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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The article presents a comprehensive analysis of the impact of new technologies, such as robotization and, in particular, artificial intelligence, on the world of work, focusing on the service sector.

It starts by addressing historical fears of job destruction due to automation, then delves into contemporary challenges and opportunities posed by the increasing deployment of technologies like Robotic Process Automation (RPA), and makes possible anticipations of the use of its evolution, Cognitive Robotic Process Automation (CPRA).

One of the strengths of the article lies in its balanced approach: it acknowledges the potential benefits of automation, such as increased productivity and the ability for workers to focus on more value-added tasks, while also highlighting the risks, including job displacement and health issues for the workers, such as stress. Furthermore, the article effectively discusses the implications of technology adoption on various stakeholders, including workers, businesses, and policymakers.

The discussion on the potential negative consequences of increased AI usage in the service sector, such as the exacerbation of existing psychosocial risks for humans and the challenges of explicability and transparency in AI decision-making, adds depth to the analysis. Additionally, the article emphasizes the importance of regulatory measures and collective action to mitigate these risks and ensure that AI deployment aligns with the core values of occupational safety and health (OSH).

However, while the article provides a comprehensive overview of the topic, it could benefit from more concrete examples or case studies to illustrate its points, including real-world situations of how AI adoption has impacted specific industries or occupations, such as fashion and meal delivery.

Overall, the article offers valuable insights into the complex interplay between technology and work in the service sector, highlighting both the opportunities and challenges that lie ahead.

Despite this, the purpose of the research is not entirely clear to me. Emphasizing an aspect of the diffusion of AI, such as the non-explainability of decision-making contexts or the consequences on the health of the user of contexts in which the human being could feel left aside or not have complete control of the situation, could make for more effective communication.

Perhaps adding data or statistics where possible could make the article more solid and effective in communication.

I would also add a greater number of references and citations, perhaps even covering other points of view beyond the main one used.

It could be useful to analyze the pros and cons of the use of AI technologies in other sectors, considering, however, that in the future, the sector will probably be carefully regulated (see the recent implementation of the AI Act).