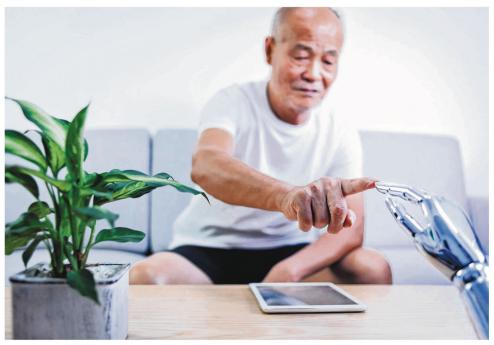


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Al can help bridge the "digital divide" by making it easier and more intuitive for less technologically inclined seniors to use smart devices for day-to-day tasks, say the writers. PHOTO: ISTOCKPHOTO

Happier workers and better care for seniors? AI can improve life in S'pore

Artificial intelligence can help improve jobs and ageing if we can manage the risks, maximise the benefits and distribute the surplus.

Terence Ho

Artificial Intelligence (AI) is no

Artificial Intelligence (AI) is no longer a futuristic concept. It is a rore at reality concept. It is a rorent reality concept. The reality concept. It is not reality concept. The realit

PREPARING FOR CHANGING JOB ROLES

All will create winners and losers as it transforms jobs and industries. Educators and policymakers must focus on helping students and workers harness the many uses of Al to be more productive and create greater value, so that more Singaporeans end up as winners rather than losers from the Al revolution.

This must be a continuous

effort. Even AI-derived salary

premiums may be transient, as successive improvements in Al further reduce the involvement of humans in-the-loop?

This will also require education and training to focus on cultivating broader sailed and training to focus on a training to focus on a training to focus on the cultivating broader sailed with the cultivation of the cultivating broader sailed when the content of the cultivation of the cultivation

ENHANCING JOB SATISFACTION

But all is not doom and gloom.
Along with risk, there is also
opportunity in companies' drive
to incorporate Al into their
business operations. Al can help
alleviate work stress and burnout,
a key concern given voice but
but global trend of "quiet quitting"
and "bing flat."
Here, a deliberate approach is

needed. Organisations should identify their employees' most monotonous tasks, and identify procure and delpoy suitable AI solutions to relieve the burden. Such tasks may include filling in standard forms, per forming audit checks, or responding to common customer queries. Targets can be set for cutting workload and time spent on such tasks.

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Doing so can rid workers of tedium and help them focus on more engaging work that requires deeper analysis, creativity or a separation of the second of the se

SUPPORTING SENIORS AND CAREGIVERS IN AN AGEING SOCIETY

AND CAREGIVERS IN AN AGEING SOCIETY

Al can also help to address challenges relating to ageing as Singapore's population greys. Singapore's population greys. Singapore's population greys. The singapore is population greys and so scheduling doctor visits, or providing reminders to seniors suffering from dementia. Caregivers can then devote more time to empathetic conversations, providing the human touch which cannot replicate. Manpower resources freed up by Al and redeployed within the care sector. Second, home safety and comfort for fail seniors living by themselves may also benefit from the integration of Al with sensors and the linternet of Things. Al can help identify regular or trusted visitors to the home, provided rise to the senior of the senior se

technologically inclined seniors to use smart devices for day-to-day tasks. For instance, At can enable them to give voice instructions in natural language rather than having them navigate apps to perform tasks such as ordering food and household supplies, making financial transactions, and the net gains are spire the net gains are spire the net gains are spire to the net gains are spire the net gains are spire to the net gains are spire to the net gains are spire to the net gain are spire to the net gain are spired to the net gain and the net gain are spired to the net gain and the net gain are spired to the net gain and the n tapping government e-services and connecting with loved ones.

COMBATING DISINFORMATION AND SCAMS IN THE DIGITAL AGE

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The possibilities that Al presents in addressing employment and the control of the con

Government Products have also developed ScamShield, an app that uses algorithms to developed ScamShield, an app that uses algorithms to automatically block scam calls and detect scam messages. Similar to cyber security, there will be a continual race between and those who strive to prevent them. This battle may never be conclusively won, but it is important for those on the side of public safety to stay at the cutting edge. Conclusively work to say at the cutting edge. Conclusively may be a support of the product of the same conclusion of the same conclusion of the same continue to foster public trust in Singapore's

DISTRIBUTING THE BENEFITS OF AI EQUITABLY

Dis rigitation of the general is of Al Coultragity

Even as we strive to maximise the benefits of Al and minimise its risks, Singapore must ensure that he net gains are spread equitably across society. Returns to Al in the form of wages and capital income may disproportionately with the relevant skills and assets, even if most citizens stand to benefit from Al- and technology-enabled services.

The experience of free trade and globalisation offers a cautionary tale. While free rade over past decades has boosted net specific industries and jobs in many developed countries has generated considerable resentment among affected communities as similar backlash against Al and technology, policymakers must seriously consider investing in the new safety nets, including retraining programmes and re-employment support. Reducing occupational wage differences, to make every job a good Job, will also be Beyond these, policymakers wig turners and truther ways to law to be a format of the control of the control

job a good job, will also be critical.

Beyond these, policymakers will have to look at further ways to strengthen redistribution and social security, without undermining incentives for work and enterprise. Even idead that and enterprise. Even idea that it is a second to be a

a Terence Ho is an associate professor in practice at the Lee Kuan Yew School of Public Policy, National University of Singapore, and author of Gowerning Well: Reflections On Singapore And Beyord (World Brian Limis ARAC general manager of Primer AI. He is also an industry adviser to the Singapore University of Technology and Design Social AI Studio, and member of the MIT Technology Review Global Insights Panel.