



## Social relations in ICT sector

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- **Individualisation of work relations**
  - Permanent individual negotiation (on wages, careers, access to training, ...).
  - Necessity to "sell oneself", to negotiate everything.
  - Men and women have different experiences in this field. Women are generally less successful in individual negotiations.
- **Importance of informal rules**
  - On time management, telework, wages, ...
  - Agreements will be determined by the negotiation capacity.
- **Personalisation of work relations**
  - Flat hierarchies and accessibility of managers.
  - Problems and requests are solved individually, in a direct relation, in real time. No wish of delegation through trade unions.
  - Importance of good relationships between managers and employees in situations in which: work and family need to be balanced; flexibility is required; careers and promotions are at stake.
- **Construction of social capital**
  - Those who are not totally available (most often women) are kept away from useful, and sometimes determining, networks.

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