



RUMMAN CHOWDHURY

RESPONSIBLE AI

VIDEO TRANSCRIPT

[Presenter]: Well, as well as having a big impact on how we live, artificial intelligence is also a major business opportunity. According to estimates, advances in AI could rake in gains of up to nearly 6 trillion US dollars across 90 major industries. While the technology has been shown to boost efficiency, there are also concerns that it makes employees nervous. That is a key take away from a report by Accenture, a global management consultancy firm. Let's delve into this with Rumman Chowdhury from Accenture – she is the lead author of this study. Rumman, thank you so much for joining us. So, is AI really making employees nervous?

[Rumman]: Well, there are certainly concerns about how artificial intelligence is being used in our lives, not just with employees but with consumers. As companies that are wielding this technology, it's very important that we retain trust of our consumers and of our employees – these are the people using it, making it, and wielding it. So it's very important we understand their concerns.

[Presenter]: Of course, with artificial intelligence, there is nervousness among employees that they'll be losing their jobs.

[Rumman]: Absolutely. So, interestingly our Chief Technology Officer, Paul Daugherty, published a book called Human + Machine. In it, he identifies three types of jobs that will be created with AI: sustainers, explainers and maintainers – and these jobs will be used to

augment artificial intelligence. And what we should be seeing in the future, if we're investing in the right kind of upscaling and rescaling of employees, is people transitioning to jobs in which they have more interesting things to do. So, rather than spending your time on email doing mundane tasks, what if we were doing more intellectually-stimulating things? And that's where we hope artificial intelligence will take us.

[Presenter]: So, which industries so far, Rumman, have done well in adapting to artificial intelligence?

[Rumman]: Well, not surprisingly, it's the industries that also tend to be very regulated. So, my field is in ethics in AI – I've seen a lot of movement in financial services and in healthcare. They understand the potential of the technology and actually, in our survey, over 60% of our respondents who are C-level individuals really understood the impact that AI would have as a transformative market changer. But these two industries have really adopted ethical use of AI.

[Presenter]: But what is your biggest fear for artificial intelligence in 2019?

[Rumman]: Well, my biggest fear is not about the technology but about the people wielding it – so we need to make sure that we're being careful and thoughtful. And, again, enabling trust with our consumers and employees in order to maintain sustainability with how we're using artificial intelligence.



[Presenter]: Thank you so much for joining us Rumman Chowdhury from Accenture, Applied Intelligence.

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