

Review of: "Service Sector Work Under Pressure From New Technologies and Artificial Intelligence – Lessons From a Number of Foresight Studies"

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Potential competing interests: No potential competing interests to declare.

Interesting commentary; however, it does not state any solution to the concerns about AI deployment. It discusses the possibility of job losses but does not really delve into how or what the possible outcomes are.

I also did not fully understand why France was taken as an example for productivity, and I find that limiting the work of two American economists is constricting. Also, are the two economists explaining the world economic view, the American view, or another?

Regarding "As for future developments (CPRA, for example), while they will make it possible to eliminate tedious and repetitive tasks, which is obviously a step forward in terms of working conditions, the question of the validation of their production by the workers who will be in charge of them should not be taken lightly. It is likely to create anxiety, even stress, if the worker is not able to understand what he is validating." I suppose that a worker in charge of, e.g., CPRA will be trained on the process; I don't get why the worker will be in charge of validating something he/she does not understand.

Overall, the commentary is missing a clear conclusion.

I also suggest providing a more comprehensive literature review instead of limiting it to autocitation.

Minor: Be aware of the abbreviations and make use of them. AI is abbreviated towards the end, but it is mentioned before.