

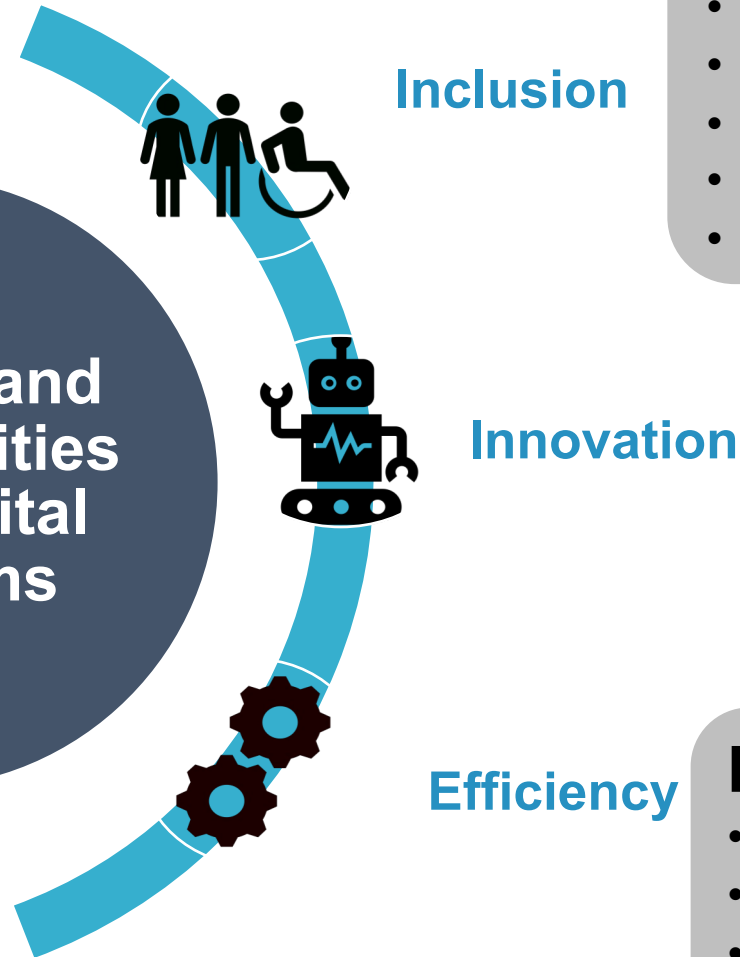
# Unlocking Opportunities from Digital Skills:

## Areas of applications:

- Life, family, & friends
- E-commerce
- Food and travel
- Gig work

- Entertainment
- Finance
- Health
- Education

**Benefits and Opportunities from Digital Platforms**



## Supply:

- Search and information access, sharing
- Larger market reach
- Greater households, MSMEs participation
- Flexible arrangements
- Use of spare assets

## Ecosystem:

- Build technology-enabled networks
- Do matching and services on-demand
- Skip intermediaries & trade barriers
- Facilitates payment and distribution
- Service or product rating and analytics

## Demand:

- Search and information access, sharing
- Wider choices
- Convenience
- Greater customization

## How do we unlock opportunities from digitalization?

- 1. On the level and range of digital skills:** can the low level of digital skills just a reflection of the stage of development of the economy: where a big chunk is still largely dominated by informality; ICT sector is just 4.5% of GDP in 2020.
- 2. On different types of competencies:** which are more important? Hard skills or the soft skills? Are there foundational skills like STEM, technical skills, creativity, or critical thinking which we should focus?
- 3. On the drivers:** I wonder to what extent income level is a strong correlate and digital skills. If it is so: how do we support acquisition of digital skills? What is the role of granting DTS for upskilling to close the gap.
- 4. On ramping up digital skills:** what is the role of the government? of firms? Of Training providers? Of workers?
- 5. On digital divide:** how can we close the gap if government expenditure on ICT remains very low: \$1 billion only in 2020.
- 6. On balancing supply and demand:** there could be excess supply despite skills gap; hence need for better digital skills planning
- 7. Other policy recommendations:** establishing DT certificates; apprenticeships; OJT, online training; and centers of excellence