Four Ways AI Is Changing Workforce Ecosystems

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A Common Question:

How Will AI Impact Jobs?
A Better Question:

How Will AI Impact Workforce Ecosystems?
From Workforce to Workforce Ecosystems

93% of managers view external workers as part of their organization’s workforce

74% of managers agree that effective management of external contributors is critical to their organization’s success

Workforce Ecosystem

A structure focused on value creation for an organization that consists of complementarities and interdependencies.* This structure encompasses actors, from within the organization and beyond, working to pursue both individual and collective goals.

*By complementarities, we mean that some members of the system (and other workers or organizations) work independently yet together offer value for their mutual customers. By interdependencies, we mean that some members rely upon another member for their shared success (or failure); they win or lose together.
Five Types of Work-Related Tech

1. Work Tech
2. Workplace Tech
3. Workforce Tech
4. Verification Tech
5. Technology as a workforce participant
AI Influences Four Work Categories

- **Designing Work**
- **Conducting Work**
- **Supplying Workers**
- **Measuring Work and Workers**
Workforce Ecosystems and AI
AI’s Role in Four Work Categories

- Designing Work
- Conducting Work
- Accessing Workers
- Measuring Work and Workers
Designing Work

“Using AI to automatically populate resource requirements and identify staffing approaches for new projects.”
Conducting Work

“Using AI to augment performance of airline ground & flight crews.”
Supplying Workers With AI

"Using AI to match drivers and riders.”
Measuring Work and Workers

“Using AI to improve retention by predicting attrition and recommending next steps.”
Automation, Augmentation & Redefining Success
Thank you