

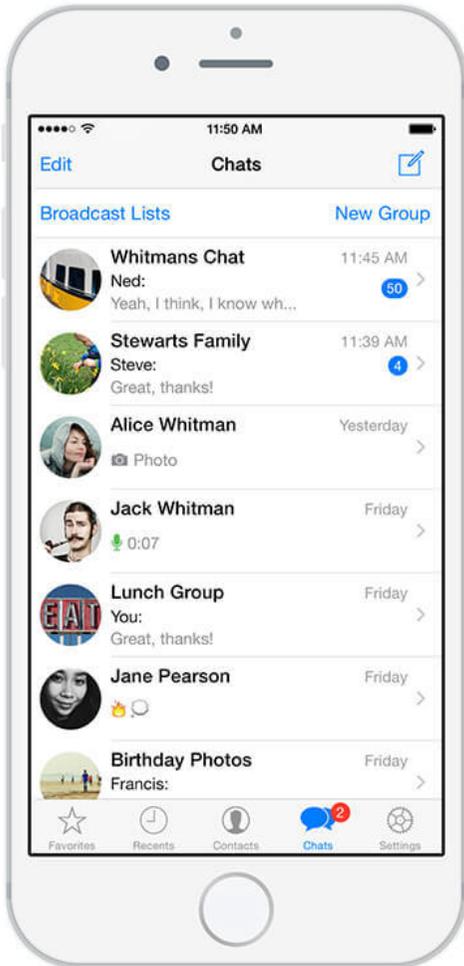


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Quick poll





Ready to leverage AI?

Susan Heron – Managing Director, ADP Australia and New Zealand

ADP research





Artificial Intelligence (AI)

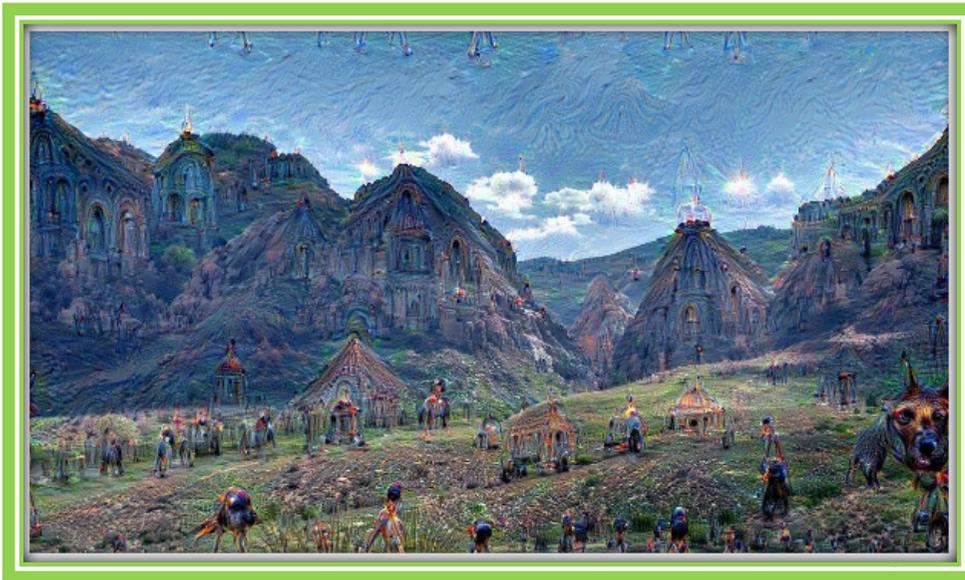
*Artificial intelligence is an evolving constellation of **technologies** that enable computers to **simulate** elements of **human thinking**— learning and reasoning among them... to help machines tackle tricky tasks and exhibit something resembling **intuition**, in some cases performing tasks **better than humans**.*



MIT Technology Review: Asia's AI Agenda

Which of these are done by AI?

Top left: Computer Chess
Top right: Pharmacy with automated drug dispensing machine



Bottom left: Inceptionism painting by Google software
Bottom right: Painting by AARON (computer program developed by Harold Cohen in 1973)

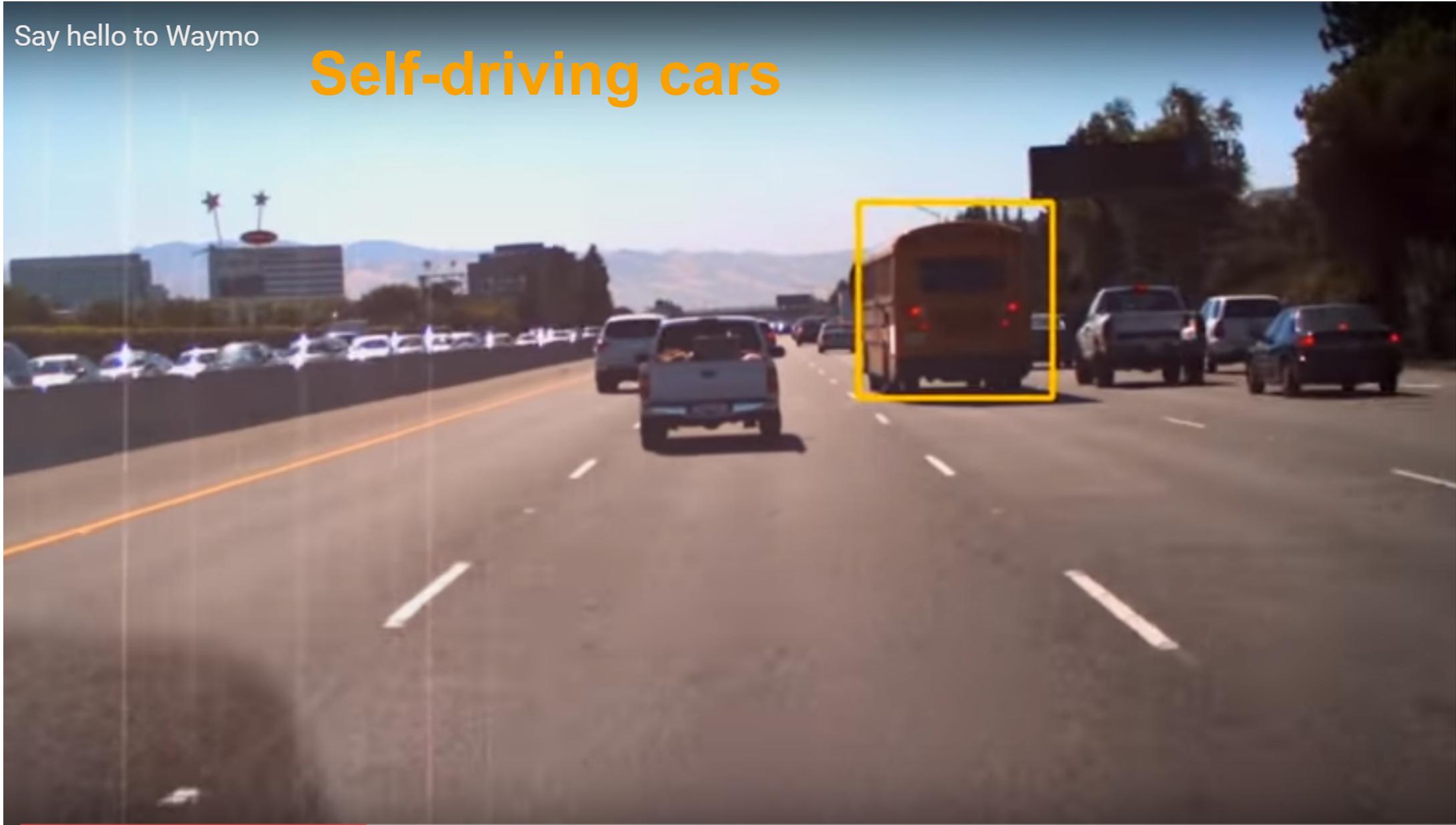


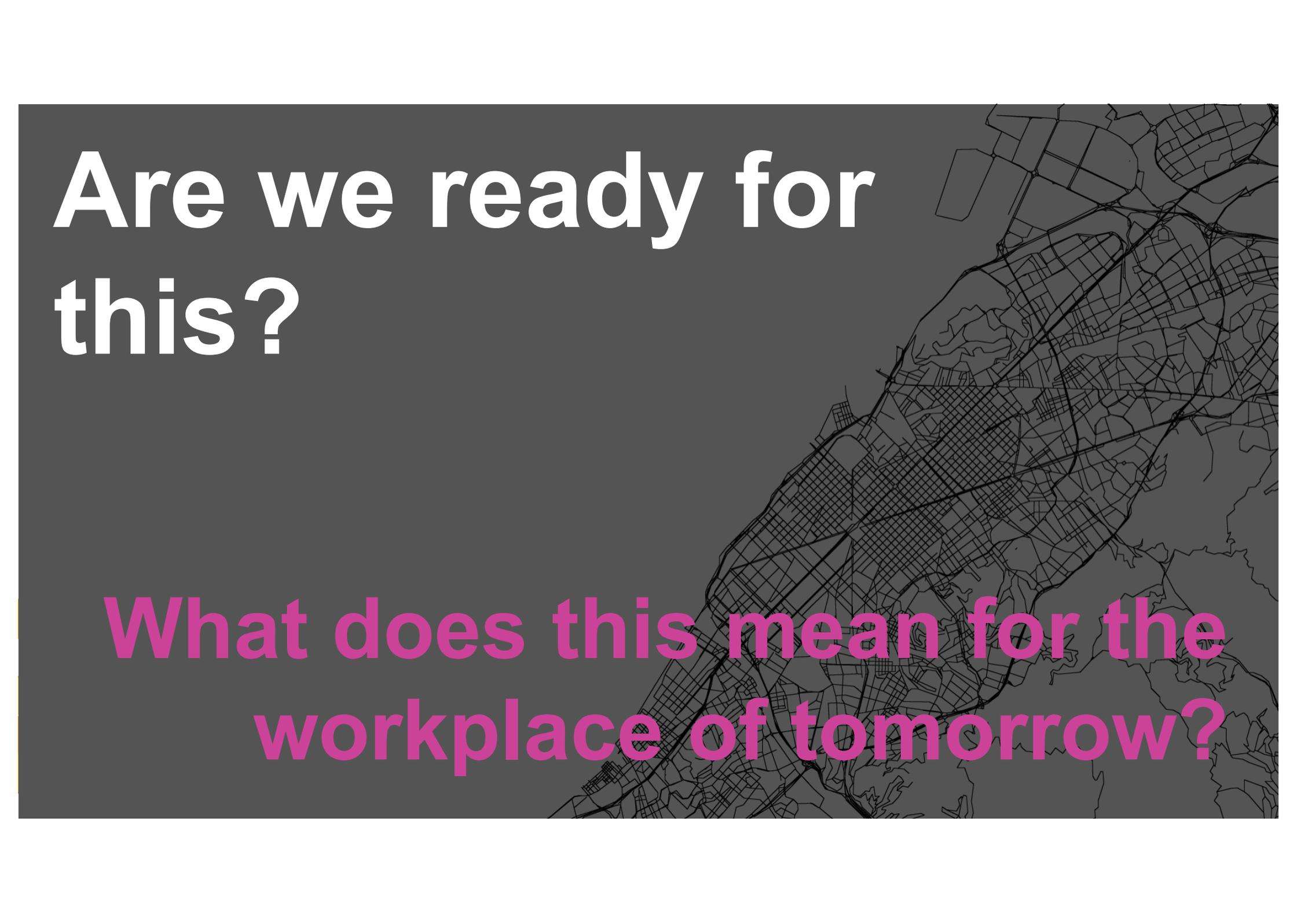
*“The last 10 years have been about building a world that is **mobile-first**. In the next 10 years, we will shift to a world that is **AI-first**.”*

- Sundar Pichai, CEO of Google, October 2016

Say hello to Waymo

Self-driving cars





**Are we ready for
this?**

**What does this mean for the
workplace of tomorrow?**

Optimist vs Pessimist

AN OPTIMIST



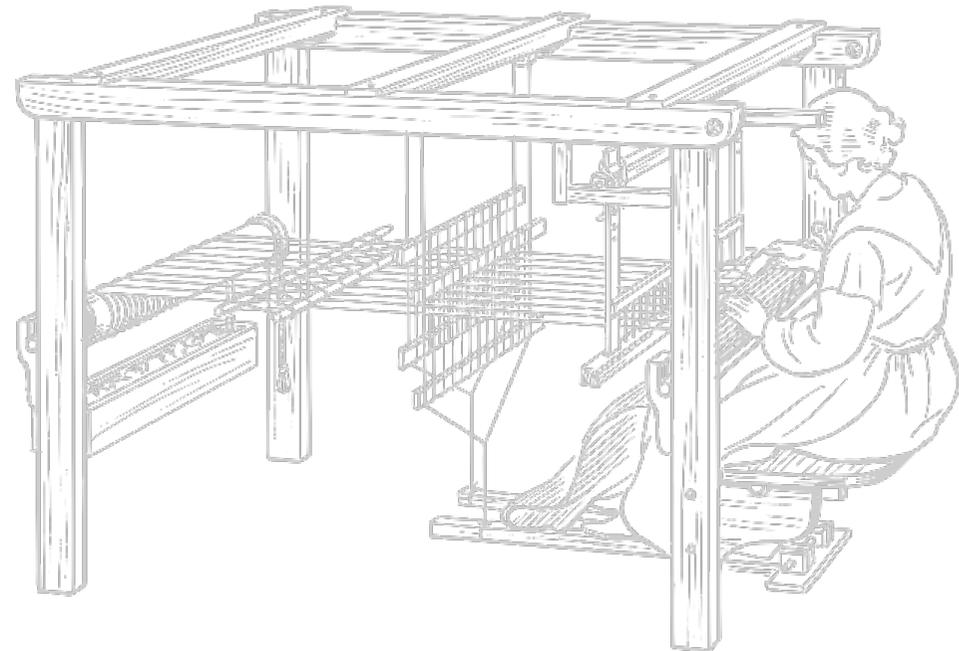
A PESSIMIST



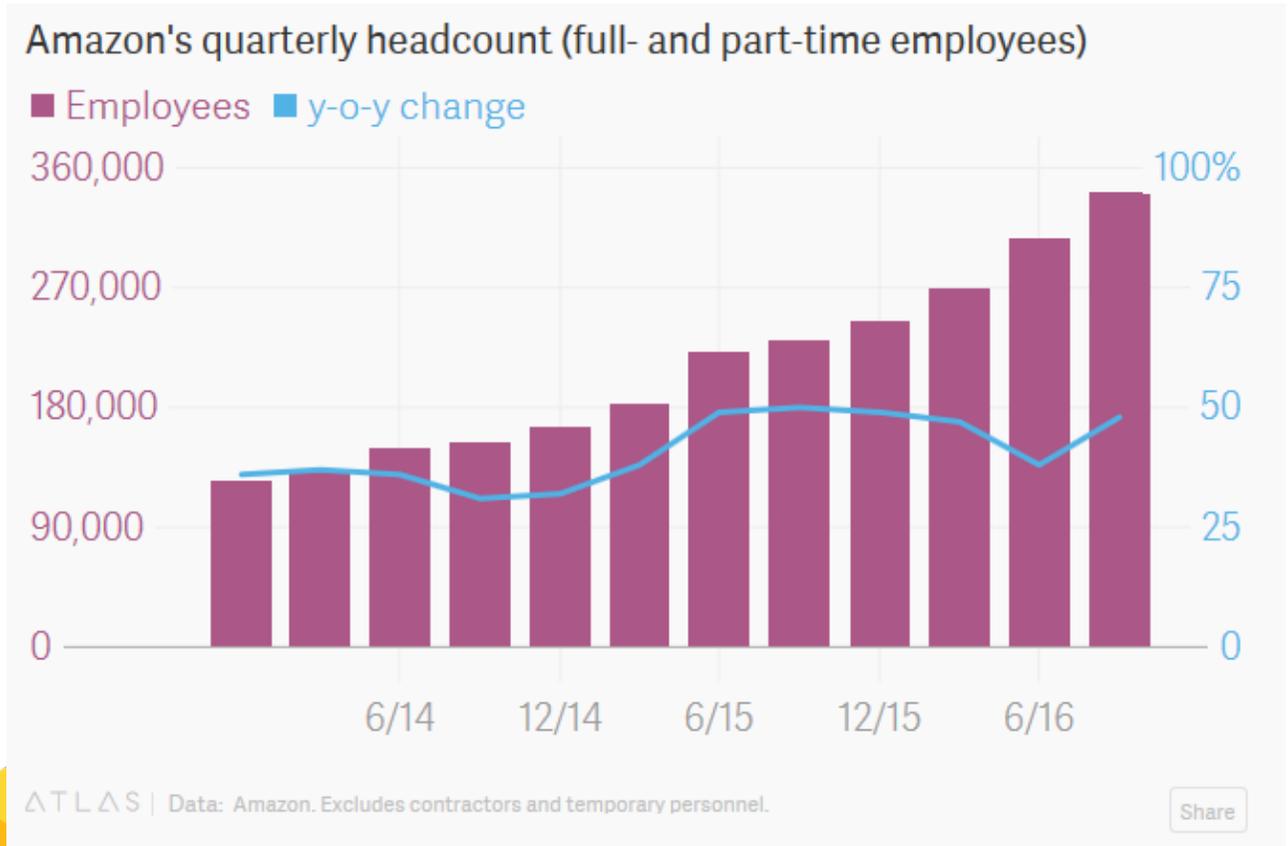
History shows...

Industrial Revolution: textile workers protest introduction of machines and steam engines

Result: Weaving technology created more jobs for weavers and increased output.
Loom operator wages went up



Amazon headcount vs Robots



Warehouse robots

Year 2013 = 1,400
Year 2016 = 45,000

Source: <https://qz.com/904285/the-optimists-guide-to-the-robot-apocalypse/>

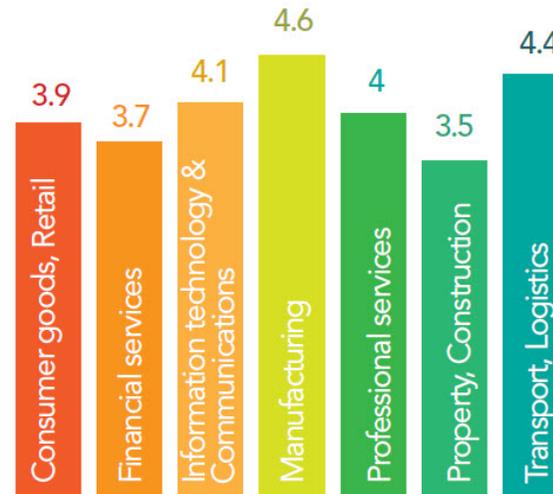
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Across industries the outlook is positive



Senior Executives based in Asia feel AI and robotics will have a constructive effect ¹

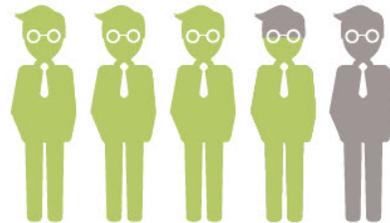


(1 being least positive, 5 being most positive)

Source: MIT Technology Review, Asia's AI Agenda

Growth and Competitiveness stands to win

Positive impact on growth and competitiveness over **next 5 years**



Believe will impact their industry's growth prospects



Believe will impact their company's competitiveness

(1 being least positive, 5 being most positive)

Source: MIT Technology Review, Asia's AI Agenda



So what does this mean for you?

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Key take away

- What does this mean for EVERYONE in business
 - Employees
 - Business leaders
 - For your own skills

- When should you invest in this?



What do employees think?

Employees will have **greater independence** with...

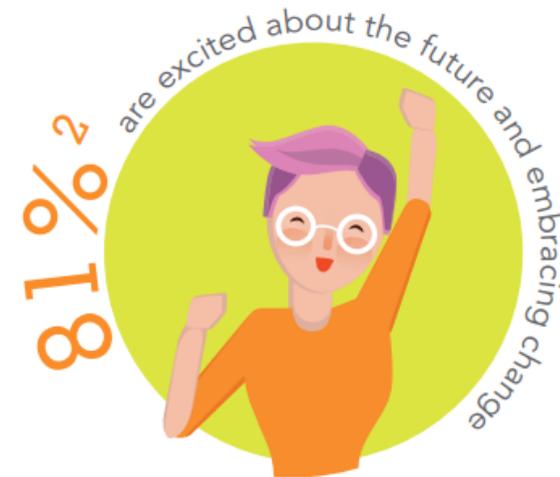


45%²

believing departments and hierarchy will cease to exist



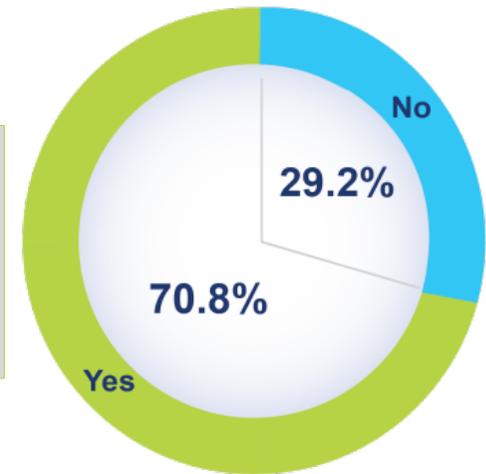
Will adapt and learn new skills to accommodate **role shifting from technology**



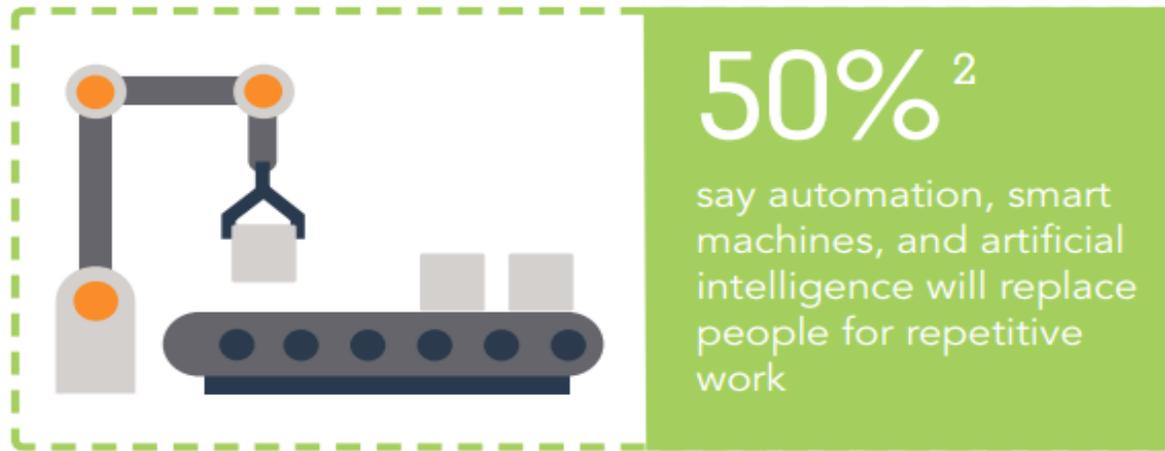
Source: ADPRI Evolution of Work

Caution – change still ahead

Will advancements in AI and robotics lead to substantial job losses in Asia over the next five years?



New Business Models



Repetitive work will be reduced

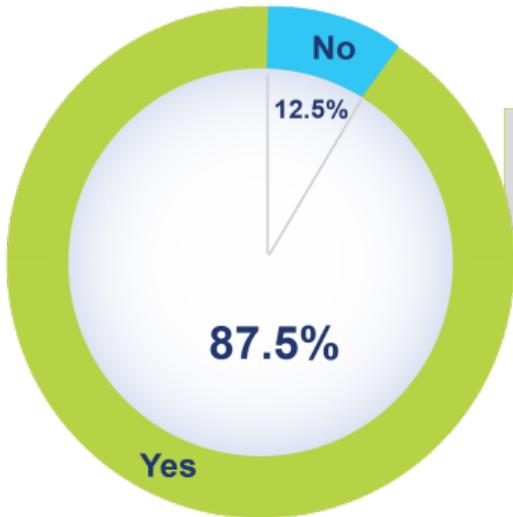
Source: ADPRI Evolution of Work



BUT – the disruptors for you



How do You manage this change?



Will these technologies have a major impact on the role and function of the HR chief?

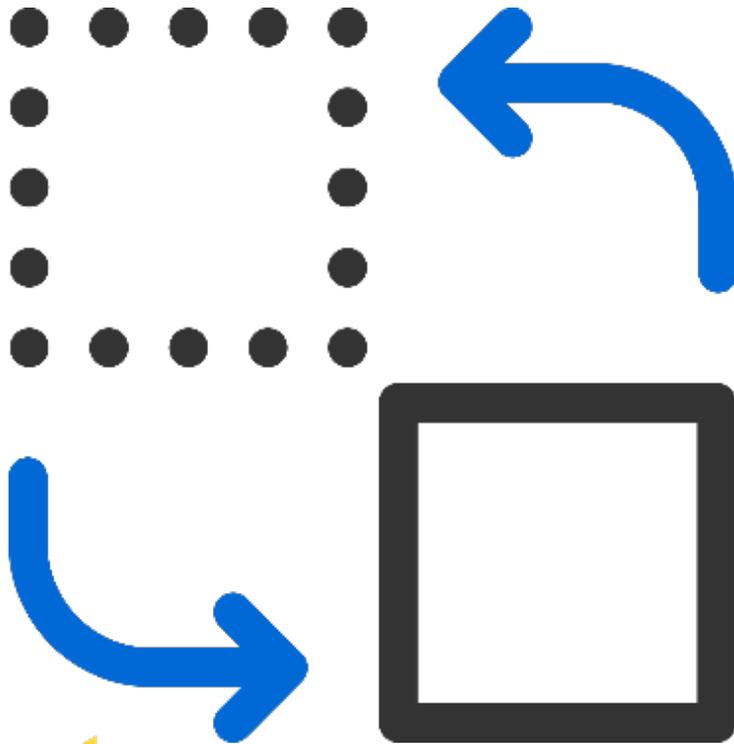
How will the role of the HR function change with advancements in AI and robotics?

HR will be tasked with managing overall productivity, and therefore both man and machine **(66.7%)**

HR will keep managing people, and only people **(33.3%)**

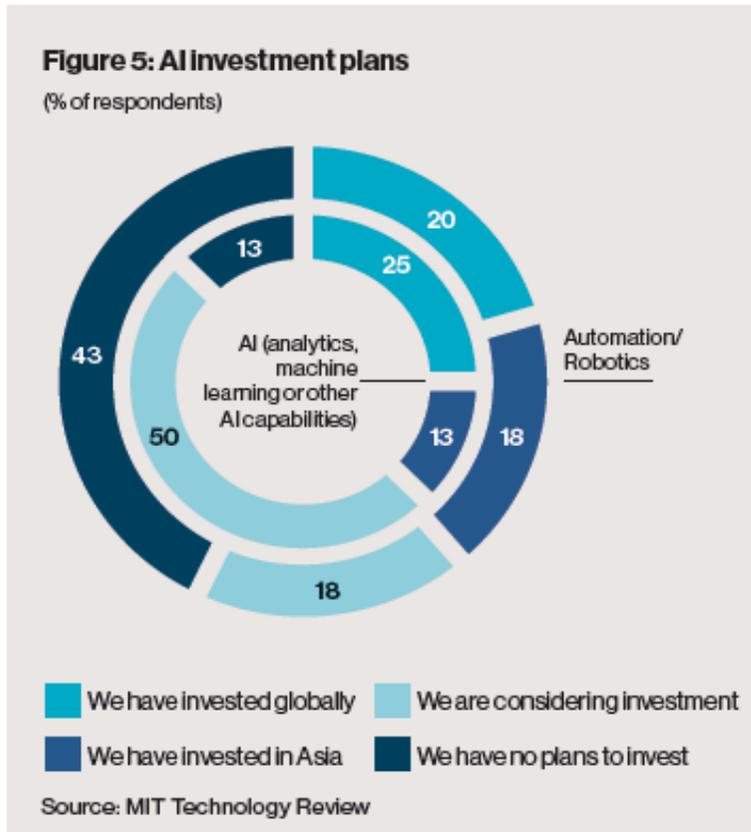


Change Management – the immediate task



- Fear of job losses
- Reshaping markets
- Influencing stakeholders (eg Government)
- Customer expectation growth

When do you act on this?



Source: MIT Technology Review, Asia's AI Agenda

Now!

- AI analytics more accessible place to start
- Industrialised robots growth by 2018:
 - **China** more than double to over 600,000 units; versus
 - **Korea** ~300,000 units; and
 - **Japan** ~ 300,000 units

Source: United Nations, based on International Federation of Robotics, 2015, World Robotics 2015



Key Action Points

1. Not just manufacturing

- What does this mean for your industry?
- What does this mean for your profession?

2. This doesn't necessarily equal job losses

- How will you capture the opportunity?
- You need to steer the conversation away from fear

3. Your employees need guidance – but they are up for it!

- What are the new skills you need in your business
- How can you adopt tech to make this easier

4. Don't wait, it's happening now

- This isn't just a new fad
- Investment is happening now so what's your next move?



Asia as a regional economy is poised not only to benefit greatly from advancements in AI and robotics technologies, but to also **define them**—and perhaps to **lead** their future development.

Source: MIT Technology Review, Asia's AI Agenda



