Achieving Internet for All & Livelihood for All

Disclaimer

1. For this report, an online study was conducted and people who have access to internet were reached out. This year's study (2023) had broadened horizon i.e., people with no internet accessibility.

2. Weblinks given are functional at the time of writing.

3. In case you find any error or discrepancy, please reach out to the contact in the mailing list.

Acknowledgments

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About Internet Governance Forum-Dynamic Coalition on Digital Economy
(Formerly DC- Internet and Jobs)

The Internet is the fourth most impactful invention in human history after - the fire, the wheel, the electricity, and yet, we have barely scratched the potential of what the Internet can deliver. As we move ahead with technologies and tools built to leverage the Internet, skepticism is gaining ground on the potential impact of the Internet on taking away jobs.

This Dynamic Coalition on Digital Economy (formerly DC- Internet & Jobs) is the culmination of the need for sustainable and responsible automation and the potential of the Internet and Internet-based technologies to create jobs and boost economies across the world. It is a result of the initiatives taken by Dr. Rajendra Pratap Gupta, Chairman, DC-Digital Economy (formerly DC- Internet & Jobs), at the IGF, since 2018 when it was held in Paris and then, in 2019, in Berlin. Over the years, DC-Digital Economy has done path-breaking work in this field and announced Project CREATE (Collaborate to Realize Employment & Entrepreneurship For All Through Technology Ecosystem) at the 17th Annual IGF in Ethiopia on 30th November 2022 and Project CREATE released the Job Maps for various sectors at the DCs Plenary session on 12th October 2023 at Kyoto, Japan. The DC-Digital Economy is committed to work with a mission 'Internet for All. Livelihood for All'.

The Project CREATE Secretariat is hosted by Digital Health Associates Pvt. Ltd. and works with various stakeholders.

Goals

- Connect everyone to the Internet – Bridge the digital divide.
- To create jobs across sectors and geographies through a multi-stakeholder, ecosystem approach of Connecting, Coordinating, Activating, Training, and Enabling.
- To boost the economy and help people realize the human resource and entrepreneurial potential of the Internet across the globe.

Action Plan

- We come out with an annual report on 'Internet & Jobs' capturing the opportunities, best practices, and success stories to inspire people to leverage the Internet to build local economies and connect them to global opportunities.
- Organize online and offline workshops on how local communities can leverage the Internet for a better life.
- Work with stakeholders to bridge the digital divide to leverage the full potential of the internet for boosting the digital economy.
- Recognize the outstanding work done by individuals and organizations in achieving the mission of 'Internet for All. Livelihood for All'.

For more information, visit:
https://www.intgovforum.org/en/content/dynamic-coalition-on-digital-economy
http://www.projectcreate.tech

Or write to: founder@projectcreate.tech

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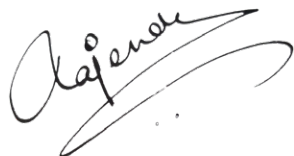
Foreword

We started the Dynamic Coalition to leverage internet for job creation. Over the years, the narrative has been that 'Internet will add trillions of dollars to the economy' etc. And the political leaders are falling for the narrative and creating plans for leveraging Artificial Intelligence, and the BIG Tech is using the opportunity to the fullest. All such multi-lateral platforms are now gradually becoming a narrative-setting agenda for pushing the governments towards extensive deployment of Artificial Intelligence.

What we wish to do at this Dynamic Coalition is to;

1. Connect the 2.7 billion people who still don't have access to the internet.

2. Leverage 'Internet for All' for 'Livelihood for All'.

3. Move from 'Small number of Big Companies' to 'Large number of Small companies'.

4. Move the narrative from 'Trillions of Dollars being added to the Economy by emerging technologies like 6G & AI to adding Millions of Jobs'. Jobs should be the matrix to measure the impact of technology on society and not just the dollars added to the economy.

This report serves as a primer for debate and further discussion. We will continue to explore opportunities for achieving 'Internet for All' & 'Livelihood for All'.

Let's work for a happier and healthier planet by leveraging internet and internet-based technologies.

Dr. Rajendra Pratap Gupta, PhD.
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Dynamic Coalition on Digital Economy
Internet Governance Forum
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Introduction

The rapid evolution of digital technologies, including Generative AI and automation, is reshaping the global workforce. These technologies promise significant transformations in how work is conducted, who performs it, and the skills required for success. As industries pivot towards more digital-first operations, there is growing concern about the impact of automation on employment and job displacement, alongside the opportunities for upskilling and new job creation. The shift towards a digital economy presents a paradox: while automation and Artificial Intelligence (AI) have the potential to enhance productivity and create new types of jobs, they also raise significant questions about job loss, skill gaps, and the future of traditional roles in the workforce.

Methodology

For this report, an online survey was conducted using a questionnaire hosted on the SurveyMonkey platform. The survey was promoted through Internet Governance Forum's Meta and Twitter accounts, as well as other platforms such as LinkedIn and Survey Circle. The survey was open to the public from November 2023 to February 2024. Responses came from 41 countries across 6 continents worldwide. The data collected from the survey was subsequently analyzed and compiled into this report.

Results

Profile of Survey Respondents

Fig. No.: 1
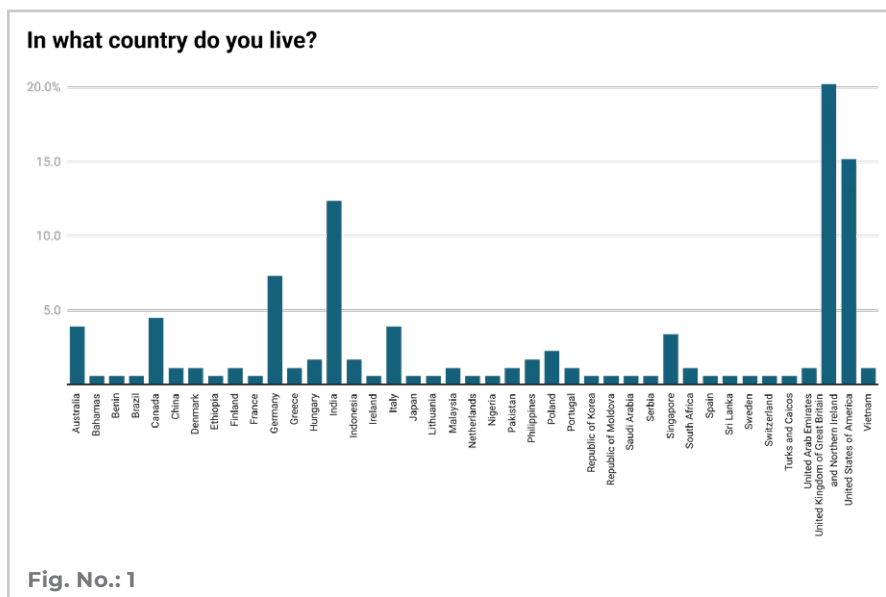
The survey responses reflect a broad and diverse geographic spread, with participants from various regions around the world. The largest groups of respondents came from the United Kingdom (20.22%) and the United States (15.17%), followed by India (12.36%). Other countries with notable participation include Germany (7.30%), Australia and Italy (both at 3.93%), and Singapore (3.37%). Several countries had smaller but diverse representation, with one or two responses each from countries such as Bahamas, Ethiopia, France, Japan, and Sri Lanka, among others. (Fig. No. 1)

Age
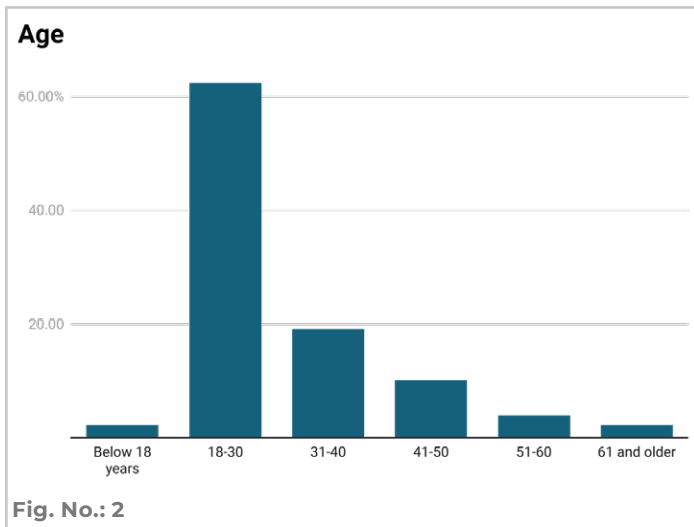
Fig. No.: 2

The majority of respondents are young, with 62.36% in the 18-30 age range, followed by 19.10% in the 31-40 group. Smaller groups were represented by those 41-50 (10.11%) and 51-60 (3.93%), while 2.25% were from those below 18 and 61 and older. (Fig. No. 2)

Gender

Fig. No.: 3
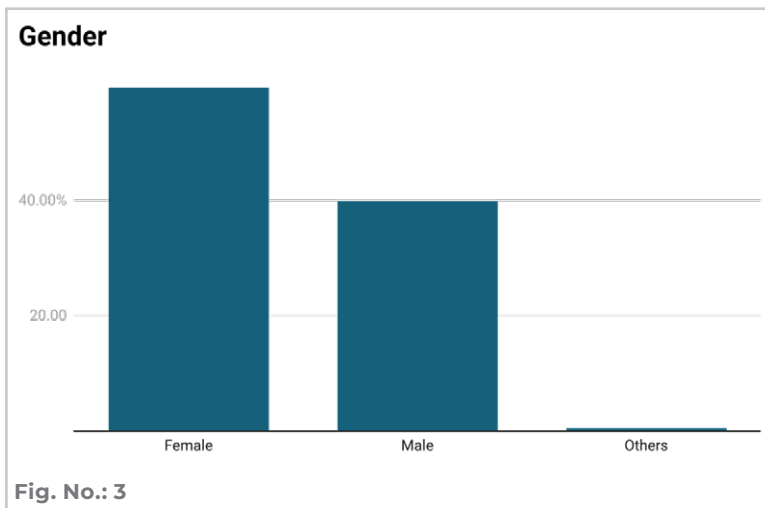
The gender distribution of respondents shows a majority of 59.55% (106 responses) identifying as female, followed by 39.89% (71 responses) identifying as male. A small percentage, 0.56% (1 response), identified as other. This indicates a predominantly female representation in the survey, with a notable, though smaller, male participation. (Fig. No. 3)

Which of the following best describes you?

Fig. No.: 4
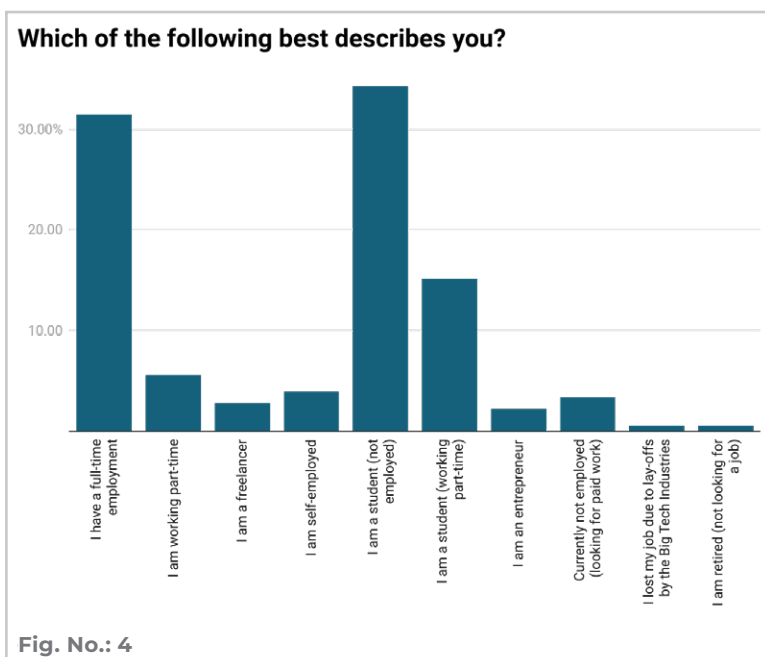
The majority of respondents are students, with 34.27% not employed and 15.17% working part-time. 31.46% are full-time employees, while smaller groups are part-time workers (5.62%), self-employed (3.93%), or freelancers (2.81%). A few are entrepreneurs (2.25%) or seeking employment (3.37%). Only a small percentage were impacted by layoffs or are retired (0.56%). (Fig. No. 4)

Which sector do you work in?

Fig. No.: 5
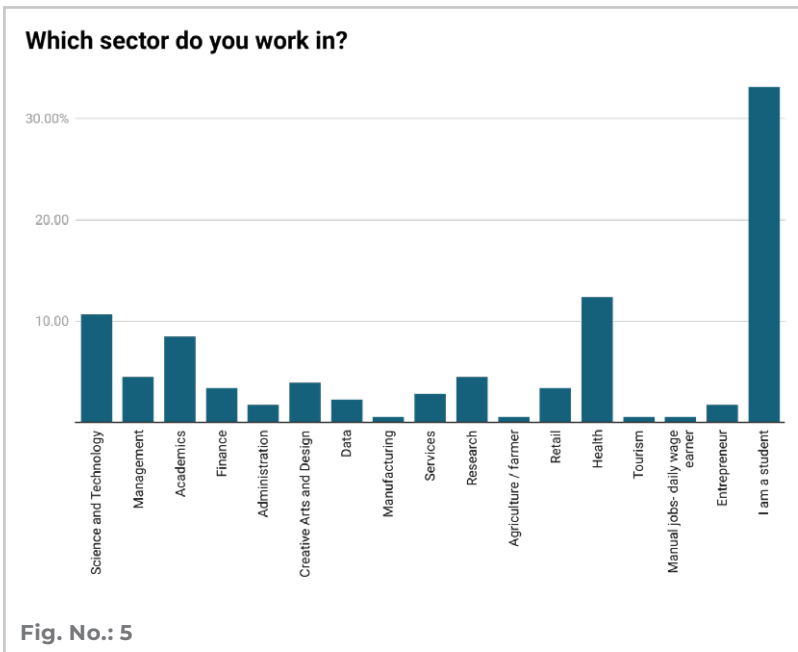
The largest group of respondents, 33.15%, are students. Among those working, the most common sectors are Health (12.36%) and Science and Technology (10.67%). Smaller percentages work in Academics (8.43%), Management (4.49%), Research (4.49%), and Creative Arts and Design (3.93%). Other sectors with representation include Finance, Retail, and Services (all 3-4%), while a few work in Entrepreneurship, Agriculture, and Manual jobs (each 0.56%). Additionally, 5.06% specified other sectors. (Fig. No. 5)

Impact of COVID-19 on Internet Usage and Work Practices
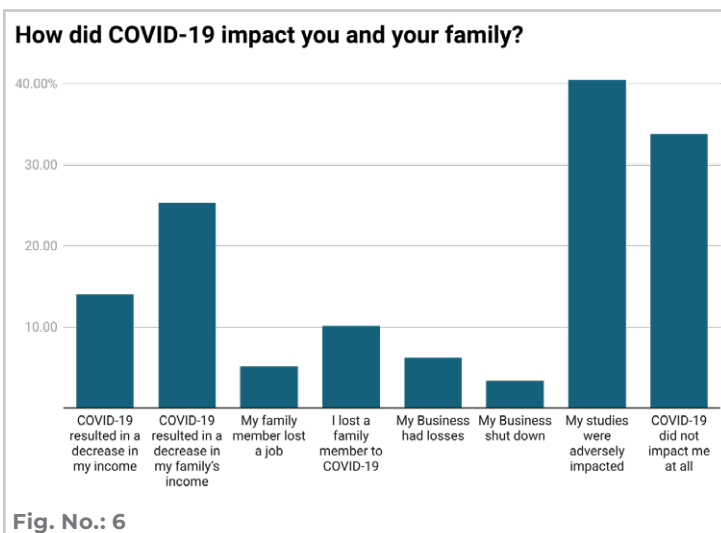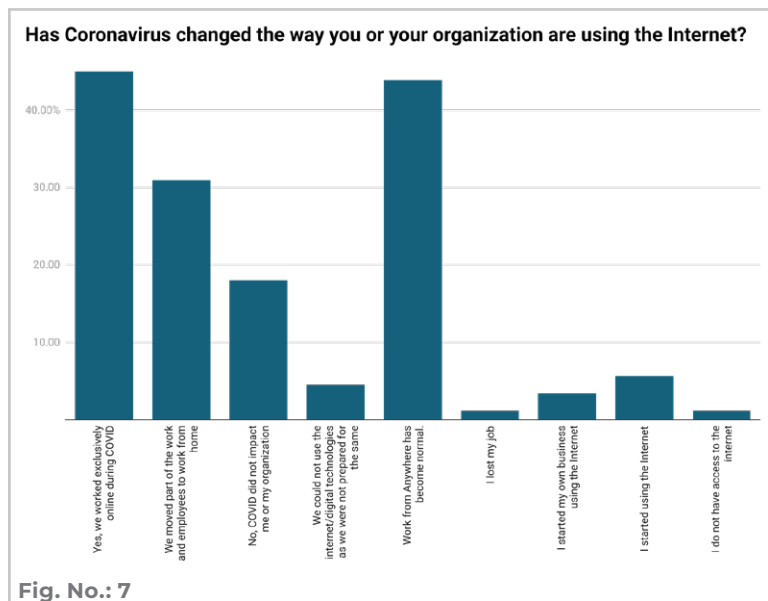
The onset of the COVID-19 pandemic triggered a dramatic shift in the way we use the internet, accelerating the adoption of digital technologies and remote work practices. For many, the pandemic marked a transition from traditional office environments to a more flexible, online-centric work culture.

How did COVID-19 impact you and your family?

Fig. No.: 6

The impact of COVID-19 varied widely among respondents. A significant portion, 40.45%, reported that their studies were adversely impacted. 33.71% stated that COVID-19 did not affect them at all. In terms of financial effects, 25.28% noted a decrease in their family's income, while 14.04% experienced a decrease in their own income. 5.06% reported that a family member lost a job, and 10.11% lost a family member to COVID-19. Some respondents indicated business disruptions, with 6.18% experiencing business losses and 3.37% reporting that their business shut down. (Fig. No. 6)

Has Coronavirus changed the way you or your organization are using the Internet?

Fig. No.: 7

COVID-19 pandemic fundamentally changed the way individuals and organizations use the internet. A significant portion of respondents, 44.94%, transitioned to working exclusively online, while 30.90% adopted remote work practices. The concept of work from anywhere became the new normal for 43.82% of participants, highlighting the growing flexibility in the workforce. However, not all were equally prepared for the shift, with 4.49% unable to leverage digital technologies due to lack of readiness. Despite these challenges, many individuals embraced digital transformation, with some even starting businesses online (3.37%), or increasing their internet usage (5.62%). On the other hand, 17.98% of respondents reported that COVID-19 did not impact their internet usage, indicating that some were already well-integrated into the digital world. Overall, the pandemic accelerated the adoption of remote work and digital tools, signaling a lasting shift in how work, communication, and business are conducted in the future. (Fig. No. 7)
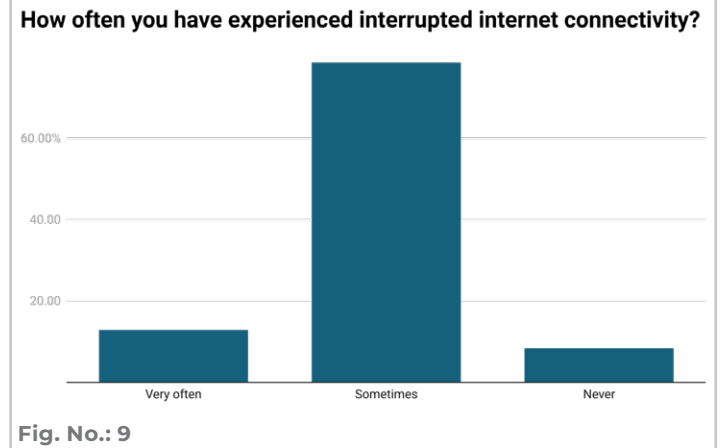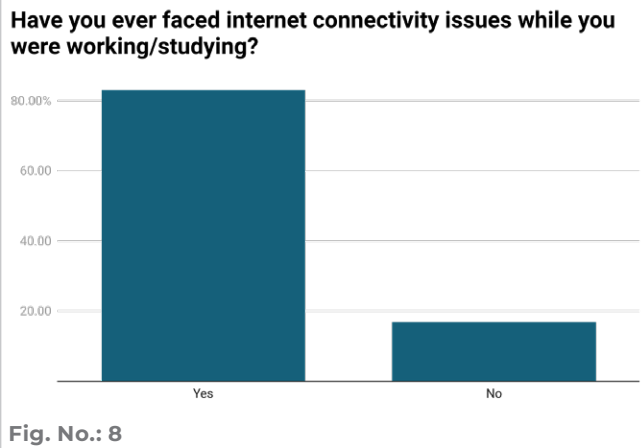
Reality of Internet Disruptions- Frequency and Consequences for Remote Activities

83.15% of respondents have faced internet connectivity issues while working or studying, and 78.65% of them experience interruptions sometimes — reveals significant insights into the impact of unreliable internet on work and study habits.

First, the high percentage of people who have experienced connectivity issues (83.15%) suggests that internet disruptions are a widespread concern, particularly as many people now rely on the internet for remote work and online education. The fact that most of these disruptions are occasional (78.65%) rather than constant points to a pattern where internet instability affects productivity intermittently, rather than continuously.

However, the 12.92% of respondents who experience connectivity problems very often indicate a more severe issue. This group may be dealing with more systemic problems, such as inadequate infrastructure or unreliable service providers, which significantly disrupt their ability to work or study effectively.

Most respondents are not constantly facing interruptions, a majority still experience enough connectivity issues to impact their productivity. This highlights a critical need for improved and more reliable internet access, especially as digital tools become central to education and remote work. It also suggests that for a significant portion of people, these disruptions may be a source of stress and frustration in their daily work and study routines. (Fig. No. 8 & Fig. No. 9)

Have you ever faced internet connectivity issues while you were working/studying?

Fig. No.: 8

How often you have experienced interrupted internet connectivity?

Fig. No.: 9

Internet Access

When it comes to accessing the Internet:

Fig. No.: 10

Did access to the internet help you in any of the following?

Fig. No.: 11
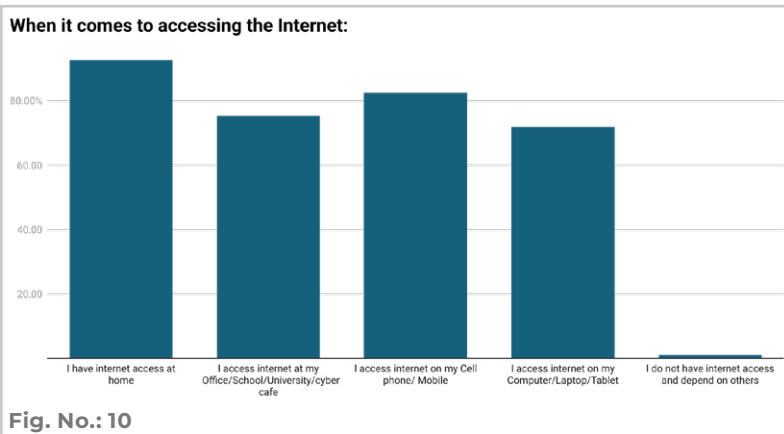
The majority of respondents have internet access at home (92.70%) and use it on their mobile phones (82.58%). Many also access the internet at their office, school, or public spaces (75.28%), and on personal devices like computers, laptops, or tablets (71.91%). Only 1.12% lack internet access and depend on others. (Fig. No. 10)
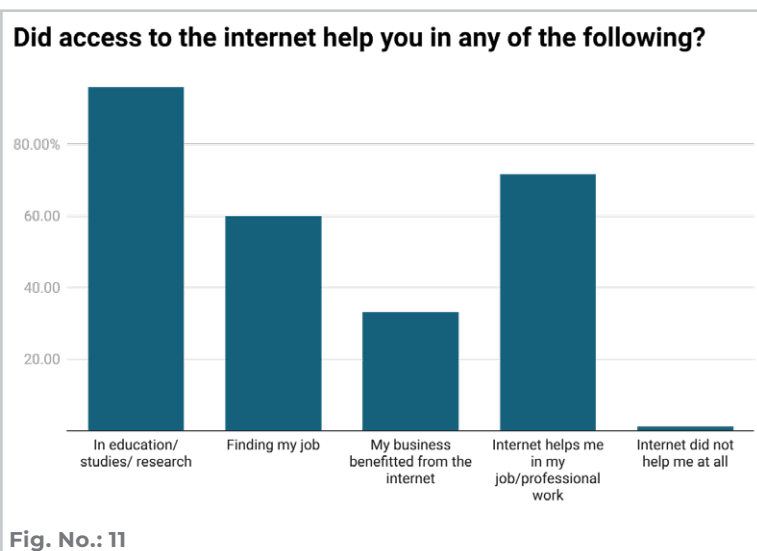
The data highlights the significant role the internet plays in various aspects of respondents' lives. 96.07% of respondents reported that the internet was instrumental in their education, studies, or research, indicating its crucial role in learning and accessing information. 71.91% found the internet beneficial for their job or professional work, showcasing how digital tools enhance productivity and career development. Additionally, 60.11% used the internet to find a job, emphasizing its importance in the job search process. For 33.15%, the internet contributed to the growth or success of their business, indicating its value in entrepreneurship and business management. Only 1.12% felt that the internet did not help them at all, suggesting that for the vast majority, the internet is a vital tool for personal and professional advancement. (Fig. No. 11)

Did you ever make money using the internet?
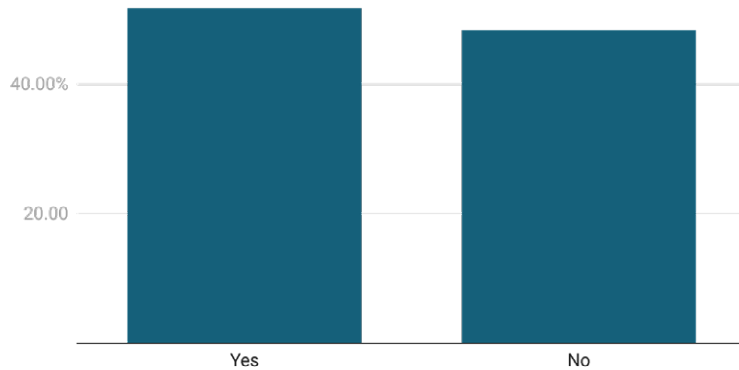
Fig. No.: 12

The responses indicate a nearly equal split regarding making money using the internet. 51.69% of respondents have earned money online, while 48.31% have not. This suggests that just over half of the respondents have successfully utilized the internet as a means of income, reflecting the growing opportunities for online work, freelancing, and digital entrepreneurship. The close divide also highlights that while many people are exploring online income options, a significant portion have yet to capitalize on these opportunities. (Fig. No. 12)

The State of Digital Skills: What's Strong, What's Lacking, and What Needs to be Learned?

Do you believe you have the skills to make full use of the opportunities provided by the internet?

Fig. No.: 13

65.73% of respondents feel they possess the necessary skills to fully leverage the opportunities the internet offers, reflecting a high level of digital confidence. On the other hand, 34.27% believe they lack these skills, indicating that a notable portion of individuals may struggle to maximize the potential of online resources and opportunities. (Fig. No. 13)

To maximize the opportunities through the internet, I think
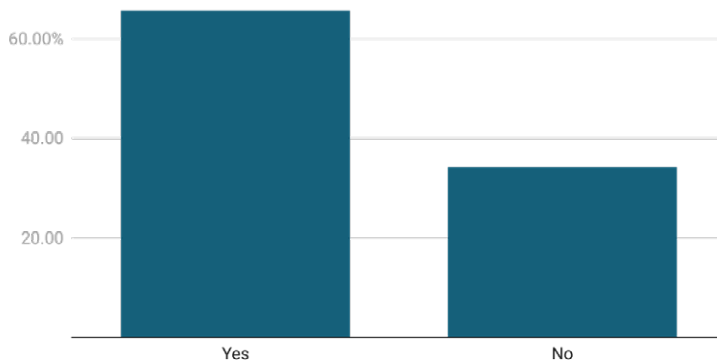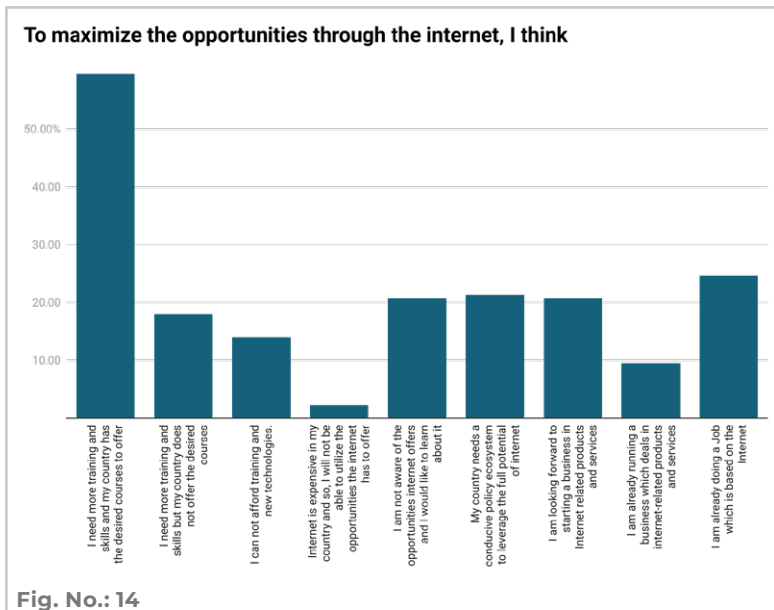

Fig. No.: 14

A significant 59.55% of respondents feel they need more training and skills, but are confident that their country offers the necessary courses. Meanwhile, 17.98% also need additional skills, but find that their country does not provide the required training. 14.04% of respondents expressed concerns about affording training or new technologies, while 2.25% highlighted that high internet costs in their country would limit their ability to capitalize on online opportunities.

On the positive side, 20.79% are unaware of the opportunities the internet offers and wish to learn more. Additionally, 21.35% emphasized the need for a more supportive policy ecosystem in their country to fully leverage the potential of the internet.

Regarding entrepreneurship, 20.79% are looking to start a business in internet-related products and services, and 9.55% are already running such businesses. Furthermore, 24.72% are already working in internet-based jobs, showcasing a strong presence of internet-enabled careers and business ventures.

Overall, while many respondents see the potential of the internet, there are notable concerns about access to training, affordability, and policy support to fully tap into these opportunities. (Fig. No. 14)

Do you have any of the digital skills as mentioned below?

Fig. No.: 15
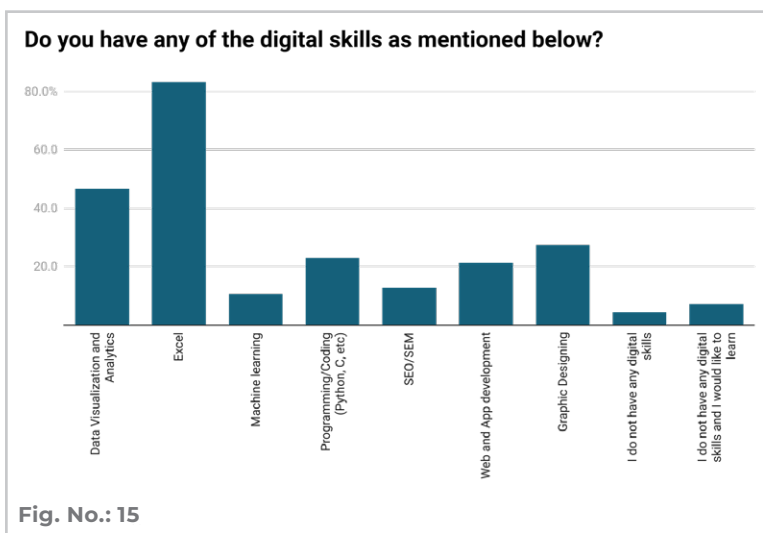
The survey results show a varied range of digital skills among respondents. 83.15% are proficient in Excel, making it the most commonly held digital skill. 46.63% possess skills in Data Visualization and Analytics, indicating a strong foundation in data-related tasks. Other notable skills include Graphic Designing (27.53%), Programming/Coding (23.03%), and Web and App Development (21.35%), suggesting that many respondents are equipped for creative and technical roles.

However, there is a lower prevalence of more advanced skills such as Machine Learning (10.67%) and SEO/SEM (12.92%). Additionally, 4.49% of respondents reported having no digital skills, while 7.30% are interested in learning digital skills.

These findings show that while a majority of respondents have foundational digital skills, there remains a gap in more specialized areas, and interest in further skill development is evident. (Fig. No. 15)

How High-Tech and Automation will Reshape Employment in the Near Future

Do you believe manual Jobs will gradually become obsolete with the evolution of the Automation?

Fig. No.: 16
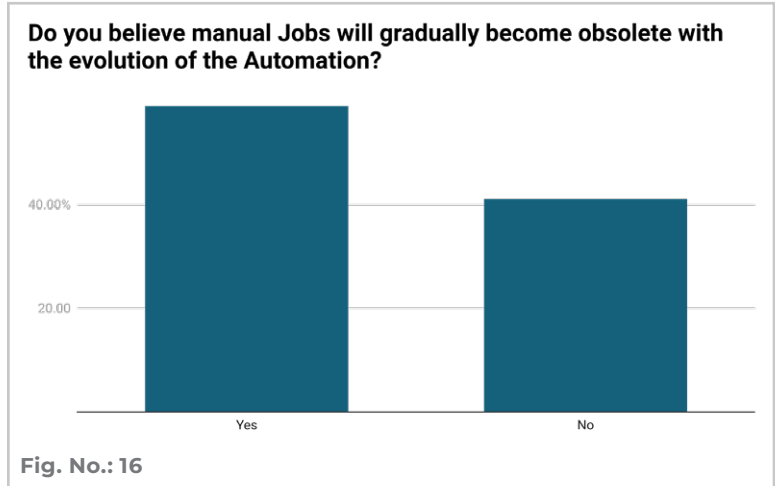
As high-tech advancements, including automation and AI, reshape industries, the future of work is undergoing significant change. Many professionals anticipate a shift from traditional full-time roles to more flexible, part-time, or contractual positions. This shift reflects the growing influence of technology on job structures, raising questions about the balance between automation and human labor in the evolving workforce.

Majority of respondents, 58.99%, believe that manual jobs will gradually become obsolete as automation continues to evolve. In contrast, 41.01% of respondents disagree, suggesting that a significant portion of people still see a role for manual labor, or believe that automation will complement rather than replace manual jobs. (Fig. No. 16)

When it comes to Internet & Automation, which of the following apply?

Fig. No.: 17
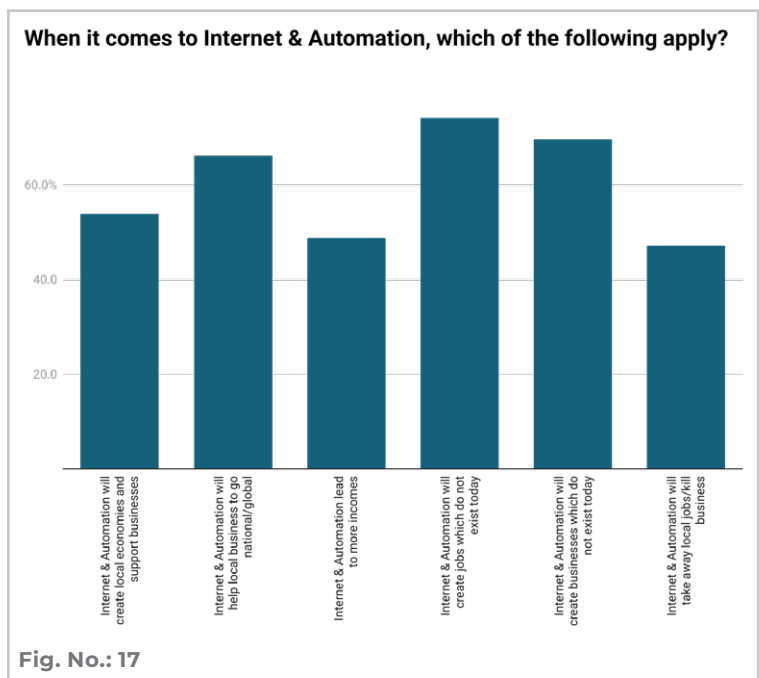
Internet and automation are seen as key drivers of change in the economy. A majority of respondents believe that these technologies will help local businesses expand nationally and globally (66.29%) and create new businesses and jobs that do not currently exist (69.66% and 74.16%, respectively). 53.93% also think that internet and automation will foster local economies and support businesses. On the income front, 48.88% expect these technologies to increase incomes. However, there are concerns, as 47.19% believe that internet and automation could lead to job loss and harm local businesses, suggesting a fear of disruption in traditional industries. (Fig. No. 17)

Do you believe the advancement in High-tech will have a major impact in your sector in near future?
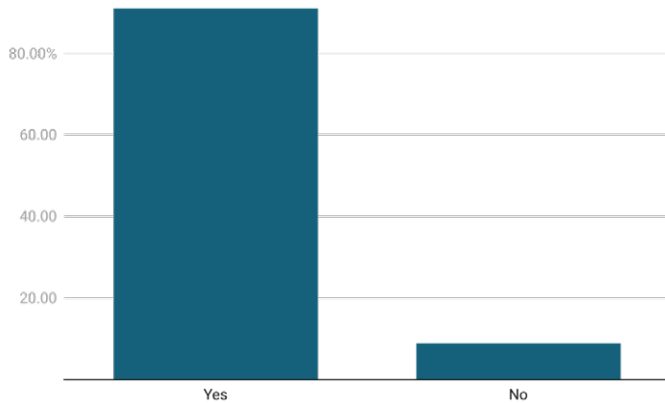
Fig. No.: 18

The majority of respondents, 91.01%, believe that advancements in high-tech will have a major impact on their respective sectors in the near future, highlighting widespread anticipation of technological disruption. In contrast, only 8.99% do not foresee significant changes, suggesting that most professionals across various sectors recognize the transformative potential of emerging technologies. This strong consensus underscores the growing influence of high-tech innovations, such as automation, artificial intelligence, and digitalization, on industries worldwide. (Fig. No. 18)

Do you see the shift from full-time roles to machines/robots or part-time (contractual-based) jobs in your field (or organization/company)?
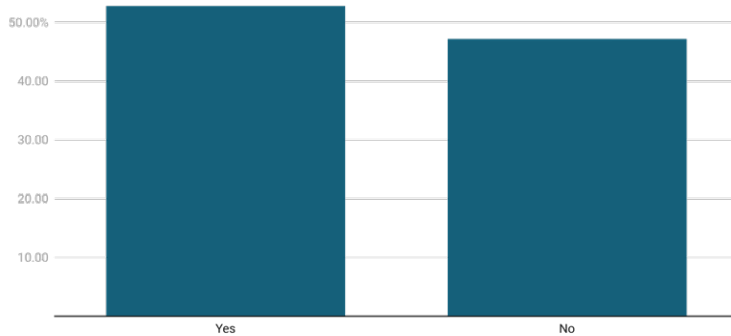
Fig. No.: 19

52.81% of respondents foresee a shift from full-time roles to machines/robots or part-time (contractual-based) jobs in their field or organization. This reflects a growing concern about automation and the increasing prevalence of flexible, non-permanent work structures. In contrast, 47.19% do not anticipate such a shift, suggesting that a significant portion of individuals still expect traditional full-time roles to remain dominant in their industries. This divide shows the ongoing transformation of the workforce, where automation and changing work models are becoming increasingly relevant, yet full-time employment still persists for many. (Fig. No. 19)

In your view, what needs to be done to leverage the full potential of the internet for boosting the local economies, creating business and jobs?

Fig. No.: 20
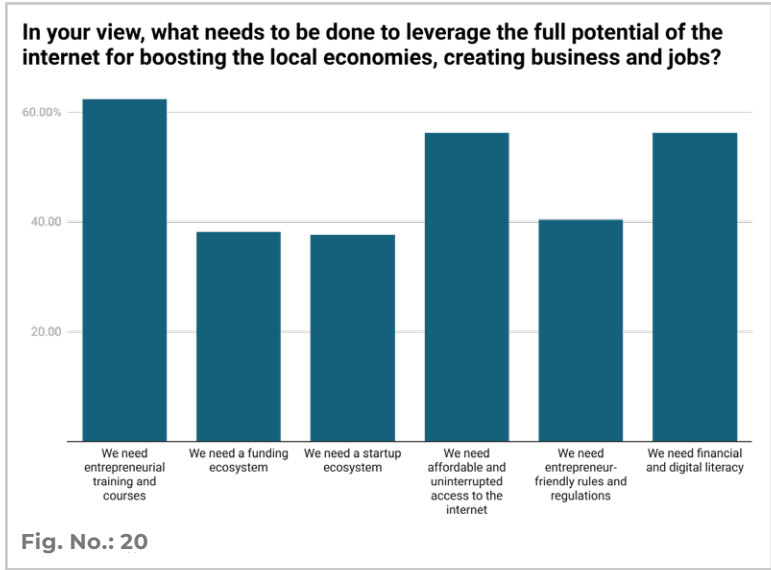
To fully leverage the internet for boosting local economies, creating businesses, and generating jobs, respondents identified several key factors. 62.36% emphasized the need for entrepreneurial training and courses to equip individuals with necessary 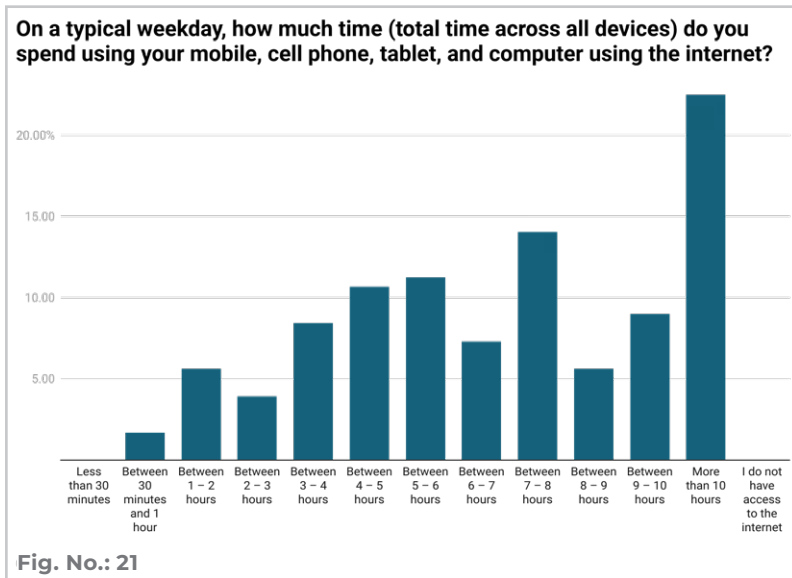skills, while 56.18% highlighted the importance of affordable and uninterrupted internet access. Additionally, 56.18% stressed the need for financial and digital literacy to ensure effective use of digital tools. 40.45% called for entrepreneur-friendly regulations, and 38.20% and 37.64% pointed to the need for a funding ecosystem and a startup ecosystem, respectively, to support new ventures. These insights suggest that a comprehensive approach, involving training, infrastructure, and supportive policies, is essential for maximizing the internet's potential in driving economic growth. (Fig. No. 20)

Interplay of Technology Use, Health, and Environmental Awareness in Daily Life

On a typical weekday, how much time (total time across all devices) do you spend using your mobile, cell phone, tablet, and computer using the internet?

Fig. No.: 21

Internet usage varies widely across respondents, with a significant portion spending extended hours online daily. Notably, 22.47% of respondents report using the internet for more than 10 hours on a typical weekday, while 14.04% spend 7 to 8 hours, and 11.24% spend 5 to 6 hours. This indicates that for many individuals, the internet is a primary tool for both work and leisure. (Fig. No. 21)

Has sitting in front of screen for long hours (or excessive use of the Internet) impacted your health in any way?

Fig. No.: 22
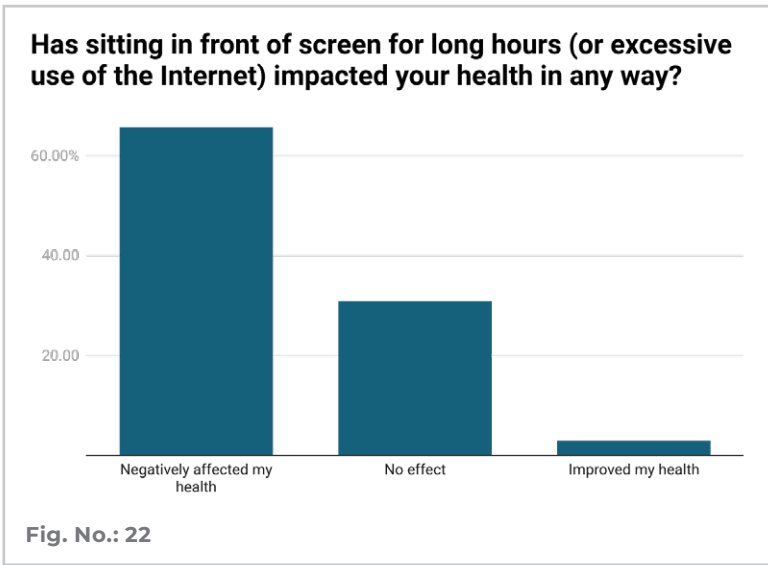
The majority of respondents, 65.73%, reported that prolonged screen time and excessive internet use have negatively impacted their health, highlighting concerns related to the physical and mental conseque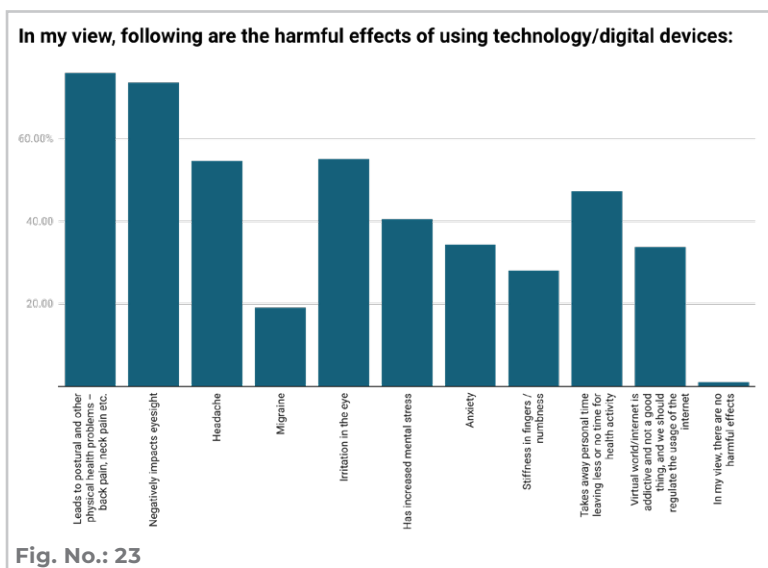nces of extended digital engagement. These health impacts are commonly associated with issues such as eye strain, poor posture, and mental fatigue. In contrast, 30.90% indicated that they have experienced no effect from prolonged screen time, suggesting that for some, the impacts of digital usage may be minimal or manageable. Interestingly, a small group, 2.81%, reported that screen time has improved their health, which may be attributed to the potential benefits of digital tools in areas such as fitness tracking or mental well-being apps. These findings underscore the need for further research into the health implications of screen time, as well as strategies to mitigate negative effects in an increasingly digital world. (Fig. No. 22)

In my view, following are the harmful effects of using technology/digital devices:

Fig. No.: 23

The survey reveals significant concerns about the harmful effects of technology use. 75.84% of respondents reported physical health issues such as back and neck pain, while 73.60% cited negative impacts on eyesight. Other common issues included eye irritation (55.06%) and headaches (54.49%). Mental stress (40.45%) and anxiety (34.27%) were also noted as consequences of excessive screen time. Additionally, 47.19% felt that technology use reduces personal time, limiting opportunities for physical activity. A smaller proportion (33.71%) expressed concerns about the addictive nature of the internet. However, only 1.12% reported no harmful effects. (Fig. No. 23)

Which of the following applies to you?

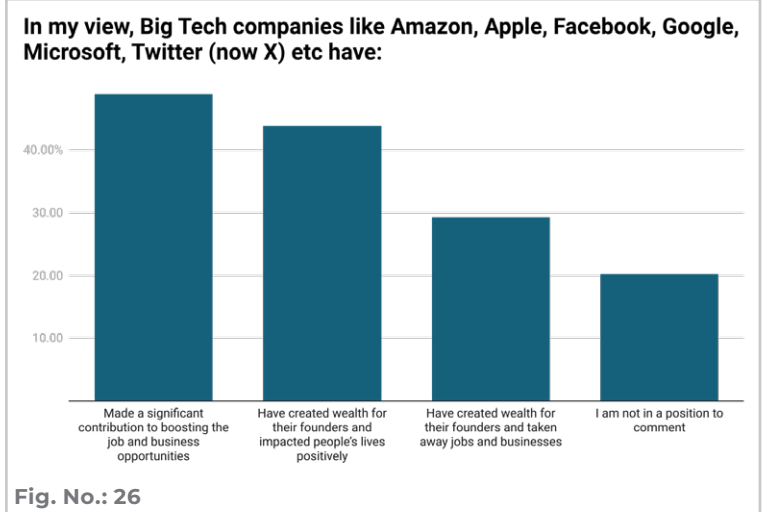**Fig. No.: 24**
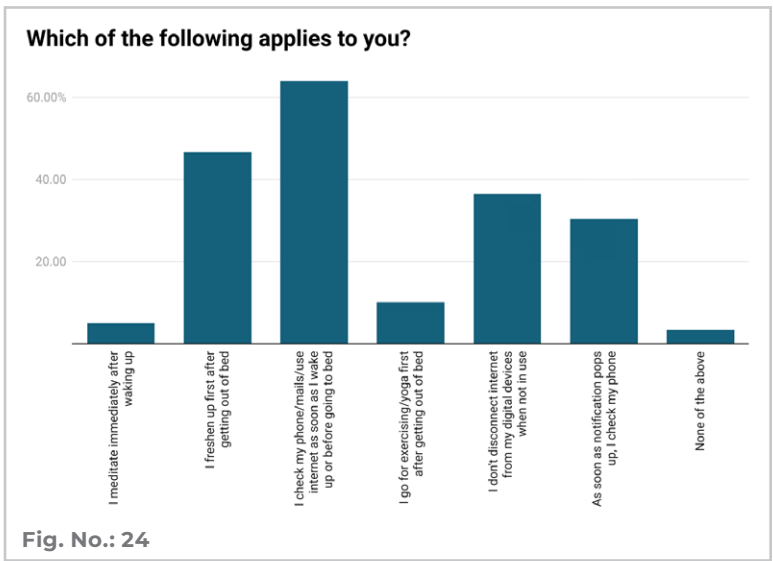
The data reflects how digital devices have become integrated into daily routines. A significant 64.04% of respondents immediately check their phones or emails upon waking or before going to bed. 46.63% prioritize freshening up first, while 10.11% focus on exercise or yoga. Additionally, 36.52% keep their devices connected to the internet when not in use, and 30.34% check their phones as soon as notifications arrive. Only 5.06% practice meditation after waking up, and 3.37% reported none of the behaviors listed. (Fig. No. 24)

Are you aware of your carbon footprint of your gadgets and use of internet?


Fig. No.: 25
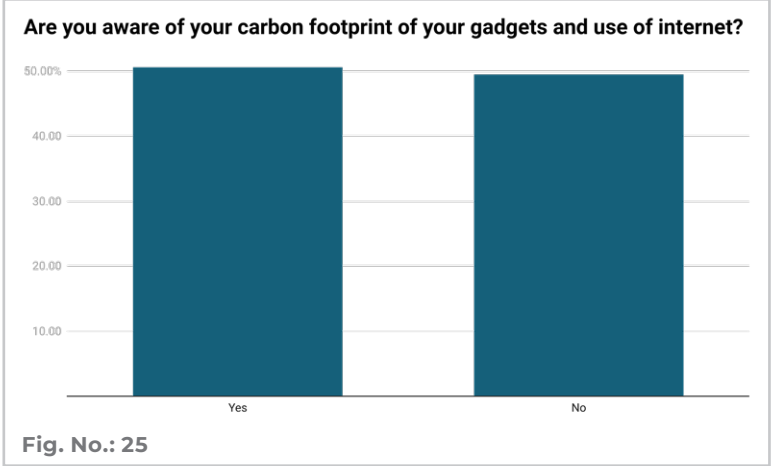
There is a divided awareness regarding the carbon footprint of digital device usage and internet consumption. While 50.56% of respondents are aware of the environmental impact associated with their gadgets and online activities, 49.44% remain unaware. (Fig. No. 25)

Big Tech, E-Commerce Growth, and the Economic Forces behind Tech Lay-offs: Insights and Trends

In my view, Big Tech companies like Amazon, Apple, Facebook, Google, Microsoft, Twitter (now X) etc have:

Fig. No.: 26

The role of Big Tech companies such as Amazon, Apple, Facebook, Google, Microsoft, and Twitter (now X) in shaping the global economy has sparked varied opinions. According to the survey, 48.88% of respondents believe these companies have made a significant contribution to boosting job and business opportunities, while 43.82% recognize that, despite their wealth creation for founders, they have had a positive impact on people's lives. In contrast, 29.21% feel that although Big Tech has created wealth for its founders, it has also taken away jobs and businesses. Meanwhile, 20.22% of respondents felt unable to comment on the matter, and 2.81% offered alternative perspectives. (Fig. No. 26)

When it comes to E-commerce, what do you think:

Fig. No.: 27
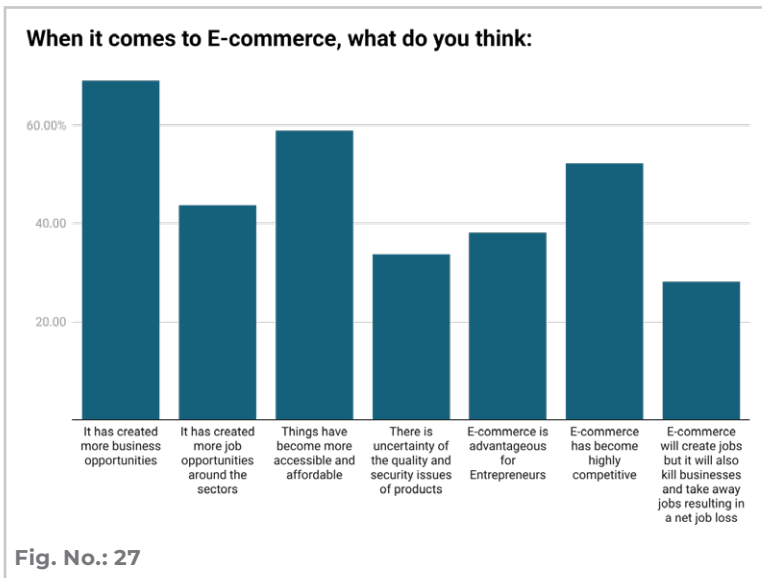
The rapid growth of E-commerce has transformed global markets, and the survey reflects diverse opinions on its impact. A significant 69.10% of respondents view E-commerce as having created more business opportunities, while 58.99% believe it has made products and services more accessible and affordable. Moreover, 43.82% feel that it has generated additional job opportunities across various sectors. However, there are concerns regarding quality and security, with 33.71% expressing uncertainty about these aspects. Many respondents also highlighted the competitive nature of the E-commerce space, with 52.25% noting it has become highly competitive, while 38.20% see it as particularly advantageous for entrepreneurs. Despite these positives, 28.09% warned that E-commerce may displace traditional businesses and lead to a net loss of jobs. (Fig. No. 27)

According to you, the reasons for mass lay-offs in the Tech Industry are because:

Fig. No.: 28
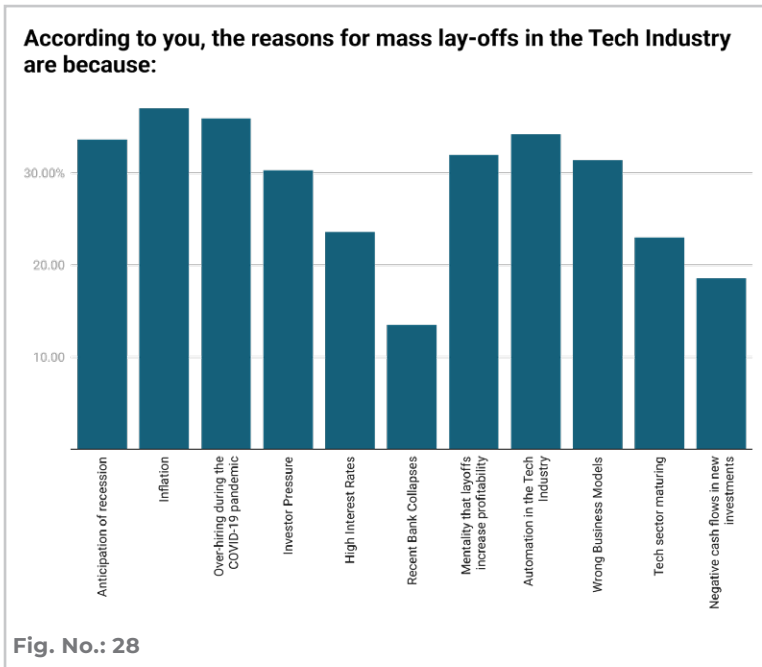
The reasons behind the recent mass lay-offs in the tech industry appear to be multifaceted, according to survey respondents. 37.08% cited inflation as a key factor, while 33.71% pointed to the anticipation of a recession as a major driver. The over-hiring during the COVID-19 pandemic was also frequently mentioned, with 35.96% of respondents identifying it as a significant cause. Other contributing factors include investor pressure (30.34%), the mentality that layoffs increase profitability (32.02%), and automation in the tech industry (34.27%). Additionally, 23.60% attributed the layoffs to high interest rates, while 23.03% noted the tech sector maturing as a factor. Other less frequently cited reasons included recent bank collapses (13.48%) and negative cash flows in new investments (18.54%). (Fig. No. 28)

Internet's Role in Shaping Education, Employment, and Health

In my opinion, social media:



Fig. No.: 29
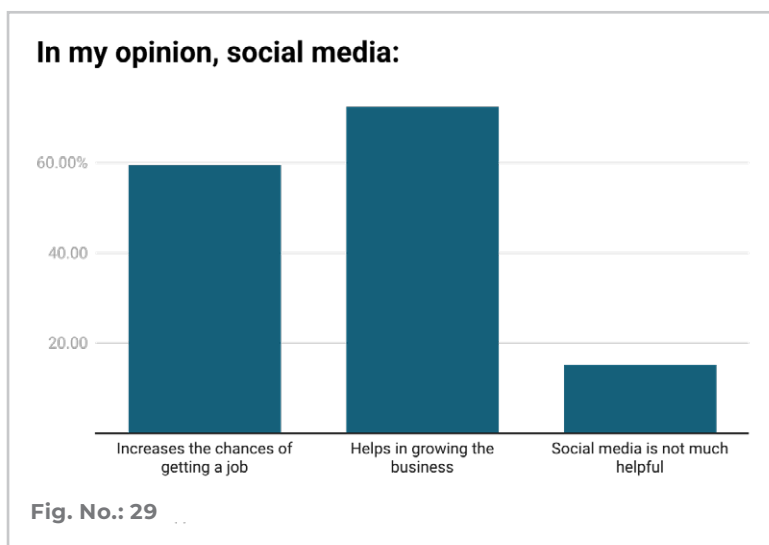
Social media is widely recognized for its impact on both business and career opportunities. According to the responses, 72.47% of respondents believe it plays a crucial role in growing a business, while 59.55% feel it enhances job prospects by helping individuals network and build personal brands. However, 15.17% of respondents think social media is not very helpful. (Fig. No. 29)

How the internet has made difference in your life?


Fig. No.: 30
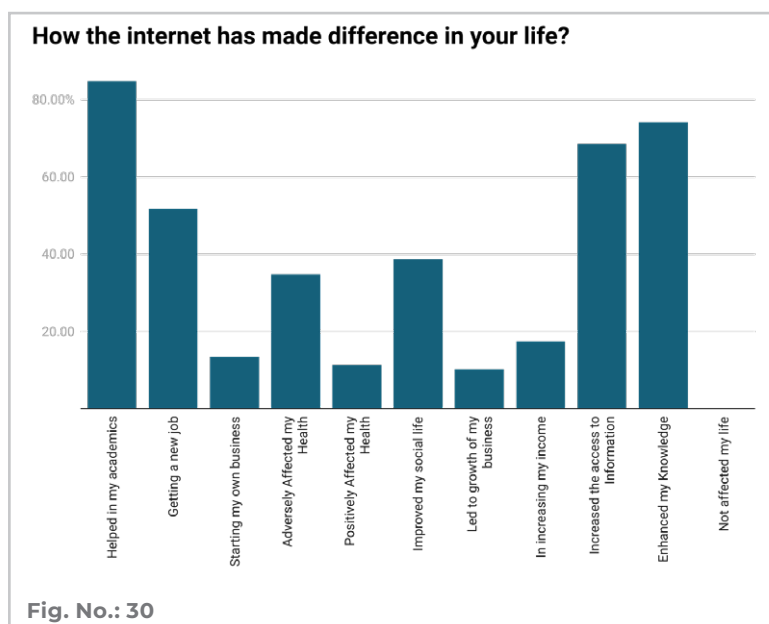
Internet has significantly impacted respondents' lives, with 84.83% benefiting academically and 74.16% enhancing their knowledge. It has helped 51.69% secure jobs and 13.48% start businesses. On the downside, 34.83% reported negative health effects, while 11.24% experienced positive health benefits. The internet also improved social life for 38.76%, increased access to information (68.54%), and contributed to income growth for 17.42%. Overall, the internet is a vital tool for education, career, and social life but presents health challenges for some users. (Fig. No. 30)

How can we utilize internet for Education?

Fig. No.: 31
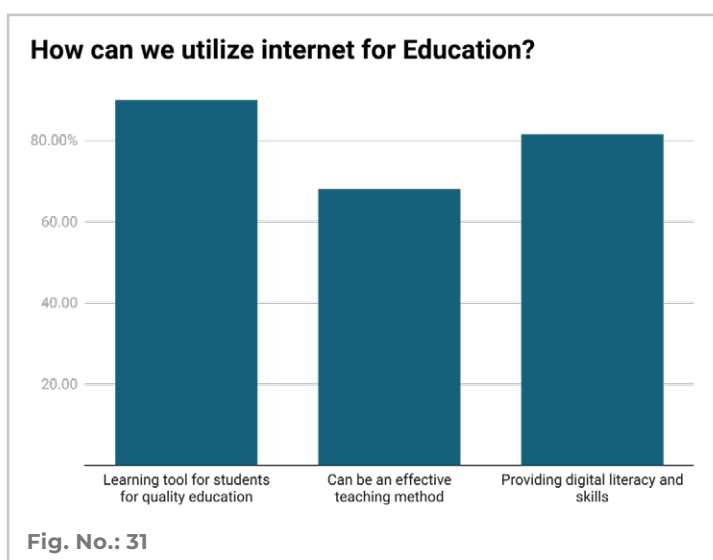
89.89% of respondents believe the internet can be an effective learning tool for students, facilitating access to quality education. Additionally, 81.46% see the internet as crucial for providing digital literacy and skills, which are essential in today's technological landscape. 67.98% of participants view the internet as an effective teaching method, demonstrating its potential to transform traditional education practices. (Fig. No. 31)

Navigating the Metaverse

With regards to Metaverse, what do you think?

Fig. No.: 32
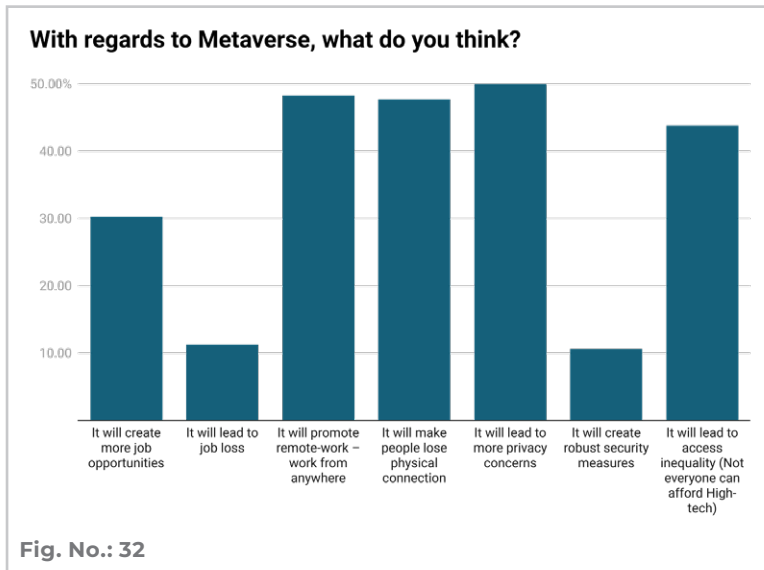
The Metaverse, an evolving digital frontier, has sparked diverse opinions regarding its potential impact on work, social interaction, and privacy. According to the survey, 48.31% of respondents view the Metaverse as a catalyst for remote work and greater job flexibility, while 47.75% express concerns that it may reduce physical connections between people. A significant portion, 30.34%, anticipates the creation of new job opportunities within the Metaverse, though 11.24% fear it could lead to job losses. Privacy and security issues also emerged as key concerns, with 50% highlighting potential risks related to data privacy, while only 10.67% believe the Metaverse will provide robust security measures. Additionally, 43.82% of respondents acknowledge the likelihood of access inequality, pointing out that not everyone can afford the high-tech equipment necessary for full participation. (Fig. No. 32)

Generative AI and its Role in Shaping the Future of Work

In my opinion, Generative AI will

Fig. No.: 33
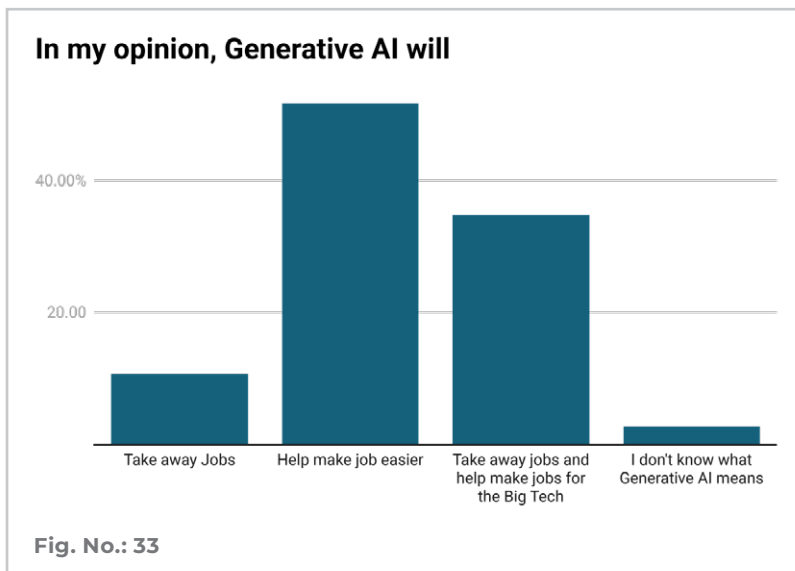
51.69% of respondents believe that Generative AI will make jobs easier, suggesting its potential to enhance productivity and efficiency. Meanwhile, 34.83% view it as a double-edged sword, with concerns that it will eliminate jobs while benefiting large tech companies. 10.67% anticipate job losses as a direct consequence of AI adoption, and 2.81% of participants were unaware of what Generative AI entails. (Fig. No. 33)

To maximize opportunities through Generative AI, I think

Fig. No.: 34

Survey highlights a strong interest in learning about Generative AI and its potential applications. 78.09% of respondents expressed a desire to learn more about AI and Generative AI, indicating a widespread recognition of the importance of these technologies in the future. Additionally, 35.39% believe that acquiring knowledge in this area could enable them to secure their future, start a business, or make money. However, 15.73% noted that they wish to learn Generative AI but face barriers such as lack of financial resources. On the other hand, 9.55% of respondents feel that they lack the necessary skills to learn Generative AI, pointing to a potential gap in foundational knowledge or training. (Fig. No. 34)
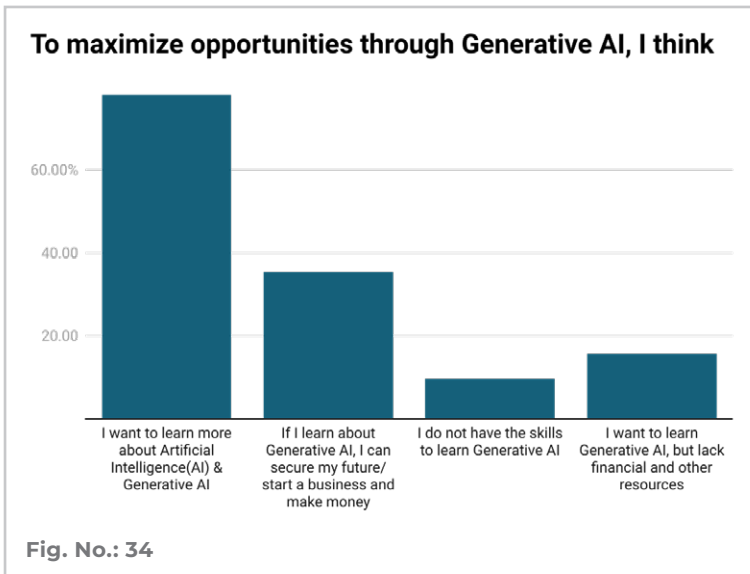
Widespread concerns over Data Privacy and Security in Internet use

Are you worried about the Data Privacy and Security when you use the Internet?

Fig. No.: 35
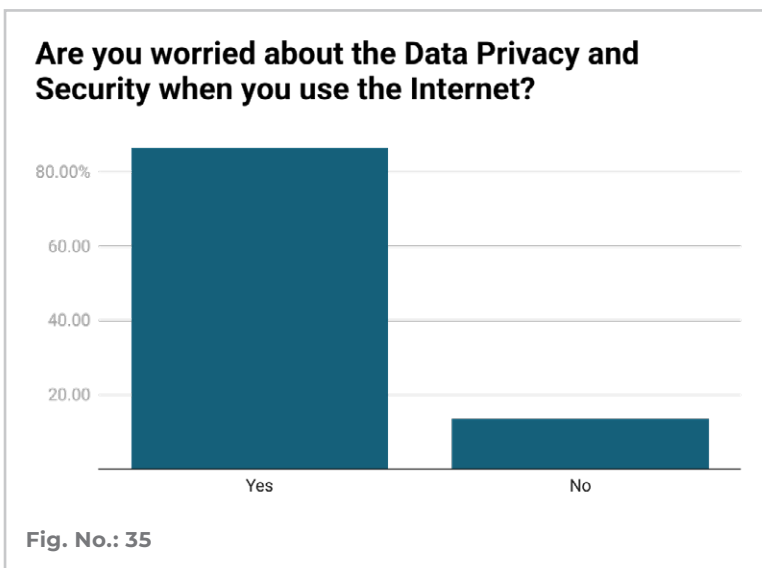
86.52% of respondents are concerned about data privacy and security while using the internet, highlighting widespread anxiety over online risks like data breaches and identity theft. This indicates a high level of awareness about the potential dangers of digital interactions. In contrast, 13.48% of respondents expressed no concern, suggesting either a lack of awareness or confidence in their personal security measures. (Fig. No. 35)

Need for Online Courtesy

Do you think we should have Internet Etiquettes?

Fig. No.: 36

A Call for Global Internet Governance

Do you think there should be Global Organization for Internet Governance?
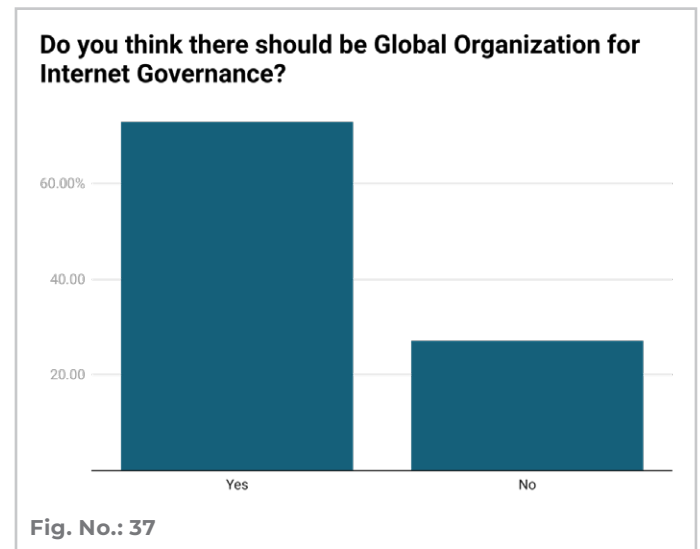
Fig. No.: 37
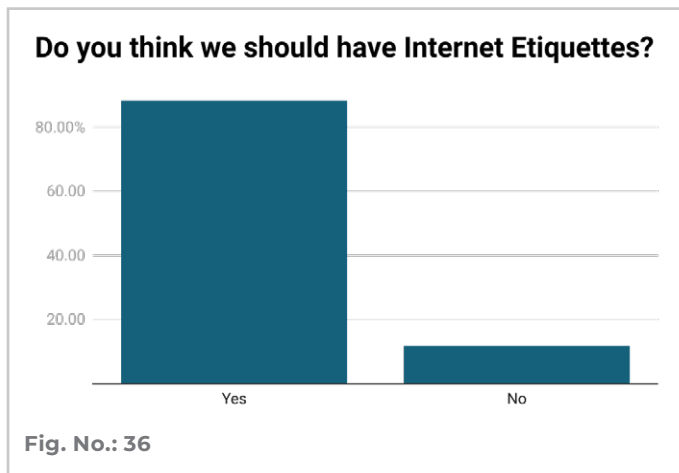
There is a strong consensus on the importance of Internet Etiquettes, with 88.20% of respondents in favor of establishing guidelines for online behavior. Only 11.80% disagreed, indicating broad support for promoting respectful and responsible internet usage. (Fig. No. 36)

72.88% of respondents believe that such an organization is necessary, indicating widespread consensus on the need for global regulation and oversight of internet-related issues. (Fig. No. 37)

Next Steps : Recommendations for Action

The future of work in the digital age hinges on the ability to balance the opportunities and risks presented by new technologies like Generative AI. While the potential for job creation, increased productivity, and new business models are immense, the impact on employment must be carefully managed to prevent widening inequalities and job losses. The survey findings underscore the need for a comprehensive approach to workforce development, including accessible training and education programs, as well as policies that ensure equitable opportunities for all workers in the evolving digital economy.

As society navigates this transition, it is clear that adaptability and continuous learning will be key to securing a stable and prosperous future for workers worldwide. To fully leverage the power of AI and other emerging technologies, individuals must not only embrace innovation but also acquire the skills needed to thrive in an increasingly automated world.

The insights from this survey reflect a collective desire to understand and adapt to these changes, providing a roadmap for how workers and organizations alike can prepare for the future of work. Following are the recommendations:

1. Implement accessible digital literacy courses with a focus on advanced skills such as AI, data visualization, coding, and cybersecurity.

2. Prioritize affordable training programs to address economic barriers and expand access to education opportunities for marginalized groups.

3. Increase investment in broadband infrastructure to ensure affordable, reliable, and uninterrupted internet access across all regions.

4. Foster public-private partnerships to address systemic infrastructure gaps and support technological investments.

5. Establish financial literacy and training courses to support entrepreneurship and provide affordable financial tools and tax relief to Small and Medium-sized Enterprises (SMEs).

6. Subsidize internet costs, training programs, and access to digital tools to ensure equitable access for economically marginalized and vulnerable populations with a focus on seniors or older adults and women.

7. Launch digital wellness campaigns and provide resources to promote strategies for reducing screen time and mitigating mental strain and other health hazards as a result of extensive use of gadgets and the internet.

8. Develop national and international data protection frameworks and invest in cybersecurity education and awareness to ensure individuals can better safeguard their online presence.

9. Support the creation of a global internet governance body to oversee cross-border data flows, address cybersecurity threats, and promote equitable digital policies in partnership with multi-lateral organizations.

10. Join and support: www.projectcreate.tech

We are living in the Digital age, and increased technology adoption should lead to job creation. Still, we see mass layoffs across the tech industry, and this will continue, which brings to the fore the biggest challenge of 'job creation' for countries, more so, for the LMICs (Low- and Middle-Income Countries) - which have huge populations to serve, but lack the financial wherewithal, and the increased digital divide with nearly 2.7 billion of the world are out of the internet era.

We can reverse this by creating decentralized technology models around individuals and communities to ensure 'Internet for All & Livelihood for All'. We need to engage multiple stakeholders (Academia, Government, Industry, Multi-lateral bodies & Civil Society) to come together with a goal to:

a) Bridge the digital divide by connecting everyone to the internet.

b) Create a tech-enabled ecosystem to provide employment and entrepreneurial opportunities to everyone.

We believe that Internet technologies can create a tech-enabled ecosystem that can connect the world seamlessly and provide a pathway for ensuring 'Livelihood for All' through 'Internet for All.' Hence the Project CREATE.

 ProjectCreateJobs   projectcreatejobs   projectcreatejobs

 _Project_Create   projectcreatejobs

IGF

Internet Governance Forum

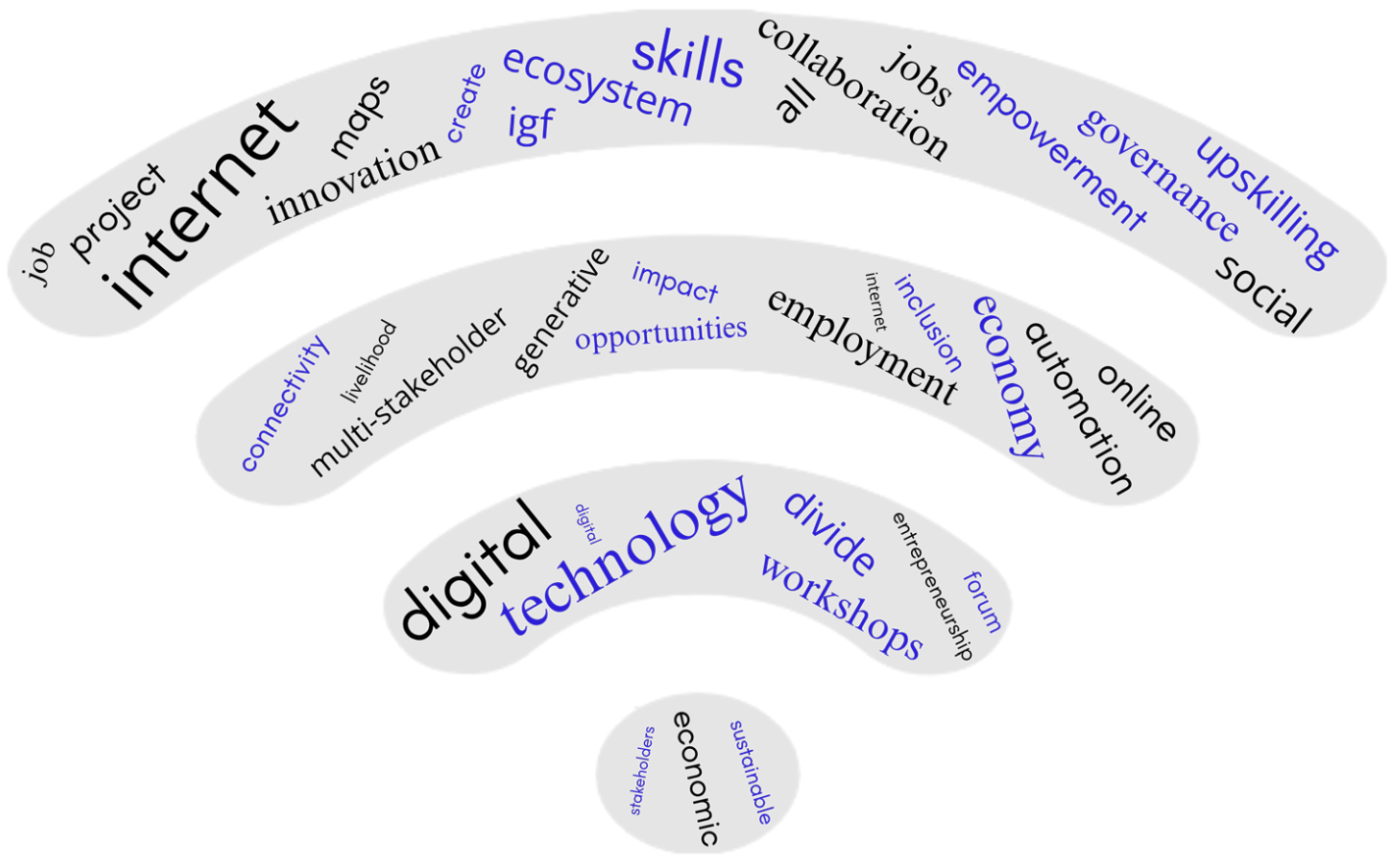### Dynamic Coalition on Digital Economy

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