



MITRADEL

Directorate of Innovation and Technological Transformation



Artificial Intelligence and Employment in Panama

Introduction and Context

Digital Transformation

- AI is transforming jobs and skills.

Double Challenge for Panama

- Leveraging technology for productivity.
- Ensuring inclusion in the transition.

National Context

- High labor informality
- Almost 3 out of every 4 Panamanians use the Internet.
- Persistent gaps in rural areas and in MSMEs (Micro, Small, and Medium Enterprises)

Main Challenges

Automation

Automation of administrative, logistical, and customer service tasks.

Digital Gaps

Digital skills gaps and inequality in access.

Inclusion

Inclusion of workers without formal education or certifications.

Opportunities



Greater Productivity

Increase in productivity and higher-value jobs.

New Roles

New roles: data analysts, cybersecurity, AI operators, digital facilitators.

Better Conditions

Better working conditions: remote work, automation of risky tasks.

Priority Sectors



Financial and Administrative Services

Automation and risk analysis



Logistics and Transportation

Optimization of supply chains
and inventories.



Light manufacturing and agro-industry

Traceability, smart irrigation.



Public Sector

Simpler procedures



Education and Health

Personalization and assisted
diagnoses.

Key Population Groups

1

Youth

Short, certifiable credentials
(INADEH, ITSE).

2

Middle-aged workers

Career change paths with
financial support.

3

Rural and Informal Areas

Connectivity and flexible certifications.



Country Strategies and MITRADEL

National Strategy

National AI Strategy (SENACYT).



Public Employment Service (PES) and programs:

- DILA
- POVE
- The Program for the Improvement of Employability for People with Disabilities (PcD).
- My First Job

Opportunity to enhance these tools with AI.

Planned and In-Progress Strategies

Labor Market Observatory
With early warning

1

Group of employment executives
With CRM.

2

Micro-certifications
In AI, data, and cybersecurity.

3

Program "AI for MSMEs and employment"

4

Training Vouchers
And skills validation.

5

Use of AI assistants
In career counseling

6

Successes, Challenges, and Coordination

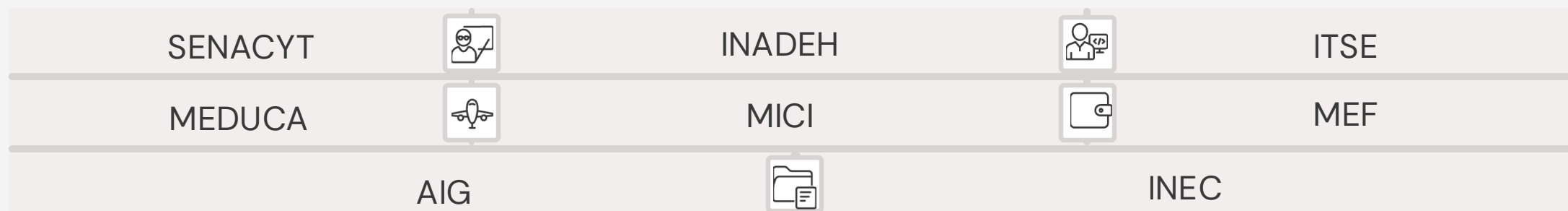
Success:

- Alignment with national AI strategy
- SPE as a source of labor data.
- Personalized virtual training.
- The private sector as a partner

Challenges:

- Reducing the digital divide.
- Sustainable financing
- Governance and data ethics.

Coordination with:



Conclusion

AI is not a threat, but an opportunity for quality jobs.

Seeking:



Acting proactively with data



Train with short and accessible programs.



Protecting the most vulnerable



Coordinate with the State and private sector.

Panama can turn AI into an engine for development and formal employment.





G O B I E R N O N A C I O N A L

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