





Mobile applications to support labour inspectionsⁱ


Greece

	<p>Summary</p> <p>The use of digital tools and mobile devices during labour inspections, facilitates on-site inspections, streamlining data entry and ensuring consistency. The tools integrate with the national information system ERGANI, providing real-time updates and enhancing efficiency, reliability, and transparency in the Hellenic Labour Inspectorate's work.</p>
<p>Title of the practice in original language</p>	<p>Π.Σ. ΕΡΓΑΝΗ</p>
<p>Name(s) of authorities/bodies/organisations involved</p>	<ul style="list-style-type: none"> ▶ Hellenic Labour Inspectorate – Independent Authority (Επιθεώρηση Εργασίας- Ανεξάρτητη Αρχή)ⁱⁱ; ▶ Ministry of Labour and Social Security (Υπουργείο Εργασίας και Κοινωνικής Ασφάλισης)ⁱⁱⁱ; ▶ National Social Insurance Agency (ΕΦΚΑ).
<p>Sectors</p>	<p>All</p>
<p>Target groups</p>	<ul style="list-style-type: none"> ▶ Labour inspectors (directly targeted); ▶ Employees (directly targeted); ▶ Employers (directly targeted).
<p>Purpose of measure</p>	<p>Deterrence: improve detection</p>

	<p>Aims and objectives</p> <p>The digitalisation aims to enhance labour inspection efficiency in the Greek private sector by implementing real-time access to the ERGANI Information System, streamlining on-site inspection processes, ensuring consistency in inspection sheets, implementing a digital system for tracking working hours, enabling real-time verification of compliance, facilitating monitoring of employee data, and supporting data-driven planning for labour inspectors.</p>
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	<p>Employees can also monitor their working time and access their employment information.</p>
<p>Background context</p>	<ul style="list-style-type: none"> ▶ The digitalisation initiative was introduced to tackle issues arising from manual working hours declarations and inspections; ▶ The web applications respond to challenges faced in on-site inspections, offering a solution for immediate data entry, real-time updates, and improved transparency; ▶ The practice was initiated in response to the need for efficient tracking of working hours, addressing compliance gaps, and reducing the potential for labour law violations; ▶ In December 2021 the Ministry of Labour and Social Affairs launched the web portal https://myergani.gov.gr which also gives employees access to the employment relationship data that employers declare about them; ▶ Additionally, the web portal https://inspections.yeka.gr was introduced to offer labour inspectors real-time access to the ERGANI Information System on their smartphones.
<p>Key objectives of the measure</p>	<p>General Objective:</p> <ul style="list-style-type: none"> ▶ To improve the efficiency of labour inspections and promote compliance with labour regulations in the private sector in Greece through real-time access to the ERGANI Information System. <p>Specific Objectives:</p> <ul style="list-style-type: none"> ▶ To simplify on-site inspection processes; ▶ To enhance consistency in inspection sheets; ▶ To implement a comprehensive digitalisation system for tracking and managing working hours; ▶ To provide real-time access to the ERGANI information system for Greek labour inspectors to verify compliance; ▶ To allow inspectors to monitor private sector employee data and prioritise inspections effectively; ▶ To support data-driven planning by labour inspectors.
<p>Main activities</p>	<ul style="list-style-type: none"> ▶ Real-time data access for labour inspectors: Labour inspectors gain real-time access to the ERGANI system via the

	<p>web application, allowing them to monitor data submitted by employers as it happens;</p> <ul style="list-style-type: none"> ▶ Data monitoring and analysis: Inspectors monitor private sector employee data, looking for discrepancies, irregularities, or potential cases of undeclared work; ▶ Data-driven planning: The system supports inspectors in creating data-driven plans for labour inspections, optimising resources and increasing the chances of detecting undeclared work; ▶ Prioritisation of inspections: Using the system's insights, labour inspectors prioritise their inspections, focusing on businesses or industries with higher risk factors for undeclared work; ▶ Efficient inspections: Inspectors conduct targeted and efficient inspections, aided by the information provided through the system (company details, employment data, and past inspection information) and supported by mobile devices, minimising disruptions to compliant businesses; ▶ Use of mobile devices during inspections: The web application designed for on-site inspections allows inspectors to access the ERGANI database with the use of small tablets to input data, select predefined inspection steps, and create inspection sheets; ▶ Notification system: The system ensures that inspection data is immediately updated in the integrated information system and notifies employers.
<p>Funding/organisational resources</p>	<p>The ERGANI system has been developed with funding from the European Union, the instrument “Next Generation EU”, and the National Recovery Plan Greece 2.0. It was approved in 2021 by the Economic and Fiscal Affairs Council (Ecofin).</p>

	<p>Outcomes</p> <p>The integration of digital tools, and mobile devices into labour inspections has yielded a range of positive outcomes. Real-time data integration has proven to be highly successful, providing inspectors with instant access to critical information and facilitating swift decision-making. This has, in turn, led to a substantial improvement in inspection efficiency, streamlining processes and enabling inspectors to cover more ground effectively. Moreover, the use of digital tools has significantly enhanced transparency and</p>
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	<p>reliability in the inspection process, ensuring that accurate and up-to-date information is readily available.</p>
<p>Achievement of objectives</p>	<ul style="list-style-type: none"> ▶ Detailed logs now capture working hours declarations and inspections, improving record-keeping; ▶ Inspection reports efficiently highlight compliance or discrepancies, promoting transparency in working hours management; ▶ The ERGANI information system enables labour inspectors to instantly cross-reference the information provided by employers. It also enables data-driven planning and effective prioritisation of inspections; ▶ This technological integration has led to increased accuracy in working hours declarations, timely identification, and resolution of compliance issues, and fostered better cooperation between employers and inspectors.
<p>Lessons learnt and success factors</p>	<ul style="list-style-type: none"> ▶ Real-time data integration is crucial for efficient labour inspections, allowing instant access to critical information; ▶ Digital tools facilitate swift and informed decision-making, vital for timely actions in labour inspections; ▶ Integration of digital tools and mobile devices has substantially improved inspection efficiency through streamlined processes and increased access to relevant information; ▶ Integration ensures the reliability of the information, critical for enhancing the credibility of the inspection process and decisions made; ▶ Proper training for inspectors is essential for successful integration, ensuring proficiency and understanding of the benefits of digital tools; ▶ Continuous improvement, including regular assessments and feedback from inspectors, is a critical success factor in integrating digital tools for labour inspections.
<p>Transferability</p>	<p>The system presents a model for promoting compliance and transparency in labour markets across Europe, fostering economic growth and digital transformation. The concept is transferable to other Member States in the European Union by adapting it to their specific labour regulatory frameworks and languages and securing</p>



	funding through EU instruments like "Next Generation EU" and national recovery plans.
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Further information

Contact

Hellenic Labour Inspectorate – Independent Authority

Contact: <https://www.hli.gov.gr/en/contact/>

Useful sources and resources

Inspector Assistance System - Hellenic Ministry of Labour and Social Affairs

<https://inspections.yeka.gr/>

ⁱ Information retrieved from presentations of the hosts (Hellenic Labour Inspectorate-Independent Authority) on ERGANI IT System's Inspection Tools, during the Study Visit in Athens on October 10-11 October 2023, organised by ELA-European Platform tackling undeclared work

ⁱⁱ The Labour Inspectorate website is available at <https://www.hli.gov.gr/>

ⁱⁱⁱ The Ministry of Labour and Social Security website is available at <https://ypergasias.gov.gr/en/>