

and provide opportunities and new kinds of jobs for people displaced or negatively affected by digital technologies. More generally, governments should invest more in education, build up the necessary digital skills required by companies, and implement policies to improve the quality of human capital. After all, digitization produces tangible benefits for people first, but also for companies. Yet, skilled jobs can only be created through a dialogue between governments and businesses—which represent the demand side—and higher-education institutions—that deliver education. In addition, governments should consider introducing tax incentives for digital initiatives that demonstrably narrow the opportunity gap. They should adopt measures to close the technology gap between platforms and companies, particularly small and medium-sized enterprises. Another possible policy is to adopt digital tariffs to foster local innovation ecosystems, although this has limited applicability.

Ultimately, public policy and digital technology should complement each other. For the digital space to remain open, competitive, and affordable, governments should issue appropriate laws and regulations, and enforce them. The key to success for an inclusive and effective digital transformation after the COVID-19 pandemic lies in the worldwide cooperation and joint efforts of governments, businesses, and people.

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