



Changing Work and Worker Well-Being

Which Changes Matter Most?

Which Opportunities and Challenges are Most Critical?

Well-Being at work in a changing world: Challenges and opportunities
22-24 May, 2019, Paris, France

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My Background and Research



- Sociologist who draws on *social shaping* intellectual tradition
- ICT and blurring boundaries between work and home (Chesley 2005)
- ICT use and perceptions of productivity and workload (Chesley 2010, Chesley and Johnson 2015) and work intensification (Chesley 2014)
- EHR and patient-physician interactions (Campos-Castillo, Chesley, Asan 2019)

The Benefits of Data Science and AI



- Create/increase efficiencies
- Standardize processes and products
- Create/increase access to people/services/products
- Promote evidence-based decision-making

Contested Benefits of Data Science?

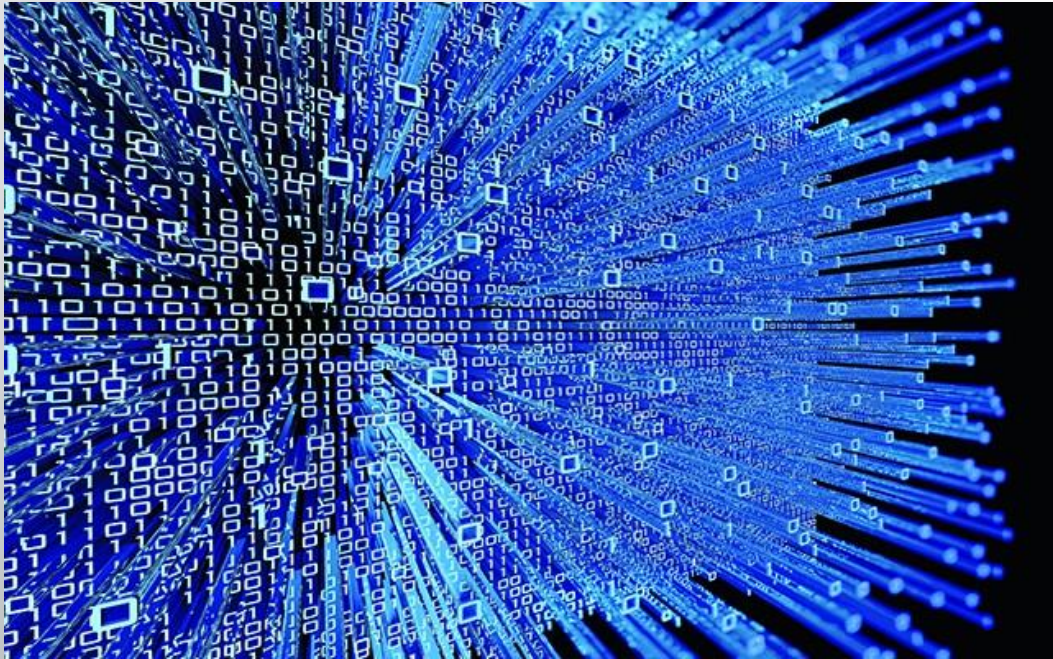
"Policymakers have found that detailed data on human beings can be used to reduce crime, improve health delivery, and manage cities better."

Introductory chapter of *Big Data and Social Science: A Practical Guide to Methods and Tools*, edited by Ian Foster et. al

"Automated decision-making shatters the social safety net, criminalizes the poor, intensifies discrimination, and compromises our deepest national values. It reframes shared social decisions about who we are and who we want to be to a systems engineering problem."

Virginia Eubanks, Author of *Automating Inequality*

Two Key Features of Data Science that Underscore its Challenges



1. Transparency
2. Scale

The Datafication of Employment: Challenges



- Accessing Job Information
- Obtaining Employment
- Managing Employees
- Exiting Employment

The Consequences of Datafication of Work for Worker Well-Being



- Elite Workers
- Low- and Middle-Wage Workers
- Job Seekers

The Datafication of Employment: Opportunities




- Opportunities to monitor and intervene have never been stronger
- HR policies matter for well-being
- Changes to policy and laws may be needed

Future Research on Work



- Greater attention to the role of data science in shaping work
- Greater collaboration between social and data scientists
- Revamped education that combines the skills of social and data scientists



“I believe AI is going to change the world more than anything in the history of mankind. More than electricity.”

-Kai-Fu Lee, Author of *AI Superpowers* and former Google tech executive

Thank You!

I welcome your questions and comments

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