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# *Artificial intelligence, work and employment: co-constructing a new social dialogue is essential (analysis of controversies)*

JEAN-MARIE TRUFFAT

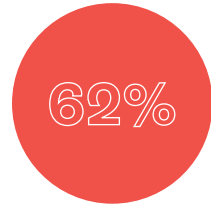
Artificial intelligence systems (AIS), already omnipresent in many aspects of our daily lives, are giving rise to more mistrust, fears and questions in the workplace: destruction or creation of jobs, radical transformation - both positively and negatively - of the relationship to work, productivity or exchanges. The mass deployment and speed of AI call for an assessment of the major upheavals caused by its use.

## **Inequalities, conditions and health at work, impacts on employment**

The CESE has chosen to analyse controversies in order to provide a new perspective on the issues raised by AI in the world of work and employment, to objectify them and to present a documented overview. Will AI increase inequalities at work? Is AI progress for the organisation of working conditions and for occupational health? Will AI have positive impacts on employment? Discussed, argued over and then summarised by the ESEC, these three questions help to clarify the debate.

## **Faced with the massive and rapid implementation of AI, a renewed social dialogue must be co-constructed.**

The EESC's analysis clearly shows the need for information, training and discussion on the reality of AI in companies and more generally in workplaces. To provide legal certainty for all stakeholders, it is necessary to establish the framework for AI and to co-construct the dialogue by negotiating its introduction and use. Changes in skills, jobs and work must be anticipated. This determines the success and social performance of modernisation projects in the interests of a balance between economic and social objectives. In a society turned upside down by AI, the focus must be placed back on people in the workplace.



**of jobs in advanced economies are said to have a high exposure to AI. 27% of jobs are said to be strongly complementary to and benefit from it, while AI could replace 33% of jobs.**

Source IMF,

TrésorEco No. 341,

The economic challenges  
of AI, April 2024

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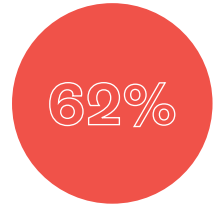
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## Analysis of controversies: *artificial intelligence, work and employment*

The EESC's analysis of the controversies highlights **nine areas of attention**, which present risks or opportunities and are **necessary topics for a constructive dialogue between employees, their representatives and employers for the successful implementation of an artificial intelligence system (AIS)**:

- **the need for clarity and transparency about the company's approach at all levels**: it is important to ask the right questions and to advocate transparency when introducing AI in a particular department or profession, etc.;
- **the consequences for the content of jobs**: the skills to be replaced, the new skills to be acquired, the necessary training and support;
- **the consequences for the organisation of work and working hours**;
- **monitoring the impact on physical and mental health** (risk of intensification);
- **the conditions for preventing AI bias** (gender, disability, age, and any type of stereotype);
- **the sharing of value and expected productivity gains** (salaries, working time, etc.);
- **the protection of employee and company data** (avoiding outsourced programming)
- **the environmental impact**
- **access to this technology for companies** (especially very small and small businesses).

The need to conduct this dialogue can inform the decisions to be made in administrations, companies and professional sectors, the majority of which are still in the learning phase of AI. Artificial intelligence and the integration of its systems into everyday work are a major challenge for social democracy, and companies, administrations and professional sectors must take it on board so that AI is not endured, but rather a vehicle for both social and economic progress. As this technology is constantly evolving, it is necessary to negotiate when it is introduced, but also overtime and on a regular basis.

### A proven methodology

This method, which aims to clarify the arguments at hand and organise them without taking a position in favor of one option or another, is intended to make it easier for the stakeholders to take ownership of the debates by making them as accessible as possible. It was applied in 2022 to the study 'What place for nuclear power in the French energy mix?' and in 2024 to the study 'Ecological transitions: growth vs degrowth, what are we talking about?'

### THE REPORTER

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