

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.

Michel's discussion is generally clear and well-structured, making complex topics accessible. However, some of the sections on RPA and CPRA could benefit from more detailed explanations to ensure clarity for all readers." The use of studies and examples to illustrate the impacts of technology is quite insightful. Yet, linking these examples more explicitly to the economic theories discussed could deepen the analysis and strengthen the commentary's impact. This piece hits the mark on relevance and timeliness, addressing crucial issues in the evolution of work due to technological advancements. It's an essential read for anyone exploring the intersection of technology and labor economics. While a range of sources is cited, making the connections between these references and the main arguments more explicit could help reinforce the commentary's authority and provide a smoother reader experience. Michel offers a unique perspective on the implications of AI and automation in the service sector, a topic that is often overlooked. There's a great mix of reviewing existing literature and introducing personal insights, though incorporating more groundbreaking research could enhance the originality.

This commentary provides valuable insights into the technological transformations in the service sector, balancing theoretical discussion with practical implications. It's a commendable piece that contributes significantly to current debates on the future of work.

Clarify Complex Concepts: Increase the accessibility of the paper by simplifying or providing more detailed explanations for complex concepts and acronyms such as RPA (Robotic Process Automation) and CPRA (Cognitive Robotic Process Automation). Including brief definitions or examples can make the material more approachable for readers not familiar with the field.

Strengthen Economic Analysis: While the commentary does well to introduce economic theories related to technological advancement and labor, delving deeper into these theories could enrich the analysis. Consider discussing more about how these theories specifically relate to the service sector and the implications of "so-so technologies" on economic growth and job creation.

Enhance Literature Integration: The commentary includes a variety of sources, but the connections between these sources and the paper's arguments could be clearer. Tightening these connections can help readers see the logical flow of your arguments and the evidential support behind your claims.

Expand on Solutions and Recommendations: While the paper discusses the challenges and risks associated with new technologies in the service sector, it could benefit from a more detailed discussion on potential solutions or recommendations. This could include policy changes, best practices for technology implementation, or strategies for worker retraining and support.