

Review of: "[Commentary] 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.

Review and assessment comments on the Commentary Manuscript:

Entitled: Service Sector Work Under Pressure from New Technologies and Artificial Intelligence – Lessons from a Number of Foresight Studies

Strengths of the commentary

This commentary is well-written and easy to understand. It depicts clear and concise writing.

The author provides a good overview of the impact of new technologies, particularly AI, on the service sector.

The author cites relevant studies to support their claims, demonstrating an evidence-based approach.

The commentary highlights the potential negative consequences of new technologies on worker well-being, particularly regarding psychosocial risks, and specifically focuses on worker well-being.

The author calls for action to mitigate the negative impacts and ensure AI is used responsibly. They discuss and emphasize proactive solutions.

Weaknesses of the commentary

While the commentary addresses job displacement, it could delve deeper into the potential for AI to create new service sector jobs. There seems to be limited discussion on job creation.

Including specific examples of how AI is being used in different service sectors would strengthen the arguments. It portrays a lack of specific examples.

Though the commentary mentions broader economic trends, a more international perspective on the impact of AI could be valuable. This commentary discusses the French context only. Why?

While the commentary calls for action, it doesn't delve into specific policy or regulatory solutions to address concerns about AI deployment.

The commentary leans towards the negative aspects of AI. Including a more balanced discussion of potential benefits, like increased productivity and efficiency, would create a more nuanced perspective.

While the author cited and demonstrated expertise by referencing their own previous research on the topic, the commentary heavily references the author's own publications (see references 1-4).

The commentary mentions future advancements in AI but lacks details on specific technologies or their potential applications.

The commentary mentions data protection as a core value but doesn't delve into the specific data privacy concerns surrounding AI use in the service sector. How can we ensure worker data is collected, stored, and used ethically?

The commentary focuses on the near future (up to 2035) based on the cited studies. Could the author discuss potential longer-term implications of AI on the service sector workforce?

Further consideration of this commentary

The author mentions the concept of "Cognitive Robotic Process Automation" (CPRA). A brief explanation of how CPRA differs from RPA would be helpful for readers unfamiliar with the term.

The commentary could be strengthened by elaborating on the "wall of explicability" and its implications for worker safety and oversight.

The ethical considerations surrounding the development and use of AI in the workplace warrant further exploration.

Consider adding a brief introduction that clearly states the commentary's purpose and target audience.

Briefly address the potential limitations of the foresight studies referenced.

Tailoring the level of technical detail and the specific examples to the target audience (e.g., policymakers, business leaders, or worker advocates) would enhance the impact.

A stronger concluding paragraph that summarizes the key points and reiterates the call to action would be beneficial.

My analysis and assessment

This is a well-written and informative commentary that effectively highlights the potential challenges and opportunities presented by AI in the service sector. By addressing the weaknesses and incorporating the suggested points for consideration, the author can further strengthen the manuscript and make it even more impactful.