

FRANCESCA DELLA RATTA, DANIELE DI NUNZIO

**GROWING POLARISATION IN THE ITALIAN WORLD OF WORK:
ANSWERS TO THE OPEN QUESTION IN THE NATIONAL
SURVEY ON THE WORKERS CONDITIONS AND EXPECTATIONS**

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THE SURVEY

- Promoted by the CGIL (Major Italian Trade union), coordinated by Fondazione Di Vittorio, in collaboration with specific CGIL' categories
- [Survey GOAL](#) focus on working conditions, starting from workers' experience, to understand needs and expectations and to improve the development model and union action
- More than 50.000 respondents, 31.014 valid questionnaires from employed people



RESPONDENTS

The survey represents the opinion of a **SPECIFIC PLATEA**: workers intercepted through the CGIL trade union networks

A self-selected sample but good level of representativeness data at sector level and macro variables



Di Nunzio D. (a cura di), 2024, *Inchiesta sul lavoro. Condizioni e aspettative*, Roma, Futura Editrice



KEYWORDS

Extracting using Taltac2

(low)
wages

Working
conditions

Trade union
and protections

Precarity

Working time
arrangement

Words	Tot Occ.	Standardised difference	Words	Tot Occ.	Standardised difference
sindacato/i	2.397	378,6	tutele	40	52,0
euro	146	134,6	mansioni/e	134	48,6
lavoratori	1.216	120,9	precari	74	43,4
stipendi/o	636	114,2	iscritta	53	42,4
precariato/precarietà	120	101,1	lottare	96	41,8
lavoro	2.595	99,1	contratto	313	41,7
stressante	38	78,4	disabile	20	41,2
retribuito	36	74,3	vergognoso	40	40,9
stress	122	72,1	vessazioni	18	37,0
meritocrazia	63	69,3	ferie	69	36,0
retribuzione	151	58,4	tessera	67	31,7
turni	115	56,8	paghe	28	26,8
carichi	99	54,9	condizioni	371	26,8
azienda	594	52,5	conciliare	56	26,4



REPEATED SEGMENTS

Working conditions and wages		Quality of work and working time balance		Specific contexts	
carico/carichi di lavoro/mole di lavoro	163	lavoro agile/ lavorare da casa/ in smart working	50	nuove generazioni/generazioni future	33
aumento salariale/di stipendio/dei salari	89	vita lavorativa	35	60 anni	29
ritmi di lavoro/ troppe ore	38	sono stanco/ sono stanca / siamo stanchi	23	figli minori/ piccoli/ a carico	24
stipendi/salari sono troppo bassi	32	condizioni di vita e di lavoro	22	mamme/madri lavoratrici/donne madri	22
manca/carenza di personale	32	vita familiare	13	mondo della scuola / comparto scuola / personale ata	32
pressioni commerciali	25	vita dignitosa	13	sanità pubblica	13
non si arriva a fine mese/arrivare a fine mese	25	mezzi pubblici/ di trasporto	13	dipendenti pubblici	13
paga oraria	18	diritto alla disconnessione	9	agenzia interinale	12
ambiente lavorativo/ambienti di lavoro	17	più tempo libero	8	scuola primaria	10



NEGATIVITY

- POS-NEG Taltac dictionary (Bolasco and della Ratta 2004) recognizes negative and positive adjectives. The negativity index ($\text{Occ Neg}/\text{Occ Pos} * 100$) is higher (44.6%) than the average value of 40% for standard Italian.
- Higher values for the youngest (48.9% up to 34 years of age), the least educated (47.3% for who remain at primary level), blue collar and technical workers (46.8%), not union members (54.4%), or those who have no or little autonomy and control over their work (53%)
- The index values also tend to increase among those with the lowest incomes, reaching 55.1% among those earning up to 5,000 euro a year (and 52.8% among those earning between 5,000 and 10,000 euro)
- Among the most common negative adjectives: *precario, difficile, vergognoso, inutile, grave, povero, pessimo, vecchio, debole, stanco, insufficiente, duro, assente, assurdo, fragile, schiavo, scandaloso, insoddisfatto.*



CHARACTERISTIC WORDS

Depending on the occupation, the interviewees emphasized very different issues

Area figure in which the characteristic words for each professional group are shown in addition to the weight



Psycho-physical discomfort index. Higher levels correspond to words such as : *stress, salute, straordinari, carichi, mobbing, turni, pressione, mole di lavoro, insostenibili, ritmi*

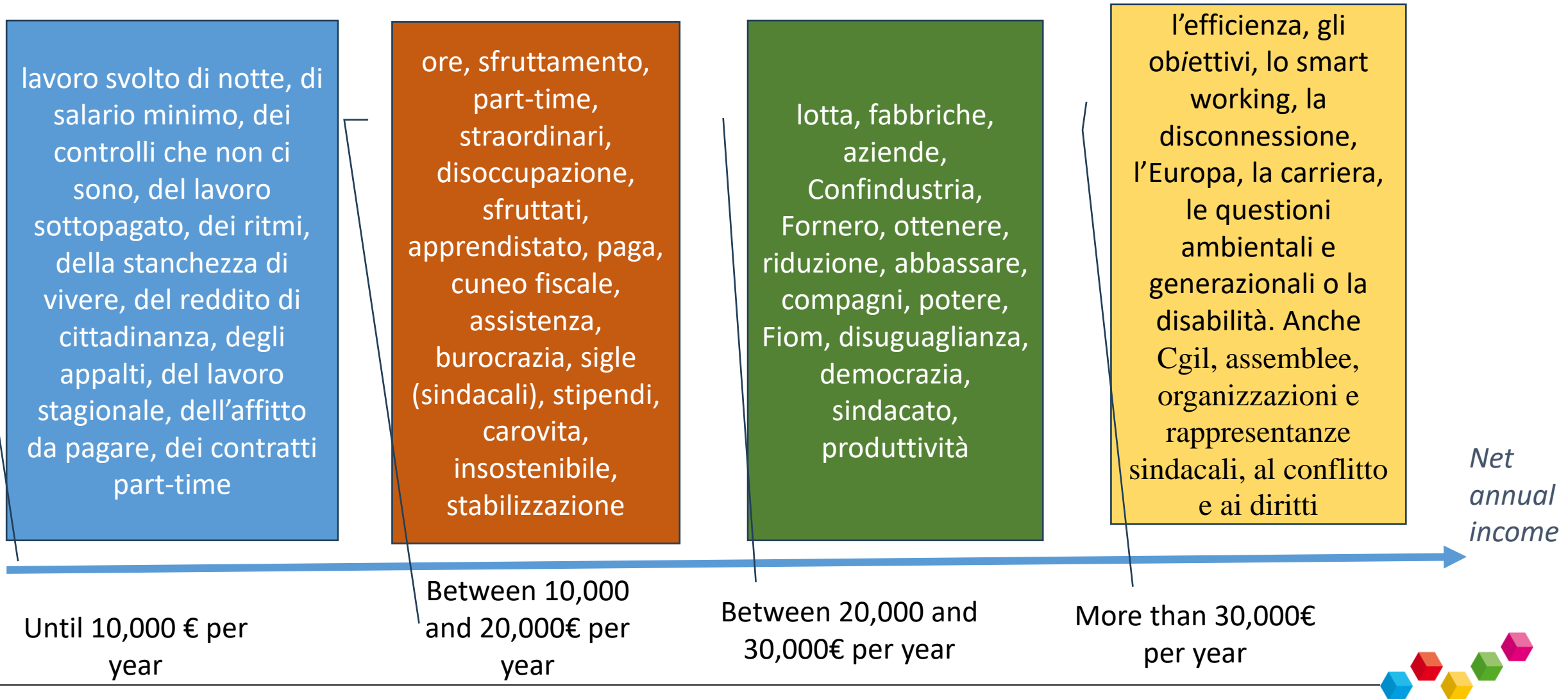
Storia, cultura, europei, servizi, abbandonati, riconoscimento, agevolazioni, paga, importanza

Vigilanza, PA, affitto, Fame, sottopagato, salario minimo, contratti di lavoro, famiglia, dignitosamente, rischi, busta paga, usuranti, sicurezza, povertà, euro



HIERARCHY OF NEEDS AT WORK

Polarisation in the world of work, confirmed INAPP data Quality of work. Need of policies focused on the protection of most vulnerable workers



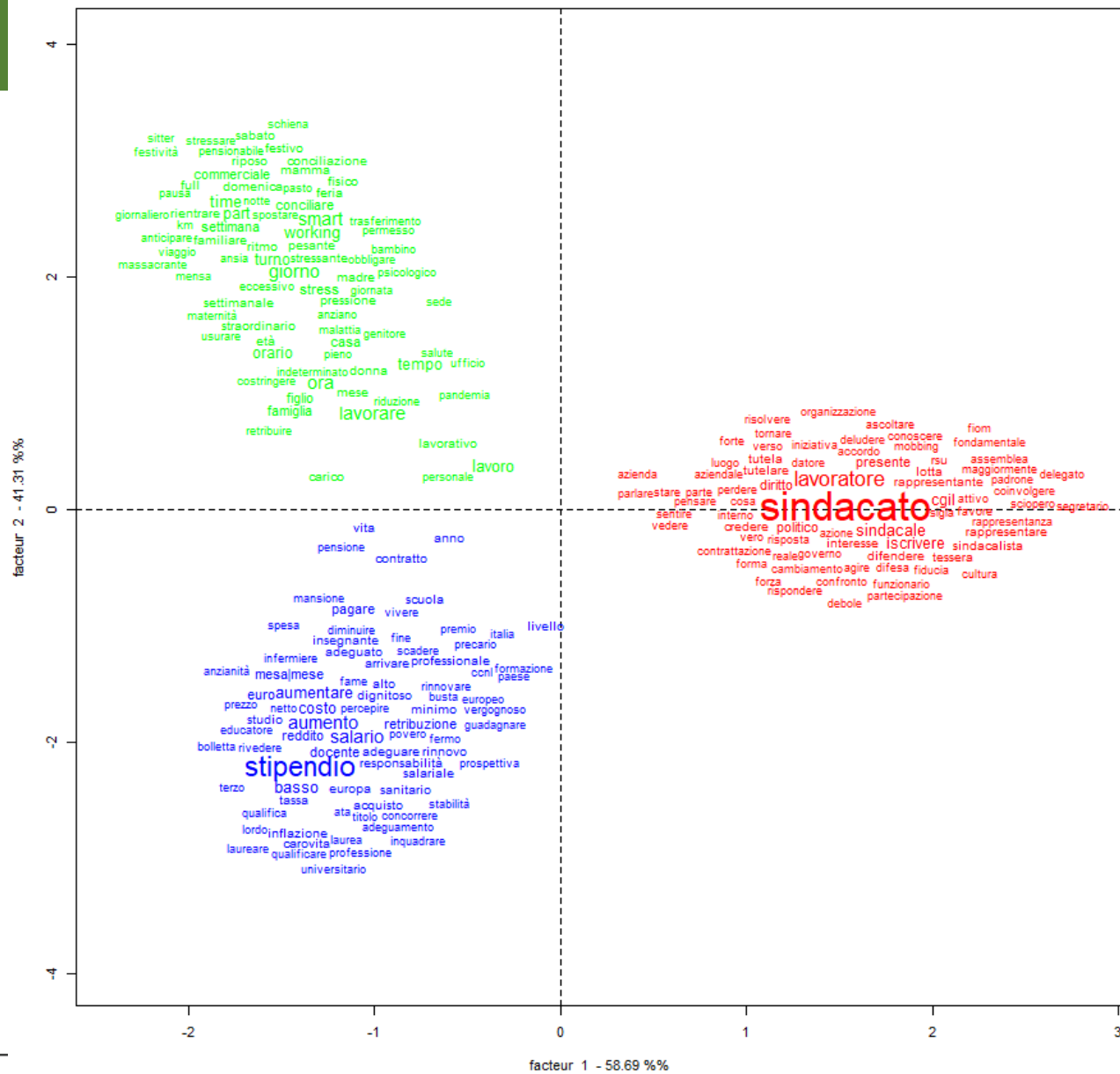
SINTESYS

IRAMUTEQ

3 clusters:

1. Classe 1 (44.5% fragments) :
Union action
2. Classe 2 (26.3%) : **working time and work life balance**
3. Classe 3 (29.1%) : **low wages**





This classification was also repeated within the largest occupational groups (blue collar and white collar, reaching similar groups with some differences in weights).
 Among blue collars wages and working conditions are in the same cluster (47.5%).
 Among white collars cluster on working time and work life balance is slightly more numerous (30.4%)



CONCLUSIONS

- Strong themes:
- Excessively low wages and excessive work rhythms, often associated with precarious and insecure situations
- Excessive working hours and workloads, in many cases excessively onerous, with service workers also strongly raising the issue of work in the evenings and on public holidays
- Among those in intellectual or clerical professions the importance of **telework** is reaffirmed
- Textual analysis confirms growing polarisation, in which the most disadvantaged classes (which often include young people and women) pose an issue of survival, while those with higher incomes reason about "higher" issues: quality of work, organisation of work, trade unions, free time, disconnection, smart working, environment and generational issues
- Methodology: integration lexical approach and classification tools valuable for synthesis and integration





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