









**جوبيا تطلق شركة خدمات الدفع الإلكتروني Jumia Pay لتوسيع خدماتها للمدفوعات الرقمية بعد حصولها على التراخيص اللازمة من البنك المركزي المصري :**

**نحو الشامل المالي في مصر، حيث تُمنى جهوماً بضوره**  
**تغول البريد العادي في إلزام الجميع بـ**  
**الرقى... من ناحية أخرى، يرى كل من محمد جعيلان**  
**القاوسي، رئيسة ويهاب العزيري، المدير التنفيذي**  
**لشركة مصر للسوبرنر، أن خالل جهوماً يكتفي**  
**بـ***Jumia Pay***، لتقديم خدمات جديدة في**  
**هذه الشراكة.**

دعاوة شركات التكنولوجيا الناشئة المصرية للتقى  
للاستفادة من حاضنة بلوك تشين في إفريقيا



**كن مسؤولاً للمستقبل... لوحات شنايدر إلكتريك للطاقة  
تساهم في تطور الميادن التكنولوجية**

**باب: وسائل الاعلام**  
**العنوان:** «وسائل الاعلام في بناء وتأطير الهوية»  
**المؤلف:** شمس الدين العسيلي - أحد برلمانيين ووزراء سابقين  
**المحتوى:** دراسة تحليلية لدور وسائل الاعلام في بناء وتأطير الهوية في مصر، وذلك من خلال تأثيرها على كل اتجاهات التنمية اعمالاً ملهمة.  
**الرسالة:** تناولت دراسة تأثير وسائل الاعلام على تشكيل الهوية، وتحقيق التغيرات الاجتماعية في مصر، وذلك من خلال تأثيرها على كل اتجاهات التنمية اعمالاً ملهمة.  
**الكلمات المفتاحية:** تأثير وسائل الاعلام على تشكيل الهوية، وتحقيق التغيرات الاجتماعية في مصر، وذلك من خلال تأثيرها على كل اتجاهات التنمية اعمالاً ملهمة.  
**مقدمة:** تناولت دراسة تأثير وسائل الاعلام على تشكيل الهوية، وتحقيق التغيرات الاجتماعية في مصر، وذلك من خلال تأثيرها على كل اتجاهات التنمية اعمالاً ملهمة.  
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**الاستنتاجات:** تناولت دراسة تأثير وسائل الاعلام على تشكيل الهوية، وتحقيق التغيرات الاجتماعية في مصر، وذلك من خلال تأثيرها على كل اتجاهات التنمية اعمالاً ملهمة.  
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**الإنتاج العربي يبحث التعاون التكنولوجية مع "جيوشى" و"شاندونج"**

نحو الشمول المالي في مصر، حيث تُمثل جهوداً مبذولة  
تهدف إلى إنشاء نظام مالي شامل يغطي معظم السكان.  
الرقى من ناحية أخرى، فإن محمد جعفر عبد  
القواديس، رئيس مجلس إدارة ويهاب العزرا، رئيس  
أمانة رئيس بشراسة، يشاركون في شركة جوجواي التي تهدف إلى  
تقديم خدمات مالية للمصريين خلال خطوات الراحلة، وتخطط  
لتقديم خدمات مالية في مصر خلال هذه الشرارة.

**ملايين مهتمة**  
بـ **جيمس جاريل**  
**برع اثاث من الماء**  
**الاطي بمعدل نحو**  
**٥٣%**

**منصة "اسأل" تطلق برنامجاً جديداً لصحة الموظفين** بمشاركة "اتصالات" و"بأي موب":



وهي تختلف في تفضيلها بين 85% و 21%، فيما يفضل المعلنون 87% من المعلنين.

**لترير كاسبرسكي: 50% من مقدمي الرعاية الصحية في مصر يستخدمون معدات طبية بنظام تشغيل قديمة**

وخصوصاً كاسبرسكي بالذات يصنف كأحد أقوى البرامج المضادة للفيروسات، حيث يمتاز بقدرته على اكتشاف جميع أنواع الفيروسات والبرمجيات الخبيثة، مما يجعله من الأفضل في حماية الأجهزة. كما أنه يتيح للمستخدمين إمكانية تنزيله من الموقع الرسمي للشركة، حيث يتوفر على إصدارات متنوعة تلبي احتياجات المستخدمين.

منهج قلو وورلد كيز لتعليم البرمجة بطريقة  
مناعة للأخطاء تستند للتوعي بالسذوجية

hello  
world  
kids







## Introduction of New Customs Duty Set to Slow Growth Momentum of Egypt's Smartphone Market

By : Nabil Makled - Basel Khaled

Egypt's smartphone market will grow just 1.0% year on year (YoY) in 2023 to total 13.1 million units, with momentum being slowed by the government's introduction of a new 10% import tariff on mobile phones. That's according to the latest analysis from International Data Corporation (IDC), which believes that the new tariff will constrain — but not completely halt — the steady growth that was seen in the market throughout 2020 and 2021 despite the considerable challenges posed by the COVID-19 pandemic and subsequent shortage of mobile phone components.

"The new customs duty that was announced on November 26th will definitely impact the market in the short and medium term," says Taher Abdel Hameed, a senior research analyst at IDC. "In the short term, smartphone prices will increase 10% YoY in Q4 2021 due to the new tariff and continuing supply



shortages. Vendors will resort to increasing the share of more affordable models in their portfolios to combat the price increases and maintain sales growth. In the medium term, this tariff can be considered as a precursor of further action by the government to encourage the local assembly of mobile phones, following a similar pattern to other

markets across the region — including Turkey in 2020 and Pakistan in 2019 — after tariffs on mobile phones were increased."

The latest edition of IDC's Quarterly Mobile Phone Tracker shows that Samsung led Egypt's smartphone market in Q3 2021 with 29.7% unit share, followed by Oppo in second place and Xiaomi in third. In terms of price bands, the \$100-\$200 category continues to account for the largest share of smartphone shipments in Q3 2021 at 48.6%. The share of mid-range devices priced between \$200-\$400 increased considerably from 10.8% in Q3 2020 to 29.1% in Q3 2021. This increase was due to the introduction of new models by Samsung, Oppo, and Xiaomi that were priced higher than their predecessors, as well as by the ongoing shortage of components which caused the prices of other models to increase.

Looking ahead, IDC expects Egypt's smartphone market to remain on a growth trajectory

in terms of unit shipments over the coming years through 2025. The market is still transitioning from feature phones and remains unsaturated, with strong demand stemming from a young and technically savvy consumer base.

Smartphone markets are always closely monitored by governments across the region, since imports of these devices are significant contributors to current account deficits," says Dr. Ramazan Yavuz, a senior research manager at IDC. "Governments are increasingly employing a strategy of first controlling the import flows and then encouraging the local manufacturing of these devices within their respective countries. This was recently seen in Turkey, where tariff increases on mobile phones paved the way for global brands to establish local production in the country. Egypt, already a strong hub for production, is likely to follow the same route."

## 84% of organizations to deploy advanced video technologies over next 24 months

By : Basel Khaled - Mohamed El Kholy

Europe and UAE will see a surge in deployment of advanced video technologies according to new research conducted by the global market intelligence firm IDC and sponsored by Milestone Systems.

The research revealed key findings including industry plans, challenges, and opportunities for video technology investments.

Technology developments in artificial intelligence, image processing, cloud computing, and sensors are rapidly expanding organizations' application of video and sensor technology and the business outcomes they deliver. "Video technologies are moving from a pure 'insurance' and security purpose to a real business differentiator; e.g., in citizen service, product quality, patient care, and customer experience," said Malak Joff, VP EMEA, Milestone Systems.

According to the report, the majority (84%) of European and UAE organizations plan to deploy advanced video technologies, such as video analytics and sensor information over the next 24 months. Regionally and in the UAE in particular, 63% of organiza-



tions are also planning to roll out the same technology. The report also indicates that 26% of organizations in Europe also plan to establish a video technology platform centrally, which would be connected to other existing technologies compared to 50% in the UAE. Organizations around the globe are expected to spend US\$3.20 billion in 2021 in Video Surveillance Analytics. Transport and Logistics have also shown the most advanced level of maturity in terms of Video Technologies usage, the report reveals. On its part, the UAE is largely expected to focus on a number of critical areas including: Access Control Use by 50%, Access Control Monitoring by 50%, Fleet Management 50%, On-site Security by 75%, Remote Asset Monitoring 25%.

## GOOGLE'S 6-MONTH LAUNCHPAD ACCELERATOR HAS JUST LAUNCHED ACROSS 4 COUNTRIES IN MENA

By : Nahla Makled - Mohamed El Kholy

An all-expenses-paid bootcamp in San Francisco, mentorship from Google's top managers and engineers, and equity-free support from the tech giant, what could a tech entrepreneur aspire to? Google has just opened its famous Launchpad Accelerator programme in 20 new markets across several regions, including North Africa. Entrepreneurs from Egypt, Tunisia, Morocco and Algeria who are running tech startups targeting their local markets and with a proven product-market fit will now be able to apply to this six-month acceleration programme.

Focused on growth startups in search of "their next



million users," the accelerator was first launched in some countries across Latin America and Asia in 2015, and later expanded to Europe and Africa. Now, as the company doubled its markets to 20 across Asia, Europe, Latin America and Africa, the internet giant will invite winning startups to the Google Developers Launchpad Space in San

Francisco for a 2-week all-expense-paid training. Now only will startups access intensive mentoring from over 20 Google teams, but also other tech companies and VCs in Silicon Valley. But, more than the chance to get top-notch mentorship, winning entrepreneurs will also get equity-free support, PR support, and credits for Google Products.

In a partnership with the iconic company that will stretch as participants return home during the six-month programme. Applications are open until October 2nd, at 9AM PST, by filling the form here. Main Photo: Google Offices in London. Credit: Martin Varsavsky, licensed under Creative Commons.

provide small businesses with the best banking and non-banking professional services," said Rashwan Hammady, Head of Retail Segments and Products. "The initiative was raised from CIB that believes that small businesses are key driver of the national economy, and our commitment toward small businesses in helping them to sustain their businesses , and upgrade their current capabilities by equipping them with integrated banking



solutions that meet their financial needs as well as customised business solutions to help small businesses adapt to the ever-changing market."

Successful applicants can gain up to EGP 50,000, while one will receive up to EGP 250,000 in the form of business solutions to cover up to 80% of the costs of services and consultancy packages provided by the service providers network of CIB business solutions programme.

## Kaspersky: Beware of cybercriminals while you have a jolly time shopping online

By : Mohamed Elkholy - Mohamed Elkholy

With the New Year fast approaching, people around the world are getting jump-started on last-minute shopping. Bearing in mind that people's shopping habits have changed since the pandemic started, they have become far more comfortable with hopping on multiple e-commerce websites to grab the best deal. Although e-commerce platforms are all about offering people the convenience and accessibility they demand, the risk of falling prey to cybercriminals is also high. A Kaspersky survey showed that 62% of people in the UAE dealt with fraudsters who were trying to steal money, bank card details, internet banking credentials in 2020.

"There's a popular saying that Google knows you better than yourself. The statement is frightening, but true. More than half of our day is spent looking at screens, whether it's a computer, laptop or a mobile device. We are so attuned to looking up online to find the best deals that it's easy to get tricked into visiting fake websites, which might be an entry a cybercriminal needs to achieve their motives. We know how you can prevent such mishaps and



keep yourself safe. It takes a little effort, but it's worth the time," said Maher Yamout, Senior Security Researcher, Global Research & Analysis Team at Kaspersky.

When it comes to being safe and secure when shopping online, you need to know what to watch. Kaspersky recommends these five things you can do to have some peace of mind while you shop online:

- Search the internet safely: Even though search engines come handy when you're looking for products, you run the risk of unintentionally clicking on malicious search results that could lead you to phishing websites instead. These malicious search results are created and de-

signed by cybercriminals to capture your personal data such as credit card details and steal money. Manage and protect your online passwords: Don't make your password an easy-to-guess word or place name. Creating a password with a mixture of numbers and letters and even punctuation marks is always helpful. Moreover, get a password manager such as Kaspersky Password Manager which is a great way to update, manage and protect your online shopping stores and it also allows you to create and save a different password for each website. Shop from trusted apps and websites only: Mobile apps can not only access a huge amount of data (contacts, location details and more), but they also often work in the background without users knowing. Some of the apps even launch automatically and track the user's activity without notification. Similarly, websites are also designed to track certain information like your online searches, geographical location, IP address etc. You can download an internet security software like Kaspersky Internet Security to vet the credibility of the apps you use and protect yourself and the mobile device from any unwanted app activity.

Use one credit card: You might benefit from

having one dedicated credit card that you only use for online purchases. This way you can lower the risk of having information from multiple cards being spread all over the internet. It may be possible to restrict the credit limit for your "online credit card" or to hold a limited amount of money on your "online credit card". Beware of using public Wi-Fi: Don't just assume that the Wi-Fi link you access at the cafe or in the mall, is legitimate. It could be a bogus link that has been set up by a cybercriminal that's trying to capture valuable, personal information from unsuspecting users. Question everything — and don't connect to an unknown or unrecognized wireless access point.

A rigorous anti-malware and security solution can keep your device protected at all times, just ensure it is regularly updated.

In addition to these preventive steps, Kaspersky recommends that you use a solution like the Kaspersky Total Security, which will notify and keep you vigilant if you are trying to visit a confirmed or suspected phishing webpage. These solutions also provide you a wide range of tools like private browsing, account checker, anti-ransomware, password management and mobile security.



## EGYPTIAN STARTUPS INVITED TO APPLY FOR AFRICA BLOCKCHAIN INCUBATOR

By : Basel Khaled - Nahla Makled

The Africa Blockchain Incubator Programme has sent a call for Egyptian startups working in and around blockchain to join a new incubator that aims to encourage creativity and ideas around distributed ledger technologies.

A structured four-month programme of workshops, training, development, mentoring sessions and community events, await successful applicants while the programme also provides a set of resources for new founders to use to launch and scale a startup. While details are unclear, the programme is set to come to a close with a demo day that will also participants to pitch their business to investors, experts, and the wider blockchain community.

With startups from Zimbabwe also targeted the programme ultimately looks to help entrepreneurs and founders growing their business, strengthening their commercial viability and increasing their competitiveness in domestic and international markets, with a view to positioning Africa as not only a technology recipient, but also a major player.

Applications are open till January 31st. For more info, head here: [african-blockchain.hackuapp.com/incubator-program](http://african-blockchain.hackuapp.com/incubator-program)



## realme continues to shine in 2021 by launching the realme PAD - the slimmest tablet PC in market

By : Mohamed Shawky - Nahla Ahmed

realme, the fastest-growing smartphone brand, announced the launch of its first tablet in the Egyptian market realme PAD, the slimmest tablet in the market, featuring amazing specifications, features and price. The realme PAD combines the best design, a massive battery with quick charging, powerful gaming processor, and the best video and audio experience in its price range.

The realme PAD will be available in two variants; the first one features 3GB RAM and 32GB internal memory for EGP 3,990 and will be available on flash sale on Amazon for EGP 3,790 between December 28th to 31st. The other version which is the first 6+128GB version under EGP 5,000, features 6GB RAM and 128GB internal memory for EGP 4,990 and will be on flash sale on Amazon for EGP 4,790 between December 28th to 31st.

"It gives us great pleasure in announcing the launch of a new product line that is not only marks realme's entry into the tablet PC market in Egypt, but it will also provide the market with a device featuring the best combination of specs and features," said Ghada Yehia, PR Manager, realme. "realme PAD is the perfect choice for a wide range of user types as the device that meets your needs in gaming, video charting, entertainment or education."

**Design: The Slimmest Tablet in Market**

The realme PAD was born to let you imagine and play on the go. Its seamless metal exterior keeps it slim and feather-light for true portability. realme Pad is as thin as 6.9 millimeters and weighs only 440 grams. It's so light and comfortable to hold. The device is available in two simple and fashionable colors - Real Grey looks very technical and professional while Real Gold looks classy and elegant. realme also added an aluminum alloy metal body which comes with an ultrafine ceramic sandblasting, making it uniquely elegant within its class.

**Best Immersive Watching Experience with 10.4" WUXGA + Immersive Display** - The realme PAD is the most powerful entertainment tablet with the best video and audio experience in its price range, featuring the large screen with the best resolution supported by powerful sound quality. With its razor-thin bezels and wide 10.4-inch WUXGA+ display, the realme PAD turns games and movies into an immersive and vivid experience. Plus, a 2000x1200 screen resolution brings every detail to life.

10.4" WUXGA+ Immersive Display: the only WUXGA+ screen available in the price range, with a resolution of up to 2000x1200, the 10.4" large screen features a display which is both clear and delicate. With 82.5% ultra-high screen-to-body ratio, the screen is open and breaks the visual boundaries; supports low blue light eye protection, black and white reading mode and dark mode. WUXGA stands for widescreen ultra-extended graphics array and is a type of display resolution.



During 2021:

## The ICT sector has the highest growth rate of 16% and the launch of 10 government services on the digital Egypt platform

**By : Basel Khaled - Mohamed El Kholy**  
 During 2021, the Ministry of Communications and Information Technology achieved steady steps in implementing Egypt's digital strategy, which aims to adopt the latest global technology and support innovative thought to create an integrated digital society through which the Egyptian person is built, the state's sectors are developed, and Egypt's position is strengthened on the telecommunications industry map and information technology.

The ICT sector indicators rose to maintain its position as the highest growing sector in the country. The sector's most prominent indicators were in 2021. The sector's growth rate also increased to 16% in 2020/2021, compared to 15.2% in 2019/2020, and the sector's contribution to GDP increased from 4.4% in 2019/2020 to 5% in the fiscal year 2020/2021. Digital exports also grew from \$4.1 billion in 2019/2020 to \$4.5 billion in 2020/2021.

Egypt is among the 10 fastest growing countries for digital inclusion, according to the report issued by the Roland Berger Foundation. Egypt ranks 43rd in the mobile phone e-wallet regulation index issued by the GSMA for the year 2020 to become 36th out of 90 A country that adopts this type of services globally, compared to 79th place in 2019, achieving the highest growth rate in the index worldwide.

Egypt's ranking advanced five places in the Comprehensive Internet Index 2021, to become 73rd among 120 countries, compared to 78th for the previous year. It also ranked fourth among the 29 African countries included in the index. This is according to the report issued by the Economist Research



Unit.

Egypt was among the high-performing countries in the GOVTECH Index for the Development of Governmental Technologies for the year 2020, and many well-known international reports, including the "Magnet" report, the "Disrupt Africa report" and the Wamda report, highlighted the efforts made by the Ministry of Communications and Information Technology and ITIDA to put Egypt in place. At the forefront of the global entrepreneurship scene.

The Global Startup Environment Report 2021 GSER ranked Cairo as follows: It was ranked first as the best ecosystem in the Middle East and North Africa region in terms of abundance of skills at competitive wages, and among the top 15 cities in the world in the same indicator. It ranked second for knowledge ecosystems in the Middle East and North Africa region, as this indicator measures innovation through research activity and patents. It also ranked third for ecosystems in the Middle East and North Africa region in terms of both the funding climate, and the efficiency of skills and experience.

It is among the top 5 ecosystems in the Middle East and North Africa region in terms of value for money.

Ranked 4th in the MENA region for ecosystem performance, this indicator measures the size and performance of an ecosystem based on the cumulative value of tech startups through exits and funding.

Cairo ranked first in Africa in strategies to attract foreign direct investment, according to the report "The Future of the Technology Business Environment in Africa for 2021-2022" issued by FDI Intelligence, FDI Intelligence, affiliated to the Financial Times. Egypt has maintained its position as a leading global destination in the field of IT services, outsourcing and cross-border services; Where Egypt ranked first in the Middle East and Africa, and 15th in the world in the "Global Service Locations Index" issued by the Kearney global consultancy for the year 2021.

In the field of digital transformation, the Ministry of Communications and Information Technology has completed its projects to build a digital Egypt by implementing a large number of projects in cooperation with state sectors to digitize government services and achieve digital transformation in all sectors.

The most prominent achievement during 2021 was the launch of 65 new government services on the Egypt Digital Platform, bringing the total to nearly 100 digital services and making them available through multiple outlets other than the platform, namely Egypt Post, the call center 15999, and the mobile phone, with the provision of multiple payment methods for electronic payment. Citizens registered on the digital

Egypt platform are 4.2 million citizens; 14 million transactions were made on the platform.

The electronic litigation platform for economic courts has also been officially launched in cooperation with the Ministry of Justice, which will contribute to completing litigation procedures before economic courts, facilitating dealers and relieving them from the burden of attending the courts, in addition to saving time and effort for the parties to the litigation process. On facilitating companies and litigants from owners of companies outside Egypt.

Experimental launch of digital transformation services in the agricultural sector in cooperation with the Ministry of Agriculture. The Information Technology Industry Development Agency has granted new licenses to practice electronic signature services for two new companies in Egypt in support of Egypt's digital strategy, and linking government services to the private and civil sectors, which necessitates the expansion of the electronic signature system at the level of the Republic.

Introducing a new electronic signature program to implement the ACI shipment pre-registration system at the Egyptian Customs Authority to simplify customs release procedures, as well as introducing a new electronic signature application to implement the "electronic receipt" system at the Tax Authority to serve more than 3,500 taxpayers by providing more than 7 million signed electronic receipts.

By : Daniel Markson,

a digital privacy expert at NordVPN

### Cybersecurity predictions for 2022

As quantum computers start getting more traction, the potential benefits go side by side with the harm that may also emerge. To defend against emerging threats, post-quantum cryptography is likely to start maturing alongside quantum computing.

Invasive employee monitoring will emerge as companies worldwide try to keep a tight grip on productivity at home. A push for wider integration of VR/AR into the mainstream will open up new, radically invasive frontiers for data collection. Facebook's rebranding to "Meta" came with an announcement of the "metaverse" - an expansive virtual reality space. Of course, in a typical Facebook fashion, it is not unreasonable to expect that data collection in the new metaverse will be the main source of revenue. Besides, Facebook's reputation and the pushback Meta received may also hinder the VR industry's advancement in general.

Attempts to put decentralization away from cryptocurrencies will increase. As centralized governments and banks hop on the crypto train, these entities will attempt to make the market behave. They may create their own currencies that will carry the crypto name but be closely related to their fiat counterparts.

We might see the biggest data leak yet — as long as 123456 remains the most popular password.



### LG Egypt announces the end of its CSR initiative "LG Heroes" for 2021

By : Bakinam Khaled - Wael Elhoseny

LG Egypt has received more than 8,000 submissions for LG Heroes initiative across Egypt. LG Heroes competition was organized under the supervision of the Ministry of Social Solidarity.

LG Heroes was a monthly competition with different themes across the year, such as Cancer awareness, Smoking awareness, Mother's Day, Father's Day, and Youth. Billy Kim, General Manager of LG Egypt added, "LG is committed to many important social responsibility activities throughout the year, focusing on our global foundations around corporate social responsibility in order to stay true to our brand identity, but we keep in mind the most important things that matter to our local community and implementation programs that keep up the aspirations.

The initiative focused on positive values and feelings at a time when the world needed it due to the difficult times in light of the outbreak of Corona Pandemic. Winners for LG Heroes came from different governorates such as Alexandria, Beheira, Assuit, Cairo, Monufya, and Damietta. Submissions across the past year took place online through LG's Facebook using the hashtag #LG\_Hero and #LGHeroes to share inspiring stories based on the theme for the month, and the winning story was selected through a drawing held under the supervision of the Ministry of Social Solidarity, after which the winner is invited to LG's headquarters to receive their prizes.

### AppGallery and Garena Free Fire successfully conclude 'AppGallery Gamers Cup - MENA's first-of-its-kind mobile gaming tournament

By : Nahla Makled - Basel Khaled

The first-ever mobile online esports event by an app marketplace was celebrated by teams from 13 countries across the MENA region.

Dubai, United Arab Emirates, 30 December 2021: AppGallery, one of the top three application marketplaces, by Huawei, successfully organised the first edition of AppGallery Gamers Cup in collaboration with Garena Free Fire. The event took place from 8th December 2021 to 29th December 2021, where top gamers in high numbers participated across each category from around the Middle East and North Africa. The winning team, Oxygen, was rewarded with \$15,000, while the runner up team, NAPABA STARS N, won a prize of \$10,000. Miracles, the second-runner team secured a prize of \$5,000.

The event attracted participation and attention from 13 countries including Morocco, Tunisia, Egypt, Saudi Arabia, Algeria, Qatar, Oman, UAE, Bahrain, Kuwait, Libya.

PwC Middle East survey:

## Organisations need to access their people's full potential to build tomorrow's workforce

By : Nahla Ahmed - Mohamed Halem

PwC Middle East launched today, the Middle East cut of the Future of Work and Skills Survey: "Building tomorrow's workforce: Six no-regrets plays to make today", that highlights that leadership and strategic planning for the future are key to creating robust workforce strategies. The survey drew upon views of almost 4,000 business and human resources (HR) leaders globally, with 300 across (UAE, KSA, Qatar & Egypt).

The research found that for organisations to thrive, leaders need to access their people's full potential and develop and execute new, dynamic strategies. The report's findings showed that leaders in the Middle East were developing their strategic, financial and people plans in a coordinated way with 58% of companies in the region strongly agreeing to be able to do that. Additionally, as firms accelerate their digital



journeys and prepare for the future of work, they will need to focus on their people by building trust in the organisation and their leadership. By building trust people will be

able to deliver sustained outcomes for their firms, and while only 30% of global respondents strongly agreed that their organisation builds high levels of trust between workers and their direct supervisors, we saw this increase to 36% in the Middle East.

Digitalisation continues to be a top concern for Middle East leaders, and there is currently a gap between the heightened role technology will play in the workforce strategy. The survey reveals that 46% of the organisations felt that the ability to adjust the workforce in response to market changes is very important with 44% in the UAE and 46% in Saudi Arabia, while only 35% strongly agreed to being able to do so with 22% in the UAE and 35% in Saudi Arabia.

42% of respondents in the Middle East reported that 'encouraging re-skilling and continuous learning to help workers remain employable' as very important. The report also cited

that leaders have to invest in new cloud technologies, automation and lean into data models that fuel outcomes-based decision-making and meaningful returns on investment.

Only 31% of the survey respondents stated that it is very important to design talent practices and processes to nurture employee agility and adaptability. Leaders will need to investigate the root causes for this issue and identify best practices across other leading organisations and tailor their talent practices and processes accordingly.

Randa Bahsoon, Partner, Government & Public Sector and New World, New Skills, Leader, PwC Middle East said: "The economic case for upskilling is compelling. An upskilled human capital delivers improved productivity and innovation and creates a more flexible and adaptable workforce equipped with the necessary skills to survive and thrive in a highly digitised and environmentally-conscious world."

