

Background and objective

The rapid expansion of artificial intelligence (AI) and digital technologies is transforming the world of work in the Arab region, offering significant potential for innovation, enhanced productivity, job creation, and economic growth. At the same time, these technologies present complex challenges, such as job displacement, skills mismatches, and unequal access to digital tools and infrastructure, which risk deepening existing inequalities and leaving already vulnerable populations further behind.

This session will highlight the importance of adopting a human-centred approach to AI and digitalization, grounded in the principles of social justice, decent work, and equal opportunity. It will explore the implications of technological change for job quantity, quality, and inclusivity, and emphasize the critical role of social dialogue in managing this transformation, addressing emerging risks, and promoting consensus-based solutions.

By bringing together diverse stakeholders, this session seeks to foster a shared understanding on how to ensure that digital transformation in the Arab region is inclusive, rights-based, and leaves no one behind.

Questions to be addressed

- To what extent do digitalization and AI contribute to promoting decent work and social justice? Are the potential gains outweighing the risks, and what should be done to ensure better employment outcomes and equitable results?
- While the digital economy offers significant opportunities, it also raises concerns, particularly among workers. How can workers' organizations play a role in addressing issues such as job displacement, precarious employment, algorithmic management, and potential unfair labour practices in increasingly digitalized workplaces?
- Digitalization and AI are increasingly perceived as an opportunity for businesses to ensure competitive advantage. What strategies are put in place by employers to leverage AI and digital technologies to boost economic growth while safeguarding workers' rights and supporting upskilling initiatives.
- How can governments' digitalization policies align with national employment goals? What measures should be implemented to ensure that the digital transition supports job creation, enhances employment quality, and addresses challenges like inequality and workforce adaptation?

Moderator

Aya Jaafar, Labour Economist, International Labour Organization- Regional office for Arab States, Lebanon

Panelists

- **Hind Benammar**, Executive Secretary, Arab Trade Union Confederation (ATUC), Jordan
- **Maher Mahrouq**, Director General, Association of Banks in Jordan, Jordan
- **Hoda Al Khzaimi**, Strategic Economic, Technology, and Investment Advisor, United Arab Emirates (virtual)
- **Lina Oueidat**, National ICT, Cybersecurity and AI advisor, and National ICT Coordinator, Presidency of the Council of Ministers, Lebanon

This Special Session will be organized as a hybrid event. To participate over Zoom, please [register here](#). Those physically present at the UN House can attend the session in the Mezzanine meeting room (MZ floor).