of Modena and Reggio Emilia, Modena, Italy

Matteo Rinaldini University of Modena and Reggio Emilia, Reggio Emilia, Italy

Jacopo Staccioli Catholic University of Milan, Milan, Italy

Maria Enrica Virgillito Institute of Economics, Sant'Anna School of Advanced Studies, Pisa, Italy

List of Figures

List of Tables