



WSIS+20 Review

Action Lines

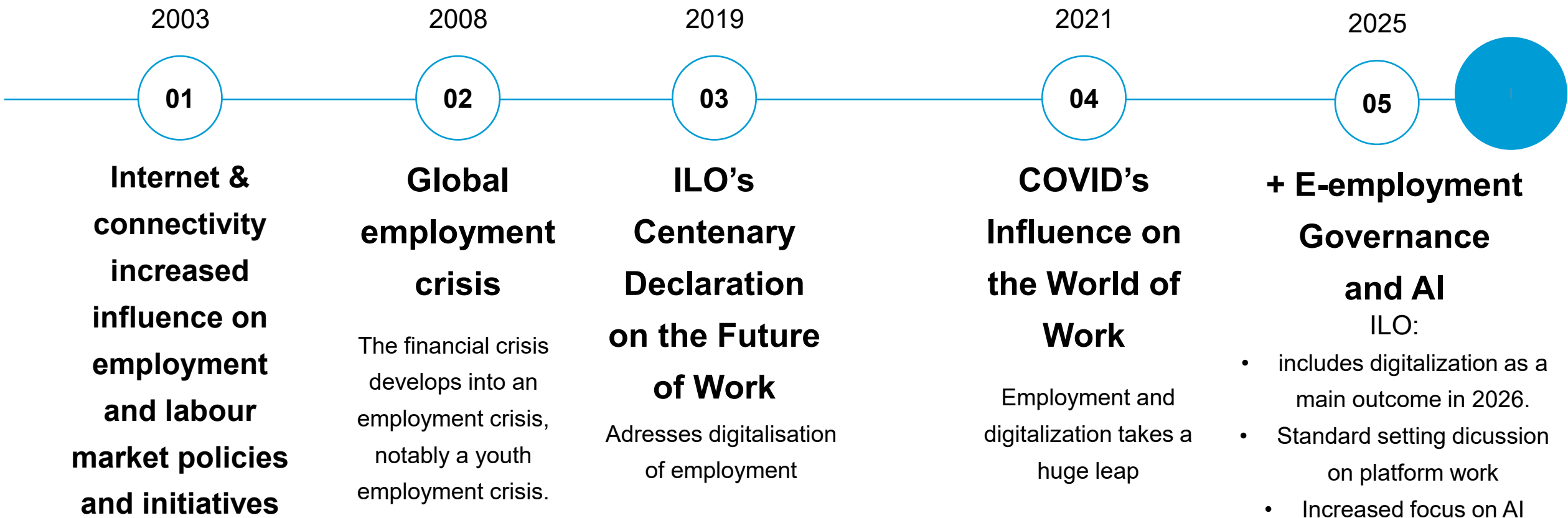
Milestones, Challenges and Emerging Trends beyond 2025

The Evolution of Context

Since 2003 significant progress has been achieved and several emerging trends and challenges have been identified. Some of the trends are:

- The use of digital tools in many jobs is increasing exponentially.
- Employment services (including job matching) have become increasingly digital, many countries have, are in the process, or planning a digitalisation of their public employment services.
- Telework, although always a “possibility” mainly for middle management and above, COVID19 has accelerated its implementation.
- Platform work (the gig economy), although still a fraction of the labour force, is increasing.
- Demand for e-governance of employment (E-employment Governance) is increasing around the world.
- Workers’ Organizations, Employers’ Organizations and Governments are making the digitalisation of work their priority.

Key Milestones: 20 years of Achievements



Challenges in implementing Action Line C7 E-employment

- In the context of employment, the negative effects of digitalization are associated with **income and job insecurity, work intensification, the deterioration of (mental) well-being**, etc. For instance, digital labour platforms provide new sources of jobs and income (which is very positive), but raise serious challenges for workers' protection, representation and fair treatment. Another example is the generation of large amounts of data on workers that can pose risks for workers' privacy.
- A few years ago, the main challenge that was considered was a possible “job destruction” as a consequence of digitalization. It was then disputed that rapid technological progress had an overall positive impact with some winners and some losers. However, with time, it is becoming more frequent to consider that the trend is not job destruction or job creation but rather **a change of the way we work** and the tools we use that constitute the challenge.
- An important challenge is to **find a way to regulate** the different emerging forms of digital work without hampering job creation. With the objective of improving labour conditions in terms of social benefits, job stability, training and working conditions, among others. The right to disconnect (in the context of work) is also an area where regulations are evolving.
- **Unequal access** to connectivity and digital tools is an important challenge for e-employment. As there are vast differences between nations and between populations (old/young/rural/urban, etc.) and between men and women, where women are often less connected. This inequality is an important barrier for SGD achievement. The COVID-19 crisis has further exposed the problems of access, as one can work remotely (and be safe from the Pandemic) or be part of the digital economy only if you have digital skills and access to the necessary infrastructure.

Trends and Opportunities Beyond 2025

Examples of opportunities, in the area of e-employment, include:

- Increasing digitalization & AI of work is highlighted by governments, employers and workers organisations as crucial in policy development and implementation.
- Digital youth employment initiatives can address the global youth employment challenge.
- Increased targeting of female connectivity can support an increase in female participation rates.
- Inclusion of marginalised groups through digital access, including people with disabilities, refugees, etc., can reduce inequalities.
- An increase in the demand of the digitalisation of skills development, including entrepreneurship training can support lifelong learning.
- Training in ICT related technologies can enhance employment credentials.
- Job matching through digital employment portals can make employment services more efficient.
- Portability of rights and skills certification that can support migrant workers in finding decent work, including through a blockchain approach.
- An increasing number of governments promoting the application of new technologies to simplify and facilitate the transition from the informal to the formal economy ("e-formality") can support better governance of employment.

Maria Prieto (Sr Employment Specialist, ILO)

Thank you!