

SKILLING AND RESKILLING NEEDS DURING COVID-19

ZAMBIA



This infographic presents research conducted in 2020 through literature review, interviews (15), enterprise (45) and individual (380) surveys using various virtual platforms to understand the effects of COVID-19 on skills and employment in the surveyed sectors which include tourism and hospitality, energy and manufacturing.*

► What was the impact of COVID-19 on the key sectors?

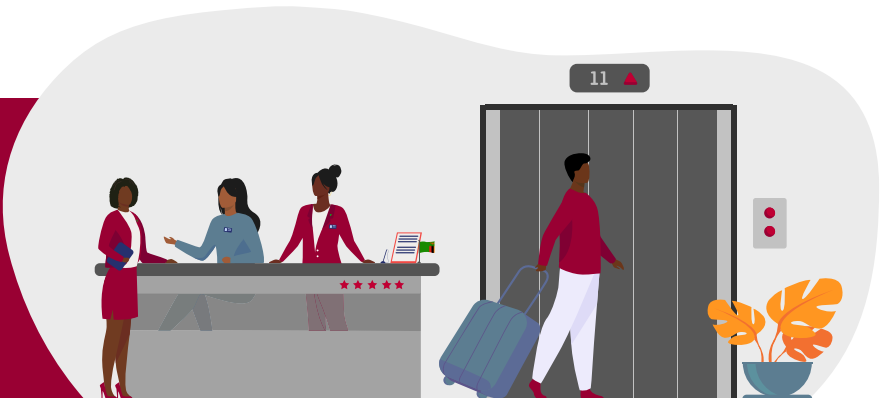
TOURISM AND HOSPITALITY SECTOR



62 777
job losses

US\$ 416 400 million
in revenue loss

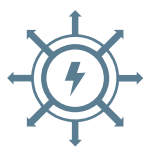
The tourism and hospitality sector were severely impacted as attractions closed and in-bound tourism came to a halt.



ENERGY SECTOR



sales reduction in some segments of the energy market due to lack of productivity.



Power generations were not impacted between March and June 2020. Average power generation for the four months was **1 256 635 (MWh)**.



Casual workers in hydropower plants lost their jobs.

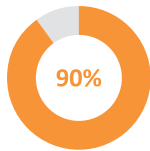
This programme is co-funded by the European Union and the Federal Ministry for Economic Cooperation and Development



Supported by



MANUFACTURING SECTOR



of the manufacturing labour force that works in the informal sector were affected by the **pandemic**.

Some large- and medium-sized manufacturing enterprises migrated to e-commerce platforms.

Those most affected were:



Fabricators



Woodworkers



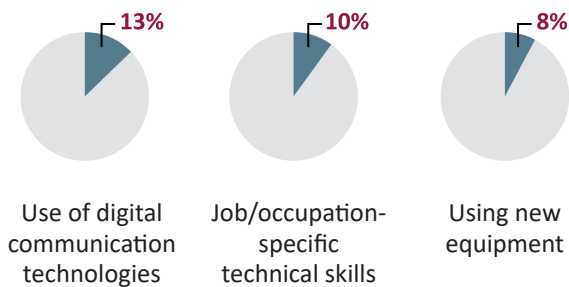
Builders



Electricians

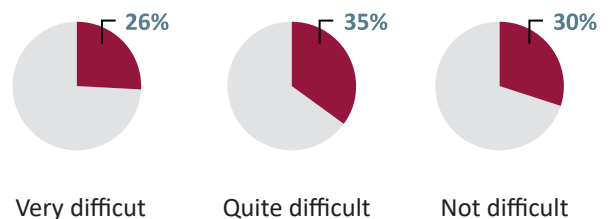


Top 3 training areas offered by employers



Source: Enterprise survey

Top 3 employers' views to implementing remote workplace training



Source: Enterprise survey

RECOMMENDATIONS



Training in **digital skills**, **occupational health and safety**, and **problem solving** should be given to all employees.



Customer service and **communication skills training** should be **given to employees** to improve service delivery.



Casual workers should be re-hired as business activity increases and offered technical skills training for employability and entrepreneurship.



Enterprise development and **entrepreneurship skills training** should be given to small emerging service providers in the energy sector on how to manage an energy business.



Senior managers should be **trained** in **risk management** to avoid future disruptions.