**European Platform
tackling undeclared work**

Training labour inspectors to use the new IT tools

Greece

Summary

The Greek Labour Inspectorate has made a concerted effort to improve inspectors' skills to enable them to use new IT tools. As several digital tools have been introduced in recent years, the Labour Inspectorate has developed printed manuals, guidelines and tele-video training with updated information. It has also improved the IT tools to make them more user-friendly by taking into account inspectors' feedback.

Name(s) of authorities/bodies/ organisations involved	• Ministry of Labour & Social Affairs - Greek Labour Inspectorate (SEPE) (*Σώμα Επιθεώρησης Εργασίας*)
Sectors	All
Target groups	• Labour inspectors (directly targeted)
Purpose of measure	Deterrence: improve detection

Aims and objectives

Training labour inspectors to use the new IT tools aims to enhance some of the core functions of the Greek Labour Inspectorate - data mining and risk analysis. Through specialised training, inspectors can develop the necessary skills required to be able to input into the IT risk analysis system and provide feedback which also helps to refine and improve it.

Background context	In September 2013 access to the ERGANI system[i] meant that Greek labour inspectors could monitor and exploit administrative statistical data on private sector employees in real time to improve effectiveness in planning and targeting inspections. The ERGANI system allows targeted inspections and close monitoring of high-risk companies in specific sectors and seasonal activities. It also facilitates preventive measures, such as sending reminders to high-risk companies that they are being monitored. This system is now used in conjunction with the Operational System of SEPE introduced in 2016.[ii] The practice is ongoing, and the system is being continuously upgraded.

	In order to improve the skills of the labour inspectors in the use of these digital systems, the Labour Inspectorate introduced internal training to allow existing inspectors to use the new IT tools to support more effective inspection work.
Key objectives of the measure	**General Objective:** • Enhance the capacity of the enforcement authority to detect undeclared and under-declared work more efficiently, by training labour inspectors to use digital tools for risk analysis. **Specific Objectives:** • Support the role of the inspectors with continuous operational systems computer training via published manuals, guidelines and tele-video training, with updated information and improvements; • Improve existing operational systems so they become more user-friendly, therefore saving working time and resources.
Main activities	• To gain the necessary skills for using the IT tools, the inspectorate organises training. New incoming inspectors receive three-hours training on how to use the ERGANI IT system before using it for the first time. They learn how to use the system in relation to inspections. The system may also be 'locked' so that companies cannot amend details of their undeclared workers during an inspection; (however, this functionality is not operational yet) • The labour inspectors also provide feedback so the digital systems become more user-friendly; • Furthermore, each inspector receives a personal code for accessing the Operational System of SEPE, which enables the evaluation and monitoring of their work, directly through the Greek Ministry; • In terms of competencies for labour inspectors, IT skills are now a mandatory requirement.
Funding/organisational resources	• In August 2017 EUR 7.6 million was approved by the Partnership Agreement for the Development Framework (2014-2019) to assist the Labour Inspectorate in carrying out more effective inspections and in imposing sanctions on non-compliant companies.

	Outcomes
	The systematic use of new IT tools by labour inspectors has increased the compliance of companies and reduced the incidence of undeclared and under-declared work.
Achievement of objectives	• Thanks to labour inspector access to the ERGANI system and their ability to use the digital tools, the number of inspections has increased, and the incidence of undeclared and under-declared work has fallen by more than 10pp. between 2014-18 (from 19.2% to 8.9%);[iii] • The use of risk analysis introduced in January 2019 in four regions proved very effective in transforming undeclared work to declared work: full time employment in the restaurants and cafes industry in the Region of Magnesia increased by 70%, casual employment by 75% (which possibly could have been previously undeclared) and working hours of employees increased by 35.7% (probably previously unpaid overtime).[iv]
Lessons learnt and success factors	Training labour inspectors in the use of IT tools helps to enhance the inspectorate's ability to detect undeclared work and therefore increases the impact of inspections.
Transferability	The methods used in Greece to train labour inspectors are easily transferable to other enforcement authorities and do not require official regulations.

Further information	
Contact	**Labour Inspectorate Website** http://www.sepenet.gr and then send a message to email: helpdesk@sepenet.gr
Useful sources and resources	**Labour Inspectorate website** www.sepenet.gr

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[i] The ERGANI system was established through a Ministerial Decision (5072/6/25.2.2013 (ΦΕΚ 449/Β΄/25.2.2013) in order to record (in real time) all employment flows in the private sector of the economy. Since early 2013 all employers are obliged to report electronically recruitments, voluntary departures and dismissals, as well as data on overtime, part-time and job rotation, firm-level agreements and annual leave. See Factsheet on Undeclared Work – GREECE. Available at:

file:///C:/Users/29551/Downloads/EL%20UDW%20Factsheet%202017-%20Greece%20%20(2).pdf

ii The SEPE Operational System registers all labour and social security legislation violations of every firm that has been inspected and the fines that have been imposed. It also shows, for every company in the country that is registered with the Unified Social Security Institution (EFKA), if, and how many, inspections have been carried out by the Labour Inspectorate, as well as their findings.

iii See: SEPE (Labour Inspectorate), *Operational Action Plan for Combating Uninsured and Undeclared Work. Artemis 2018 Report,* op. cit.
iv Source: https://left.gr/news/endoepikoinonia-oi-ergodotes-stoheymenoys-eleghoys-sepe (in Greek)