

The Future of AI and Frontline Work: Opportunities, Risks, and the Need for a Human- Centered Approach

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*BOHSI Panel “AI for the Rest of Us:
How Equitable Is the Future of Work for Front-Line Workers?”*

Frontline Workforce



70% of U.S. Workforce



90% of Businesses

**Hospitality, Education, Public Safety, Retail,
Food Service, Healthcare, Transportation,
Construction, Manufacturing, Public Safety**

Impact of AI

Complements Tasks

Replaces Tasks

Supervises Tasks

Generates New Tasks

Replaces People

Acemoglu, & Restrepo, 2020; Selenko, Bankins, Shoss, Warbuton, & Restubog, 2022



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Impact of AI

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Which tasks are supplemented/replaced, and what is the functionality of AI?

What training is provided?

Do workers have a choice?

What is the impact on work roles, status, workload, work hours, pay, etc. ?

How does this shape career progression?

Impact of AI

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What tasks are supervised,
and what is the functionality
of AI?

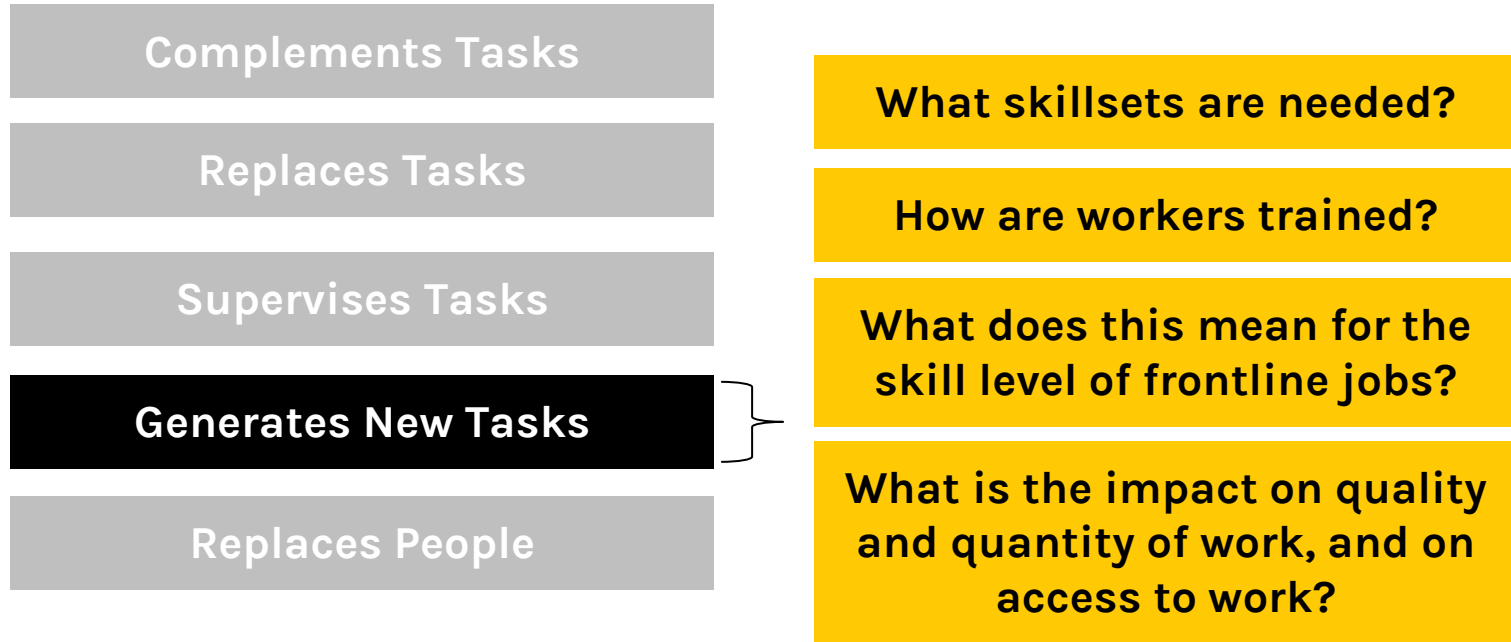
How does this shape worker
autonomy? Ethics/fairness?

What is the impact on work
roles, status, workload, work
hours, pay, etc. ?

How does this shape career
progression?



Impact of AI



Acemoglu, & Restrepo, 2020; Kellogg, Valentine, & Christin, 2020; Stritch, Mayer, & Fiedler, 2021



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Impact of AI

Complements Tasks

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Which jobs are replaced?

Which workers are replaced?

Who fixes broken AI?

How does this shape
workforce skill development
and career progression?

Acemoglu, Autor, Hazell, & Restrepo, 2022; Strich, Mayer, & Fiedler, 2021



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AI Fears and Broader Context

Societal Inequality

Creates concern about “winners” and “losers”

Voice/Representation

Creates concern about function and functionality of AI, bias/ethics, potential misuse

Technology marketed for bottom-line

Creates concern about job loss, fairness/justice, monitoring, impact on quantity and quality of jobs

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Inequality exists at and emerges from the intersections of work, technology, and society
- Shoss & Behrend, 2023

Brynjolfsson, Thierer, & Acemoglu, 2024; Hauer, 2021; Landers & Behrend, 2023; Shoss & Behrend, 2023; Shoss & Ciarlante, 2022



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Human **well-being and dignity**
should be our North Star—with
innovation in a supporting role.

*Judy Estrin, “The Case Against AI Everything, Everywhere, All at Once”,
Time Magazine August 11, 2023*

Thank you!

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