

## FUTURE OF WORK WORKING GROUP REPORT GPAI – MONTREAL SUMMIT 2020

### EXECUTIVE SUMMARY

In the GPAI Future of Work Working Group (FoW), 27 experts with multiple backgrounds and expertise from 15 countries collaborate to support a collective understanding of the impact of AI on work and to build a collective intelligence on this issue. The group has decided to develop its contribution in two directions: one focusing on existing real cases and the second turned toward the future vision. The FoW investigates how the deployment of AI can affect workers and working environments, how job quality, inclusiveness, health and safety in the workplace can be preserved, and how workers and employers can prepare and better design the future of work.

As a major activity of the first 5 months, the FoW has gathered and analyzed use cases of AI applications at the company level. For this empirical work, the experts have developed a questionnaire to query the general characteristics of AI use cases together with their underlying motivations and objectives, the participation of workers and representatives in the design and development of AI systems, the role of Human-Machine Interfaces, the ethical aspects involved and the impact on employment, work conditions and organization. From an initial overview of 53 use cases, the group has observed in an exploratory manner some trends that can be summarized as follows:

- AI applications can help organizations to produce new knowledge based on data.
- Certain AI applications can contribute to the employees' wellbeing and decent working conditions.
- Effective collaboration between AI and humans is essential for success. This refers to AI supporting human work rather than replacing it and to AI requiring human developers, trainers and supervisors.
- AI uses in the industry require more dialogue with the social partners<sup>1</sup> and a greater awareness and understanding of ethical aspects.
- AI can take on certain human work tasks and, therefore, will have an impact on employment, recruitment, and the skills required for future jobs.

Further use cases will be collected in the future to provide a better basis for more detailed analyses and empirically substantiated guidance and best-practice approaches.

The collected use cases will also serve as an overarching starting point for the focused activities in the specific sub-groups of "AI and training", "human-machine collaboration", "bias

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<sup>1</sup> The social partners are the grouping of representatives of the world of work: those of the employees on the one hand (the employees' unions) and those of the employers on the other (the employers' organizations).

management” and “work conditions”. In the meantime, these respective sub-groups have started their work by specifying and refining their work priorities, intended outcomes and action plans.

Moreover, beyond the scope of the FoW, the collected AI use cases can provide good opportunities for coordinating and networking the technical work of GPAI across all working groups.

Another key activity of the FoW is the design and setting up of a Living Lab for AI in the workplace. The Living Lab is thought of as an open space for innovation and learning. Initial concepts conclude that it is important for the Living Lab to be a predominantly virtual space for global exchange and collaboration, together with one or more complementary physical real labs.

For the longer-term perspective, the FoW proposes the following vision:

- *AI Observatory*: Further develop the collection of AI use cases to a continuously growing and permanently updated empirical data base for any kind of analysis with regard to AI in the workplace.
- *Guidelines*: Push the work in the topic-specific sub-groups towards guidelines and recommendations for policy-makers, industrial decision makers and social partners as well as researchers to allow them shape AI in a way that promotes economic growth and social welfare. In line with the current scopes of the sub-groups, the main thematic areas will include qualification and training, societal cohesion and counteracting inequalities, decent working conditions as well as the relationship between humans and increasingly intelligent technology.
- *AI Showcase*: Making the virtual AI living lab a unique global web-based platform for knowledge transfer and transdisciplinary innovation in the field of AI in the workplace. In addition to offering manifold opportunities for global networking and collaboration, the virtual living lab should give access to extensive information resources and utilize the latest technologies in order to provide inspiring experience and insight on beneficial AI use cases and best-practice approaches. Lastly, the virtual living lab might connect a large network of physical real AI living labs around the globe. These physical living labs could be set-up in collaboration with regional governments, companies and foundations to take advantage of regional particularities and provide rich opportunities for broad dissemination, on-site demonstrations and local networking.