

# Employment and Tourism during the 2020-2022 pandemic



Angelo Giuseppe Candido

BEST EDU

Lesson learned during covid: transferability of best practice in European education

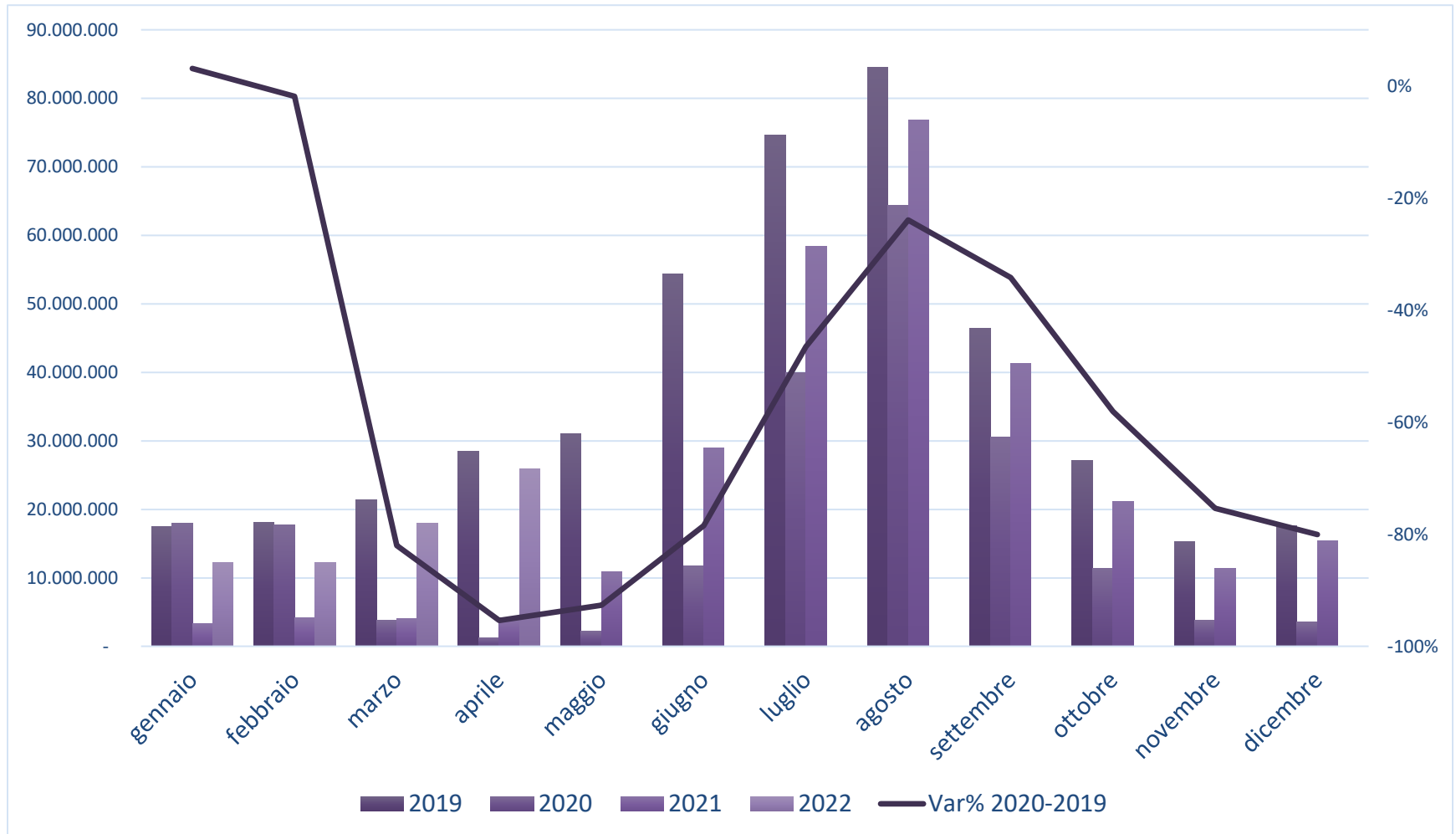
Roma, 27 maggio 2022

# What is Federalberghi

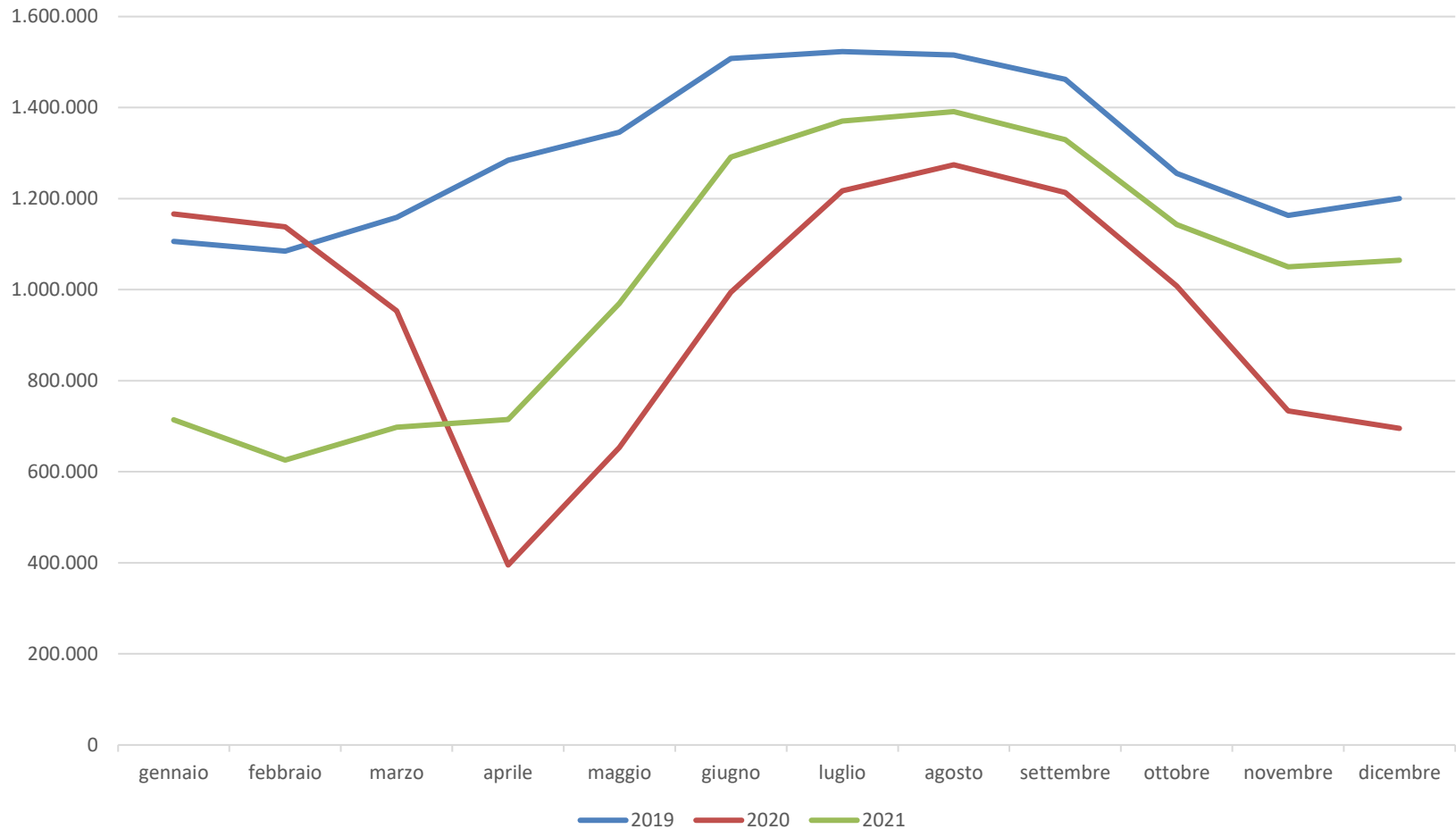


- Federalberghi is the main entrepreneurial organization in the tourism-hospitality sector in Italy
  - represents the requests and interests of hoteliers towards political, economic and trade union institutions and organizations;
  - is a founding member of Hotrec, the European Confederation of Hotels, Restaurants and Bars;
- More than 27,000 hotels out of a total of about 33,000 join Federalberghi, through 126 territorial associations.

# tourist presences per month in Italy (2019-2022)

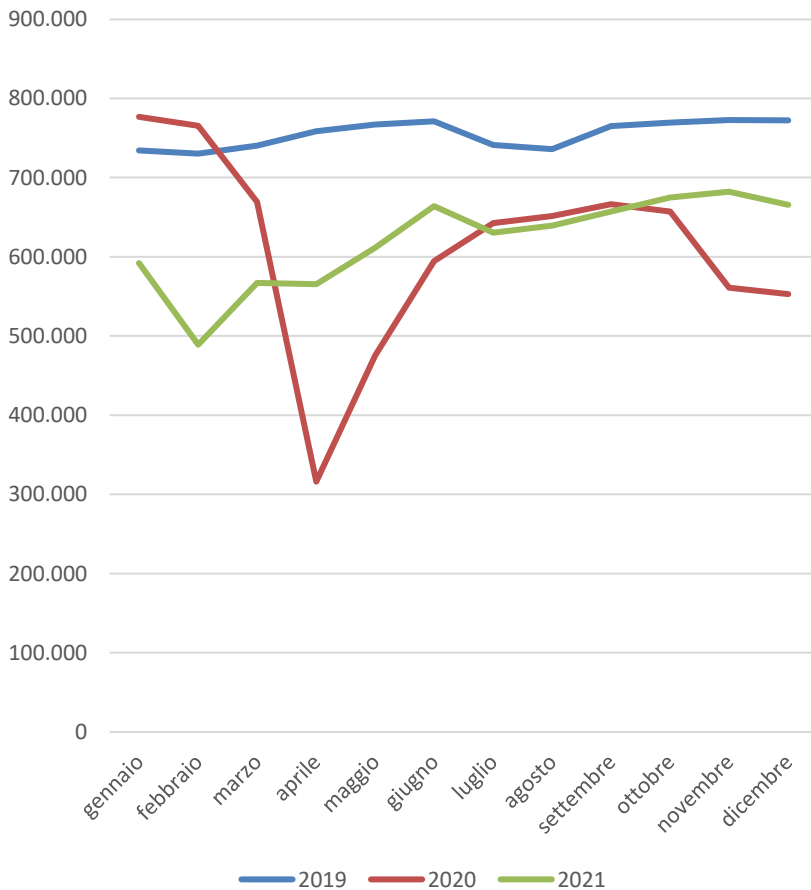


# employees in tourism sector by month (2019-2021)

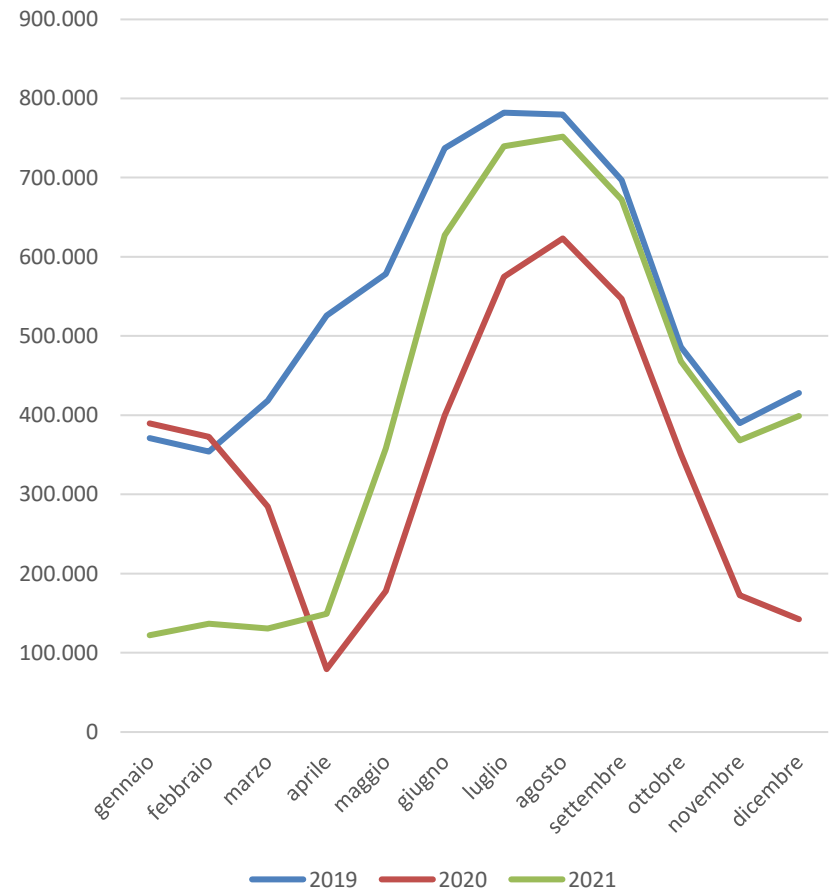


# Workers by type of contract

## tempo indeterminato

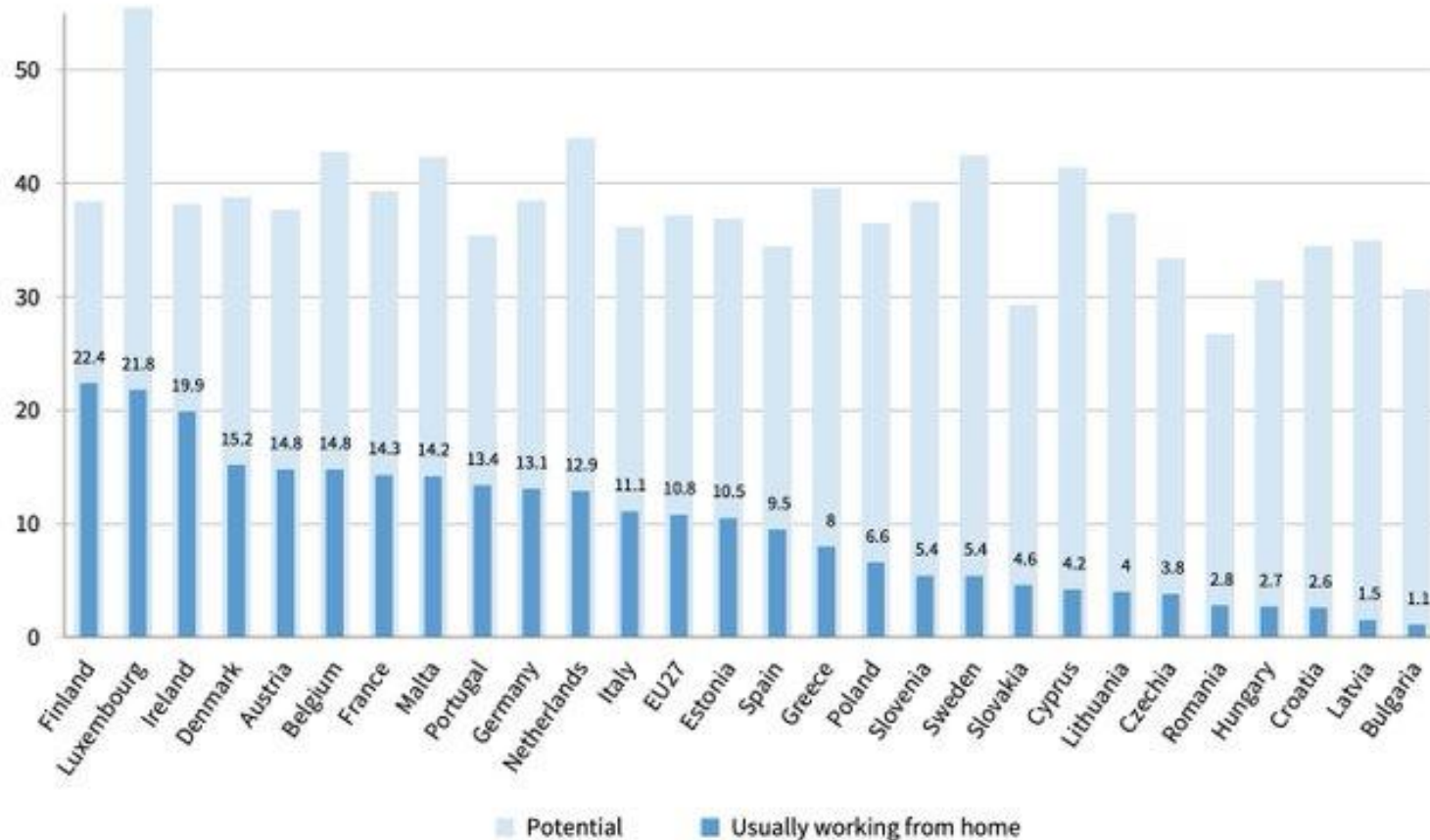


## tempo determinato



# Smart working in Italy

Figure 20: Proportion of employees usually working from home in 2020 compared with the potential who could potentially work remotely (%), EU Member States



Source: Eurostat [fsa\_ehomp]

# Activity during the pandemic

- during the lockdown period, most of the permanent workers were on layoffs;
- workers with short-term contracts were not hired due to lack of activity;
- only a small part of the workers carried out training activities;
- the training activities were carried out remotely.

# Insights

- Distance learning solves many problems related to the performance of activities
  - class creation;
  - absence from work;
  - asynchronous training;
  - ...
- Employers prefer to have workers present at work but to carry out the training activities remotely



# A few answers

- How has the organization of training activities for hotel workers changed during COVID?
- During the various periods of activity restrictions during the pandemic, the training activity for employees was significantly reduced and took place almost entirely in "remote" mode.

# A few answers

- Did your associates like this new way of receiving training? Do you think that the new methodologies that enhance distance learning and the new provision rules will continue after COVID and how?
- Businesses like "remote" training. This mode will decline with the return to normal but will remain at higher levels than before the pandemic.

# A few answers

- Were there any obstacles that your learners had to overcome, such as having to receive basic training in the use of platforms or slow connections or others?
- Distance learning poses problems for workers with lower qualifications or with reduced computer skills. There are also problems concerning the connection to the network that make access to distance training more problematic for these workers.

# A few answers

- Do you think that the greater aptitude of adults and the elderly to use the internet and training platforms could in the future be an incentive to increase the quantity and quality of training provided?
- Surely the experience gained in recent months will serve as a driving force for the development of the quantity of training provided remotely and for the quality of the contents.