

hoTHE WORLD OF WORK

New challenges in the world of work

Crisis requires society to renew itself, albeit in a disruptive way. The current Covid-19 pandemic is transforming our ways of working, living, and relating to each other at a global level, suddenly and dramatically. This paper focuses on how the coronavirus outbreak and the ensuing health and economic crisis have highlighted and heightened certain trends and challenges which were already affecting the labour market in the world and many unprecedented challenges for people, households and businesses.

These include accelerated digitalisation and automation, increased use of artificial intelligence, constraints relating to a lack of digital skills, and problems concerning the status of platform workers and other workers in non-standard forms of employment. In parallel, there has been an unprecedented expansion in teleworking, and in the development of transport and delivery platforms, as a result of the need for social distancing during the pandemic. Many of these changes will outlive the current crisis and generate in turn new challenges.

The future of work may look and sound different, with offices redesigned as collaboration spaces and quieter as employees split time between work and home. New technologies will have some workers in roles they didn't expect to do. Meanwhile, new technology that has arrived sooner than expected may prove to be a boom to productivity and career development, experts say.

Fallout from the pandemic not only rearranged work habits, but also spurred demand for technology that many employers didn't expect to need for several years. However, technology will not widely replace the need for people to carry out most work

Newly created jobs call for new skills, and researchers discovered there is some uncertainty around how people should be given the training they need for the challenges ahead of them. Now, facing the early arrival of new technologies, some employers have been frustrated over the lack of training programs available from service providers.

Over the next 5 to 10 years, as employees continue to become comfortable with new technologies in the workplace, other businesses will find similar success. Coming out of the pandemic, employers with an eye to the future will emulate industry leaders by enhancing the role of technology in the workplace and helping cultivate their employees' skills.

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