

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

Karlis Kreslins¹

¹ Vidzeme University College

Potential competing interests: No potential competing interests to declare.

The commentary discusses important and interesting topics. Artificial intelligence and new technologies are more and more becoming a part and parcel of our everyday professional life and life in general. The impact of AI and technologies on the service sector is a crucial aspect. For the commentary, the author uses several latest publications which confirm the author's observations and conclusions.

In general, the commentary could provide more value if reflections from recent studies on the service sector and people employed there were included (for example, the paper by F. Golpek, "Service Sector and Technological Developments"). A summary table providing pros and cons of new technologies and AI would be beneficial. Also, the author could highlight some conclusions and concrete recommendations on how to minimize the impact of AI and new technologies on the service sector.