

Telecommunications

19.8

Trend outlook

Global trends and their impact on job creation

Trends most likely to drive industry transformation and their expected impact job creation, ordered by net effect (share of organizations surveyed)

Job creator Job displacer Net effect Global net effect

Broadening digital access



Broader application of Environmental, Social and Governance (ESG) standards



Increased adoption of new and frontier technologies



Consumers becoming more vocal on social issues



Stricter government regulation of data use and technology



Rising cost of living for consumers



Supply shortages and/or rising cost of inputs for your business



Slower global economic growth



Role outlook

Churn in five years

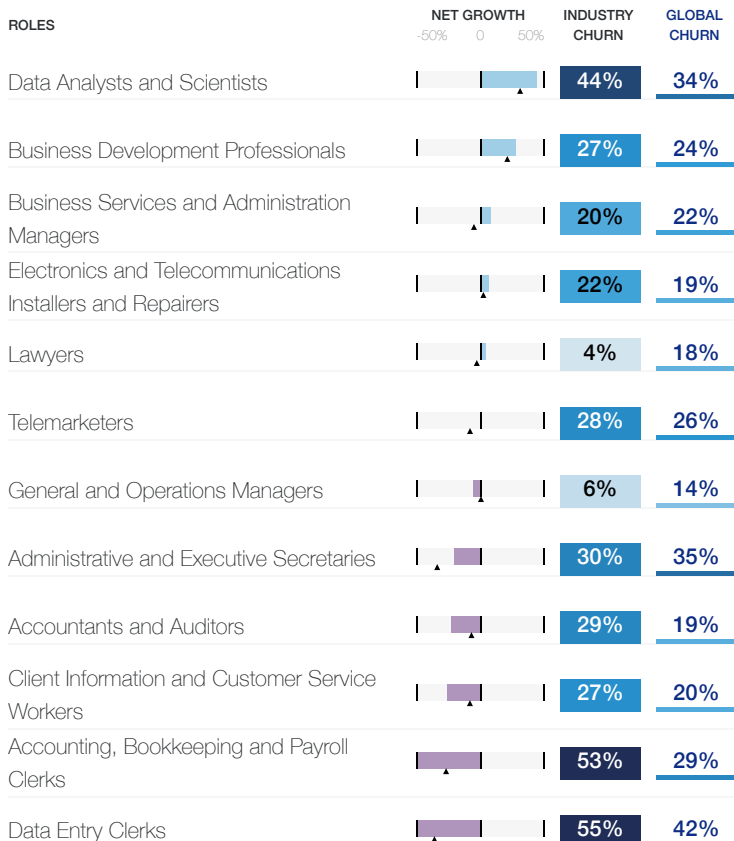
Five-year structural labour-force churn (percent)

33%

Global 23%

Key roles for business transformation

Roles most selected by organizations surveyed (as either growing, stable or declining), ordered by net role growth, and their net growth and structural churn (percent)



Technologies and their impact on job creation

Technologies most likely to drive industry transformation and their expected impact job creation, ordered by net effect (share of organizations surveyed)

Job creator Job displacer Net effect Global net effect

Encryption and cybersecurity



Big-data analytics



Cloud computing



Internet of things and connected devices



Digital platforms and apps



Artificial intelligence (e.g. machine learning, neural networks)



E-commerce and digital trade



Education and workforce development technologies



Human-machine frontier

Human-machine frontier

Tasks performed by humans and machines today and in 2027 (share of total)

Human Machine Industry Frontier Global Frontier

ALL TASKS

Now



2027 Forecast



Workforce strategy outlook

Talent outlook in 2027

Expected change in talent availability, development and retention in the next five years (share of organizations surveyed)

Improving Worsening Global average Global average

Talent availability when hiring



Talent development of existing workforce



Talent retention of existing workforce



