



TRENDS | June 8, 2022



What rise in AI means for jobs, workers, organizations

☆☆☆☆ Future of Work, Artificial Intelligence

Sense

Smart, data-driven machines may replace up to 90 percent of known jobs by 2030, according to research published by Deloitte. The same study noted that while artificial intelligence (AI) enterprise systems can perform repetitive tasks at scale and process large amounts of data to a high level of accuracy, such technologies have not yet developed to the degree that they can fully replace humans in the workplace.

A separate survey published by an international consultancy in December 2021 saw most respondents indicate their organizations had adopted AI capabilities. AI's influence on profitability and cost savings became more pronounced and grew over time. Fifty-six percent of the survey's respondents reported AI technologies had been adopted in at least one function in their organizations in 2021, an increase from 50 percent in 2020.

Analyze

Workers in organizations that deploy AI systems may need to dedicate time to training and overseeing these systems so they may perform low-level and monotonous tasks accurately and at scale, which may free human workers to perform higher-value tasks.

The introduction of AI tools into the workplace may increase workforce anxiety as workers may show concern regarding how these tools could affect their job and role. HR functions can alleviate these concerns by being transparent with the workforce and acting where possible when workforce feedback is received.

Organizations can consider deploying AI in their different functions to optimize service operations, automate call centers, enhance product features, and improve customer analytics and insights, as well as for risk modeling and analytics purposes. As AI systems become increasingly sophisticated and complex, organizations can lower their operating costs as these systems drive new internal efficiencies.

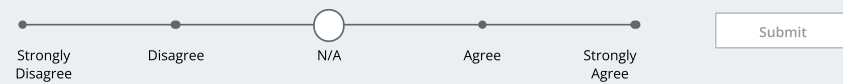
Act

- Chief information officers can request that department heads recommend which processes in their department can be automated. Trial programs can be launched to test the viability of these recommendations.
- Put strategy first. Link your AI strategy to the company's strategic North Star and navigate AI investments by it.
- Automate and innovate. Don't over-index on efficiency gains. With AI, you can reimagine the way you do business, too.
- Share your vision. Bold visions can motivate big results. Public awareness attracts talent and investment.
- Keep iterating. Develop dynamic ways to assess and adjust your strategy so it evolves with the market.
- Ensure the business leads. It's tempting to let data scientists lead the application of a data-driven technology, but business requirements come first.
- Reimagine workflows and roles. Organizations that have undergone significant changes to workflows or added new roles are almost 1.5 times more likely to achieve outcomes to a high degree.
- Trust overcomes fear. Bold AI visions can elicit healthy and unhealthy fear. Trust keeps your workforce moving forward through it.
- Data fluency drives creative insights. Data-literacy skills can build confidence and trust in AI, which helps set organizations up for positive outcomes.
- Agility helps you fail fast. AI-fueled organizations turn insights into rapid experimentation and can pivot quickly after failure.
- Choose partners with diverse perspectives. Organizations with diverse ecosystems are significantly more likely to have a transformative vision for AI, enterprise-wide AI strategies, and use AI as a strategic differentiator.
- Keep things complicated. Too few external partnerships can make it difficult to part ways with vendors if needed in the future.

Sources:

- [Meet your new colleague—artificial intelligence](#), Deloitte LLP / Joseph Chu and Charlie Wang, 2019.
- [Becoming an AI-fueled organization](#), Deloitte LLP / Beena Ammanath, et al., 2021.
- [The state of AI in 2021](#), McKinsey / Michael Chui, et al., 2021.

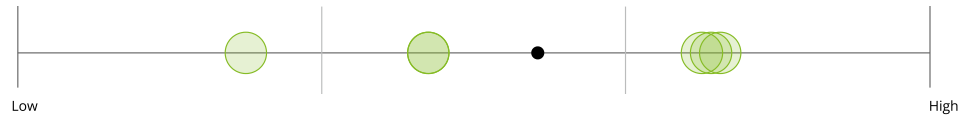
Poll: My organization is using AI technology to stay ahead of competition and empower our workforce.



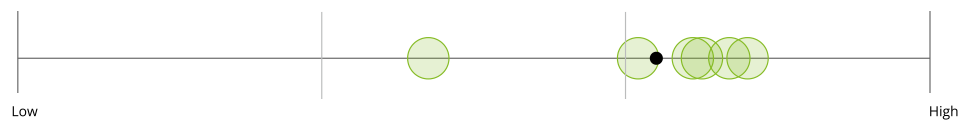
What the panelists say

Total votes : 6

Probability / Prevalence ⓘ



Impact ⓘ



- "Workers have historically felt threatened by automation and any kind of technology that could replace them. In finance, the addition of ATMs (automatic teller machines) and ITMs (interactive teller machines) caused the same kind of response from retail associates / tellers. The result has been more access for customers and efficiency for the bank. Advanced use of technology, including AI, is going to happen. The key in the post is that these jobs that AI could replace are low-level and monotonous, and employees who embrace the future and technology will find new roles that are more challenging and engaging."
- "AI or machine learning always need human support to update their patterns on data analysis in order to take the right step based on the results of the analysis performed, so continuance training from the coworkers is recommended to maintain the learning algorithms that match the needs and purposes of assigning these tasks to the AI systems. Therefore, these systems shall receive a clean and valid data for the task they have been assigned. At the same time, they must understand the function of the job handled or processes, and human coworkers shall understand these functions or processes and the expected outcomes before training the AI systems."
- "One of the potential challenges is having people train their replacements. That is difficult, even when those replacements are other humans. When they are systems, more resistance is expected when significant incentives to the humans are not provided. Even then, if the person training and the person developing the training updates for the AI aren't the same, there is a risk of information being lost in translation. Ultimately, AI systems will be able to change their own or other systems' code and train themselves, but that day is still over the horizon."
- "I can see the potential impact AI could have for relatively simple and monotonous tasks. I imagine that, in the near term, such technology is likely to be only cost-effective for those operating at considerable scale already. Fifty-six percent sounds very high to me, considering most businesses are smaller organizations. Also, in smaller businesses, very rarely is it the case that an individual employee's value only boils down to them doing one simple, low-skilled, monotonous task. Assistance from AI could help these workers do more / free up more capacity to add value elsewhere in the business, but I see it as assistance, not replacement."

#JobAutomation

#Manufacturing

#HumanCapabilities

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