

Session Outcome Document

AI, Digitalisation and the Transformation of Jobs: Ensuring Decent Work

WSIS Action Line: C7 – e-employment

Organizer: International Labour Organization (ILO)

Date: 7 July 2026, 11.00–11.45 (CEST)

<https://www.itu.int/net4/wsis/forum/2026/Agenda/Session/296>

Key Issues discussed:

- AI is reshaping labour markets primarily through changes in tasks rather than the replacement of jobs. While approximately one in four workers globally are exposed to AI, only a relatively small share of jobs is currently highly exposed to automation, highlighting the importance of focusing on job transformation and job quality rather than job losses alone.
- AI and algorithmic management systems are increasingly being deployed across sectors - including manufacturing, healthcare, logistics, finance and retail - for recruitment, task allocation, workflow management and performance monitoring. While these technologies can improve productivity and service delivery, they also raise concerns related to worker surveillance, privacy, work intensity, transparency and occupational safety and health.
- The discussion highlighted the often invisible workforce underpinning AI systems. Workers, primarily in the Global South, engaged in data annotation, labelling, content moderation and other digital tasks play a critical role in AI development, yet frequently face precarious working conditions, low wages and psychosocial risks. Greater attention is needed to decent work and labour standards throughout AI supply chains.
- It was emphasized that employment and labour market policies and labour market institutions must evolve alongside technological change. Governments are increasingly integrating digital technologies into employment policies through social dialogue and seeking policy coherence.
- Lifelong learning and digital skills development were identified as essential to ensuring inclusive participation in the digital economy. Capacity development should be learner-centred, flexible and responsive to evolving labour market needs, with particular attention to women, youth and under-served/vulnerable populations.

- It was stressed that AI governance should adopt a human-centred approach, ensuring that technological innovation is accompanied by adequate labour protections, transparency, accountability and respect for fundamental rights at work.

Key Outcomes of the session

- It was reaffirmed that AI should be understood as transforming work through changes in tasks, work organization and job quality, rather than only through job creation or displacement.
- The session highlighted the importance of addressing both the deployment and the development of AI, including improving labour conditions for workers throughout AI supply chains and making the contribution of data workers more visible.
- Speakers emphasized that existing International Labour Standards remain an important foundation for governing AI in the world of work, while recognizing the need to address emerging issues such as algorithmic transparency, data governance, accountability and bias.
- The discussion showcased ongoing initiatives by the ILO and the ITU to support member States through research, policy advice, capacity development and digital skills programmes, including the ILO Observatory on AI and Work in the Digital Economy and the ITU Academy.
- Participants welcomed continued collaboration between the ILO and ITU under the WSIS framework to strengthen digital skills, promote evidence-based policymaking and support inclusive digital transformation.
- The session also highlighted the recent adoption of the new ILO Convention on platform work (Convention 193) as an important milestone.

Key Recommendations and Forward-Looking Actions

- Strengthen human-centred AI governance by ensuring that employment, labour and social policies are coordinated with AI strategies and that workers' rights, transparency and accountability remain central.
- Invest in lifelong learning and digital skills through inclusive, accessible and demand-driven capacity development programmes that enable workers, enterprises and public institutions to adapt to digital transformation.
- Promote decent work across AI value chains by strengthening labour protections, improving transparency regarding AI development processes and ensuring fair working

conditions for workers engaged in data annotation, content moderation and other digital labour.

- Enhance international cooperation and social dialogue by fostering collaboration among governments, employers, workers' organizations, international organizations and other stakeholders to exchange good practices and develop coherent policy responses that support the implementation of WSIS Action Line C7 on e-employment and the achievement of the Sustainable Development Goals.
- Support evidence-based policymaking by strengthening research, labour market data and international knowledge-sharing on the impacts of AI and digitalization on jobs.