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Bio sketch

As a researcher at the department of Work Health Technology at TNO, Liza focuses on both quantitative and qualitative research. Her research interests are very diverse but centre mostly around working conditions. She is involved in projects focussing on the monitoring programme at TNO (including the Netherlands Working Conditions Survey), digitalization, forecasting, and risk assessment and evaluation. In addition, Liza likes to show her creative side in her work, by making factsheets, infographics and even animations.

“The impact of new technological developments on various aspects of work for Dutch employees”

Technological developments have the potential to affect our work in different ways. To provide a first insight into the impact on Dutch employees, TNO and Statistics Netherlands developed eight questions on the impact of technological developments relating to different aspects of work to be included in the Netherlands Working Conditions Survey 2022 (NWCS; TNO|CBS, 2023), one of the largest periodical surveys in the Netherlands about work. Due to its large sample size and weighing of the data, the NWCS provides a reliable representation of all employees in the Netherlands.

In this abstract, some first insights are presented relating to efficiency, information processing and the mental and physical load of the work. Firstly, when asked about efficiency, 38% of employees indicate that they are able to do more work in the same amount of time, 8% thinks that they can do less. As for information processing, 6% of employees think that they are able to process less information due to new technological developments, whereas 45% indicates they can process more.

When asked about the mental load of their work, 23% of employees indicate that it has increased, as opposed to 13% who thinks their mental load has decreased. As for the physical load, 3% of employees think their physical demands at work have increased, whereas 18% thinks the work is physically lighter.

In addition, the results indicate that the perceived impact of new technological developments differs between age groups. Younger employees (between 15 – 25 years) report more often than other employees that their work has become easier and that both the mental and physical loads have decreased. Older employees (between 55 - 65 years) report more often than other employees that their work has become more difficult, less fun, and that the mental load has increased.

Further analyses are necessary, but these findings provide a valuable first insight into the impact of technological developments on Dutch employees.

Author and co-authors

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