AI AT WORK

TransFormWork 2

BACKGROUND

DEFINITION

- No single clear definition in the literature

- Algorithmic management is *"the use of artificial intelligence to automate managerial tasks that relate directly to the coordination of labour input within the workplace, including in the selection and recruitment procedure"*

- Wherever digital technologies allow to collect and process data for the coordination of work, some form of algorithmic management is likely to be deployed in a diversity of ways

- Support for digital transition → automatically have to foster algorithmic management

LEVELS OF AUTOMATION

- No automation – with fully human management

- Assistance – using algorithms to assist human managers in their decisions

- Partial-conditional automation – using algorithms to make some decisions, with human managers retaining certain key functions and intervening when necessary

- Full automation – using algorithms to make decisions without any human oversight

STATE OF PLAY

EU LEGISLATION

- Horizontal legislation
  - GDPR
  - AI Act – Annex III
  - AI Liability Directive

- Social legislation
  - Framework Directive on OSH
  - Employment Equality Directive
  - Directive on Information and Consultation
  - Recast European Works Councils Directive
  - Transparent and Predictable Working Conditions Directive
  - Platform work Directive

SOCIAL DIALOGUE

- EU-level: 2020 European Social Partners Autonomous Framework Agreement on Digitalisation

  - Human in control principle
  - Safety principle: prevent harm through a risk assessment,
  - Fairness principle: ensuring that workers and groups are free from unfair bias and discrimination
  - Transparency principle: Effective oversight and explicability dependent on the context, severity and consequences

- National level: Austria & Belgium

MAIN POSSIBILITIES - WORKERS

- Improved inclusiveness
    - More job opportunities
    - Increased job satisfaction

- Optimised work organisation
    - Alleviate daily work burdens
    - Reduce workload
    - Better task allocation

MAIN POSSIBILITIES - EMPLOYERS

- Optimised work organisation
  - Increased productivity
  - Predicting future hiring needs

- Streamlined decision-making processes
  - Improved skills & job matching
  - Reduce human error
  - Cost reduction

MAIN CHALLENGES - WORKERS

- Work intensification
  - Loss of autonomy

- Blurring of work-life balance
  - Monitoring and surveillance

- Pressure on occupational safety and health and social environment
  - Both positive and negative conclusions
  - Potential for discrimination

MAIN CHALLENGES - EMPLOYERS

- High investment costs
  - Increased need for R&D
  - Increased need for new digital skills

- Low adoption rate for SMEs
  - Unlevel playing field

WAY FORWARD

REGULATORY BURDEN

- Political commitment of 25% reporting reduction

- Letta & Draghi report on competitiveness gap

- Need to foster investment, innovation, R&D

IMPLEMENTATION & ENFORCEMENT

- Existing legislation needs to be fully implemented and enforced

- Secondary legislation and guidelines need to be developed with relevant stakeholders, including social partners!

- Support and facilitate social dialogue at all and appropriate level

- Provide breathing room for businesses for voluntary approaches – AI Pact

CREATING CONSTRUCTIVE DIALOGUE

- Lack of consistent research and data

    o Productivity gains

    o Job losses

- Promotion of social dialogue

    o Design and deployment of tools

    o Creating a trustworthy environment

Thank you for your attention!

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