Workers and GenAI

Aparna Surendra, AWO

Oct. 17 2024

Richard Brautigan

ALL WATCHED OVER
BY MACHINES OF LOVING GRACE

I like to think (and
the sooner the better!)
of a cybernetic meadow
where mammals and computers
live together in mutually
programming harmony
like pure water
touching clear sky.

I like to think
(right now, please!)
of a cybernetic forest
filled with pines and electronics
where deer stroll peacefully
past computers
as if they were flowers
with spinning blossoms.

I like to think
(it has to be!)
of a cybernetic ecology
where we are free of our labors
and joined back to nature,
returned to our mammal
brothers and sisters,
and all watched over
by machines of loving grace.

TUC generative AI policy toolkit

A resource for union reps and staff in devising organisational policies.

Download TUC Generative AI policy toolkit
PDF | 381.60 KB

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Research and reports

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Exhibitions

HOLLY HERNDON & MAT DRYHURST: THE CALL

New Rituals for Collaboration with AI

A collaboration between artists Holly Herndon and Mat Dryhurst, and Serpentine Arts Technologies, *The Call* proposes new cultural, legal, and technical rituals for art in the age of AI.

"If all media is training data, including art, let's turn the production of training data into art instead."

– Holly Herndon & Mat Dryhurst

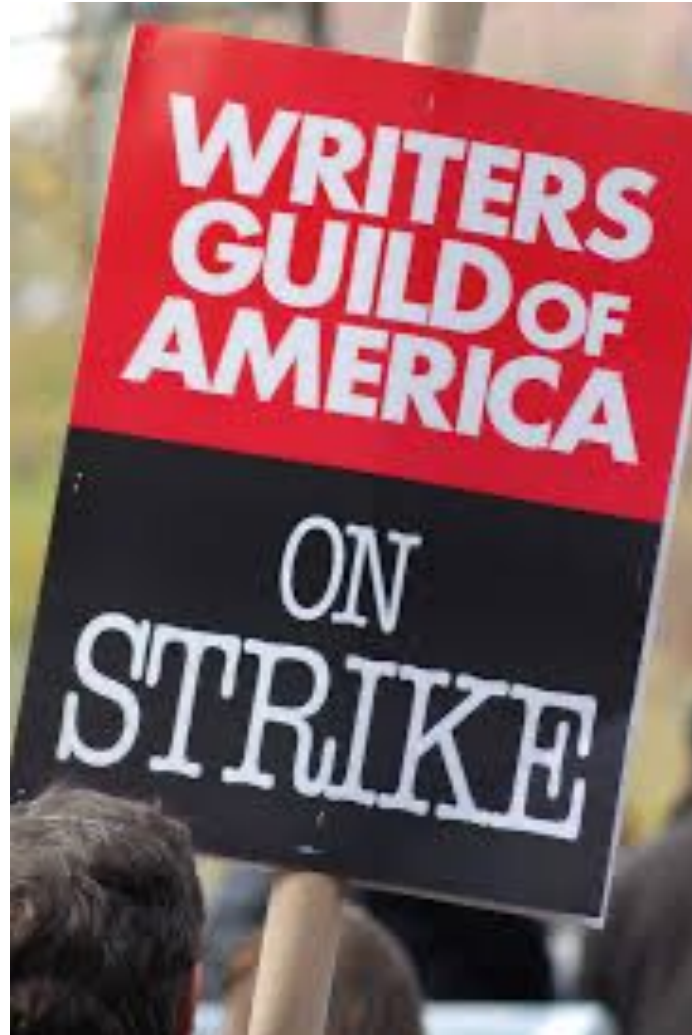Serpentine North Gallery
4 October 2024 - 2 February 2025
FREE

Free entry. Walk-ups are welcome. Tickets are available to book online for guaranteed timed entry.

Please note the following changes to opening hours for this exhibition:

Wednesday 16th October – 10am-5pm

BOOK NOW

1. Concerns vary by sector

Photo Credit: Amber Baldet

2. Changing of JDs/degrading of roles

> **Brian Merchant**
> @bcmerchant
>
> This is a great story about exactly how management can use generative AI to degrade and replace jobs—it's a lengthy process, with junior and precarious workers replaced first, and more senior jobs deskilled into ones tasked with overseeing AI output.
>
> bbc.com/future/article…
>
> Writer Benjamin Miller – not his real name – was thriving in early 2023. He led a team of more than 60 writers and editors, publishing blog posts and articles to promote a tech company that packages and resells data on everything from real estate to used cars. "It was really engaging work," Miller says, a chance to flex his creativity and collaborate with experts on a variety of subjects. But one day, Miller's manager told him about a new project. "They wanted to use AI to cut down on costs," he says. (Miller signed a non-disclosure agreement, and asked the BBC to withhold his and the company's name.)

BBC article: https://www.bbc.com/future/article/20240612-the-people-making-ai-sound-more-human

3. How will GenAI enter the workplace (for most desk workers)?

![pwc logo]

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PwC is accelerating adoption of AI with ChatGPT Enterprise in US and UK and with clients

May 29, 2024   ● **Share**

Building upon this commitment, our US and UK firms have signed an agreement with OpenAI making PwC OpenAI's first reseller for ChatGPT Enterprise and the largest user of the product. This is the latest advancement of our firm's investment in AI that will expand our technology ecosystem, bring GenAI deeper into our enterprise, and enable us to scale AI capabilities across businesses to help drive accelerated impact for clients.

https://www.pwc.com/us/en/about-us/newsroom/press-releases/pwc-us-uk-accelerating-ai-chatgpt-enterprise-adoption.html

4. What is it good for?

There's a Time and Place for Generative AI

Fortune and the Australian Financial Review highlight a recent study from BCG, Harvard Business School, MIT Sloan School of Management, the Wharton School at the University of Pennsylvania, and the University of Warwick. The study determined that around 90% of BCG consultants improved their performance when using OpenAI's GPT-4 for creative ideation. However, performance faltered when it was used for problem solving, with participants performing 23% worse than those who did not use the tool. BCG's North America Chair, Sharon Marcil, tells Fortune that companies "need to embrace GenAI now to develop the muscle," but cautions that leaders must be responsible for ensuring the technology is used in the right way and for the right tasks.

Ⓕ **FORTUNE**

Research Paper – Navigating the Jagged Technological Frontier: Field Experimental Evidence of the Effects of AI on Knowledge Worker Productivity and Quality. Dell'Acqua et al. Sept. 2023.

5. Elephant in the room: Accuracy

Air Canada ordered to pay customer who was misled by airline's chatbot

Company claimed its chatbot 'was responsible for its own actions' when giving wrong information about bereavement fare

📷 The judge wrote that Air Canada's customers had no way of knowing which part of its website – including its chatbot – relayed the correct information. Photograph: NurPhoto/Getty Images

Hallucination-Free? Assessing the Reliability of Leading AI Legal Research Tools

Varun Magesh*	**Faiz Surani***	**Matthew Dahl**
Stanford University	Stanford University	Yale University
Mirac Suzgun	**Christopher D. Manning**	**Daniel E. Ho†**
Stanford University	Stanford University	Stanford University

https://www.theguardian.com/world/2024/feb/16/air-canada-chatbot-lawsuit
https://hai.stanford.edu/news/ai-trial-legal-models-hallucinate-1-out-6-or-more-benchmarking-queries
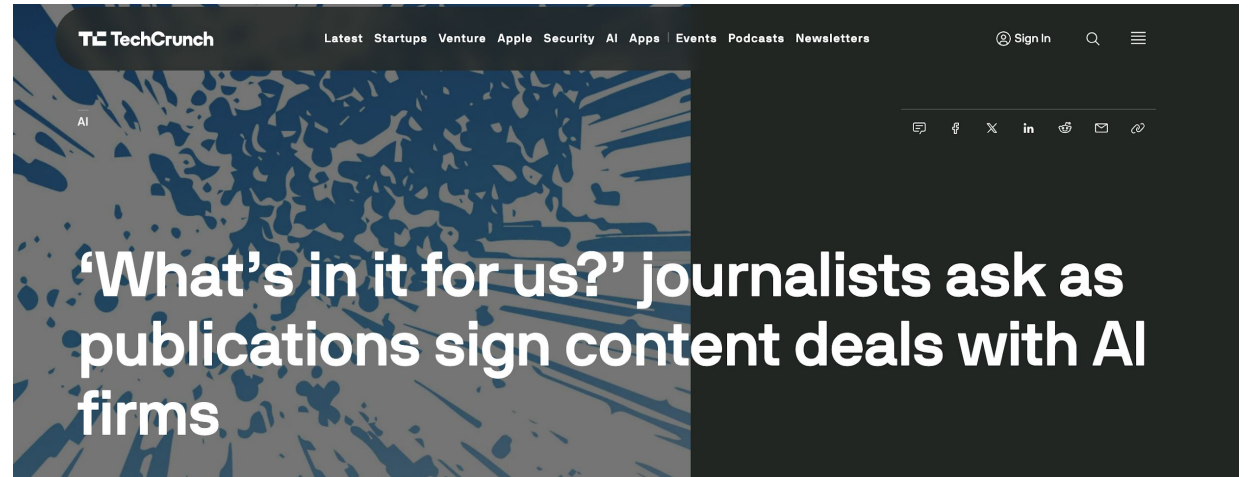
6. Training data | Approaches negotiated by employers, not workers

The New York Times

The Times Sues OpenAI and Microsoft Over A.I. Use of Copyrighted Work

Millions of articles from The New York Times were used to train chatbots that now compete with it, the lawsuit said.

'What's in it for us?' journalists ask as publications sign content deals with AI firms

7. Solidarity | connections across different types of work

Photo credit: arsenal.com