

### ABSTRACT

*Digital transformation has significant impacts on several aspects of society and life. The prolonged effect of the Covid-19 pandemic is one of the factors that accelerated the use of technology. Its advancement has prompted new questions on the implication of digital transformation in the museum sector and the nature of work and on-demand skills. Therefore, this study aims to determine the extent of digital transformation in the museum sector and the associated changes related to the nature of work and skills required. By applying qualitative methods, this research focuses on workers of various jobs in two museums in Yogyakarta. The findings indicate that digital transformation affects all museum areas and that the pandemic is significantly driving digital transformation in several aspects, such as education, by offering new experiences for visitors to enjoy museums in various ways. It also boosts intensive communication and interaction between museums and users virtually. Museum employees have experienced several changes in the nature of work, especially those related to the job description, building connections and interaction with visitors/users and among workers, and work flexibility. However, some believe in-person interaction remains significant in some situations, and some tasks still need to be performed by humans. Furthermore, digital transformation causes some skills to be replaced, augmented, or unchanged. Given that most tasks rely on analytical skills, other additional skills are complementary to existing skills already possessed. The museum's on-demand abilities encompass digital, technical, and soft skills. However, existing staffs rarely pursue advanced digital skills. Instead, external professionals perform the related tasks. Some employees are actively upgrading their skills following technological developments, while others are reluctant due to several reasons, such as age, incompetence, and refusal of additional tasks.*

*Keywords: Digital Transformation, Museum, Skills Demand, The Nature of Work*