
Where is the social of the information society?

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Summary

- The effects of ICTs on markets
- The effects of ICTs on enterprises
- Consequences of these changes
- Changes within enterprises
- Impacts on the workforce
- What does the ILO suggest



The opportunities for (some) developing countries

GLOBALIZATION GOES WHITE COLLAR

A global pool of skilled workers is drawing more Western companies

NUMBER OF
NATURAL-SCIENCE AND
ENGINEERING
COLLEGE GRADUATES

	BAs		MAs and PhDs	
	1989	1999	1989	1999
	CHINA	127,000	322,000	19,000
INDIA	165,000	251,000	64,000	63,000
PHILIPPINES	40,000	66,000	255	937
MEXICO	32,000	57,000	340	63,000
U.S.	196,000	220,000	61,000	77,000

Data: National Science Foundation, *BusinessWeek*

COMPANY	NO. OF WORKERS AND COUNTRY	TYPE OF WORK MOVING
ACCENTURE	2,000 in the Philippines by 2004	Accounting, software, back-office work
CONSECO	1,700 in India, 3 more centers planned	Insurance claim processing
DELTA AIR LINES	600 contract workers in India, Philippines	Airline reservations, customer service
FLUOR	700 in the Philippines	Architectural blueprints
GENERAL ELECTRIC	20,000 in India alone by yearend; big China R&D center	Finance, IT support, R&D for medical, lighting, aircraft

. . . that are eager to cut costs . . .

COMPANY	NO. OF WORKERS AND COUNTRY	TYPE OF WORK MOVING
HSBC	4,000 in China, India	Credit-card, loan processing
INTEL	3,000 in India by 2005	Chip design, tech support
MICROSOFT	500 in India, China by year end	Software design, IT support
ORACLE	Doubling India staff to 4,000	Software design, customer support, accounting
PHILIPS	700 Chinese engineers in China	Consumer electronics R&D
PROCTER & GAMBLE	650 in Philippines, 150 in China	Tech support, accounting

Data: Gartner Inc., McKinsey & Co., Forrester Research Inc., *BusinessWeek*

. . . a trend that's likely to grow

	NUMBER OF U.S. JOBS MOVING OFFSHORE*		
	2005	2010	2015
LIFE SCIENCES	3,700	14,000	37,000
LEGAL	14,000	35,000	75,000
ART, DESIGN	6,000	14,000	30,000
MANAGEMENT	37,000	118,000	288,000
BUSINESS OPERATIONS	61,000	182,000	348,000
COMPUTER	109,000	277,000	473,000
ARCHITECTURE	32,000	83,000	184,000
SALES	29,000	97,000	227,000
OFFICE SUPPORT	295,000	791,000	1,700,000
TOTAL	588,000	3,300,000	

*To low-wage countries such as India, China, Mexico, and the Philippines. Data: Forrester Research Inc.

Source: *Business Week* February 3, 2003

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What does the ILO suggest I

- The strengthening of publicly funded education and permanent training solutions that cater to the needs of enterprises;
- The adoption of strategies that facilitate mobility and education of the labour force. These should include enhancing social security and unemployment benefits policies, and setting up adequately remunerated internships for the young;

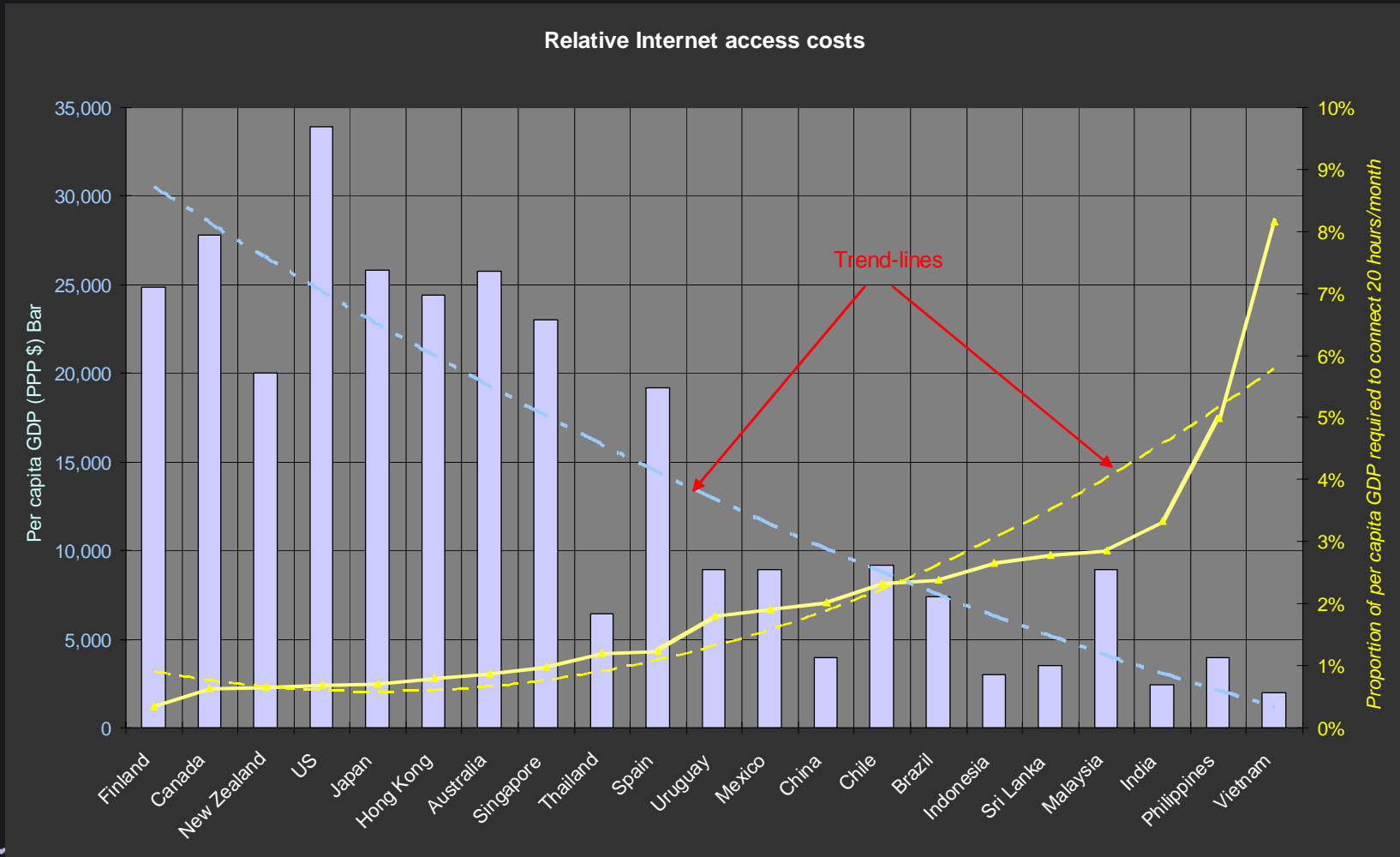


What does the ILO suggest II

- The reinforcement of dialogue between workers, employers and government. This would facilitate change and ease the adoption of the social and economic policies required to effectively mobilise ICTs as development tools;
- The implementation of concerted and sustainable business development services geared towards the modernisation of enterprises and the provision of both ICTs access and know-how to small and medium sized enterprises;



The need for new cooperative access services



Source: World Economic Forum The Global Information Technology Report 2001-2002



What does the ILO suggest III

- The review of comprehensive infrastructure investment policies to enhance logistics and financial, systems;
- With a view to strengthening of enterprises to generate employment and incomes, the development of certification and quality control structures to enhance the marketing potential of SMEs;



What does the ILO suggest IV

- The strengthening of arbitration and contract enforcement mechanisms and the adoption of legal tools to ensure secure communications and the privacy of individuals;
- The promotion of initiatives that will lead to the effective integration of ICTs within activities aimed at facilitating access of the poor to priority services of water, energy, health, agriculture and bio-diversity- the so-called WEHAB priorities - from the Johannesburg Summit

