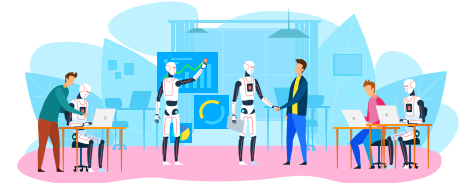


FW-HTF-P: Office Work in the AI Age

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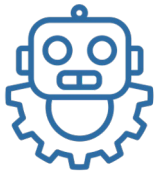
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Our project is developing multidisciplinary lens with which to view the potential problems in, and solutions for, designing the next generation of office work. This lens, and the focused research agenda we will generate will not only enable our research community to tackle new and unique challenges AI will bring to office automation, but it will also equip us to solve existing systemic challenges in the workforce such as equity and diversity.

Project URL: <https://futureofficework.sites.uiowa.edu>

Motivation



- Office Work is pervasive
- Bureau of Labor Statistics predicts 1M job loss in Administrative and Support Occupations
- Robotic Process Automation already making inroads
- Need to consider workers' needs and organizational complexity



Literature Reviews

- State of the Art in Office Work and AI
- Critical and Systematized Review
- Thematic and Bibliometric Analyses

Activities



Focus Groups

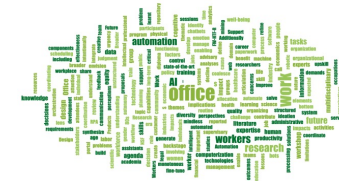
- Clerical workers in academic and healthcare settings
- 2 insight gathering focus groups
- 2 research agenda validation focus groups



Ideation Workshop

- Multidisciplinary virtual workshop
- Discuss current themes and challenges
- Generate a research agenda

Analysis and Ongoing Work



- Comprehensive keyword and thesaurus search in Compendex and Scopus databases
- General keyword search and gray literature search
- Rayyan.ai for abstract and full text screening
- Multidisciplinary team screening and discussion of literature and emerging themes

- Scopus – 564 articles abstract screened
- Compendex - 304 articles abstract screened to identify 127 articles for full text screening resulting in 92 relevant articles for further analysis
- Bibliometric analysis on unscreened literature reveals preliminary broader themes on Machine learning, Internet of Things and Smart Buildings