

# Workers' Ongoing Experience of Liberalization, Digitalisation, and Gigification of Postal Services

Some empirical findings on the Canadian experience

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Kevin Matthews and Matthew Corbeil

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# why now

Previous waves, and why we may characterize the current changes as another wave

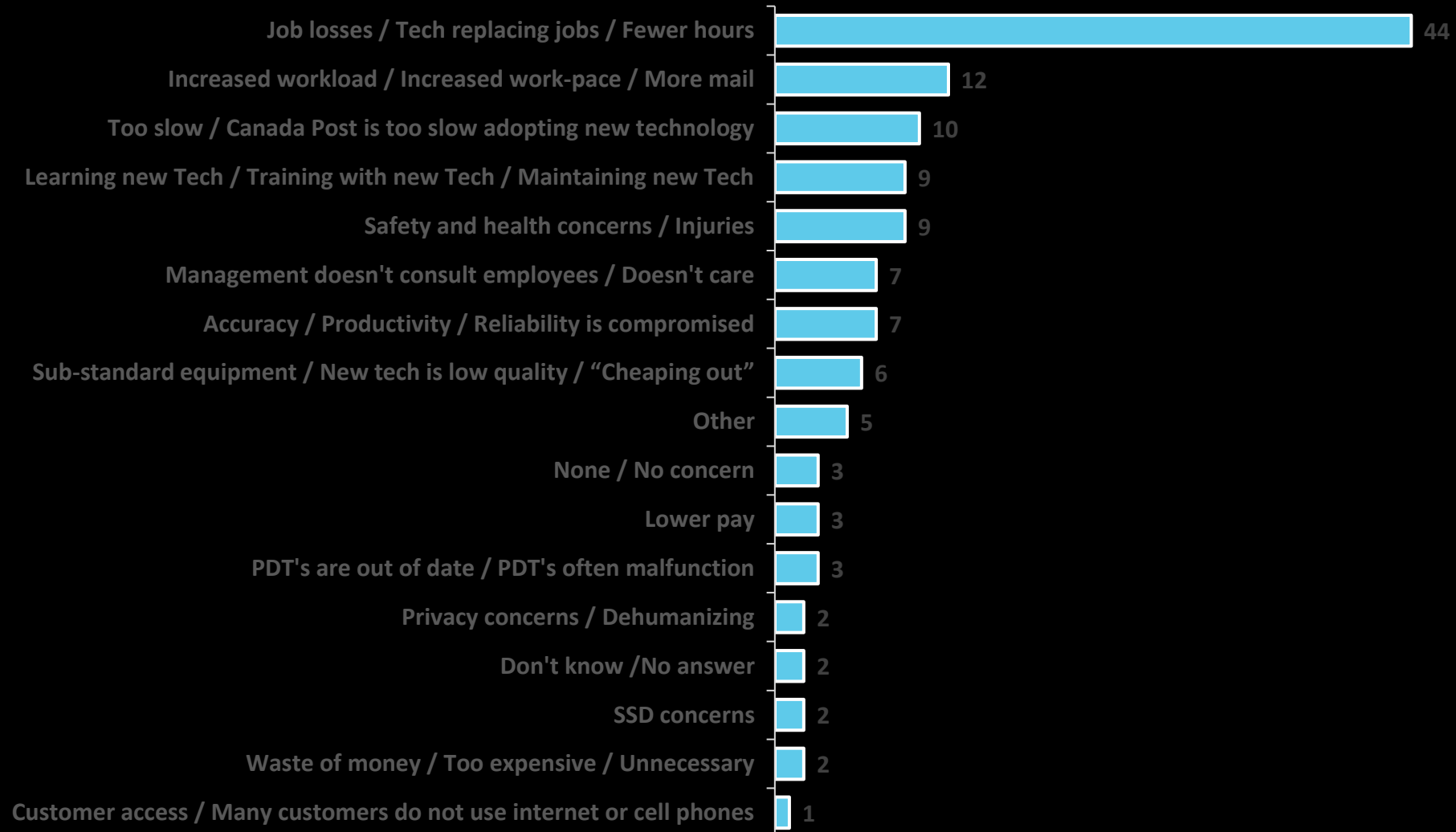
- 80s/90s pre-digital automation
- Postal Transformation

Some comparable facets, some new facets

Two-bundle graphics, MLOCRs, VECs?

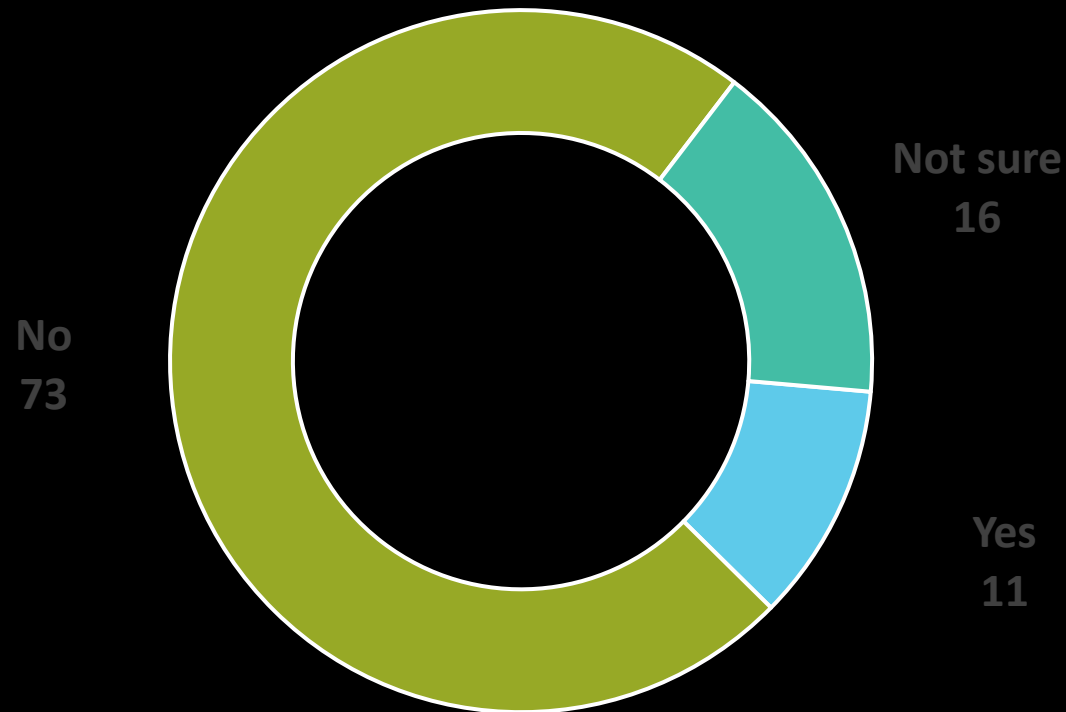
# findings 1

## Concerns about technological change at Canada Post [coded open-end responses]



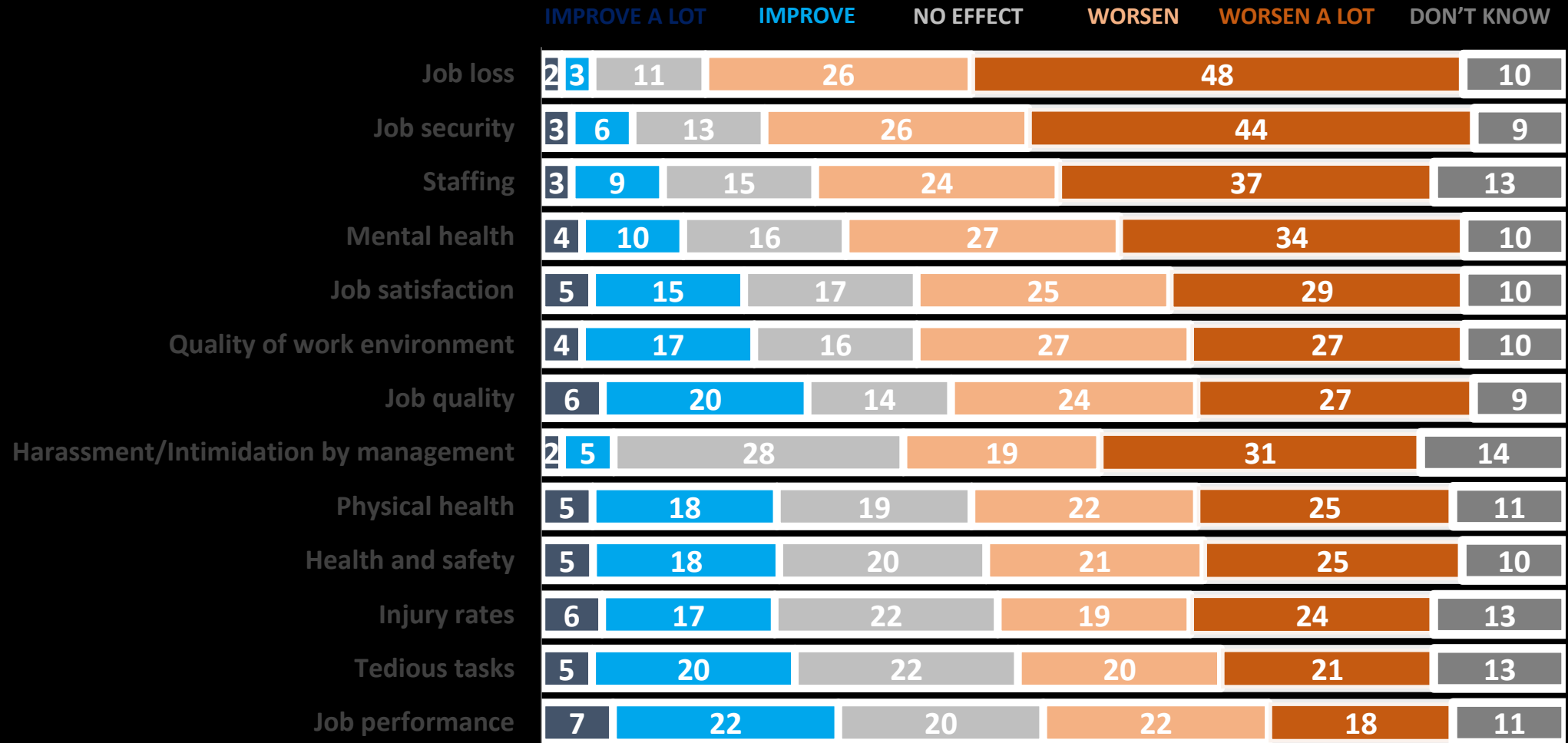
## findings 3

Almost three-quarters don't think Canada Post adequately considers the effect of new technologies and changed work methods on employees



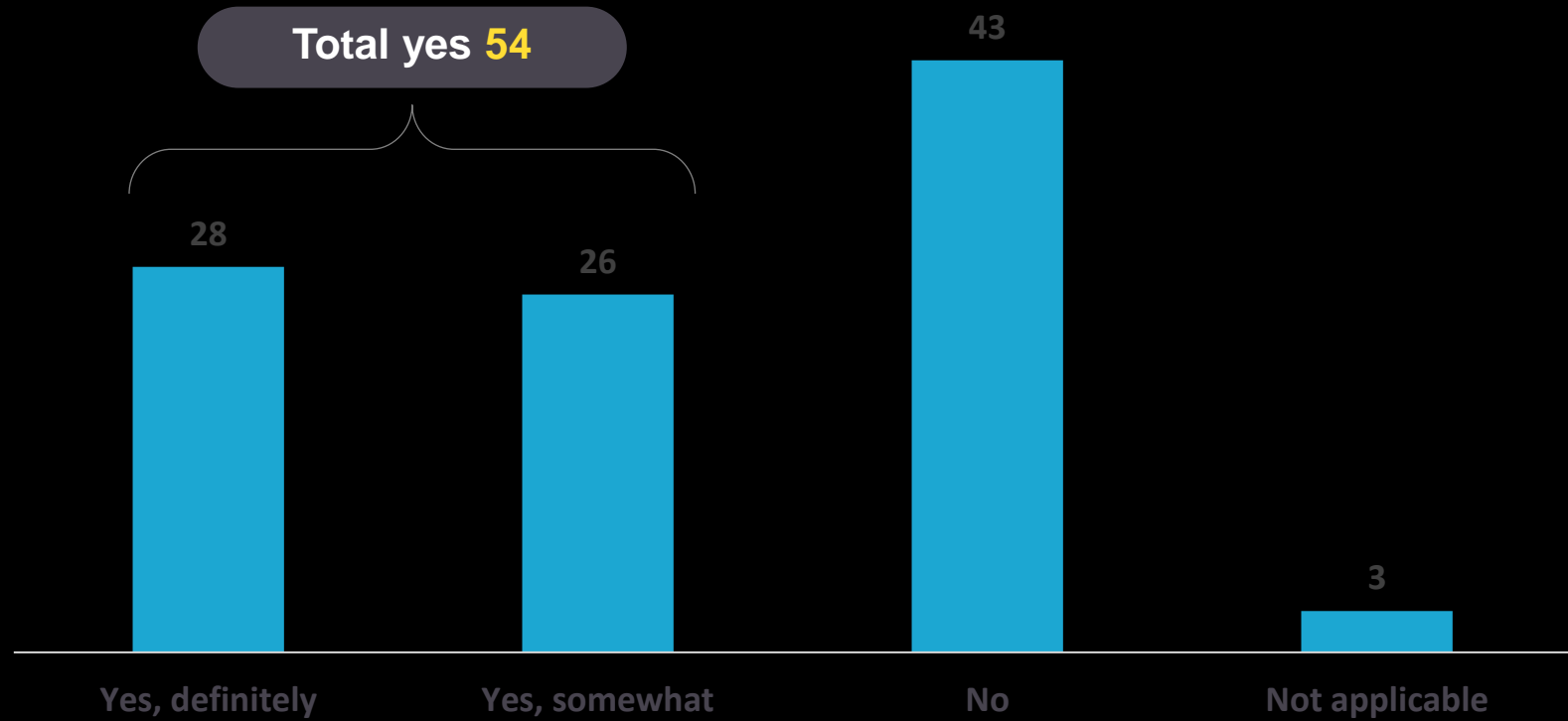
# findings 2

Will new technology and automation improve or worsen ...



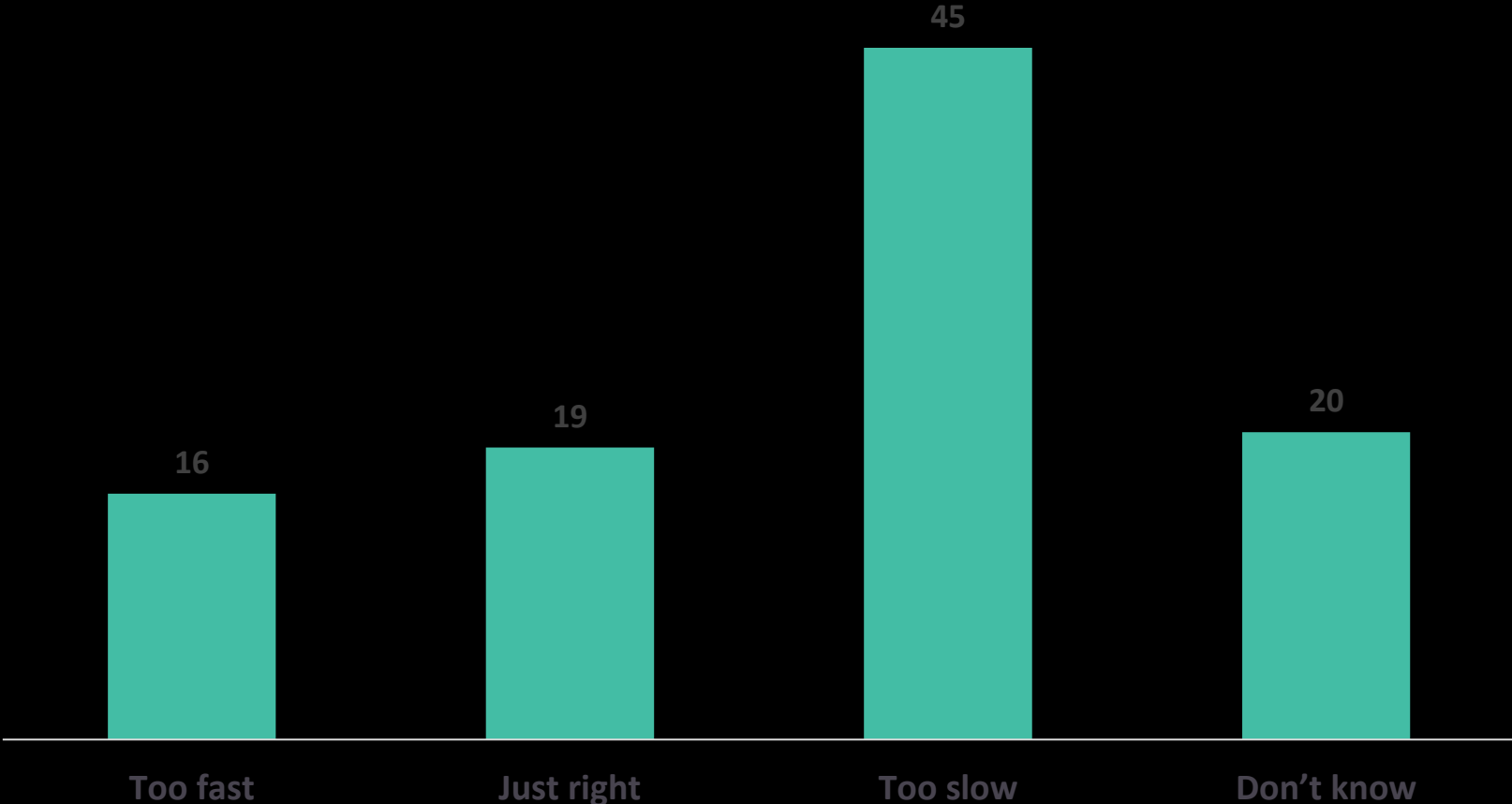
## findings 4

66% are Somewhat or Very concerned about electronic monitoring or surveillance at work, and significantly higher among those whose routes have been recently restructured.  
over half feel pressure to increase pace of work (due to use of technology to monitor performance)



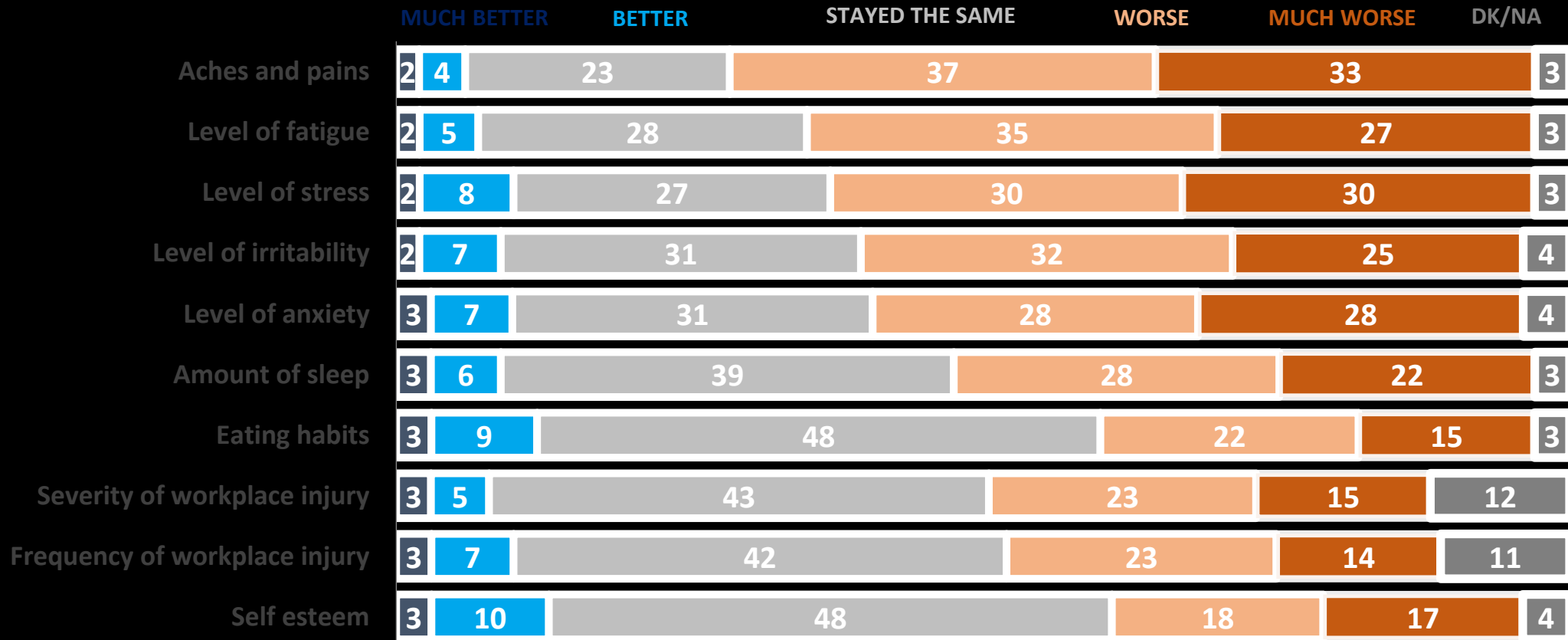
findings 5

Pace of technological and operational change at Canada Post in the past 5 years



# findings 6

## Changes in personal health in recent years



- Of worse/much-worse, 55% attribute some or most to work changes



# recap

- Toward an informed, discerning view of technological and operational changes that respects their complexity
- Changing nature of change
- Problems (real-world experience) should be addressed before other impacts compound them
- Implications for unions
- Implications for posts
- Implications for regulators