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## Expert work in banks in the squeeze of digitalization and EU regulation

Banks have traditionally been employers that have provided stable employment relationships and high-quality jobs in terms of work content and environment. However, digitalization and tighter EU regulation have changed bank work in many ways in recent years. With the help of empirical qualitative research on Finnish banks, this article seeks to understand the results of European Working Conditions Surveys, according to which autonomy and problem-solving at work have increased in financial-sector work alongside standardization and repetitiveness. Changes in bank work are examined along the dimensions of computerization, virtualization, autonomy, and standardization. Based on the empirical analysis, the increased standardization of work due to digitalization has not conflicted with the increased autonomy and problem-solving of bank employees in expert positions. On the other hand, the new requirements introduced by EU regulation, such as increasing documentation and the fragmentation of responsibilities, would already seem to have significantly reduced financial and wealth advisors' autonomy at work.