

Drawing From Worker Insights to Chart a Better Path for Workplace AI | Partnership on AI

By Stephanie Bell

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Previous work by PAI's AI and Shared Prosperity Initiative highlighted the need to better understand AI's impacts on job quality, including by learning from the workers who experience these impacts firsthand. "AI and Job Quality: Insights From Frontline Workers" is intended to start addressing that need.

Through journals and interviews, customer service agents in India, data annotators in sub-Saharan Africa, and warehouse workers in the United States shared their stories about workplace AI. Our new report identifies five important themes that emerged from these workers' experiences:

[...]

Source: [Drawing From Worker Insights to Chart a Better Path for Workplace AI | Partnership on AI](#)