

## The Evolving Landscape of Work & the Digital Skills Gap

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The global workforce is undergoing a significant transformation, driven by rapid technological advancements and shifting economic demands. According to recent findings by the World Economic Forum (2023a), approximately 1.1 billion jobs worldwide are at risk of being fundamentally altered within the next decade. Employers anticipate that 44% of current worker skills will become obsolete in the next five years due to the accelerated integration of technology in business practices (World Economic Forum, 2023a). The impending skills disruption presents a dual challenge: while technology drives business innovation, it also necessitates a workforce capable of navigating a rapidly evolving digital landscape. By 2030, the gap between the demand for skilled labor and its supply is projected to widen significantly, affecting over 85.2 million individuals across both developed and developing nations. Korn Ferry (2023) warns that the talent shortfall could lead to economic losses, with unrealized revenues potentially reaching \$8.452 trillion if the issue remains unaddressed.

This shifting reality underscores the urgency for workers to adapt, acquiring new digital and data skills essential for future employment. Communities with limited opportunities, where the youth population faces pronounced disparities in access to these critical skills, are particularly at risk.

## The Imperative for Lifelong Learning and Skills Development

To effectively bridge skill gaps, it is critical that workers and employers commit to lifelong learning. Current investments in adult education and training, however, are insufficient to meet the growing demand. The International Labour Organization highlights the critical underinvestment in lifelong learning opportunities, with only 0.5% of global GDP allocated to this area (World Economic Forum, 2023a). This gap in funding is particularly concerning given the essential role of upskilling and reskilling in preparing the workforce for future challenges.

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Training programs, while crucial, often fall short in equipping learners with the skills most in demand. There is a notable emphasis on technical skills at the expense of fostering creative and analytical thinking abilities (World Economic Forum, 2023b; Frankenfield, 2020; 2022; Deloitte, 2022). This oversight highlights the need for a more holistic approach to education and training, one that balances technical proficiency with the soft skills necessary for innovation and problem-solving.

UNICEF (2023) emphasizes the importance that young adults in low- and middle-income countries master digital skills ranging from basic tasks like copying a file or adding an attachment to an email to more complex skills such as performing calculations in a spreadsheet or preparing electronic presentations. This foundational knowledge is crucial for preparing them for the increasingly digital world of work.

## Addressing Inequities in Access to Education and Training

The COVID-19 pandemic has exacerbated existing inequalities in access to education and skill development opportunities, particularly affecting youth, women, and marginalized communities (ILO, 2023; Whittings, 2020; Eynon & Geniets, 2016; PwC, 2021). The disruption caused by the pandemic has intensified the challenges faced by these groups, making it even more critical to adopt inclusive strategies that ensure equitable access to the resources necessary for digital upskilling.

Despite these challenges, there is a significant economic incentive for investing in skill development. Increasing human capital can support economic resilience, peace, and stability, particularly in countries with large youth populations (Runde et al., 2023; World Economic Forum, 2022). Projections suggest that enhancing global upskilling and reskilling efforts could contribute up to \$6.5 trillion to the GDP and create 5.3 million new jobs by 2030 (PwC & World Economic Forum, 2021; World Economic Forum, 2023a, 2023b). Moreover, targeted investments in education for school-aged children and the expansion of the online gig economy present additional opportunities for economic growth and workforce empowerment, particularly in developing countries (World Bank, 2023; Moritz & Zahidi, 2021).

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## Addressing Gender Inequality and Online Harms in the Digital Age

The global skills gap disproportionately affects women. According to a 2023 UNICEF report covering 32 countries, for every 100 young males with digital skills, only 65 young females possess the same skills. This gender gap in digital proficiency has far-reaching implications. It hinders women's access to information, educational resources, and employment opportunities available online. Additionally, it limits their participation in the digital economy, entrepreneurship, and decision-making processes related to technology.

A key contributing factor to the gender digital divide is unequal internet access. This equity issue is particularly pronounced in regions like South Asia and Sub-Saharan Africa, where 41% and 36% of women, do not use mobile internet (GSMA, 2024). These regions account for almost two-thirds of women in low- and middle-income countries who are not online. In response to this issue, USAID and Bill & the Melinda Gates Foundation founded the \$60 million+ Women in the Digital Economy Fund (WiDEF), set to identify, fund, and accelerate evidence-based solutions to improve women's livelihoods, economic security, and resilience.

It is integral that these solutions mitigate the potential harmful effects that increased access to technology pose to women. For example, women face higher rates of online violence compared to men, including unsolicited messages, cyberbullying, doxing, harassment, trolling, and technology-facilitated gender-based violence (USAID Digital Policy, 2024). According to IREX (2023), the lack of comprehensive global and local regulations on various forms of digital violence, combined with insufficient in-country reporting mechanisms and widespread impunity, intensifies these challenges. Such abuses silence women's voices and often lead them to withdraw from online spaces to avoid exposure to violence.

A review of existing evidence indicates that no single intervention or stakeholder can effectively address this issue on its own or create an environment where women feel safe to learn and engage online. Instead, there is a pressing need for global cross-sectoral collaboration among governments, technology platforms, civil society, and the media. Additionally, recognizing and addressing the root cause of the problem, such as social and gender norms, through preventative measures is crucial (IREX, 2023)

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## Empowering Youth through Self-Directed Learning

Despite systemic barriers, many young people are taking the initiative to acquire new skills through non-traditional and self-directed means. Their interest, motivation, and confidence to engage in self-learning underscore the potential for leveraging informal learning networks and digital platforms to support youth upskilling (Eynon & Geniets, 2016; PwC, 2021). Youth persist as digital upskilling is imperative for their economic participation and advancement. However, ensuring safe learning environments and equipping youth with the knowledge, attitudes, and practices to navigate them efficiently and effectively is paramount (Plan International, 2023).

## Conclusion

As the world of work continues to evolve, the need for a skilled and adaptable workforce has never been more critical. Developing digital skills provides youth with more choices and opportunities, enabling them to break down gender barriers, pursue their passions, gain financial independence, and build resilience to overcome challenges. Addressing the digital skills gap requires a concerted effort from governments, educational institutions, and private sector stakeholders to invest in comprehensive and inclusive learning and training initiatives. By fostering an environment that prioritizes lifelong learning and equips individuals with the necessary skills to thrive in a digital economy, we can ensure a more equitable and prosperous future for all.

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