The global opportunity in online outsourcing
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Abstract

Online outsourcing (OO) has become a promising alternative to traditional employment in today's digital era. It has transformed where, when, and how work is performed. For workers, this form of outsourcing has created new opportunities to access and compete in global job markets, from anywhere at any time, as long as they have computer and Internet access. This study focuses on OO's potential as a new and innovative channel for socioeconomic development for developing country governments and development practitioners, particularly in terms of youth employment, services exports, and participation in the digital economy. OO firms report that the private sector is currently driving most of the demand, but public sector demand for OO is a potential source of future growth. In order to understand the opportunity for developing countries, this study estimated the current size of the market and projected its growth, and profiled OO work through a combination of desk research and structured interviews with academics, online workers, firms, and industry analysts to better understand OO's potential impact on human capital and employment. The study also conducted focus group interviews with online workers in Kenya to gather additional insight into the socioeconomic impacts of OO, and carried out case studies in Kenya and Nigeria.

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World Bank Group (2018-09)

This report provides an overview of the role of emerging technologies in digital transformation and the global best practices in policy responses to the disruptions they cause across a broad spectrum of economic activity. It analyzes the successes and challenges of digital transformation in Russia and attempts to develop key recommendations to help policy makers accelerate the pace of digital transformation across the main sectors of the Russian economy. In its current version, the report starts with discussing the results of the Russia DECA and offers an analysis of international best practice in formulating policy approaches to stimulate digital adoption while easing the disruption caused by the rapid emergence of new technologies. The objective is to help
policy makers think through ways to harness the opportunities created by emerging technologies to enable Russia to accelerate the ... This report provides an overview of the role of emerging technologies in digital transformation and the global best practices in policy responses to the disruptions they cause across a broad spectrum of economic activity. It analyzes the successes and challenges of digital transformation in Russia and attempts to develop key recommendations to help policy makers accelerate the pace of digital transformation across the main sectors of the Russian ... This report provides an overview of the role of emerging technologies in digital transformation and the global best practices in policy responses to the disruptions they cause across a broad spectrum of economic activity. It analyzes the successes and challenges of digital transformation in Russia and attempts to develop key recomm ...

**Europe and Central Asia Economic Update, Fall 2020 : COVID-19 and Human Capital**

World Bank (2020-10-07)
The COVID-19 pandemic has hit human capital directly in Europe and Central Asia, adversely affecting both education and health. School closures may lead to learning losses equivalent to a third to a full year of schooling, and they are likely to exacerbate inequalities, by disproportionately affecting students from disadvantaged backgrounds. The disease has already killed thousands of people, and some patients who survive will suffer long-term damage to their health. Recovery from the pandemic will thus require strong investment in education and health. This update examines human capital outcomes in the region and the ways in which the pandemic is likely to affect them. A focus on the quality of tertiary education and health risk factors of obesity, smoking, and heavy drinking highlights the challenges that are particularly important for the region. Post-COVID 19 policy initiatives to improve education and health will need to recognize the challenges posed by increased reliance on remote learning and the importance of being prepared for future pandemics, given the vulnerability of the ...
The World Bank Annual Report 2020: Supporting Countries in Unprecedented Times

World Bank (2020-10-01)

The Annual Report is prepared by the Executive Directors of the International Bank for Reconstruction and Development (IBRD) and the International Development Association (IDA)—collectively known as the World Bank—in accordance with the by-laws of the two institutions. The President of the IBRD and IDA and the Chairman of the Board of Executive Directors submits the Report, together with the accompanying administrative budgets and audited financial statements, to the Board of Governors.

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Education, Training and Labor Market Outcomes for Youth in Indonesia

World Bank (2010-08-01)
This report is part of the Analytical and Advisory Activities (AAA) program focusing on the engagement area of ‘skills development, competitiveness, and knowledge economy’ and is based on several background papers and technical notes written on the characteristics of youth employment and the role of education and skills in the school-to-work transition in Indonesia. The slow transition of graduates is explored in detail in section two, which pays special attention to differences by education levels. It highlights the difficulties of senior secondary school graduates in accessing good quality jobs and the high unemployment rate that they face upon graduation. Given these worrisome signs of young senior secondary school graduates (considered the lower tier of ‘skilled’ workers) and expected increases in the transition to senior secondary education (which are already rising rapidly), ...

Uzbekistan : Modernizing Tertiary Education

World Bank (2014-06)
Uzbekistan is a lower middle-income country located in Central Asia with a population of 30 million people and an economy that has been growing by over 8 percent per annum since the mid-2000s. The composition of the workforce has also changed dramatically in recent years. The higher education system is characterized by low access and concerns about the quality and relevance of the skills of its graduates. A recent regional skills study concluded that Uzbekistan is experiencing a substantial shortage of university graduates. The internal management of the higher education system is fragmented, with different actors having overlapping responsibilities, thereby making it difficult to ensure system-wide accountability. In order to enable the Uzbek higher education system to serve the economy and student population well, the quality assurance system should be compliant with global best practices...
World Bank (2011-10)

South Asia is at the cusp of change. Aside from being blessed with abundant natural resources, it is one of the world's most densely-populated regions, being home to over 1.6 billion people. Most importantly, it had experienced rapid population growth and is now home to a talented young population. At the same time, South Asia's economy is booming. The South Asian countries share many similar characteristics, in their political, societal and cultural, DNAs. One common feature is that these countries experienced a rapid expansion of their higher education sector in recent decades. This is not surprising, given the increasing quality, access and affordability of primary and secondary education. This is matched concurrently by the region's strong economic growth resulting in higher demand for skilled labor.

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Opportunities – The top opportunities in the global business processes outsourcing market will arise in the CRM BPO segment, which will gain $27.9 billion of global annual sales by 2022, followed by the HRO BPO and F&A BPO markets that will gain $20.0 billion and $15.9 billion respectively. Recommendations – To take advantage of these opportunities, The Business Research Company recommends the business processes outsourcing companies consider focusing on offering AR based business processes outsourcing to their clients, using the latest technological advances to improve customers’ experience, expanding in emerging markets, and leveraging social media to maximize reach. The world’s fastest global PEO: your gateway to over 190 global markets. Align human capital and business objectives, and operate globally with 100% compliance & no entity hiring. Blog. Trends like that give rise to increasing popularity of outsourcing. According to Deloitte’s survey, the market has seen a significant increase in outsourcing consumption in 2014. As I am focusing in this article on employment outsourcing as well as opportunities that it gives, I am providing the figures from the report about this sector specifically. Of the 140 companies from nearly 30 countries, 38% are planning to outsource Human Resources functions in the nearest future compared to only 13% currently outsourcing. It is actually no wonder. (2015). The Global Opportunity in Online Out-sourcing. Retrieved from the World Bank Group website: http://documents.worldbank.org/curated/en/138371468000900555/The-global-opportunity-in-online-outsourcing 5 Horton, J. J. (2010). Online labour markets. In International Workshop on Internet and Network Economics. relationships of offshore outsourcing ultimately influence today’s geographic diffusion of online gig work and can explain online gig work platform usage in parts of the Global South. 13 For a more detailed analysis of outsourcing and offshoring, please see: Sako, M. (2005). Outsourcing and offshoring: key trends and issues. Available at SSRN 1463480. 14 Davis-Blake, A., & Broschak, J. P. (2009). Outsourcing and the changing nature of work. Technological developments facilitating outsourcing and offshoring of service activities gradually turn the world into a level playing field in which anyone can compete for work with anyone else regardless of his or her location (Friedman 2005). As a result, new, previously sheltered groups, particularly in Western labor markets, are now increasingly susceptible to direct competition from not only their domestic but
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