UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Il Lavoro nell'Era Digitale

2526-2-F8802N064

Learning objectives

Knowledge and understanding capacity
The course goes in depth into specific issues dealing with work, employment and labour markets changes. A special focus will be devoted to the impact of digitalisation on work for both medium-high-skilled and low-skilled activities.

Applying knowledge and understanding capacity
The course aims at providing students the following skills:
- presenting and discussing, with the support of different scientific documents (theoretical contributions, articles, research reports), issues relating to employment in the service sector;
- looking for, selecting, gathering and collecting empirical evidence to carry out the analysis of a specific issue or phenomenon in the labour market;
- designing and organizing a research project;
- carrying out a research with both quantitative and qualitative methods;
- analysing the results

Autonomy of judgement
During the course there will be several moments of discussion during which the participants will be asked to express their opinions and articulate them.

Communication skills
Students will be invited to present their reflections to their peers and to organise a final joint presentation of the research results.

Learning skills
All course content is aimed at developing the ability to learn.

Contents

The course proposes an analysis of the transformations of work and of the labor market with particular attention to highly qualified occupations in the service sector. The main topics covered by the course include the use of information technology, remote working and the new working practices that are spreading after the pandemic focusing on knowledge workers.

Detailed program

The spread of digital technologies is changing the way of working and organizing work in many sectors and contexts. In particular, on the one hand, for skilled non-manual activities, digitalisation changes the way of working and amplifies the possibilities of de-localising work. After the pandemic, during which it became clear that many activities could also be performed remotely, many companies adopted hybrid working models, combining in presence and remote work. The consequences of this change concern many aspects and have many implications, both on work organization (ways of employees' evaluation and control) and on the workers' experiences (flexibility, work/life balance, work rhythms and intensity).
The course intends to analyse these trends of change, highlighting their potential, critical aspects and also false myths, both through the analysis of the most recent studies and by carrying out ad hoc research, to be conducted collectively.

The topics touched upon - linked to the more general theme of the transformations of work, employment, professions and the labor market in advanced societies - will be:
- the impact of digitalisation on work processes
- the impact of technological innovations on working practices (remore work, de-spatialization)
- meanings of work in terms of social identity, self-fulfillement, satisfaction, social relations
- job contents, work organization, relational dynamics in the workplaces
The course is organized so that students can actively participate to classes in order to use the skills developed in a) analyzing and studying different empirical researches; b) critically reviewing and using original research materials; c) carrying out research by using both quantitative and qualitative methods.

Prerequisites

A basic command of sociological theory, methodology and fairly good skills in learning, writing and speaking.

Teaching methods

The course consists of 56 hours of lessons, all carried out in Italian, partly in erogative teaching mode and partly in interactive teaching mode. The first two weeks of the course will see a prevalence of erogative teaching, while in the following weeks interactive teaching will prevail. The active participation of students is required during all the lectures. Students will be invited and required to:
- comment and discuss the results of empirical researches, both quantitative and qualitative;
- prepare a research project and structure its specific phases
- directly experiment statistical data analysis;
- directly confront with the carrying out and with the analysing of qualitative interviews to workers and employers;
- do short public presentations / write a short research report.
Having to give an evaluation of the percentage of time dedicated to erogative and interactive teaching activities, it

can be estimated that the former weighs on average between 15 and 20% over the total numebr of hours, and the latter between 75% and 80%..

Assessment methods

in-progress assessment during classes and brief oral exam. The in-progress assessment takes into consideration the ability to teamwork, rework concepts learned, organize a research, and present research results.

For students not attending classes: written exam with two open-ended questions aiming to assess mastery of concepts, knowledge of the literature, and ability to highlight connections between the topics covered in the course.

Textbooks and Reading Materials

References for students who will attend classes and participate in collective activities

- Gosetti, G. (2012) “Dalla qualità del lavoro alla qualità della vita lavorativa” Sociologia del Lavoro (127): 17–34 [disponibile nelle risorse elettroniche della biblioteca]
- Guazzo, C., Gandini, A., Garavaglia, E. (2024). Indietro non si torna. Un’analisi longitudinale delle esperienze di lavoro da remoto tra i knowledge worker in Italia durante e dopo la pandemia, Rassegna Italiana di Sociologia, 65(1), gennaio-marzo [disponibile nelle risorse elettroniche della biblioteca]
- AA.VV. (2022), "Smart working", numero monografico di Meridiana, rivista di storia e scienze sociali", n. 104, (alcune parti) [disponibile nelle risorse elettroniche della biblioteca]
  In addition to these articles, the course bibliography will be enriched by other references – scientific articles and report research in Italian and in English. The list and other useful documentation will be uploaded on the course elearning page.

References for students who will not attend classes
*** Fellini I. (2017) Il terziario di consumo. Occupazione e professioni. Roma: Carocci.

- Gosetti, G. (2012) “Dalla qualità del lavoro alla qualità della vita lavorativa” Sociologia del Lavoro (127): 17–34 [disponibile nelle risorse elettroniche della biblioteca]
- Guazzo, C., Gandini, A., Garavaglia, E. (2024). Indietro non si torna. Un’analisi longitudinale delle esperienze di lavoro da remoto tra i knowledge worker in Italia durante e dopo la pandemia, Rassegna Italiana di Sociologia, 65(1), gennaio-marzo [disponibile nelle risorse elettroniche della biblioteca]
- AA.VV. (2022), Smart working, numero monografico di Meridiana, rivista di storia e scienze sociali", n. 104, [disponibile nelle risorse elettroniche della biblioteca]

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | GENDER EQUALITY | DECENT WORK AND ECONOMIC GROWTH