# 2024 European Employer Survey Report

OCTOBER 2024





## **Executive Summary**

As Europeans across the continent head to the ballot box in a contentious election year, employers are navigating numerous challenges—from potential employment law changes to managing divisive political beliefs in the workplace to heightened pressure on environmental, social, and governance (ESG) initiatives. These developments come against a backdrop of ongoing economic uncertainty, new regulatory risks, and the rapid adoption of artificial intelligence (AI) in the workplace.

To provide crucial insight and benchmarks during this transformative year, Littler surveyed nearly 630 human resources (HR) professionals, business executives, and in-house lawyers—57% of whom hold C-suite positions at their organisations. Respondents are based across Europe and represent a range of company sizes and industries. The results, which inform Littler's seventh annual European Employer Survey Report, offer an in-depth look at how business leaders are responding to these evolutions and obstacles—and the steps they are taking to prepare for what's to come.

#### **European Elections and Economic Conditions Sow Uncertainty**

By year's end, Europe will have seen <u>nine parliamentary elections</u>, some of which may result in significant government and policy shifts. Already, we've seen the Labour Party take control in the U.K., while France's snap elections continue to drive political uncertainty.

It follows, then, that more than 80% of respondents are concerned about potential employment law changes resulting from the 2024 / 2025 elections and that 86% are facing challenges managing divisive political and social beliefs among employees. These conversations could revolve around anything from LGBTQ+ rights to the wars in Gaza and Ukraine to the ongoing push for sustainability.

The economic landscape isn't helping ease these worries. While the European economy is starting to recover after several quarters of stagnant growth, 63% of respondents are substantially concerned about how financial conditions may impact the management of their workplaces—which could affect hiring decisions, technology investments, and more.

#### **AI Adoption Creates New Workforce and Compliance Challenges**

Unsurprisingly, the use of AI in at least one HR function has grown considerably over the last year, jumping to 72% as the technology continues to evolve and more HR-specific tools come on the market.

Yet this fast-paced adoption brings additional compliance hurdles: More than half (53%) are moderately or very concerned about complying with data protection and information security laws, such as the European Union's General Data Protection Regulation (GDPR), when using AI in HR. Additionally, 54% report substantial concern about technology transformation in the workplace more broadly.

For its part, generative AI poses its own challenges. As use of generative AI continues to explode across organisations, only 53% of respondents are confident that employees are not improperly using such tools in their work. Policies guiding employee use can help, yet fewer than a third of employers surveyed (29%) say they have an established policy in place.

#### **ESG Issues Hold Centre Stage**

Though ESG has come under fire in the U.S., Europe has largely resisted such pressures. Fifty-three percent of respondents say social and cultural issues are of substantial concern in the context of workplace management, and most employers (79%) increased their focus on ESG initiatives over the past 12 months—particularly those related to climate risk.

Yet when it comes to meeting new ESG-related compliance obligations, there may be some room for improvement. For instance, just 23% of respondents say they are very prepared to comply with requirements under the Corporate Sustainability Due Diligence Directive, which entered into force this past July.

These findings are just the tip of the iceberg. In the subsequent pages, we'll delve deeper into these and other critical issues facing European employers, including the rise in mental health accommodation requests, AI's potential impact on job displacement, and pay transparency requirements. We also include U.S. comparisons, where applicable, and break out country-specific results for some of Europe's top economies.

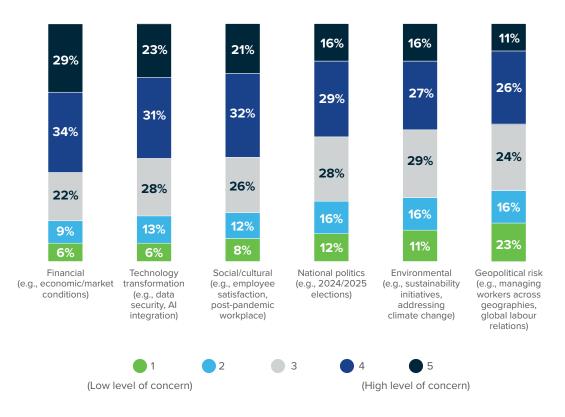
The pages that follow include the full charts and analysis of the survey data. Some aggregate percentages do not equal 100% due to rounding or because respondents were invited to select more than one answer. Refer to page 22 for more details on the survey methodology and a breakdown of respondent demographics.

Disclaimer: The survey questions and their resulting findings cover issues that are governed by differing rules from European governments and certain actions may not be permissible depending on the country. The content does not convey or constitute legal advice, nor is it intended to be acted upon as such.



#### **EUROPEAN EMPLOYERS FACE DIVERSE CHALLENGES**

To what extent are the following issues of concern to your organisation over the next 12 months in the context of workplace / workforce management?



European employers are closely watching a number of important issues that could impact their businesses over the next year, from national election outcomes and geopolitics to changing market conditions and challenges with AI integration.

Economic fundamentals are paramount this year as the European economy begins to recover from a stretch of <u>stagnant growth</u>, while facing <u>wages</u> that remain above pre-pandemic norms and <u>declining corporate profit margins</u>. Against this backdrop, the majority of respondents (63%) report substantial concern about the effects of financial conditions on workforce management over the next 12 months, with 29% rating it at the maximum level of concern.

ESG issues are also still high on employers' agendas as these initiatives continue to generate public support, capital inflows, and heightened regulatory scrutiny. More than half of respondents (53%) are substantially concerned about the near-term impact of social and cultural issues like employee satisfaction and post-pandemic workplace norms. Forty-three percent say the same of sustainability initiatives and other environmental issues, perhaps as a result of the Corporate Sustainability Due Diligence Directive going into force this July.

For purposes of the report analysis, "substantial concern" is defined as selecting 4 or 5 on the 5-point scale provided to respondents. This directive requires companies in the European Union (EU) to ensure environmental, sustainability, and social standards along the entire value chain.

Notably, nearly four in 10 employers (37%) are substantially concerned that geopolitical risks could impact workplace management in the next year, with the wars in Ukraine and Gaza adding extra complications. Though such risks have always had an impact on multinational employers' operations, the level of concern is notable given that the workforce management-related impacts have only recently come to the forefront of C-suite and boardroom agendas.

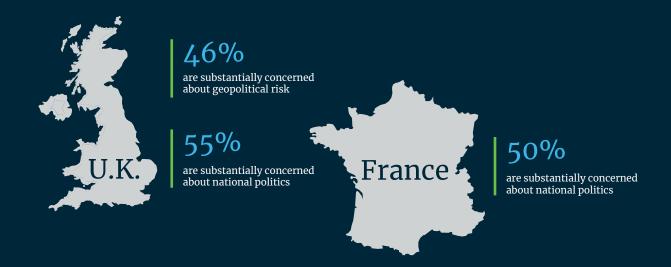
Over half of employers surveyed (54%) are substantially concerned about technology transformation and 45% say the same about national politics, both of which are discussed in more depth in the sections that follow.

"Employers across Europe are facing a host of complex challenges, from leveraging new technologies like AI to navigating complex geopolitical risks—all during an already contentious election year in several countries. Yet we're also seeing that perceptions of overall stability of economic markets is what weighs most heavily on employers' minds in the context of workforce management decisions."

Raoul Parekh, Littler Partner, U.K.



## **Country-Specific Analysis**



More British employers (46%) rated geopolitical risk as a substantial concern than any other country we surveyed. One potential driver of this may stem from the long shadow cast by Brexit. As transitional measures expire and companies in the U.K. face the reality of the hard border, business leaders may be feeling the impact of the separation more acutely.

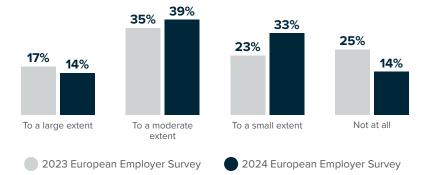
French employers, meanwhile, express greater concern about national politics than others (with 50% saying they are substantially concerned)—no surprise, given the country's snap election this past summer. "The heaviest consequences in the history of the Fifth Republic," was how French Finance Minister, Bruno Le Maire, described the early elections planned after French President Emmanuel Macron's decision to dissolve the National Assembly. The ongoing political crisis spells uncertainty in areas ranging from simplifying the presentation of pay slips to unemployment insurance reform to a new hairstyle discrimination law.



# POLITICAL ISSUES ARE TOP-OF-MIND FOR EMPLOYERS IN A MAJOR ELECTION YEAR

#### Managing divisive politics poses challenges

To what extent is your organisation facing challenges in managing politics in the workplace, including divisive political and social beliefs among employees?



With nearly half of the world's population heading to the ballot box in 2024, this is proving to be a historic election year—and Europe has not been immune from ongoing <u>political upheaval</u>, be it the U.K.'s Labour Party taking control for the first time in more than a decade or lingering uncertainty in France after no party secured a parliamentary majority.

In a politically charged atmosphere—and amid the high levels of concern our respondents expressed with regard to social and cultural issues in the workplace—employers are anticipating ongoing tensions. The majority of respondents (86%) say they are facing at least some degree of difficulty managing employees' divisive political and social beliefs in the workplace. The challenges for employers stem from potential legal risks, such as those involving claims of discrimination, as well as reputational risks should an organisation take a controversial position. Respondents from large organisations (i.e., those with more than 5,000 employees) are particularly challenged by this issue, with 64% facing challenges to a large or moderate extent, compared with 53% of all respondents.

The difficulty that European employers are facing matches that of their American counterparts. In Littler's 2024 U.S. Employer Survey, 87% of respondents expressed some level of concern in this area as they braced for a controversial presidential election. This year's European Employer Survey also saw this issue rise on executives' agendas: Only 14% are not facing any challenges, compared to 25% who said the same last year.

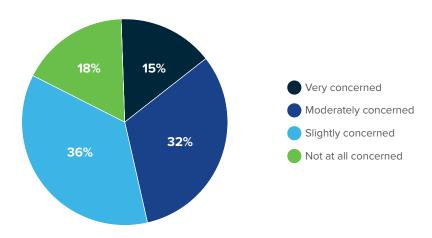
"Ongoing cultural debates and geopolitical events—such as the war in Gaza and the growing salience of LGBTQ+ rights issues—are bringing political discourse into the workplace in novel ways. Managing varying beliefs and opinions is becoming a significant employee relations issue for C-suite executives and creating an environment where employers are expected to do more than simply manage their workforces. Business leaders are increasingly expected to take positions on divisive topics, and even silence itself can become a stance."



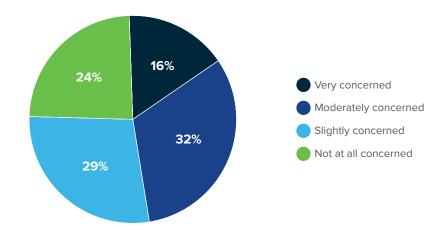
<u>Jan-Ove Becker,</u> Littler Partner, Germany

#### **Employers are anticipating election consequences**

How concerned is your organisation about employment law-related changes resulting from the 2024 / 2025 elections in the country in which you are based or elsewhere in Europe?



How concerned is your organisation about the outcome of the U.S. 2024 presidential election and how the resulting global implications could impact your business operations?

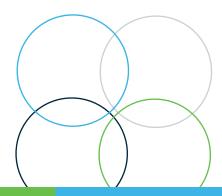


Election-related concerns for employers extend far beyond employees' water cooler talk. More than eight in 10 employers surveyed also say they have at least some degree of concern about employment law changes stemming from 2024 or 2025 elections, though the majority (68%) are only slightly or moderately concerned. This could reflect the fact that, despite reasonable confidence that some changes are coming, there is still lingering uncertainty as to the nature, degree, and timing of new legislation within many European countries.

U.K. respondents are more concerned than others (54% are very or moderately concerned) when it comes to the impact of the election on employment law changes. For good reason: The Labour Party's landslide win in July could lead to "the largest reform of employment law in decades"—touching on everything from unfair dismissal rights and worker status to discrimination, pay gap reporting, flexible working policies, and more.

Perhaps surprisingly, European employers have a similar degree of concern surrounding the outcome of the upcoming U.S. election. Nearly half (48%) of respondents are moderately or very concerned about how the resulting global implications of the U.S. presidential election this November could impact their business operations.

Respondents' concerns likely reflect the stark differences between Democratic presidential candidate Kamala Harris and Republican Donald Trump on questions involving Europe, as well as European media's widespread coverage of the election. During his term in office, former President Trump favoured tariffs on European exports; he has also signalled an unwillingness to continue backing Ukraine or defend NATO countries broadly. Vice President Harris, on the other hand, appears likely to continue President Biden's policies toward European trade and security.



"European employers' level of concern regarding the U.S. presidential election indicates just how global the workplace has become. Political changes in major economies like the U.S. are having a local impact on organisations across Europe, but this is also a meaningful change in mindset: Management is taking a global view towards the state of the organisation. What happens across oceans can and does affect their outlook."

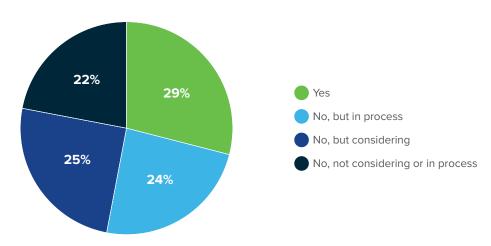
Stephan C. Swinkels,
Littler Partner and co-lead of
the firm's global practice



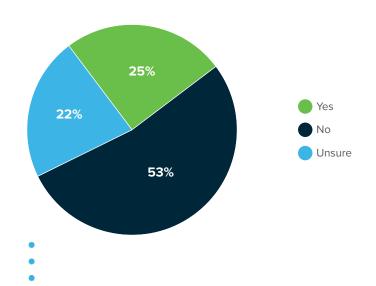
#### AI ADOPTION IN THE WORKPLACE

#### Generative AI use policies lag behind adoption

Does your organisation have an established policy for employees' use of generative AI for work functions?



Does your organisation have reason to believe that any employees are using generative AI in their work either without authorisation or in violation of your AI policy?



While generative AI is increasingly being used in HR functions and across the workplace, many organisations have yet to implement policies governing its use—though there are signs employers are making important progress. Fewer than a third of those surveyed (29%) say they have established policies in place covering the use of generative AI for work functions. While this number may soon grow—24% say they are currently working on such a policy—and creating thoughtful and effective policies takes time, it is notable that nearly half (47%) have no such efforts currently underway.

In the absence of a policy—or in direct violation of existing policies—employers are encountering issues with unauthorised generative AI usage by employees. In fact, only 53% of respondents are confident that employees are not improperly using generative AI tools in their work, with a quarter certain that employees in fact are using such tools without authorisation or contrary to the organisation's policy. Concerningly, roughly one in five are unsure, suggesting they don't have visibility into AI usage within their organisations.

Generative AI use is a uniquely challenging area for employers to manage, given the ease (and rapidly growing frequency) with which employees are now leveraging these tools. According to Microsoft's 2024 Work Trend Index, 75% of knowledge workers surveyed worldwide now use generative AI at work. Many (46%) started doing so just this year, and 78% are bringing their own AI tools to work. Despite the challenges in getting a firm grasp on employee usage, such visibility is critical. Without knowledge of how and when employees are using generative AI, organisations could be exposed to a multitude of risks, including those related to confidentiality and cybersecurity, intellectual property, and data protection—along with potentially steep financial, legal, and reputational consequences.

Large employers are only slightly more likely to have a generative AI policy in place (33%), though the majority (54%) are either considering or working on such policies.

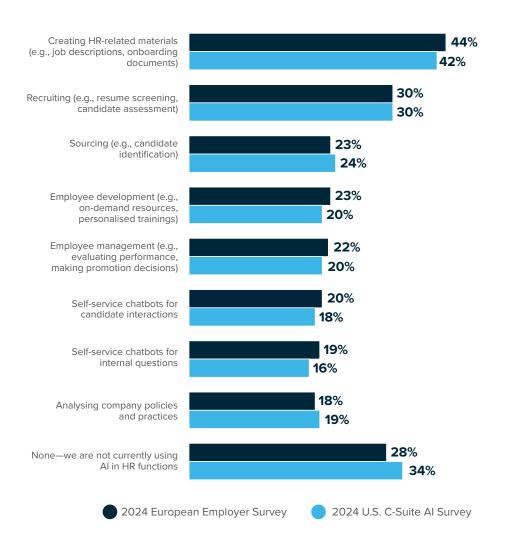
"As generative AI use expands across European workplaces, developing clear and thoughtful policies is crucial to mitigating risk and deriving the most value from the technology. That said, there is no one-size-fits-all approach to AI policy development and the most effective policies will be those that are tailored to an organisation's broader business objectives, risk tolerance, and intended use cases. The survey data suggests that many employers recognise the attention and internal alignment needed to design policies that will ultimately be useful—and that they are grappling with the challenges that come with monitoring usage of such a novel and pervasive technology."



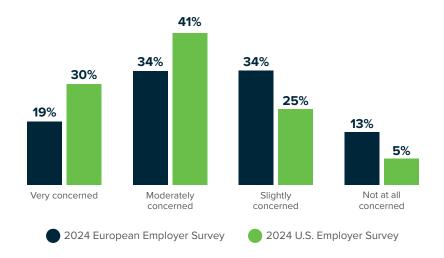
#### AI use in HR grows amid compliance concerns

For the remainder of the questions in this section, respondents were asked to answer based on their organisations' use of both generative AI (i.e., technologies that generate new content, such as data, text, images, and video) and traditional / predictive AI (i.e., technologies that analyse existing data to predict ranks, scores, and classifications).

In which of the following ways is AI being used to assist with human resources and talent acquisition processes at your organisation, either at an enterprise level or by individual employees? (Select all that apply)



When considering the use of AI for human resources and talent acquisition purposes, how concerned is your organisation about the challenges of complying with data protection and information security laws at local and/or international levels?



As both generative and predictive AI technologies continue to evolve and more HR-specific tools come on the market, most European employers (72%) say they are using AI in at least one HR function. Large employers surveyed were slightly ahead of the curve, with a 79% adoption rate. That represents a notable increase from our 2023 European Employer Survey when 61% reported using predictive AI tools and 59% said the same of generative AI (see page 13 here).

The portion of European businesses using AI for content creation functions in HR expanded significantly, to 44% in 2024 compared with just 29% in 2023, as users gain greater familiarity with generative AI platforms. More respondents are also using predictive AI tools for recruiting functions, increasing from 19% last year to 30% in 2024.

While AI offers numerous benefits, its use for HR and talent acquisition purposes can present legal and practical challenges for employers, for example due to the involvement of sensitive personal information like health records or diversity data or where automated decision-making is used. As such, 87% say they are concerned about complying with data protection and information security laws, such as the GDPR, when using AI in HR.

Employers will also need to begin preparing to comply with the <u>EU AI Act</u>, which entered into force this summer. The majority of the provisions will start to apply from Aug. 2, 2026, while the ban on AI systems that pose an unacceptable risk comes into force on Feb. 2, 2025, and the obligations for high-risk systems will apply from Aug. 2, 2027.

While employers await clarity on the scope of their obligations under the EU AI Act, they can start to lay the groundwork now, particularly given the steep penalties for noncompliance. The fines can be up to the higher of EUR 35 million (USD 38 million) or 7% of the company's global annual turnover in the previous financial year. By way of comparison, this is almost double the maximum penalty for GDPR breaches (which itself was considered to be very high at the time that GDPR was implemented six years ago).

# **Country-Specific Analysis**

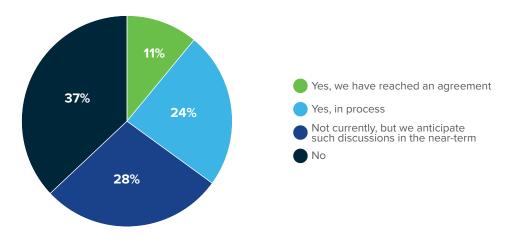




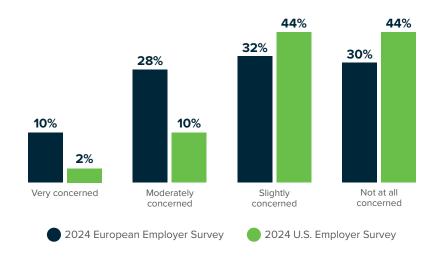
Employers in Italy and the U.K. reported the greatest use of AI tools in HR and talent acquisition processes. On the other hand, Germany showed the lowest levels of adoption among Europe's major economies.

#### AI poses future of work questions

Is your organisation in discussions with your union or works council (or in collective bargaining negotiations) regarding the use of Al in the workplace?



# To what extent is your organisation concerned about job displacement as the use of Al and other technologies replaces or streamlines various tasks?



Unlike traditional automation and even industrial robotics, which largely replace mundane tasks, new AI breakthroughs have come in areas like image recognition, natural language processing, and unsupervised learning. It's no surprise, then, that a 2023 VoxEU study found that about a quarter of total employment in European countries was in occupations with significant exposure to AI-enabled automation—and that these were jobs largely employing highly skilled, highly paid workers.

In our survey, nearly four in 10 European employers (38%) told us they are moderately or very concerned about job displacement as the use of AI and other technologies replaces or streamlines various tasks. Fewer than a third (30%) said they were not at all concerned, potentially reflecting some respondent organisations' lack of AI use and/or organisations that are developing AI products themselves or otherwise creating jobs via AI.

While AI's potential impact on human jobs is still largely a future proposition, roughly one third of respondents (35%) have either already discussed and reached an agreement regarding AI use in the workplace or are in talks with employee unions or works councils, either independently or as part of bargaining negotiations. Signalling this issue is unlikely to subside any time soon, an additional 28% of employers anticipate such discussions in the near-term.

"With AI tools likely to be the Industrial Revolution of the 21st century, many employees will naturally have concerns about the impact on their jobs. It is therefore important for employers to actively communicate about AI initiatives—both informally and through employee representatives—to limit misunderstandings that would negatively affect workplace culture. Employers will also have to implement new training plans, particularly as AI helps employees reduce time spent on routine tasks in favour of more complex, high-value work."

<u>Jacques de Tonquédec,</u> **Littler Partner, France** 



#### Europe and U.S. Differences

The use of AI in HR uncovered in Littler's European and U.S. surveys is remarkably similar, reflecting a growing consensus around the functions most suited to AI assistance.

When comparing responses from this survey to <u>Littler's 2024 U.S. C-Suite AI Survey</u>, no single answer choice varied by more than 3 percentage points between organisations in the U.S. and Europe. Indeed, the top three applications (creating HR-related materials, recruiting, and sourcing) were nearly identical between regions. However, European employers reported adopting AI in HR more widely, with 72% in Europe using it for at least one HR function compared to 66% in the U.S.

While data privacy is still a key issue, European executives are also less concerned than their American counterparts about complying with data protection and information security laws at the local and/or international level when using AI for HR or talent acquisition purposes. More than seven in 10 U.S. respondents (71%) are moderately or very concerned, compared to 53% in Europe. This is likely a result of European employers being more acclimated to existing requirements in this area, like the GDPR, as well as the complex, ever-evolving patchwork of state and local regulations in the U.S.

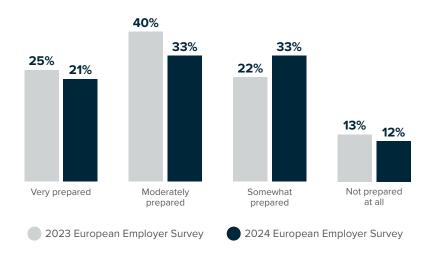
On the other hand, European employers express more concern about AI's potential for job displacement. Thirty-eight percent of European respondents say they are moderately or very concerned about this possibility, compared to just 12% of U.S. respondents from Littler's 2024 U.S. Employer Survey. Regardless of whether they believe AI can or will replace humans in some functions, this may partially reflect the greater hurdles European employers face when making changes to their workforce due to the region's stricter labour and employment laws.



#### **EMPLOYERS ADDRESSING EQUITY AND ACCESSIBILITY ISSUES**

#### Employers focused on pay transparency compliance

# To what extent is your organisation prepared to comply with the EU Pay Transparency Directive?



<sup>\*</sup> The 2023 survey asked respondents: To what extent is your organisation prepared to start taking steps to comply with the EU Pay Transparency Directive.

The <u>EU Directive on pay transparency</u> came into force in June 2023 and includes requirements for businesses to disclose salary ranges and report on any gender pay gap differentials. Though compliance deadlines are still years away—member states have until 2026 to introduce national legislation, while large and small employers have until 2027 and 2031, respectively, before they need to start reporting—preparing for the new obligations continues to be on employers' radars.

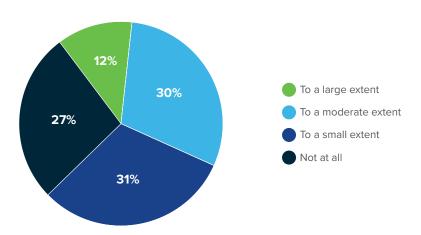
Most respondents (87%) feel at least somewhat prepared to comply as the scope of their obligations takes shape. This is a similar percentage to last year's European Employer Survey, though that survey asked respondents about how prepared they were "to start taking steps to comply" given that the directive had just been released. Still, it's notable that a year later, the portion of those who feel "very prepared" has dropped 4 percentage points, while there was an even steeper drop among those who say they're moderately prepared (33%, compared to 40% last year).

## **Country-Specific Analysis**

More than four in 10 employers in U.K. say they are very prepared to comply with the EU Directive on pay transparency—even though the directive doesn't apply in the U.K. However, the U.K. does have gender pay gap reporting obligations for certain employers and the Labour party is expected to propose legislation that would significantly expand this regime. Furthermore, while the directive does not strictly apply within the U.K., multinational companies operating in the EU may nevertheless choose to comply to maintain a consistent approach.

#### Accommodations requests continue to grow post-pandemic

To what extent has your organisation received increased requests from employees for reasonable accommodations / adjustments related to mental health conditions over the past 12 months?



Marking a consistent trend that accelerated in the wake of the COVID-19 pandemic, a significant share of European employers saw a rise in mental health accommodations requests over the last year. Just 27% say they have not seen an increase, while 42% say their organisations have seen a moderate or large growth in requests. Among large employers, only 13% have not experienced an increase in such requests.

These increases are even higher than last year, when 39% of respondents saw an uptick in mental health-related accommodation requests (see page 11 here). Whether this is due to the lingering mental health issues caused by the pandemic, a greater awareness of the accommodations request process among employees, greater availability of remote work, or a stronger cultural emphasis on mental health needs, this trend appears poised to continue in the coming years. In light of these changes, it is important for employers to prepare their HR departments and managers to address these requests and the accompanying needs of employees.

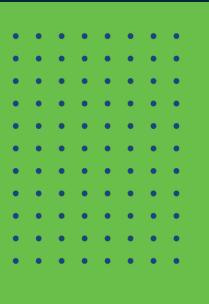


## **Country-Specific Analysis**

Employers who have seen mental health accommodation requests rise to a large or moderate extent:



German employers we surveyed saw the smallest increase in mental health accommodation requests this year (27% report a large or moderate jump), perhaps as a result of cultural mores in the country. By contrast, the U.K. saw the highest (56% report a large or moderate increase). This could be due to new legislative <u>updates</u> that make it easier for employees to request remote or flexible work arrangements.

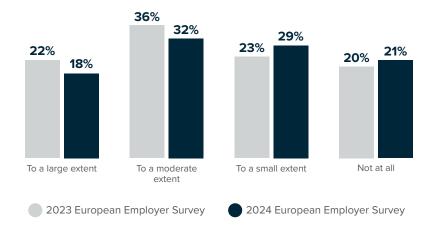




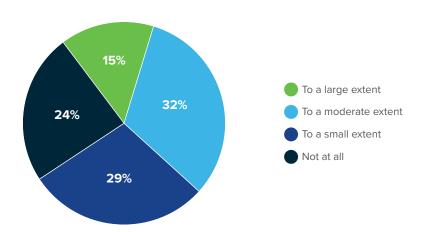
#### **EMPLOYERS UNDER PRESSURE ON CORPORATE RESPONSIBILITY ISSUES**

#### **Employers grow their ESG focus**

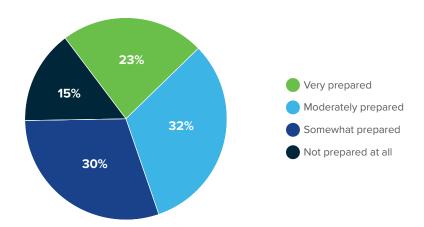
To what extent has your organisation placed a greater focus over the past 12 months on environmental, social, and governance (ESG) initiatives due to pressure from employees, customers, and/or other stakeholders?



To what extent has your organisation placed a greater focus over the past 12 months on addressing climate risk or initiatives due to pressure from employees, customers, and/or other stakeholders?



# To what extent is your organisation prepared to comply with the EU Corporate Sustainability Due Diligence Directive?



Under pressure from employees, customers, and stakeholders, most European employers (79%) increased their focus on ESG initiatives over the past 12 months, and many have done so to a moderate (36%) or large (22%) extent. Unlike in the U.S., where ESG initiatives have come under increasing fire, issues like fair pay, community investment, waste reduction, and sustainability continue to be top of mind with many European businesses. Large companies with higher profiles may be more susceptible to calls for ESG efforts—23% say they have grown their focus by a large extent.

With that said, the share of those employers placing a greater focus on such initiatives decreased from <u>last year's survey</u>, which could suggest that these influence campaigns have limits or that companies have already made ample strides.

Sustainability efforts, in particular, are accelerating. As deadly heat waves, droughts, and floods continue to wreak havoc across Europe, 76% of respondents say they have placed a greater focus on addressing climate risks over the past 12 months due to employee, customer, and/or stakeholder calls for change.

Yet these calls are not the only forces moving the needle within organisations. European employers must also contend with legal requirements like the EU Corporate Sustainability Due Diligence Directive, which entered into force this past July. The directive will require large businesses to conduct wide-ranging human rights and environmental due diligence for their global "chain of activities." While member states have until 2026 to implement its requirements into their national laws, over half of organisations are very (23%) or moderately (32%) prepared to comply now and just 15% of respondents say they are not prepared at all.

## **Methodology and Demographic Profile of Respondents**



In August 2024, 627 professionals from a variety of industries completed Littler's 2024 European Employer Survey via an online survey tool.

#### Respondents included:

- · Chief Human Resources Officer / Chief People Officer (23%)
- · HR Professional (28%)
- · Chief Legal Officer / General Counsel (8%)
- In-House Lawyer (9%)
- · Other C-Suite / Managing Director Title (26%)
- Other Manager Title (6%)

#### Respondents were based across Europe:

- Austria (2%)
- Belgium (4%)
- France (12%)
- Germany (17%)
- · Ireland (2%)
- Italy (9%)
- The Netherlands (3%)
- · Poland (16%)
- · Portugal (6%)
- · Scandinavia (3%)
- · Spain (10%)
- Switzerland (2%)
- · U.K. (14%)

#### Companies represented were of a variety of sizes:

- · More than 10,000 employees (15%)
- · 5,001 to 10,000 employees (7%)
- 1,001 to 5,000 employees (17%)
- 501 to 1,000 employees (14%)
- 101 to 500 employees (22%)
- 1 to 100 employees (25%)





Littler is the largest law practice in the world exclusively devoted to representing management in every aspect of labour and employment law. We serve as a single point of contact for our clients' global labour and employment needs, helping multinational employers to move their employees across borders and comply with local employee relations laws, and assisting employers with such international issues as overseas privacy laws and applying company policies worldwide.

Our European legal services include offices in the region's most robust economies, housing more than 400 local Littler attorneys who collaborate with our working partners in all European jurisdictions, as well as our attorneys in other regions of the world.

