

**EUROPEAN  
YEAR OF  
SKILLS**

# *CHANGING THE SKILLS NEEDS*

## *FIRST FINDINGS FOR BOSNIA AND HERZEGOVINA*



**Mircea Badescu (ETF)**  
**29 November 2023**

**ESJ** European  
skills & jobs  
survey



# SUMMARY OF THE PRESENTATION

- **The ESJS in a nutshell. What's in for the ETF partner countries?**
- **The post-pandemic (digital) transformation at the workplace**
- **Skill gaps and the learning potential**
- **Going digital: fear or facts?**
- **Few takeaways for future reflection**



*... in a nutshell*

**35 COUNTRIES** SURVEYED BY 2023

Some 50,000 *adult employees aged 25-64* surveyed  
(sample size 1000 - 3000/country)

Job-skill requirements (skills demand approach), skills mismatch (vertical, gaps, horizontal), digitalisation, workplace learning in one highly versatile statistical tool

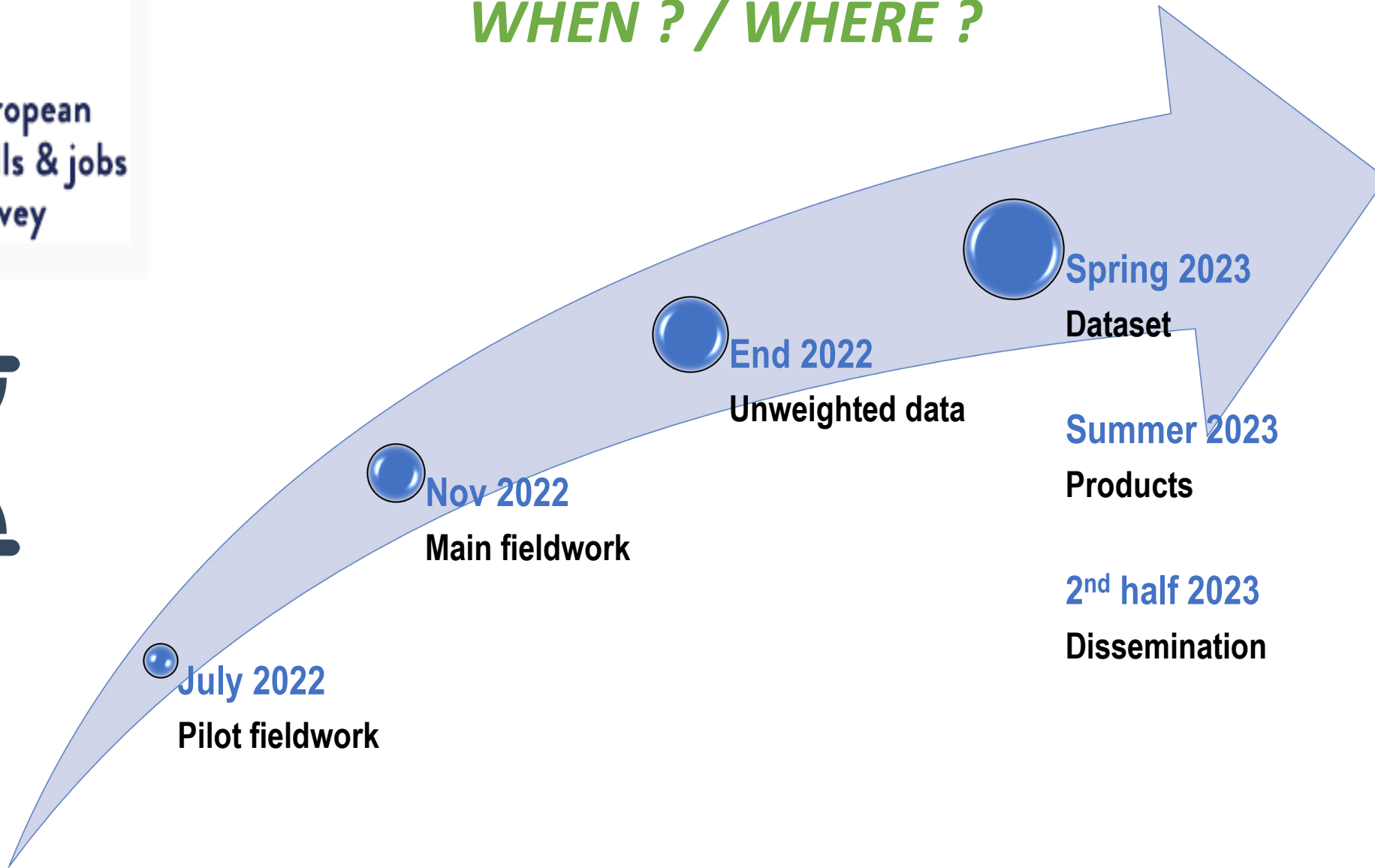


relevant (EU Skills Agenda, EU Digital Strategy, European Education Area)

Conducted in **two rounds** (6 countries 2022/23 & 3 countries\* 2024/25)

*\*Subject to discussion and confirmation of ETF's Single Programming Document (SPD)*

# WHEN ? / WHERE ?



ALBANIA



BOSNIA AND HERZEGOVINA



ISRAEL



KOSOVO\*



NORTH MACEDONIA



SERBIA



# WHAT DO WE WANT TO FIND OUT ? *ETF PCs vs EU*

Workers holding  
higher  
qualifications than  
needed



Jobs requiring manual  
skills ...

... or computerized  
machines

Jobs with low/high  
digital needs ...

... or workers writing  
code at workplace



The pandemic: its  
impact on workers ...

... and those working  
now remotely

# JOB-SKILLS REQUIREMENTS IN THE ESJS: *THE META-SKILLS*

## Cognitive

Reading  
Writing  
Maths  
Problem-solving  
Creativity

## Manual

Lifting  
Dexterity  
Repetitiveness /  
standardisation  
Use of computerised  
machines

## Interpersonal

Counselling  
Selling  
Serving  
Presenting  
Teaching/training  
Persuading / negotiating  
Caring  
Team-working

## Digital

Email / Internet / Social  
media  
Word processing  
Spreadsheets  
Data management  
Occupation-specific  
software  
Programming (AI)



Reading

*In your main job, did you do any of the following during the last month?*

...read texts that are at least ><5 pages long?

Manual

...lift or carry heavy loads, without the help of machines?

Digital

Did you use any computer device to do the following activities for your work in the last month?

...send emails?...

...write or edit text using a word processor?

...

...write a program or code using a computer language

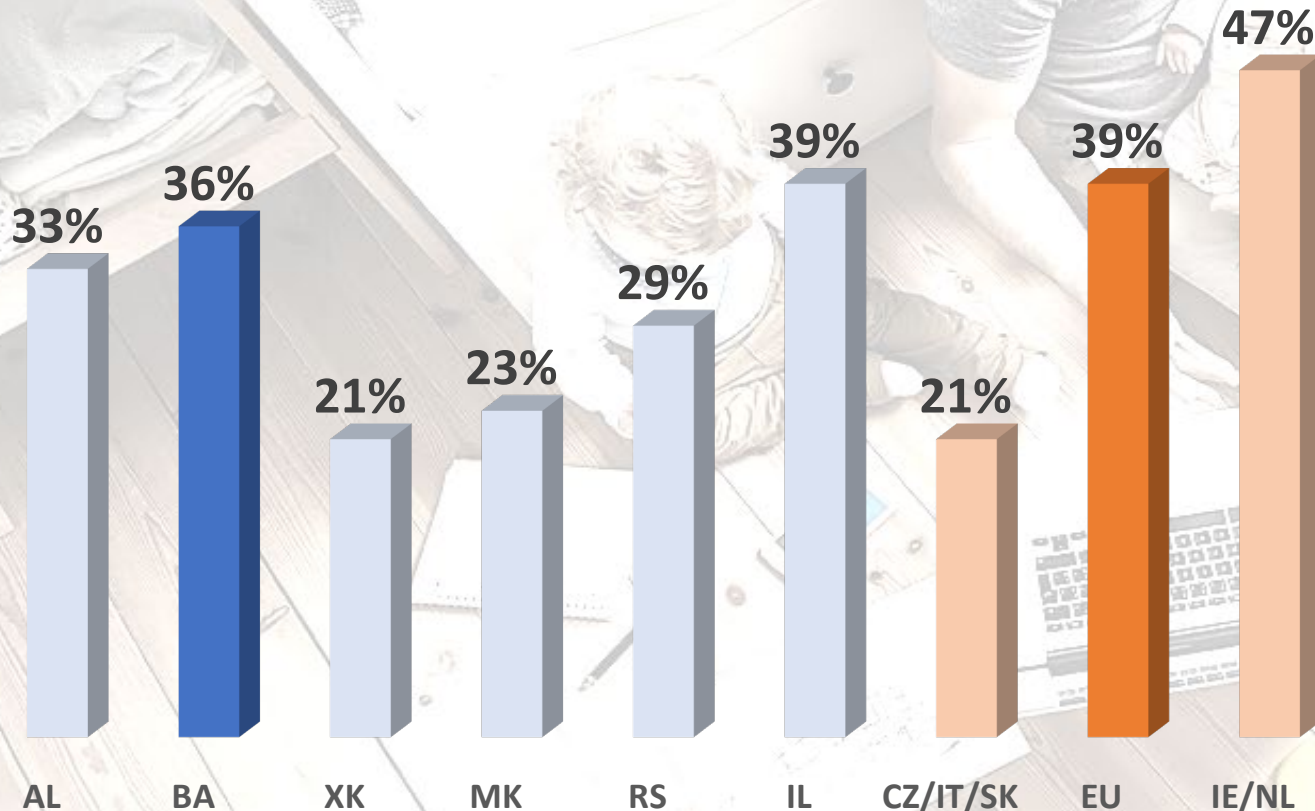


# New working patterns

## What post-pandemic effects?

In the last year, did you do any work as part of your main job from a location other than your employer's premises?

Main effects observed: boosting uptake of digital/remote working & learning, a persistent digital transformation but also accentuating labour market inequalities



40% EDU-high

25% EDU-low

37% Skilled occupations

29% Elementary occupations

64% Computer programmers

18% Financial/Insurance

10% Health/Social work

5% Hotels/Restaurants

# New technologies at work

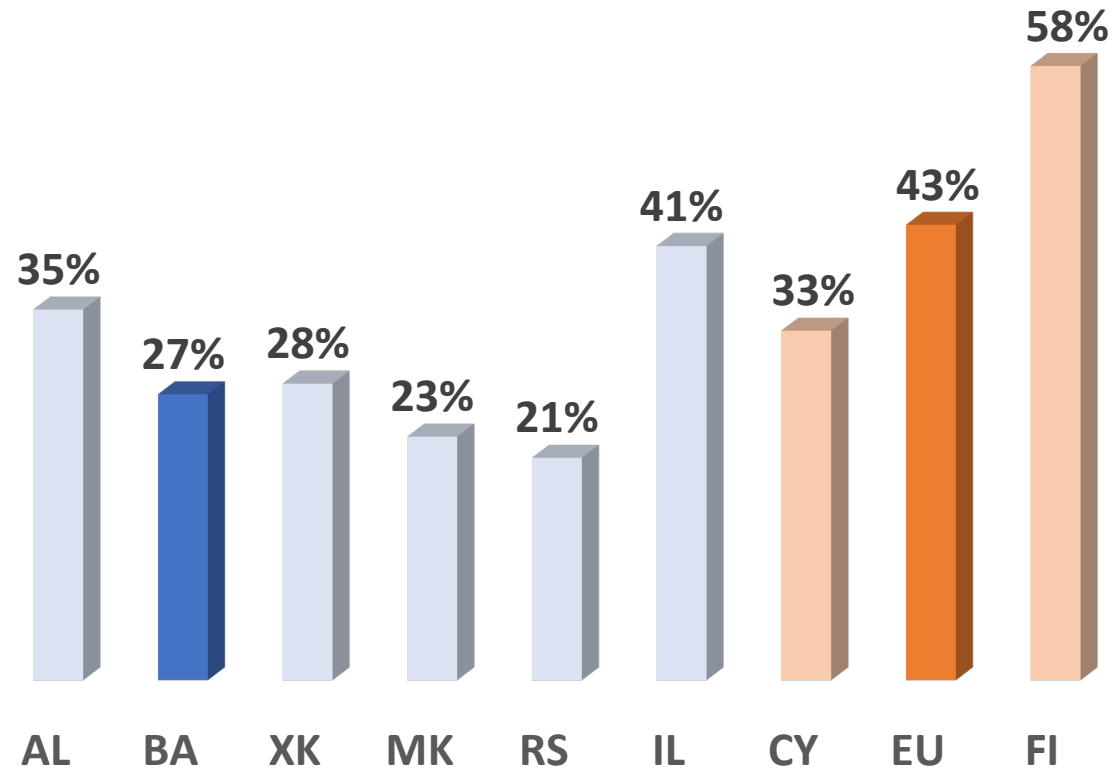
## What impact on today's jobs?

In the last year did new digital technologies\* have been introduced at your workplace?

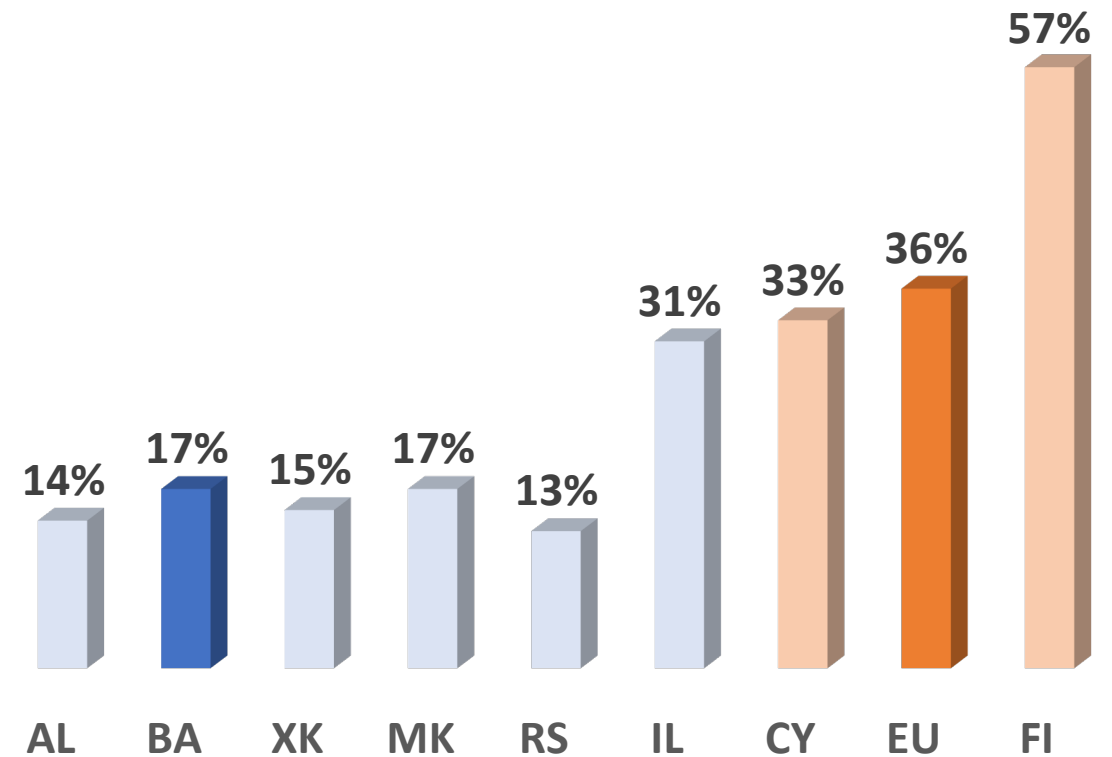
Only 1/6 employees had to learn using new digital technologies at work

Has digital upskilling brought a substantial change on the jobs and likely triggering up/re-skilling?

NEW DIGITAL TECHNOLOGIES INTRODUCED AT WORKPLACE



HAD TO LEARN USING THEM (DIGITAL UPSKILLING)

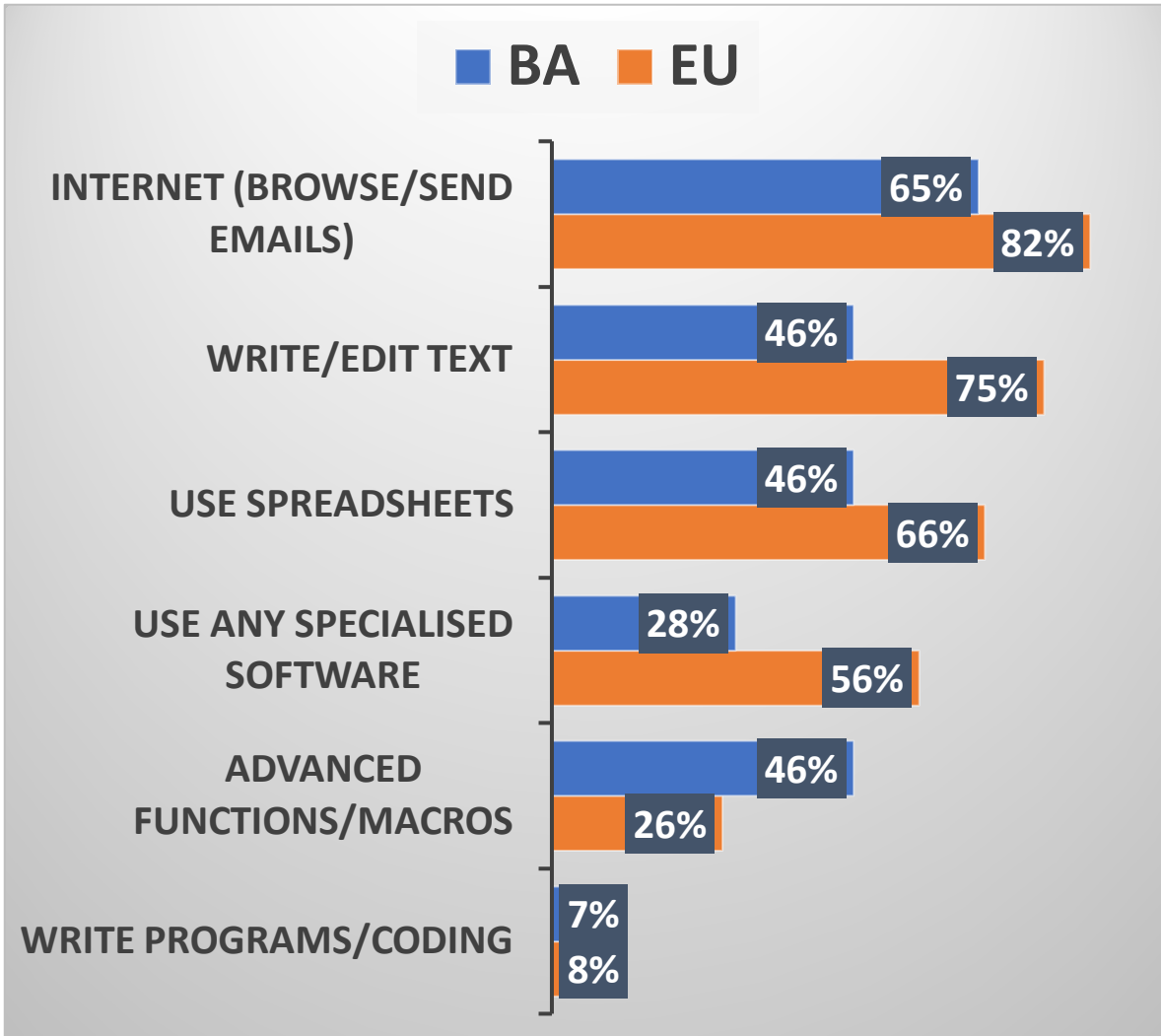


\*For example, new computer systems/devices or programmes, but not minor updates  
Source: Cedefop-ETF, European Skills and Jobs Survey (2021/2022), ETF provisional data

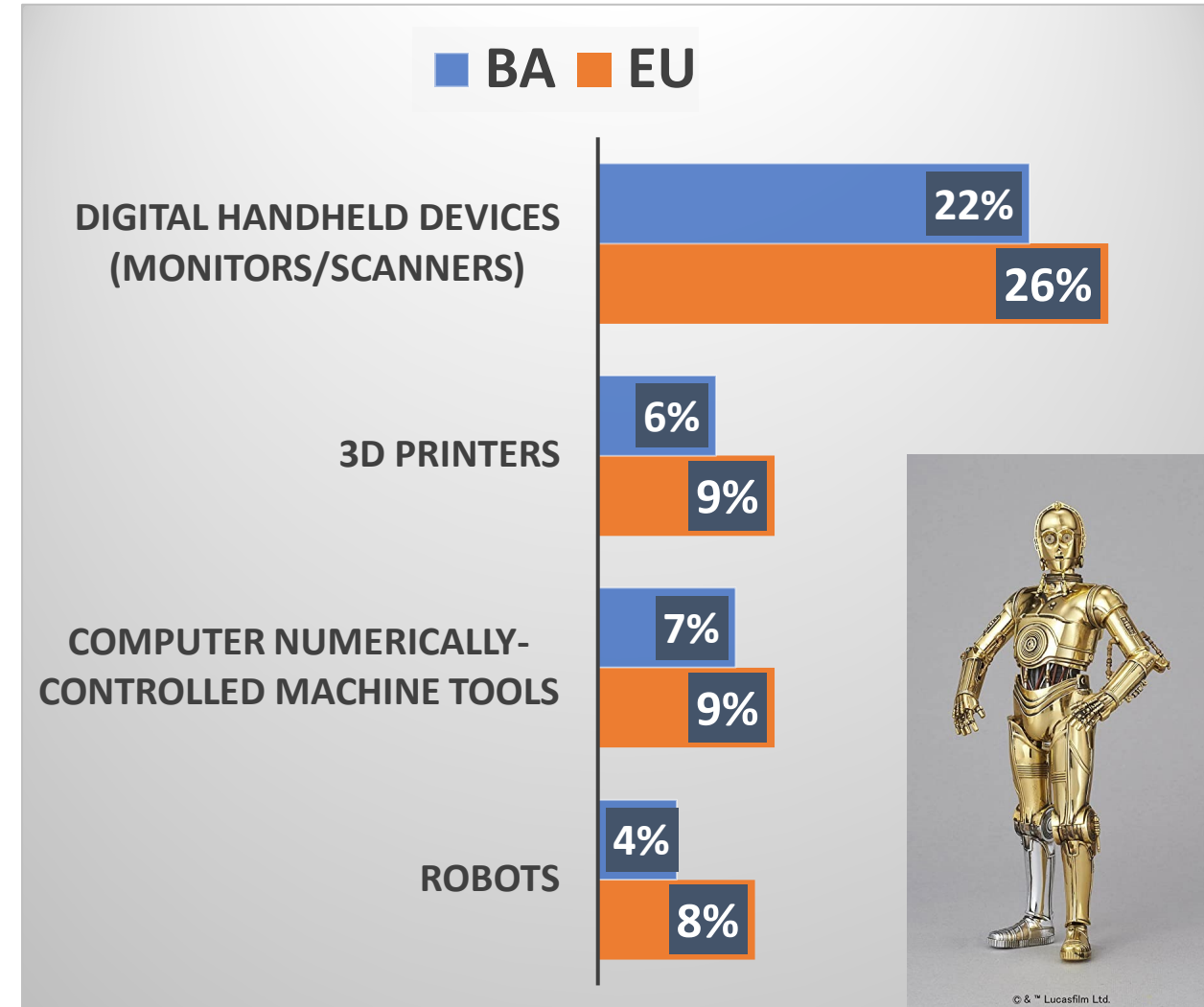


# How digitalised are the jobs today in Bosnia & Herzegovina?

Did you use computing devices to do the following activities as part of your main job in the last month?



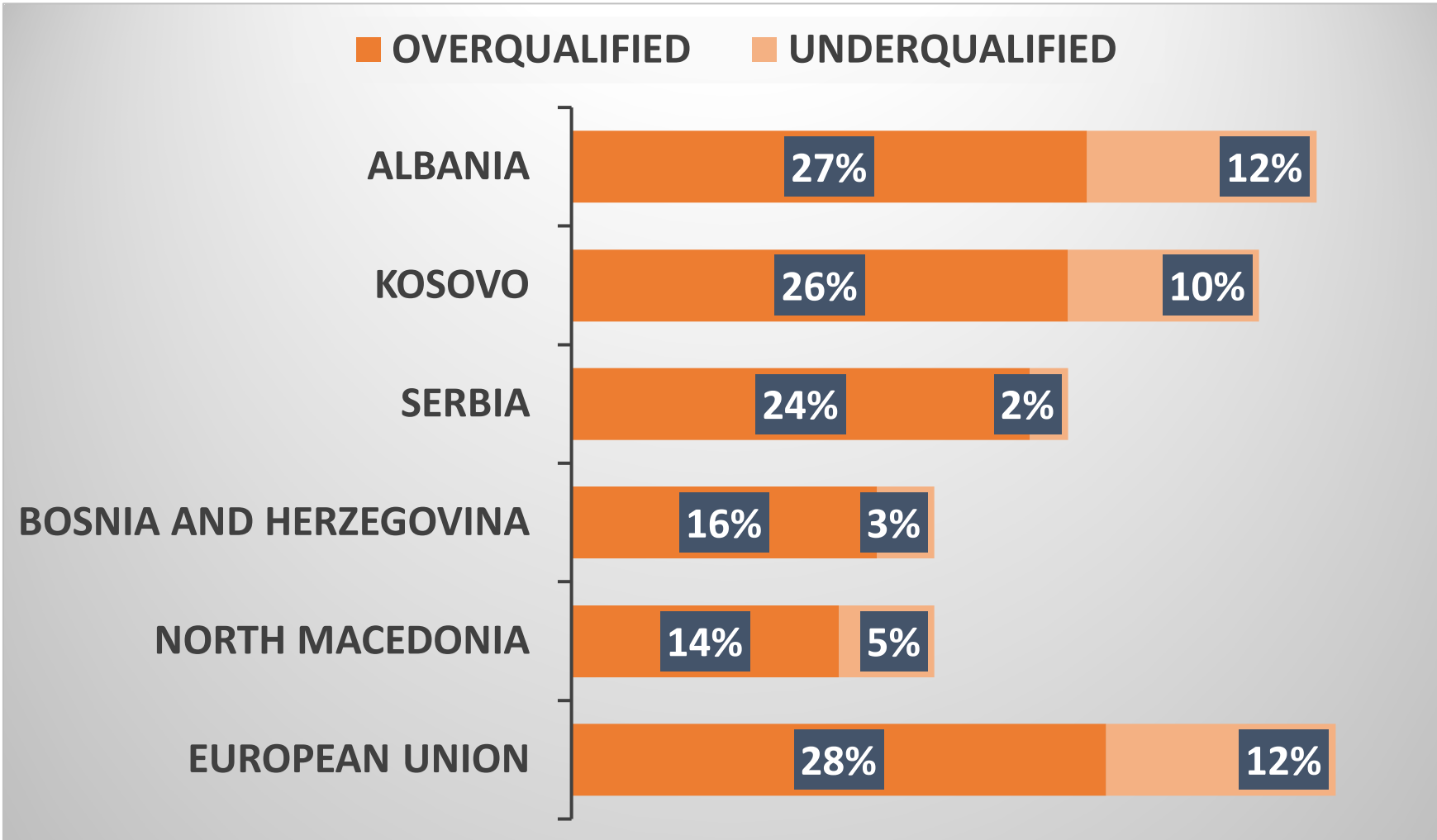
Did you work with/operate any of the computerised machinery below in the last month at your main job?



# What workers for today's jobs?

What is the level of education usually needed to do a job like your main job nowadays?

**1/6** of BiH workers held jobs requiring lower levels of their formal qualifications (diplomas)



Field of study for my job (today's requirements)

**26%**

Exclusively my field of study

**34%**

My / A related field of study

**10%**

A different field of study

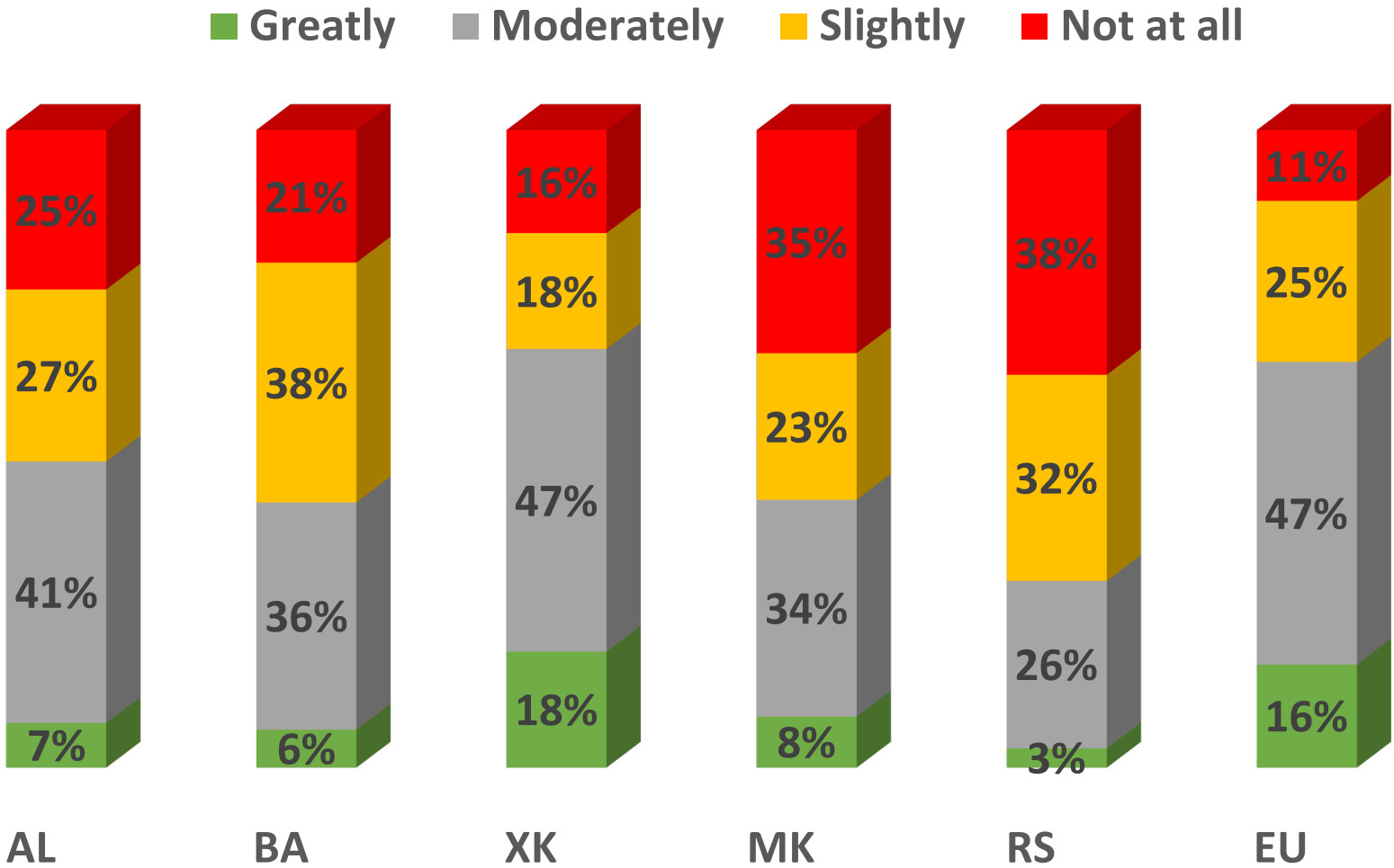
**30%**

Not a specific field of study

# Skill gaps and the learning potential

To what extent do you need to further develop your overall level of knowledge/skills to do your job better?

**42%** of BiH workers have **high\*** unmet learning needs



**44%**  
Social skills

**33%**  
Computer/IT skills

**33%**  
Job-specific skills

**27%**  
Numeracy skills

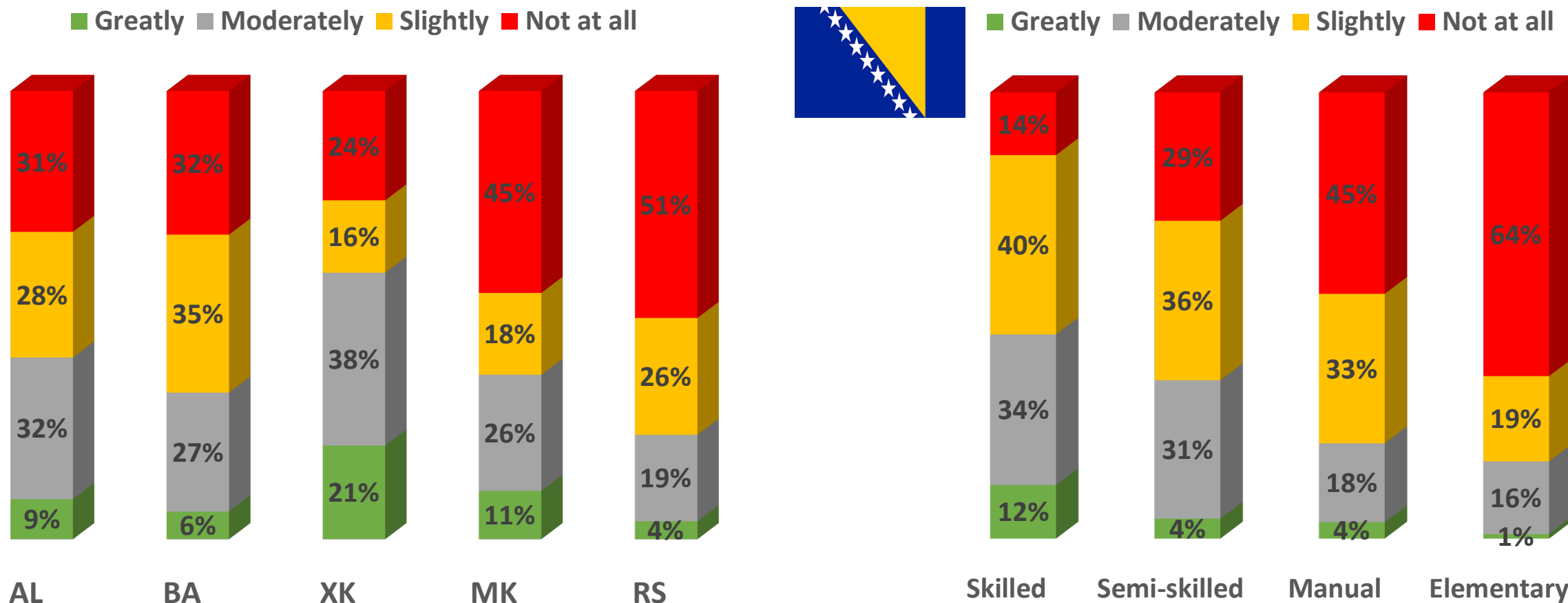
Source: Cedefop-ETF, European Skills and Jobs Survey (2021/2022), ETF provisional data

\*Sum of those reporting greatly & moderately unmet learning needs  
Note: Totals may not add up to 100 due to those with an unknown/unidentifiable status/no response

# New working realities... ... yet diverse awareness

**8 in 10** BiH workers holding elementary jobs lack awareness of the new realities in the world of work

To what extent do you need to further develop your computer/IT skills to do your main job even better?

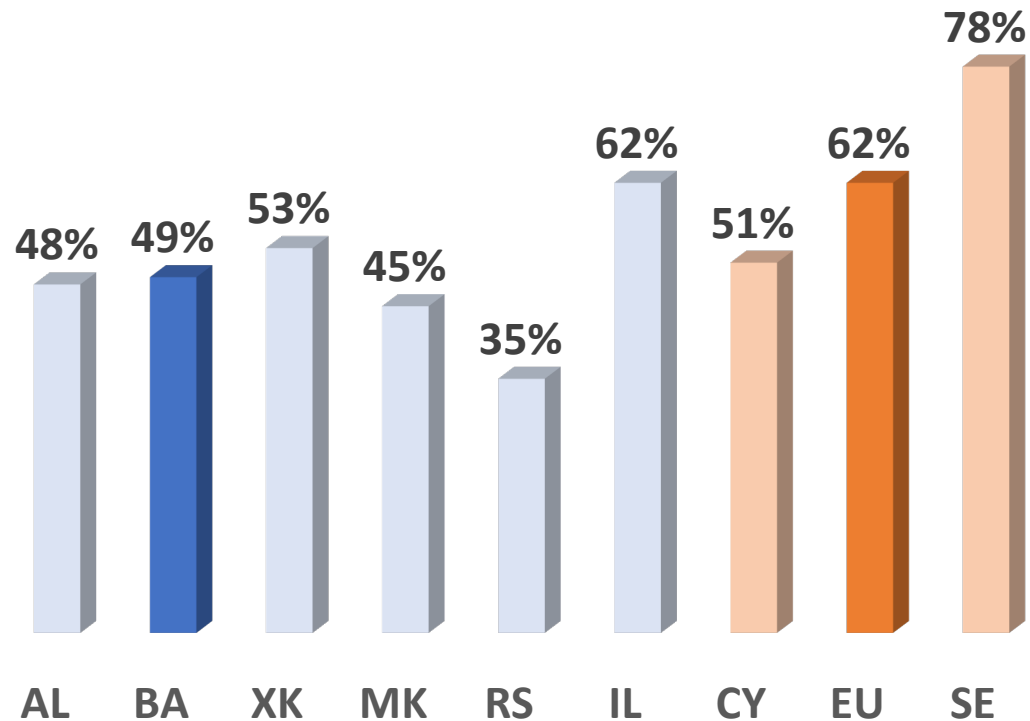


# Investing in skills

## Still sizeable disparities

In the last 12 months, have you participated in any education/training to learn new job-related skills?

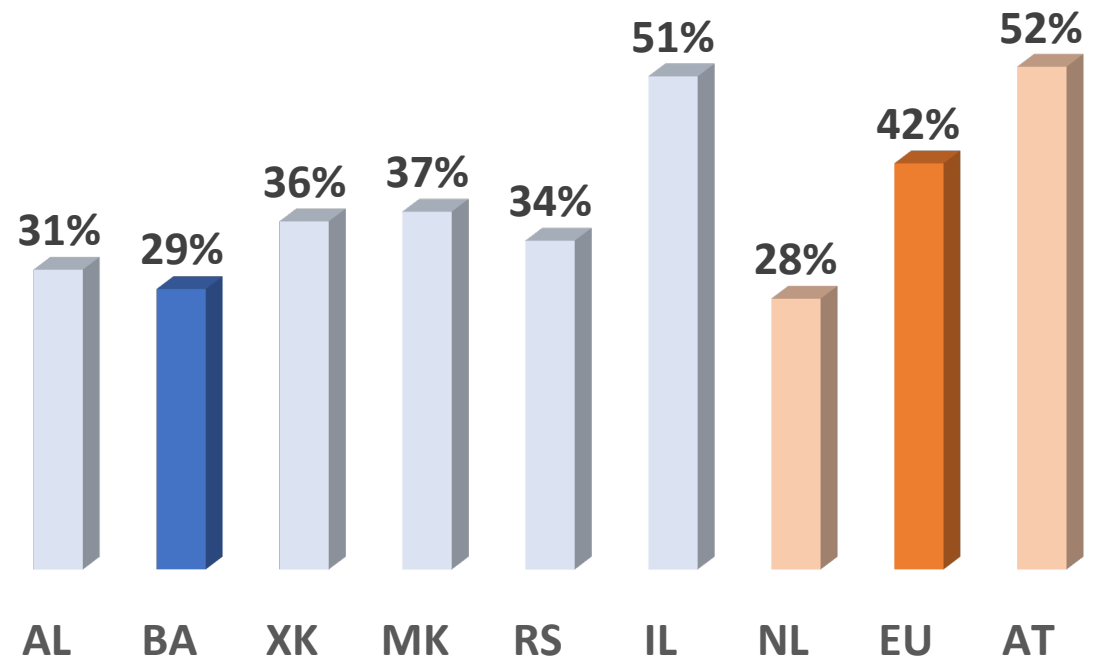
### ANY EDUCATION/TRAINING ACTIVITY



Modest engagement in IT training, high disparities on the intensity/participation: those who need it most often don't get it

And was at least one of these trainings done to further develop your computer/IT skills needed for your job?

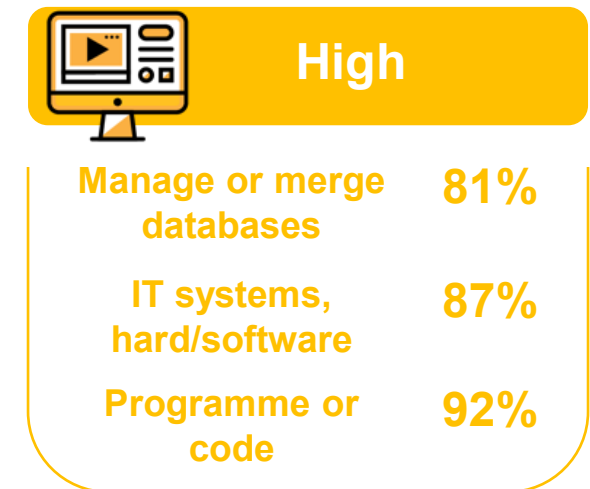
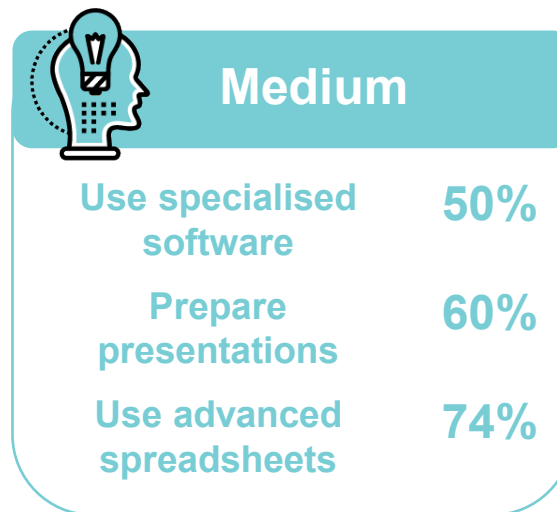
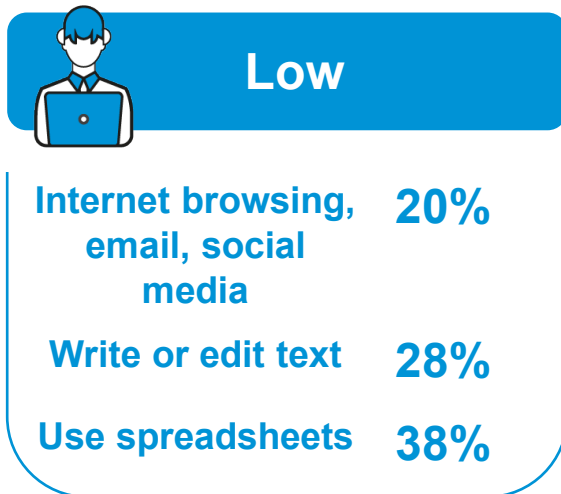
### TRAINING TO DEVELOP DIGITAL SKILLS



# Learning potential in digital skills

## *remain vast despite modest digital skill demand*

Cedefop Digital Skills Intensity index (EU+ countries)





# Going digital

## *Fear or facts?*

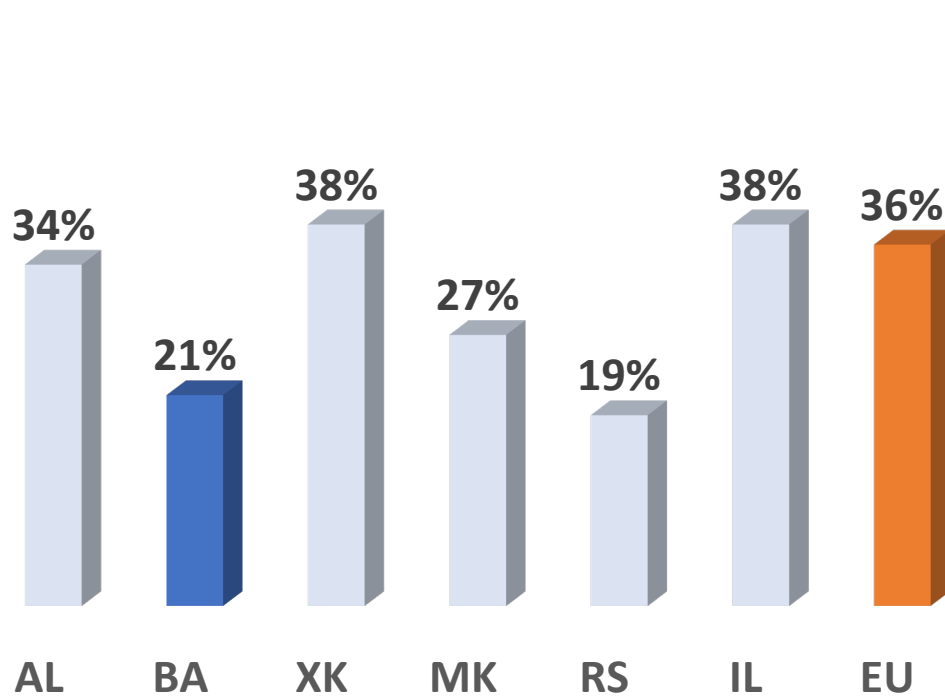
**1/5** BiH workers reported a *high/moderate job insecurity linked to lack of digital skills*

*Job insecurity is non-uniform by type of digital technologies used*

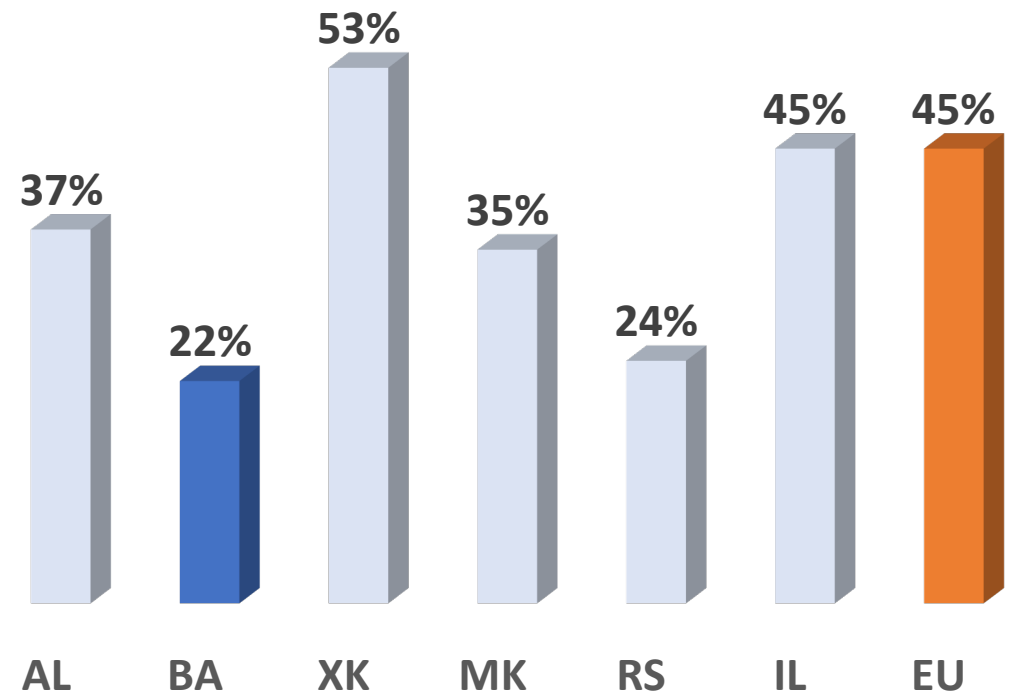
Do you think you may lose your current job as new digital/computer technologies will do your work?...

... and as new digital/computer technologies will also need new skills/knowledge which you don't currently hold?

**DIGITAL TRANSITION: JOB INSECURITY**



**JOB INSECURITY: LACK OF NEW DIGITAL SKILLS**



# Few takeaways for future reflection



## **Digitalisation could indeed increase job insecurity**

Particularly in manual/routine occupations, less in non-routine jobs  
1/4 EU employees think that technology can/will (partly) do their tasks



## **Today's (low skill demand) jobs could foster skills underutilisation**

With workers using basic digital technologies/if at all => a 1<sup>st</sup> step towards their jobs tasks being displaced  
by digital technology => the next one: digital transition could become a pathway for less rewarding jobs



## **(Despite) widespread skill gaps and yet low training engagement**

High inequalities in training intensity/participation, those who need it most often don't get it  
Digital upskilling entailed to learn using the 'basics', is modest and its duration not substantial

## **Digitalisation is also seen as an innovator, no longer as a disruptor**

So far, digitalisation = job destruction potential; indeed, it could expectedly lead to job losses, it could also automate some job-tasks of an occupation but not entire jobs/occupations  
ESJS data/evidence is a major shift in thinking, making way for a more balanced perspective





*Thanks for joining today !*  
*[www.etf.europa.eu](http://www.etf.europa.eu)*

**TO BE  
CONTINUED...**