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Challenges and opportunities of digitalization

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► I. Introduction

1. Digitalization is understood in broad terms to mean the application of digital technologies, and thus digitized information or data, in the economy and society. In the world of work, digitalization entails the transformation of organizational structures and processes with the aim of improving efficiency, revenues and resilience. Such application reshapes the organization of work, and thus has consequences for the amount and type of employment offered as well as working conditions and labour protection.
2. Recognizing the transformative effects of digital technology on the world of work, the ILO Centenary Declaration for the Future of Work (2019) called upon Member States to “harness ... the fullest potential of technological progress and productivity growth, including through social dialogue, to achieve decent work and sustainable development, which ensure dignity, self-fulfilment and a just sharing of the benefits for all”.¹ To broaden its knowledge of the implications of digitalization for the world of work, the Governing Body has convened a high-level thematic discussion to take place at its 350th Session.
3. This note serves as background material for the high-level thematic discussion. It reviews recent technological advances, particularly in artificial intelligence (AI), that are affecting the world of work, through the automation of tasks that both workers and managers perform. Some task automation has consequences for job quantity, but there are more extensive effects on working conditions and labour protection. Whether these effects are positive or negative is not predetermined; rather, it depends on the choices made concerning the type, purpose and design of the technology and the safeguards that are instituted. As such, social dialogue is critical for supporting positive outcomes.
4. Digital technologies also offer important opportunities for labour administrations and other public agencies to conduct their work more effectively. This note provides examples of cases of promising use. Yet whether in the workplace or in government, human-centred governance and management of technology are required.

► II. Digitalization, artificial intelligence and its application in the workplace

5. While digitalization encompasses all types of digital applications in the workplace from the simple use of desktop computers to advanced robotics and virtual/augmented reality, since the mid-2010s attention has focused on artificial intelligence, particularly machine learning. Machine learning uses algorithms to enable systems to learn and make predictions based on data. Advances in computing technology and the availability of troves of data from the internet have led to significant progress in machine learning, including the development of large language models (LLMs). LLMs are deep neural networks, loosely modelled on the neurons of a biological brain, that make statistical relationships between disparate pieces of data,

¹ ILO Centenary Declaration for the Future of Work (2019), Part II(A)(ii).

enabling sophisticated language understanding and generation. OpenAI's ChatGPT, Google's BERT, and its French derivative, CamemBERT, are examples of well-known LLMs.

6. While LLMs have been focused on natural-language text generation, multimodal LLMs can also interpret and generate images, music and code, allowing for a wide range of applications in the workplace. As many LLMs are open source, there is greater potential to develop customizable local LLMs that safeguard and learn from organizations' proprietary information, thus expanding their potential use. While it is not possible to predict how LLMs or generative AI more broadly will further develop, the current capabilities and future potential of this technology are central to discussions of its impact on employment and working conditions. While sceptics tend to believe that these machines are nothing more than "stochastic parrots" ² that amplify and perpetuate existing content, much of it infused with bias, recent technical literature suggests an increasing capability to carry out "novel and difficult tasks that span mathematics, coding, vision, medicine, law, psychology and more". ³
7. In general, there are two distinct types of application of AI technology in the workplace. The first is aimed at automating tasks that workers perform, especially routine and repetitive tasks that can be efficiently handled by machines. The second is to use AI-based analytics and algorithms to replace or augment management functions: hiring, monitoring, supervising and training workers, as well as scheduling hours and breaks – or what is commonly referred to as "algorithmic management". Both have implications for job quantity (the number of jobs) and job quality, including respect for fundamental principles and rights at work.
8. With respect to the use of AI technology to automate tasks, such task automation does not necessarily imply redundancies, as the technology can also complement or augment human labour when only certain tasks are automated. Whether the adoption of the technology leads to automation (job loss) or augmentation (job complementarity) depends on the centrality of the automated task to the occupation, how the technology is integrated into work processes and management's desire to retain humans to perform or oversee some of the tasks, despite the potential of automation. A recent ILO working paper on the potential exposure of occupations to generative AI technology found that it is the broad occupational group of clerical work that has the most tasks that are exposed to automation. ⁴ For clerical support workers, over 80 per cent of their tasks have a high or medium level of potential exposure to generative AI technology. In contrast, other occupational groups such as professionals, associate professionals and service and sales workers, have potential exposure levels (medium and high) of roughly 25 per cent. This means that, while certain tasks in these occupations could potentially be automated, most tasks still require human intervention. Such partial automation could enable efficiency gains, allowing humans to spend more time on other areas of work, thus "augmenting" or "complementing" their work.
9. Applying the estimates of potential exposure to automation to occupational distributions across countries allows the potential impact on employment across regions and by gender to be estimated. In global terms, the potential for augmentation (complementing work by automating only a few tasks) is almost six times greater than it is for automation (13 per cent

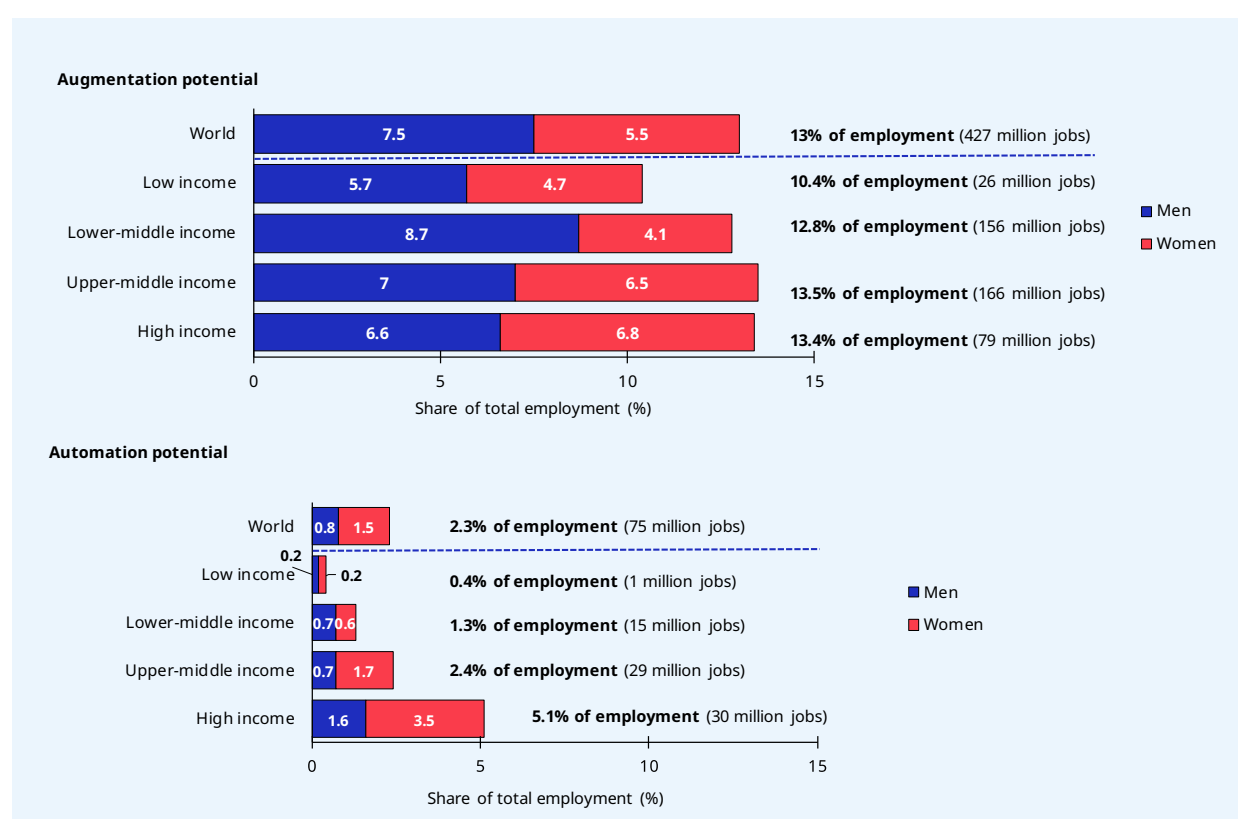
² Emily M. Bender et al., "On the Dangers of Stochastic Parrots: Can Language Models Be Too Big?", in *Proceedings of the 2021 ACM Conference on Fairness, Accountability, and Transparency (FACCT '21)* (New York, NY, USA: Association for Computing Machinery (ACM), 2021), 610–23.

³ Sébastien Bubeck et al., "Sparks of Artificial General Intelligence: Early Experiments with GPT-4", (arXiv, 24 March 2023).

⁴ Paweł Gmyrek, Janine Berg and David Bescond, *Generative AI and Jobs: A Global Analysis of Potential Effects on Job Quantity and Quality*, ILO Working Paper 96, 2023.

versus 2.3 per cent of total employment). High-income countries are most exposed to automation risks: 5.1 per cent of their total employment is in this category, compared with 0.4 per cent in low-income countries.⁵ These differences across countries stem from the distinct occupational structures of high-income versus low-income countries. In lower-income countries, people are more likely to be employed in agriculture, transport and other occupations less exposed to the potential effects of generative AI technology.⁶ The analysis also reveals that overall women are 2.5 times more affected by potential automation than men; the impact is concentrated in upper-middle-income and high-income countries, where women are over-represented in clerical occupations (see the figure below).

► **Global estimates: Jobs with augmentation and automation potential as share of total employment (in percentage)**



Source: Gmyrek, Berg and Bescond, *Generative AI and Jobs*.

10. In addition to the augmentation and automation shares, an additional 9.1 per cent of world employment is covered by occupations that lie at the junction of automation and

⁵ The ILO estimates for the labour market impact of automation are lower than the recently published estimates of the International Monetary Fund (IMF), which states that about 40 per cent of workers worldwide and 60 per cent in advanced economies are in high-exposure occupations. The IMF estimates use AI exposure estimates from Felten et al. (2021), which gives higher scores for professionals and managers and lower scores for clerical jobs. It also considers all scores above the median as “high exposure” whereas the ILO designates 0.5–0.75 as “medium exposure” and above 0.75 as “high exposure” (see: Mauro Cazzaniga et al., *Gen-AI: Artificial Intelligence and the Future of Work*, IMF Staff Discussion Note SDN2024/001 (IMF, 2024); and Edward Felten, Manav Raj and Robert Seamans, “Occupational, industry, and geographic exposure to artificial intelligence: A novel dataset and its potential uses”, *Strategic Management Journal* 42, No. 12 (2021): 2195–2217).

⁶ The estimates do not consider the constraints faced in developing countries for the adoption of technology, including infrastructure (electricity provision and internet access), digital skills and the cost of the technology. As such, the numbers for potential exposure are an upper bound estimate.

augmentation – described in the ILO study as the “big unknown” – since what occurs will be highly dependent on organizational decisions made in favour of either substitution or complementarity.

Algorithmic management and the platform economy

11. The second main potential function of AI technology in the workplace is to automate, through the collection of data and its algorithmic processing, what are typically regarded as managerial tasks: hiring, scheduling, supervising, evaluating and even dismissing workers.⁷
12. In recruitment, enterprises use AI to shorten recruitment time and save costs, but also to improve upon existing systems that are often ineffective and biased. The technology can be deployed at different stages of recruitment, including: sourcing (algorithm makes a decision about which candidates are shown online ads); screening (questions posed to potential candidates, sometimes involving games or puzzles that candidates must solve; software trained on past hiring practices to filter potential candidates); interviewing (software conducts video interview and uses sentiment analysis to analyse responses), or background checks (automatically making decisions on a candidate’s suitability based on their social media postings or other online presence).
13. Once successful candidates are hired, AI can be used to schedule work shifts with the stated goal of “optimizing” staffing, sometimes according to variables that could affect customer traffic such as weather forecasts. By automating scheduling, the software reduces negotiation between employees and their managers or among co-workers.
14. Algorithmic systems are also deployed to manage workers in their daily tasks at work through tracking devices on workers’ computers, phones, works vehicles or other machinery used, or through wearable technology including badges. The increase in remote work as a result of the COVID-19 pandemic has accelerated the use of AI-enabled remote monitoring that tracks workers’ activities through keystrokes, camera and voice.⁸ The objective of these tools, sometimes referred to as “HR analytics” or “people analytics”, is to collect continuous and real-time data on employees’ work in order to inform decisions about task distribution as well as evaluate worker performance. At their best, such systems enhance worker performance and job satisfaction; at their worst, they reduce the scope for workers’ professional judgement, potentially creating situations where individuals are pressured to work in unsafe or unsustainable ways. Moreover, the continuous tracking of workers’ activities has raised concerns about workers’ data privacy and possible risks to their fundamental rights, if data are collected outside of the place of work, in private spaces such as bathrooms, or in private conversations or communications, particularly with worker representatives.⁹
15. While the delegation of managerial functions to algorithms is growing across industries, particularly in customer service, logistics, transport and finance, it is the defining feature of digital labour platforms. On such platforms, algorithmic management controls all, or nearly all, aspects of the work from task delegation to performance evaluation and remuneration.¹⁰

⁷ While some algorithmic management uses AI to make predictions, other functions are simply programmed as algorithms and are thus less sophisticated.

⁸ ILO, *Working from home: From invisibility to decent work*, 2021.

⁹ Jeremias Adams-Prassl et al., “Regulating algorithmic management: A blueprint”, *European Labour Law Journal* 14, No. 2 (June 2023): 124–51.

¹⁰ Mareike Möhlmann and Lior Zalmanson, *Hands on the Wheel: Navigating Algorithmic Management and Uber Drivers’ Autonomy*, Proceedings of the International Conference on Information Systems (ICIS 2017), Seoul, 10–13 December 2017.

Algorithms regulate access to the platform and for some platforms, poor performance can automatically lead to being blocked, or removed, from the platform. Unlike traditional workplaces, in most platforms there is no human manager to turn to – human workers interact with a “system” and not with humans.

► III. Digitalization and labour protection

16. Today, almost eight out of every ten people in the world have a mobile phone.¹¹ There are more than 1.6 billion mobile money accounts with daily transactions exceeding US\$3 billion, the majority of which are in Africa and the Arab States.¹² In Europe and the United States of America, around half of enterprises have specialized software and in 2019, 13 per cent of Americans worked in enterprises using AI.¹³ Few workers do not interact with digital technology, at least to some extent, as part of their daily work, and more will do so as time goes on.
17. While analysis and policies to address the possible effects of digitalization on job displacement are important, the greater impact of digitalization is on working conditions – how such technologies affect daily work, and the possible implications for labour protection. In one’s daily work, technological systems can alter the degree of autonomy or control a worker has, the speed or intensity of their work, the task content of their work and thus their use of skills, as well as workers’ interactions with their managers or colleagues. Such outcomes can be positive or negative and hinge on the purpose, design and control of technology in the workplace.¹⁴ For this reason, some scholars have argued for the need to consider work design choices proactively during technology implementation, taking full account of human-centred design principles.¹⁵
18. Social dialogue is critical for this process as it can address questions about the purpose of the system, its design, the need for safeguards, including with respect to workers’ data privacy, and feedback mechanisms. Given that software is often specifically designed for an enterprise or tailored to particular occupations or sectors, collective bargaining can offer a more flexible approach for regulating its use than statutory regulation.¹⁶ Indeed, workers’ and employers’ organizations have increasingly addressed technology in collective bargaining

¹¹ International Telecommunication Union (ITU), [World Telecommunication/ICT Indicators database](#), November 2023 version, Facts and Figures 2023.

¹² Statista, [Mobile Money in Africa – Statistics & facts](#).

¹³ Eurofound and CEDEFOP, [European Company Survey 2019: Workplace practices unlocking employee potential](#), European Company Survey 2019 series, 2020; Daron Acemoglu et al., “Automation and the Workforce: A Firm-Level View from the 2019 Annual Business Survey,” Working Paper Number CES 22-12, (United States Census Bureau, 2022).

¹⁴ Janine Berg et al., “Risks to Job Quality from Digital Technologies: Are Industrial Relations in Europe Ready for the Challenge?”, *European Journal of Industrial Relations* 29, No. 4 (December 2023): 347–365.

¹⁵ Sharon K. Parker and Gudela Grote, “Automation, Algorithms, and Beyond: Why Work Design Matters More Than Ever in a Digital World”, *Applied Psychology* 71, No. 4 (2022): 1171–1204.

¹⁶ Zoe Adams and Johanna Wenckebach, “Collective Regulation of Algorithmic Management”, *European Labour Law Journal* 14, No. 2 (June 2023): 211–229.

negotiations,^{17, 18} including with respect to the use of generative AI.¹⁹ Nevertheless, regulation may be needed to prohibit certain practices, such as the monitoring, collection and processing of data (personal or non-personal) for purposes that pose risks to human dignity and fundamental rights.²⁰

19. The table below encompasses some potential positive and negative impacts of digital technologies on working conditions and labour protection. None of these outcomes should be considered predetermined; they are the result of choices made concerning the purpose, design or use of technologies, as well as the organizational context and regulatory conditions under which they are deployed. For example, “digital scheduling”, mentioned earlier and listed in the table under working time, can be programmed to comply with regulation, including collective bargaining agreements. Safeguards can be instituted to allow lower-rung managers to override the system if needed. Doing so ensures that a human is in control and improves communication and working time flexibility, while guarding the efficiency gains of the software. Social dialogue in relation to all the domains listed below can enhance the positive outcomes of digital technologies.

► **Some possible impacts of digital technologies on working conditions and labour protection**

Domain	Positive	Negative
Earnings	Digital technologies create a demand for some human skills, pushing up wages for workers with those skills. The productivity benefits of digital technologies could be shared with workers, improving prosperity and decreasing income inequality. For some workers in lower-income countries, online digital labour platforms and remote work can offer the possibility of higher paying work opportunities outside of their home countries, without migrating.	Digital technologies can lead to standardization of work processes, which lowers skill requirements and increases the size of the available work force, thereby decreasing wages. If productivity benefits of digital technologies are not shared with workers, income inequality could increase. Online digital labour platforms and remote work widen the available workforce beyond national borders, increasing labour supply and competition among workers, potentially reducing earnings for the majority of workers.
Working time	Digital technologies can enable certain tasks to be carried out remotely, increasing the possibility for greater flexibility in terms of time and work–life balance. The productivity benefits of digitalization create the possibility of shorter working hours.	By creating a greater connection to work, digital technologies may lead to an “always-on” culture and extend working hours to the detriment of work–life balance. Forms of “digital scheduling” may limit workers’ voices in scheduling and lead to greater uncertainty and less flexibility for workers in their working hours.

¹⁷ ILO, *Social Dialogue Report 2022: Collective bargaining for an inclusive, sustainable and resilient recovery*, 2022.

¹⁸ Virginia Doellgast, Ines Wagner and Sean O’Brady, “Negotiating limits on algorithmic management in digitalised services: Cases from Germany and Norway”, *Transfer: European Review of Labour and Research* 29, No. 1 (February 2023): 105–120.

¹⁹ Marina Multhaup, “Hollywood Unions Take on AI – and Win”, *OnLabor* (blog), 15 November 2023.

²⁰ These would include emotional or psychological manipulation; prediction of, or persuasion against, the exercise of legal rights, especially including the right to organize; and other context-specific harmful purposes (see Jeremias Adams-Prassl et al., “Regulating algorithmic management”).

Domain	Positive	Negative
Employment security	If used to augment the productivity of a firm's workforce, digital technologies can enhance its competitiveness and thus long-term financial viability and stability as an employer. Digital technologies, by facilitating business continuity, can enhance the resilience of enterprises in times of crisis, mitigating risk of employee retrenchment.	The fragmentation of jobs into tasks, driven by automation, can result in a decrease in contractual stability and greater reliance on temporary and freelance (gig) work. Most work on digital labour platforms is paid by the task and does not offer employment security.
Skills development and career progression	Digital technologies can take on more routine work, freeing up time for workers to develop new skills and to exercise greater autonomy over work. If digital technologies are skill-enhancing, they can create opportunities for career progression. Digitalization facilitates access to skills development programmes that are delivered remotely, potentially increasing participation of people in rural areas and people with disabilities. Machine-learning algorithms can provide advice to workers about possible career paths based on experience of similar workers.	Digital technologies can render workers' skills obsolete. If digital technologies are skill-reducing, they can increase job insecurity and worsen prospects. Disparities in digital infrastructure can exacerbate inequalities in access to digital learning platforms and work opportunities. Lack of pedagogical skills and resources for digital learning can decrease quality of training.
Safety and health at work	Digital technologies can take on dangerous, dirty and health-limiting work, creating safer and healthier work environments. Digital technologies can monitor working conditions that could negatively affect workers' health such as high temperatures or unsafe driving.	Potential injuries from technological malfunctions can heighten physical risks. Digital technologies aimed at efficiency gains can lead to work intensification and risk of a high-pressure work environment. Real-time and continuous surveillance and monitoring of workers can reduce autonomy and increase workers' stress levels. Digital "nudging" on digital labour platforms may encourage workers to continue working when it is time to rest.
Social environment	Digital technologies can facilitate positive social interaction in work by automating monotonous tasks, leaving more time for tasks requiring human contact.	With digital technologies as co-workers, the scope for human workers to interact socially is reduced – work becomes more alienating as a result.

Domain	Positive	Negative
Freedom of association and right to collective bargaining	Digital technologies can offer new means for employers and workers' organizations to organize and communicate with their members. Concerns over the incorporation of digital technologies in the workplace can motivate workers and employers to join their respective organizations.	If digital technologies fragment jobs into task-based "gig" work, then workers may not have the right to organize under national labour law. The monitoring of employees' social media or tracking their whereabouts or communication can be used as a means to screen against hiring or retaining workers who are involved in organizing. The continuous collection of data on workers' performance can exacerbate information asymmetry between workers and employers.
Equality of opportunity and treatment	Use of algorithmic systems in recruitment may be preferable to the often biased and poorly documented decisions made by untrained human managers in recruitment.	As AI recruitment systems are trained on past hiring data, they can entrench and amplify existing recruitment biases.

20. Another challenge for labour protection stems from the cross-border work arrangements that digitalization has enabled. Workers performing work online and across borders, either through digital labour platforms or remotely in a bilateral relationship, may be in a legal grey area or outside the scope of labour protection. If they have been classified as employees, it is typically the law of the legal jurisdiction where they preside that prevails, though they may have trouble exercising their rights as their employer is in a different legal jurisdiction.²¹ If classified as independent contractors, however, they are not under the scope of labour law, and thus do not typically have the rights and benefits associated with an employment relationship, including minimum wages, restrictions on working hours, and in some jurisdictions, the right to safe and healthy workplaces, the right to freedom of association and collective bargaining, and social security.

► IV. E-government: Digitalization of public agencies in support of labour and social protection

21. Digital technologies, including AI, have become increasingly incorporated in the functions of public employment services, labour administration authorities, social security administrations, tax authorities and labour inspection units. These tools offer substantial opportunities to support labour and social protection by enabling the agencies to undertake their work more effectively, but as with workplace applications, a cautious approach is required.

²¹ Miriam A. Cherry, *Regulatory options for conflicts of law and jurisdictional issues in the on-demand economy*, ILO Conditions of Work and Employment Series No. 106, 2019.

22. Digital technologies can support the transition to formality (“e-formality”),²² by offering tools tailored to informality’s multiple causes and dimensions, including lack of enterprise or worker registration or lack of compliance. Such tools can help to:
- **improve identification of workers and detection of their status**, through the development of e-registers of workers and businesses; advanced data mining tools to detect non-compliance; smart ID cards; electronic complaint reporting tools; data-driven notification (“nudge”) letters, and certified cash registers;
 - **improve the ease and benefits of operating formally**, through online e-registration of businesses and workers, including in the social security system; pre-filling tax returns; using entrepreneurial accounts to simplify tax payments; online tax calculators, and online tax behaviour rating tools;
 - **educate and raise awareness**, through apps that inform workers of their rights; use messenger services to provide advice and support; and online videos, virtual reality films, and interactive games that inform either suppliers or purchasers of the benefits of formality;
 - **make social protection schemes and programmes more accessible and reduce transaction costs**, through online registration, electronic payment of benefits, and digital complaint and appeal mechanisms;²³
 - **increase accountability and transparency of services and benefits**, through better data management and data tracing, as well as timely analysis and publication of delivery.
23. Digital technologies can also enable public authorities to extend social protection to population groups previously not covered by improving identification through data matching techniques and geospatial data.²⁴ Such tools can be used for a variety of purposes including designing new benefits and dispersing them rapidly during periods of crisis.²⁵ During the COVID-19 pandemic, the Government of Togo used its voter registration database to identify potential recipients of a new monthly unconditional cash transfer, *Novissi*, and delivered benefits through mobile money accounts to informal workers.²⁶
24. Public employment services have also embraced digital technologies to increase career guidance offers, such as skills and interest self-assessments (for example in [Singapore](#)), exploration of occupations, existing training and [micro-credentials](#) and information about existing vacancies. Current technologies have produced integrated platforms that allow workers to develop individual skills portfolios, plan their career development, access financial incentives, make targeted applications for jobs (see [Contrate-me](#) in Brazil) and receive online advice. When supported by robust labour market intelligence (reliable statistics, big data analytics), advice can be partially automated and powered by AI (see “paraempleo” in Paraguay).²⁷

²² See ILO resource page “[Transitioning to the formal economy through technology, or E-formality](#)”

²³ ILO, [Extending Social Security to Workers in the Informal Economy: Lessons from International Experience](#), 2021.

²⁴ Clemente Pignatti, Carlos Galián and Céline Peyron Bista, *Extending social protection in times of crises: The data revolution*, ILO Working Paper, forthcoming.

²⁵ ILO, [World Social Protection Report 2020–22: Social Protection at the Crossroads – In Pursuit of a Better Future](#), 2021.

²⁶ Luciana Debenedetti, *Togo’s Novissi Cash Transfer: Designing and Implementing a Fully Digital Social Assistance Program during COVID-19* (Innovations for Poverty Action, July 2021).

²⁷ ILO, [Global report: Technology adoption in public employment services – Catching up with the future](#), 2022.

25. Labour inspectorates have also turned to digital technologies to facilitate their work, developing tools such as chatbots to inform workers of their rights or register complaints, but also using data mining and machine learning to improve targeting of interventions. In Greece, and more recently in Albania, such techniques have proved to be more effective than traditional inspection methods in uncovering undeclared work.²⁸

► V. Ensuring human-centred digitalization

26. Digitalization brings many opportunities for the world of work, both in its integration into work processes, but also in its use by public authorities. But whether in business or in government, expertise is needed to establish the vision for digital transformation, to support the transition and to ensure that adequate risk management strategies (data ownership and privacy, security and ethics) are in place.
27. When used by public authorities – but also when used by enterprises in recruitment – attention should be given to ensuring that digital systems do not exclude individuals or groups who may lack the necessary tools or skills to access services, benefits or opportunities. For this reason, human contact should always be an option. Moreover, concerted effort is needed to ensure that systems are not biased, if for example, an algorithm is automatically blocking a potential beneficiary from a social protection benefit or possible employment opportunity.²⁹
28. Ideally, the digital systems of labour and social protection institutions should be interoperable with the larger digital public infrastructure of the public administration. Data and digitalization strategies are best approached from a whole-of-government perspective at the national level across all sectors, or in the absence of such, each public agency should ensure that its digital strategy and architecture are aligned with national policy and regulatory frameworks.³⁰
29. Lastly, digital solutions cannot replace sound governance or management. They are tools to support implementation once objectives and the mechanisms to achieve such objectives are defined. Ensuring a human-centred world of work means that strong governance processes are needed to decide when and how AI-enabled machines are used. The ability to explain computer-generated decisions (especially LLMs), the conduct of AI audits, human inputs throughout the data life cycle, and human appeals mechanisms are all critical for ensuring that digital systems are human-centred. For public agencies, the integrity of human decision-makers in managing these risks will determine the direction of public trust and confidence in government.

²⁸ Ada Huibregtse and Eleni Alogogianni, *Data mining and machine learning: Supporting labour inspectorates to address undeclared work* (ILO, 2023).

²⁹ Since these systems are trained with past data, there is a risk that they perpetuate existing patterns of discrimination and social exclusion such that bias in the dataset used for the training distorts the results.

³⁰ United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV), *Digital transformation of social security administration and services: A comparative analysis of Australia, Canada, Denmark and France*, ILO Working Paper 93, 2023.

► VI. Understanding and benefiting from digitalization: The role of the ILO

30. The integration of digital technologies into the world of work may be uneven across the world, but what is certain is that it is growing.
31. The Office has been tracking developments to disseminate best practices and support its constituents in realizing the benefits that digital technologies have to offer while mitigating potential risks. Technical departments and field offices have published numerous guides, tools and online platforms documenting best practices, and have also partnered with the International Training Centre of the ILO in Turin to deliver courses to support constituents with digitalization. The Office has also established an internal network to facilitate knowledge-sharing and collaboration, and in December 2023, it initiated a Bits & Bytes events series to enhance digital awareness and skills.
32. In 2025, the International Labour Conference will begin a standard-setting double discussion on decent work in the platform economy.
33. To better understand the broader implications of digitalization for the world of work, the RESEARCH department is organizing a Work in the Digital Economy (WIDE) Observatory, a multi-year research initiative to analyse and monitor relevant world-of-work developments in both the economy and public policy, with a focus on artificial intelligence as well as the platform economy. In addition to research on the potential aggregate effects on employment, analyses consider the effects on working conditions and labour protection more generally.
34. The ILO has been seeking to elevate the priority placed on world-of-work issues in international policy debates on artificial intelligence and digitalization. In the United Nations (UN) system, the ILO has been providing input into the UN's High-Level Advisory Board on Artificial Intelligence which is presently preparing a report on how to strengthen international governance of AI that maintains the need for a closer alignment with international norms. Also the UN Summit of the Future later this year will consider the Secretary-General's Global Digital Compact initiative.³¹ The ILO's broad corpus of international labour standards and its tripartite structure grounded in social dialogue will be integral for ensuring that AI, and digitalization more broadly, support a world of work of benefit to all.
35. The Office will further develop its work, with a view to being a global thought leader on the labour market impacts of digitalization including generative AI, including through the Observatory to elevate and focus the ILO's contribution in this area, while giving consideration to the establishment of a dedicated unit.

³¹ United Nations, "A Global Digital Compact – An Open, Free and Secure Digital Future for All", *Our Common Agenda Policy Brief 5*, May 2023.