Dossier de synthèse inversée – Gp 2 : Zhen / Ouadah / Dreanic

En vous appuyant uniquement sur les documents du dossier thématique qui vous est proposé, vous rédigerez une synthèse répondant à la question suivante

How is AI changing the world of work?

Votre synthèse comportera entre 450 et 500 mots et sera précédée d'un titre. Le nombre de mots rédigés (titre inclus) devra être indiqué à la fin de votre copie.

DOCUMENT 1 - We must start preparing the US workforce for the effects of AI – now, *The Guardian,* February 29, 2024

Artificial intelligence can make companies more efficient and workers happier – or cause mass misery. The choice is ours

As artificial intelligence spreads rapidly across America's economy, there's a lively debate about how it will transform the future of work. What many people fail to realize is that AI has already changed millions of workers' jobs – often for the worse.
At Amazon, some warehouse and delivery drivers complain that AI-driven bots have fired them without any human intervention whatsoever. At some companies, surveillance apps track how much time workers spend in trips to the bathroom, with some workers protesting that the time limits are too strict.(...)
There are the forecasts that AI will wipe out millions of jobs. The McKinsey Global Institute estimates that by 2030, tasks that account for up to 30% of the hours now worked across the US could be automated, and that AI will push 12 million American workers out of their jobs. Goldman Sachs predicts that AI will disrupt 300m jobs worldwide by 2030.
C-suite executives can't wait to deploy more AI in their offices, warehouses and factories, but many workers, white-collar and blue-collar alike, worry that AI will mean only bad news for them: more stress, surveillance, and speed-ups, and more layoffs, too. It doesn't have to be that way.
In Germany and several other European countries, workers often have a voice in how their employers roll out and use artificial intelligence. German law requires that companies notify their works councils (worker-management committees that exist in most German workplaces) in advance about any plans to introduce AI. Those councils often then discuss how to use AI, typically with an eye to having it complement workers and make them more productive, instead of replacing them(…).

But in the United States, a country where workplace decisions are typically top-down with employees having little or no input, workers often feel like victims and guinea pigs

when it comes to AI. Indeed, many workers don't even know when their employers are using AI to surveil them or speed up their jobs.

Labor leaders wish that US workers could have a strong voice in how AI is introduced and implemented, but that's wishful thinking in a nation where just 6% of workers in private industry are in labor unions. At unionized workplaces, but not non-union ones, employees have a right not only to negotiate about AI when it substantially affects working conditions, but also to push for protections against some of AI's worst effects. Hollywood's writers' and actors' unions won important protections on AI in the negotiations that settled their lengthy strikes last year.

One labor leader told me that unions certainly recognize that new technologies can increase productivity and overall prosperity. But he added that AI-related technologies often "speed up the work, deskill the work, make workplaces more stressful and make jobs more demanding"(…).

DOCUMENT 2 - 'Why would we employ people?' Experts on five ways AI will change work, *The Guardian,* May 12, 2023

The European parliament's forthcoming Artificial Intelligence Act is likely to deem the use of AI across education, law enforcement and worker management to be "high risk". Geoffrey Hinton, known as the "godfather of AI", recently resigned from his position at Google, citing concerns about the technology's impact on the job market. And, in early May, striking members of the Writers Guild of America promised executives: "AI will replace you before it replaces us."

Yet, according to Philip Torr, professor of engineering science at the University of Oxford, the fallibility of AI tools – driven not by emotion, but by data and algorithms – means that the presence of humans in the workplace will remain essential. [...]

He is generally optimistic that humans can coexist productively alongside such otechnologies – and he is not alone in this view. Many experts in the field believe that, with the right education and legislation, automation could have a positive impact on the workplace.

There are, of course, those who predict a darker future in which workers are appraised by algorithms and replaced by automation. But there is one broad area of consensus: for better or worse, a growing number of industries are likely to be permanently and structurally altered by the march of AI.

Until now, the use of AI in medicine has centred on MRI scans, X-rays and the identification of tumours, says Torr. Research is also being conducted into dementia diagnosis via smartphone. Apps could track the length of time it takes a user to complete a routine task such as finding a contact, and flag an increase in this time as a possible sign of the syndrome.

Each of these applications could save valuable time for doctors and other medical staff. However, Torr says in the future LLMs will have the biggest impact for patients and practitioners. [...]

Torr acknowledges, however, that, despite its efficiency, diagnosis by algorithm – or indeed automated surgery, which he also imagines is a likely development – may not prove popular with patients. "You can imagine making some sort of robotic salesman," he says. "But people would still want to see the real thing." [...]

According to Robert Sparrow, professor of philosophy at Monash University's Data Futures Institute in Australia, many areas of agriculture will prove resistant to increased automation. While farmers already benefit from the application of AI in climate forecasting and pests and disease modelling, he says that in order for the technology to cause real disruption, there would need to be significant progress in robotics.

"I can get ChatGPT to write better essays than many of my students," he says. "But if you asked a robot to walk into this room and empty the wastepaper basket or make me a cup of coffee, it simply couldn't do that."

This lack of dexterity and inability to cope with unpredictable spaces or tasks, combined with the cost of such technology, makes robots unlikely to replace agricultural workers in the near future, he believes.

DOCUMENT 3 - Navigating the workplace in the age of AI

*edEx Enterprise*, September 14, 2023

Across all industries, the development of new technologies is rapidly transforming the world of work and driving the need for employees to learn new skills. One skillset that's quickly becoming essential is the ability to use Artificial Intelligence, or AI. In the workplace, AI skills can include technical skills (e.g., skills required to program/engineer AI products) as well as non-technical skills (e.g., skills required to use generative AI tools). By one estimate, the number of job postings related to generative AI alone has increased more than 450% from a year ago.1 To better understand how AI will impact the world of work, edX partnered with Workplace Intelligence to survey 800 non-executive knowledge workers — comprising individual contributors and managers — and 800 C-Suite executives, including over 500 CEOs. This report describes the survey's key findings, including how quickly AI is being adopted, why learning AI skills will be critical for employees at every level of the organization, and how executives and workers are adapting to the rapid rise of AI.

The C-Suite executives surveyed estimate that nearly half (49%) of the skills that exist in their workforce today won't be relevant in 2025, and they feel 47% of their workforce is unprepared for the future of work. Not surprisingly, most executives report that they're struggling to find talent with AI skills. As AI continues to reshape tomorrow's workplace, it's up to leaders to ensure their business has the right skills to stay competitive. But with so much competition for talent, executives will need to look internally and focus on upskilling their current workforce. Fortunately, the survey revealed that employees are enthusiastic about learning AI skills — but many aren't getting the support they need from their employers. As the C-Suite navigates the age of AI, they must prioritize supporting every level of the organization with an outcomes-based learning & development program. Those that don't will struggle to succeed in tomorrow's AI-driven workplace. […]

Executives say AI is set to replace or augment many functions at their organization within the next 5 years. While executives believe the C-Suite is least likely to be affected, it's still remarkable that 56% anticipate their company's executive-level roles will be completely or partially replaced by AI. Employees, on the other hand, are much less likely to feel that AI will replace these functions — including their own roles. And although 76% of workers agree that at least a little of their role could be supported by AI, just 20% think "most" or "all" of their role could be completely automated or replaced by AI. This indicates that employees may not recognize how drastically AI will affect the workplace in the years to come, while the C-Suite believes AI's impact will be significant and far-reaching. For workers, it will be important to come to terms with the new reality reshaping the workplace and their own career trajectories.

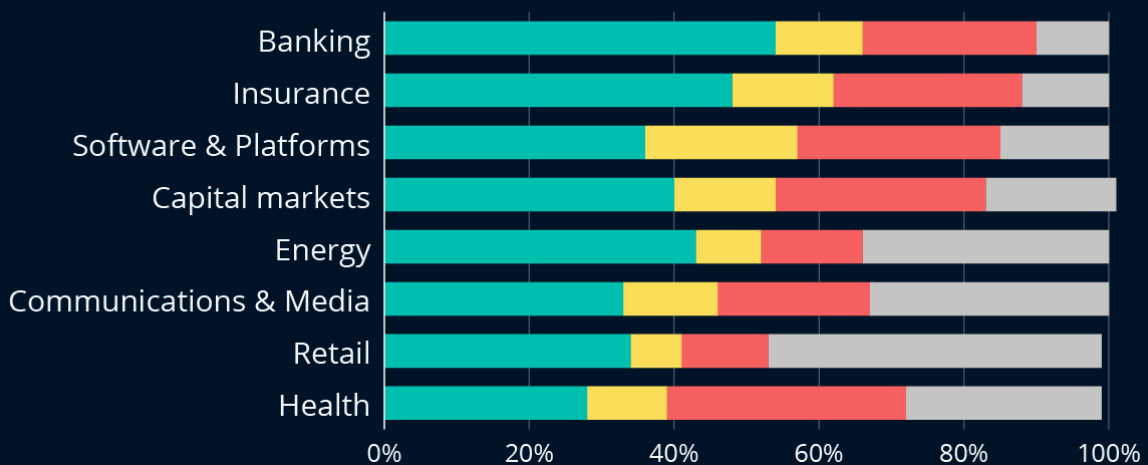**DOCUMENT 4 - Artificial Intelligence Taking Human Jobs**
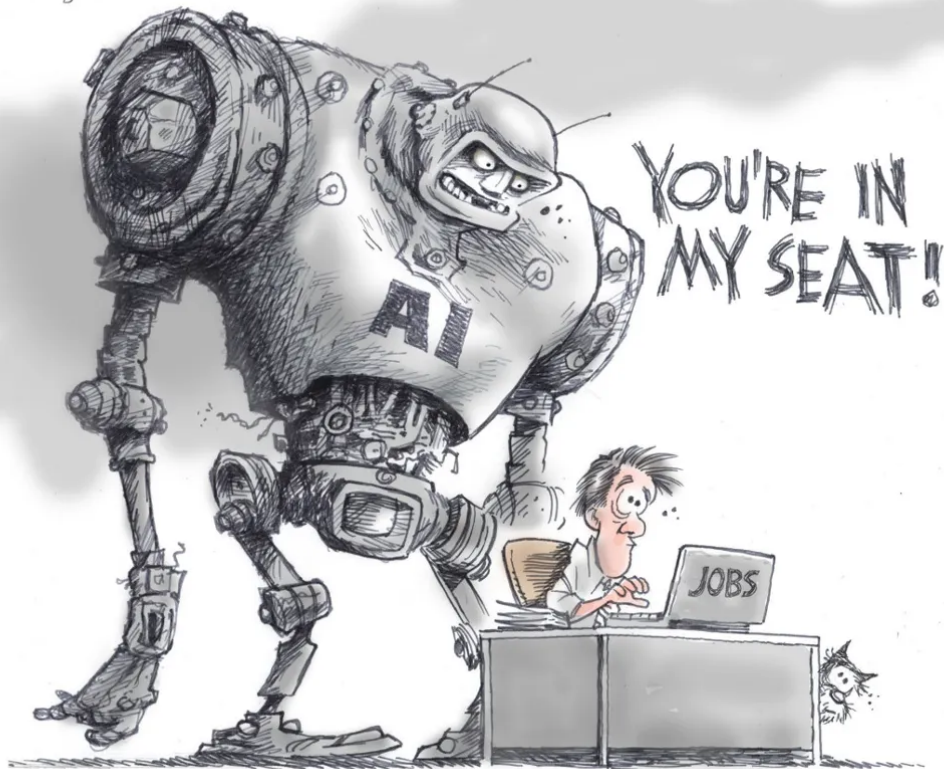
DOCUMENT 5 - In Which Industries Could AI Do Most of the Heavy Lifting?