

**Fostering Sustainable Development Through Decent Work and Economic Growth in the Digital Transformation Era**

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**Abstract**

United Nations in 2015 adopted 2030 agenda for Sustainable Development. These cover 17 such goals to cover ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests. The ongoing digital transformation for the developed and developing countries brings them with lots of exceptional opportunities accompanied with lots of challenges to achieve Sustainable Development Goal 8 (SDG 8): Decent Work and Economic Growth. With the help of this abstract we look forward to obscure relationships between digital transformation and quality of employment with more and more opportunities which would further lead to inclusive and sustainable economic growth of the economy. It will further explore the ways in which the employment opportunities and job market has been reshaped with more and more interventions of technological advancements like artificial intelligence, innovations, automation etc. Furthermore, it will help to analyze inferences the present work culture, skill requirements, enhancements and social equity. It focuses on exploring the potentials of digitalization for SDG 8 accompanied with more active and unified approach. It includes more programs for digital literacy, upgrading the current skillset, nurturing innovations, creating more change adaptability programs to safeguard the interest of employees, and ensuring social protection systems adapt to the evolving nature of work. By strategically navigating the digital landscape, nations can unlock pathways towards robust economic growth that is environmentally sustainable and grounded in the principles of decent work for all.

**Keywords:** Sustainable Development, Decent Work, Economic Growth, Digital Transformation

## **Introduction**

World has shown accelerated growth towards the change in globalization and digitilization. It has undergone lots of changes in the past recent years. These rapid advancements and integrations has brought lot of economic development and social development , success and growth. On one hand while it paved the way the entry of new technology and industries, on the other hand it also brough new job opportunities in many folds. However, while we successfully move forward it is equally important to maintain the consistency and sustainability of our growth and this is why creation of decent workplace is equally important to be maintained by every organization. To ensure this under sustainability development and goals(SDG), SDG :08 focuses more on Decent Work and Economic growth.

While we speak about so much about success brought in these digital transformation journey of the world. It also brings with it risk of aggravating inequalities that exist in the present world, creating uncertain employment opportunities, and many industries has been divided digitally. Therefor it is very important we have conscious and strategic approaches that could act as a harness transformative power of all digital technologies which could foster economic growth, bring equal opportunities with impactful employment which would intrinsically be adding up to principles of decent work which are- decent work, including fair wages, safe working conditions, social protection and worker's rights.

Thus, it is really important to define and explore the interlinking between all the factors like digital transformation, employee and economic growth which eventually contribute to SDG8 creating a decent workplace. In this era the benefits and challenges derived from digital transformation is important to maintain a balance between all to maintain sustainable environment. Also, this dynamic interplay between all the factors would help to explore new innovative policies, more human centered approaches and also collaborative efforts. This journey of digital evolution would bring more equitable, prosperous and sustainable future for the world's sustainable development.

## **Literature Review**

**BS, Sundaresh (2019).** Author directs his study related to Everest group wherein it studies the impact of IT sourcing. As per the current world dynamic, it is more changing towards technological developments and government initiatives more of service value chain BPO outsourcing is promoted. It helps in bringing more opportunities, jobs and Sustainable Livelihoods. Educating the employees about this is also one for the benefit of community.

**Bubanja, Marijana Vidas (2022).** Author observes the relationship between digital economy and changes in the resource market which is the way digitilization has occurred in recent years. With innovation, its creativity and flexibility to adapt is also one of the most important key aspects of the economy. The key factors that help to gain from these changes in the organization are knowledge. Author emphasis that all the levels in the organization should think about acquiring new knowledge and reskilling the current one that exist in the organizations.

**Chatterjee, Sheshadri, Chaudhuri, Ranjan, Vrontis, Demetris & Giovandod, Guido (2023).** Author develops the interesting facts on digital leadership effects on the organization. They take a lot of responsibility for efficient implementation of digitization in organization. Digitalization not only enhances the organization's performance but also results in an effective work life balance for employees, which indirectly increases their performance. This study was done based on dynamic capability view and was validated with PLS SEM technique on 335 respondents. from different types of organization and in conclusion, it is true that parameters like organization performance, work life balance could be achieved with the help of effective digital leadership.

**Evangelista, Rinaldo, Meliciani, Valentina, Guerrieri, Paolo (2014).** Author examines digitilization in Europe as the main base for this study. Author shares using the information and communication challenge by individuals to fulfill social and economic domains is not enough to move towards digitalization. Level of use and quality what we use always plays a significant role in digitalization. Several other macro factors, like labour, GDP and economic growth are also responsible for digitalization. author establishes their importance with the help of hypothesis testing. Digital empowerment also helps those group which are left behind and are termed as disadvantage group of labours.

**Hadiansyah, Chandrarin, Grahita, Supriadi, Bambang (2024).** Author observes the shipping companies the ways the employee performance could be improved through digitilization. Author collects the samples of 160 plus people and apply SEM model. This method shows the use of digitilization helps in the evaluation at each process of shipping to note the correct time indicators. It helped the employees to improve the quality and quantity of the task done. Thus, proving digitilization enhances the skills of employees and helps in their performance improvements. This further helps policy makers to draft the policies for IT departments accordingly.

**Henrik (2020).** This journal reflects the causes of digitilization on human resource management. It is impacted by technology, innovation, robotization etc. And accordingly, they reshape the requirement of resource availability in the market. Talent management is more of a value-added work with the introduction of these new technologies and new ways of digital world. It's all on how we create, maintain and transfer knowledge.

**Kolokytha, Eleftheria, Kolokythas, Georgios, Perdiki, Fotini, Valsamidis & Stavros (2018).** Author focuses on the European market, where because of digitilization some areas face a challenge of job loss, while at some other places there are jobs expanding especially for low skilled or high Employees, however there is shortage of resources in the market. This also creates disruption in the economic and social market of an organization. The author uses indices as a solution. Possible outcomes could support in: - structural problems with European markets, substitution roles and how in other countries the deficits could be resolved.

**Kumari, Prabha (2018).** Author studies the positive and negative impact of digitalization on employees for banking industry. Organizations have a great incline towards Digitalization to gain a competitive edge over national and international markets. The study prompts towards number of studies on one hand where number of opportunities for the resources or employees in the organization with advancements in productivity and other process innovation. However, it carries risk on the other hand as cultural and social and economic environment. Also impact on millennial generation employees.

**Kumar, Praveen (2021).** Author states that AI is ruling the world now, after pandemic situations it becomes more obvious. There were lot of distributions with the work continuity however

implementation of AI saved a lot of it. Though the human effect and machine effects are two different zones on how we work. As such it is important the consideration for employees is done. That means employee engagement is becoming the key factor that IT industry as a part of this study needs to take care with this new era of AI.

**Lasinio, Cecilia Jona, Venturini, Francesco (2023).** Author tries to establish a relationship between digitalization, performance, wage generation and training. Analysis was done between two groups who were put under proper training and the others which were doing the process as it. There was a significant increase in the wages of people under training. The data was used to derive the conclusion with digital world and organizations moving ahead it is very important for organization to upskill their employees.

**Sharma, Aarti (2018).** Author studies about hotels detailing how important it is we consider employee wellness to meet customer satisfaction. It's very important we are able to nurture the employees experience and knowledge so that it could be used for the betterment of customers. It is important that we are able to include or create objectives that would help employees to feel autonomous about the work done.

**Singh, Gursimran (2023).** Author defines the impact of digitalization on employees in terms of Digital Surveillance. These have a positive impact in terms of control over the work culture. However, this also leads to negative impact as employees feel in the state of micromanagement and hence are demotivated to work further. Many times, they are not willing to pick any new piece of work as that might result in them stress. There are trust issues with the employees and anxiety in employees for their work. There might be also issues of privacy too. However, there could be ways to improve it by creating transparency and more communication with the team.

**Singh, Shweta (2021),** Author observes through this study the positive impact of digitalization and transformation of banking industries and other service industry. It is the requirement of today and those organizations which are not opting for such digitalization are losing their hold in the market and are on the urge to become extinct in the zone of different market sectors. As an example, the remote working has one the key to business continuity during the Pandemic situation

which is one of the best examples hope the industry and many organizations cope up their business and were able to earn high profits.

**Singh SK (2024).** Author observes through this study the impact of AI on traditional banking process. On the one hand, while it brings a lot of opportunities for people, on the other hand it also brings challenges. It determines how the balance would exist while implementation of AI in this new era. Wherein as per customer purpose it creates space of activities faster in Banks however it also creates risk for customer data in terms of privacy. From the employees' point of view, it brings efficiency in tasks, however with the risk of job obsolescence. In Banks with the involvement of AI employee engagement becomes a key.

**Weber, Ellen, Büttgen, Marion & Bartsch, Silke (2022).** Author through this study considers that leadership behavior is one of the important aspects to establish digitalization. To study these 815 participants were a part of experimental study to see if leadership behaviors impact the digital grounds in the organization. It is a competitive environment, and every time digitalization is not successful if the leadership is proactive and interactive enough to have a successful digital impact in organizations.

## **Objectives**

The main aim of this study is establishing sustainability goals for the employees by creating a decent workplace for, they should easily cope up with the digital transformation solutions and changes.

- To Promote the adoption of digital tools and digital platforms that would lead to forward thinking by creating more job opportunities for employees, entrepreneurship roles and drive sustainable economic growth.
- Problem solving approaches with help of digital transformation would boost more innovation, more employee participation and more economic development.
- Leading to critical analysis of models for change adaptability that would work for welfare of the employees and create decent place of work for them.
- Adoption of more digital literacy programs that could enhance the present skillset of the employees that could advocate for social and economic sustainability.

## Methods

This study includes a mixed method which includes, Survey was done with experienced employees who have spent minimum 10 years in the IT sector, and Focused group discussion with managers of Shared services organization.

The study was performed between the period of Jan 2025 and Mar 2025.

## Data Collection

Questioner were circulated to experienced 30 employees for IT sector to understand how digital transformation affects the working environment and their own growth and performance. It is to understand if trainings for skill enhancements, digital literacy programs would help to gain more performance enhancements.

Focused group:- Discussion with experienced 15 managers to understand the impact of digital transformation on employees in present era and understanding the approach required to fulfill sustainability goals.

## Results and Discussions

The questioner were rolled out to 30 employees of IT sector working in different organizations who had an experience of more than 10 years, most of them are managers in IT industry. The questions were asked through social media platforms like mails and WhatsApp. They were given the options of yes, no and maybe, with and additional row of comments so that they could share any specific experience or any other suggestions and feedback.

Questions	Yes
Do you think Digital transformation has contributed to your own growth	50.00%
How has digital transformation impacted productivity and efficiency levels within your organization or industry	86.67%
Do you believe that the economic growth driven by digital transformation has been inclusive and equitable? (Consider factors like access to technology, skills gaps, and income inequality.)	23.33%

Has digital transformation influenced the quality of work (decent work) in your sector or industry?	90.00%
Was it easy to accept the changes brought in by digital transformation to the present work culture	20.00%
Can digital tools and platforms be leveraged to promote and monitor decent work standards across different sectors and types of employment?	76.67%
Do you think training and digital literacy is important to promote healthy working environment	93.33%
In your opinion, the pursuit of decent work through digital transformation could contribute to broader sustainable development goals (e.g., poverty reduction, reduced inequalities, environmental sustainability)?	33.33%
should there be indicators or metrics that should be used to track progress in achieving sustainable development through decent work and economic growth in the digital age	23.33%
Will talent pool contribute to longer sustainability goals	60.00%

With the help of results following points could be understood:-

- Employees and organizations are impacted by digital transformation.
- To have a decent workplace, it is employees are keen and look forward for more digital literacy and skill enhancements.
- Digital tools and platforms could boost the job opportunities, promote innovations and develop more efficiency at work.
- Change adaptability models are required as it's not easy to accept and change the traditional ways of working.
- More communication and engagement programs from the leadership are required to accelerate adaptation of sustainability goals and understand how they are contributing to economic growth.



On the other hand, there were several discussions done with 15 managers from shared service and BPO's. which are a part of digital transformation project team the discussion was around the interplay between employee, sustainability and digitalization. Focus was to understand if the leverage of one would benefit the other. Apart from that, how the leadership plays a key role to facilitate these whole changes.

As a result, following were the closing points:-

- Leader should be well equipped with tools and models that will help employees understand and adapt the changes.
- Innovations could be promoted with the help of awards and recognition. This will boost the employee's zeal to learn and enhance their current capabilities at work.
- Metrics should be adapted to promote the decent workplace and sustainable environment.
- Identification and implementation of digital tools and platforms which will help to increase the efficiency, productivity and sustainability for the organization overall.
- Time to time interaction with employees to educate them on current Digital transformation changes and developing programs on skill enhancements so that they could leverage and be open to job opportunities and entrepreneurship roles.

## **Conclusion**

Digital transformation has much more enhanced after the pandemic of covid 19 and the requirements are to develop such sustainable goals with more research and studies so that we could sustain any future critical contingencies. To conclude on the above topic we could relate that though there is an accelerated growth in the digital transformation for the past recent years still we could see there every study reflects, this transformation brings both the issues and challenges with it. The foremost important aspect is sustainability.

On one hand it is important that we move towards innovation but metrics should be levied upon the efficiency derived and gained from such advancements. Employee engagement programs are important for collaborative and healthy environment to make it a decent workplace equally it is also important that skill enhancement is done through models and trainings of the resources so that it could benefit the human and organizational goals in the long run. Employees are the asset for

any organization and it is relatively important there interest and zeal is maintained by creating a decent workplace. Leadership is an important aspect that links the digital transformation with working culture, frameworks of policies, upliftment and enhancement of the current skill set. This would further benchmark the job requirements and opportunities. Henceforth continued study and exploration is required on digital transformation, sustainability to maintain its development which could benefit the human aspect by creating a decent workplace.

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