

North American Edition

TIME FOR

DEMOCRACY

**Featured
Research:**

Staff Shortages

From: World Travel Tourism Council (WTTC)



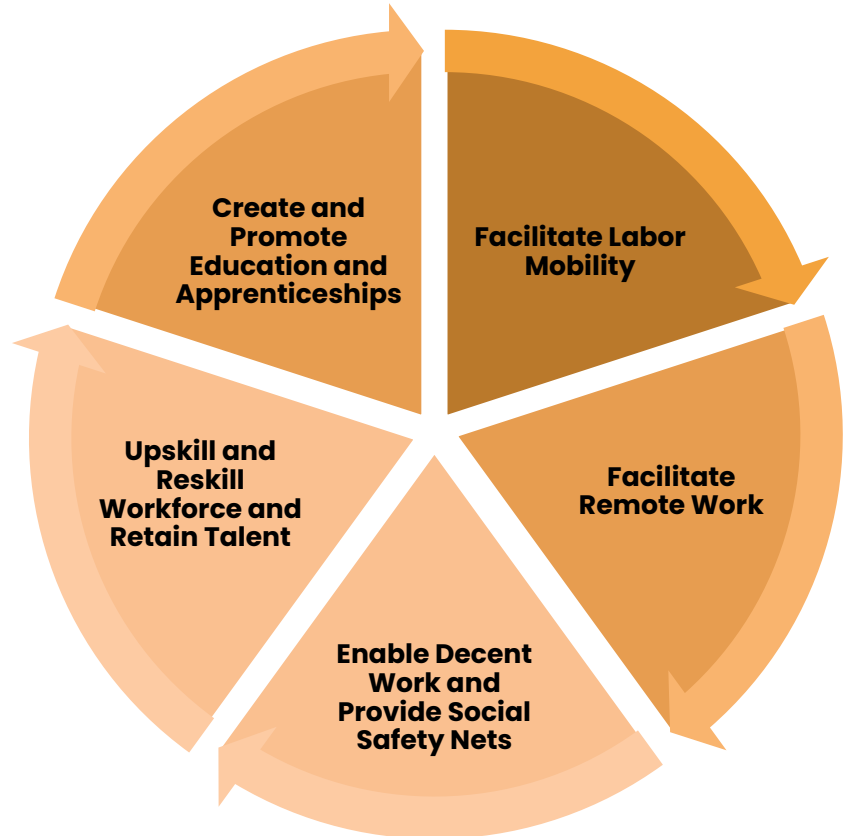
OVERVIEW

Approximately 62 million travel jobs were lost to the COVID-19 pandemic (272 million vs. 334 million in 2019). According to the WTTC, employment numbers are expected to rise to 324 million jobs in 2022. However, this increase will require a large labor force, especially in developed countries that primarily faced the effects of the pandemic.

RECOMMENDATIONS FOR ADDRESSING STAFF SHORTAGES

The WTTC has published a short report with research on the effects of staff shortages on travel and tourism and the following five (5) recommendations that you can use to overcome the resultant challenges for our industry:

- **Facilitate labor mobility [within and across borders]** – Giving employees the ability to use their experience from other countries will help companies fill staff shortages and prevent skill gaps. Governments need to remove travel restrictions, implement technological solutions, reconsider migration policies, facilitation visa policies, promote regional markets, and address tax treaty issues for this to happen.
- **Facilitate remote jobs** – When feasible, remote work can be an effective strategy to address staff shortages.
- **Enable decent work and provide social safety nets** – Employees are looking for work that is safe, fair, productive, and meaningful. The public and private sectors should work together to improve employees' mental well-being.
- **Upskill and reskill workforce and retain talent** – Investing in training and reskilling of workers will strengthen the workforce by equipping employees with skills to meet current and predicted needs. Perceptions of travel and tourism jobs must also be improved.
- **Create and promote opportunities for education and apprenticeships** – A key to helping travel and tourism thrive is supporting the educational process. Public-private collaboration has the potential to support educational programs and apprenticeships.



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