

# Project Future Ecom: Policy recommendations on ensure skilled and qualified people



## Introduction

Digitization has multiple, opposing effects on the labor market. On the one hand, it creates jobs by generating new business models, products and machines, as well as by reducing production costs. On the other hand, it also has the potential to destroy positions or tasks by eliminating or relocating them to countries with low labor costs. The most strongly affected are medium-skilled jobs, such as administrative support work, manufacturing or transportation. The overall balance, though, seems to be positive. Digitization also causes a shift in skills needs, employees increasingly need general and specialized digital skills to function in their new working environment.

### **Digitization profoundly changes the world of work:**

- What people do on the job
- How and where they work
- The skills that need to remain in employment in a changing world
- The type of career progression they may have

Digital skills are entering all areas of work and have become essential in fields such as medicine, entertainment, communication and trade. However, they have grown in importance not only because they transform existing jobs, but also because they also give rise to entirely new ones. There is a genuine fear of a digital skills gap created by the boom in the digital economy compared to the number of people trained to work in it. Unemployed people are particularly at risk as their re-entrance into the labor market is largely dependent on their digital skills and their capacity to acquire them.

### **Modern, digital skills need lifelong learning and modern work frameworks**

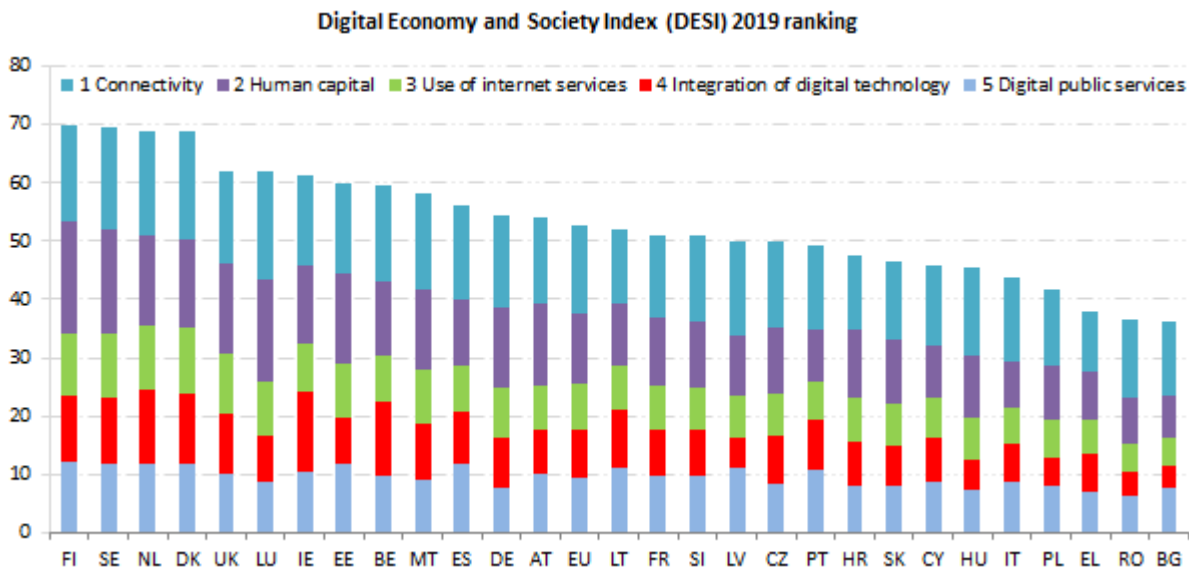
The logic that education should precede work can no longer serve the needs of employees and businesses. The evolution of technology, combined with the ways of working quickly devalues skills and creates the need for their constant renewal.

This constant adjustment is necessary throughout working life. Digital skills and work skills are important for the productive transformation of the economy.

## Digital Skills and Training

According to the DESI 2019 index, Greece is among the countries where human resources lag in internet usage skills and advanced digital skills. In-house training is recognized as a critical pillar for improving the situation.

Greece has extremely poor performance, the lowest percentage in the EU, in in-house training with only 21.7% of businesses. The European average is over 72%. The shortage is more pronounced in small and medium-sized enterprises, while the highest rates of training are in the largest companies, but also the companies of intensive knowledge.



For businesses, however, training, and especially in-house, is even more important.

- Gives motivation to employees
- Increases productivity
- Improves skills

- Creates mutual benefits and constantly incorporates new ideas into the work environment, improving businesses' ability to change and innovate.

With the rapid technological changes, there are also needs for rapid adaptation. Investing in training is the key to creating and maintaining human resources with modern digital and other skills that are assets of dynamic businesses. They know the instant needs but also have every interest in constantly expanding their level of knowledge.

### **Suggestions for the organization and implementation of effective training programs for digital skills**

- Changes in curricula must reflect the changes that are taking place in professions due to technological developments. Particular emphasis should be given in the acquisition of digital knowledge and skills.
- Forecasting skills need to combine market data working with social dialogue. The institutional participation of the Social Partners in the forecast skills needs and planning training programs contributes significantly to avoiding skills mismatch.
- Cooperation between industries is essential for predicting skills needs that are beneficial to both employees and businesses.
- A major issue is informing businesses and employees about actions and training programs as well as providing effective support and guidance in the training of employees.
- A reliable mechanism for financing the training of employees can contribute to increasing participation in training programs. In various European countries, there are many alternative tools used for this purpose, such as the right to paid educational leave (under the current institutional framework or through collective agreements), individual training accounts, training funds, and so on.
- The individual training needs of employees sometimes do not coincide with the needs of businesses. Assessing the employee's knowledge and skills appropriate tools and

methods can target his needs in education and training, but in any case, the consent of the company is required. The Individual training accounts offer the opportunity to support the development employee's career.

- Employee training should be addressed as a whole through the strategy that companies are developing to harness their human resources. However, it should take care of a more specific approach to specific groups, such as low-skilled worker's qualifications, elderly employees, migrant employees, and so on.
- Further development of electronic tools for training programs is absolutely useful, especially for SMEs. Also, monitoring is a very important online course that allows employees training, regardless of working schedule.

## **Conclusion**

The technological changes of the 4th Industrial Revolution offer new dynamics to the economy and create new employment and prosperity opportunities.

At the same time, they create new conditions and demands in the labor market, demand for new knowledge, new types of skills, demand for new professions and new frameworks for work and employment. These changes require action to improve employee training and cooperation on all fronts.

Human resources are an important advantage of the economic model. The knowledge and skills of human resources must be constantly upgraded to meet today's challenges and to provide benefits to employees, businesses, and the society in general. That is why education, training and lifelong learning have been confirmed as a European priority. We hold the declaration of the European Pillar of Social Rights.

## Resources

- [www.sev.org.gr](http://www.sev.org.gr) – Hellenic Federation of Enterprises
- European Parliament Research Service:  
Digital skills in the EU labor market, Author: Monika Kiss
- [www.ec.europa.eu](http://www.ec.europa.eu) – European Commission