HOW TO RECOGNISE AI IN THE WORKPLACE?

Artificial intelligence (AI) is rapidly changing almost every aspect of our lives, and our working lives are no exception. What does this technology mean for the workplace?

The Knowledge Centre Data & Society provides a brief introduction to AI, its various aspects and principles for verifying when an AI system is reliable in this brAInfood.

WHAT IS AI?

Artificial intelligence (AI) can be defined as the **simulation of human intelligence by technology**, mainly by machines such as computer systems.

AI is sometimes compared to electricity because it is a technology that, over time, will find its way into almost every aspect of our lives.

WHAT TASKS DOES AI WELL?

AI is used in everyday life to make our lives easier and more comfortable. AI can also add value in the workplace, for example, it can help with **tasks** perceived as:

Dull: tasks with a lot of repetition are suited to AI.

Difficult: an AI system never loses concentration.

Dangerous: An AI system can get into places that are too dangerous for humans.

Dirty: AI is perfectly suited for dirty or unhygienic tasks.

3 PROPERTIES

An AI system typically has **3 properties** by which you can recognise it:

Independent: an AI system can perform tasks and make decisions in a complex environment without being constantly directed by a human.

Self-learning: AI systems can teach themselves things, and adapt easily. Because an AI system constantly learns by itself, it also gets better and better.

Data: an AI system needs an enormous amount of data (videos, photos, figures, texts...) to be able to learn on its own.

EXAMPLE: AI PLANNER FOR TIMETABLES

The HR department of a logistics company has hours of work every week preparing the timetables for its employees. To support the HR department, an AI partner develops a scheduling tool that automatically suggests hourly schedules for all employees.

Staff are initially relieved, now that they can outsource a difficult task to a computer system and use the freed-up time for other tasks.

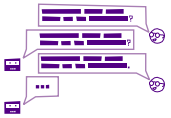
But soon complaints are coming in from the work floor. The new timetables are unrealistic and create an excessive workload.

SPECIALISATIONS OF AI

AI consists of different specialisations, each of which can be used for different purposes. Here are **5 common specialisations of AI**:

Sound recognition: the system recognises and processes sound, usually by converting spoken language into written text or vice versa.

Image recognition: the system recognises people, things and situations in images and videos.



Natural language processing: the system understands and interprets language and can recognise the content of a text.

Robotica: systems that move in the physical world using sensors, arms, wheels, etc. Robotics can be done without AI, but AI makes robots "smart".

Machine learning: AI systems use machine learning to recognise patterns on their own, make predictions and estimates, group things together and make connections.

Or a combination of these different specialisations

WHEN TO TRUST AI?

Like any new technology, with AI it is also important to watch out for a negative impact of the system. Here are **3 aspects to assess whether you can trust an AI system**:

According the law: a good AI system respects existing laws and regulations and takes, for example, into account the rules around work scheduling. This way, workers are not scheduled for double or consecutive shifts.

Ethical: AI has no human emotions and capabilities, but relies on mathematical logic. It is therefore important that various human values and norms have been taken into account, such as a good work-life balance by taking preferences based on biological clock or home situation into account, for example. A good AI system is non-discriminatory, respects your privacy, promotes the common good and gives people the last word.

Robust: a good AI system is secure and accurate, resistant to hacker attacks and cannot cause harm. For example, if the programme has an option for employees to enter their availabilities themselves without login and password, then anyone who has the website address can access the availabilities of all employees. In this way, employees' personal data is not secure.

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