

# How Algorithms Are Rewriting the Rules of Work



## Uberland: How Algorithms Are Rewriting the Rules of Work by Alex Rosenblat

★★★★☆ 4.4 out of 5

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Word Wise	: Enabled
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In the not-too-distant past, the workforce was largely governed by human interaction. From hiring and firing to performance reviews, decisions were made by people, based on their own judgment and experience. However, the advent of artificial intelligence (AI) and machine learning (ML) is rapidly changing this landscape. Algorithms are now playing an increasingly important role in all aspects of work, from automating tasks to making decisions about who gets hired and promoted. This article explores the impact of algorithms on work, and what it means for the future of work.

## Algorithms and Automation

One of the most significant impacts of algorithms on work is the automation of tasks. Algorithms can be programmed to perform repetitive, rule-based tasks more quickly and accurately than humans. This is already having a

major impact on industries such as manufacturing, retail, and customer service. For example, in the manufacturing industry, algorithms are used to automate tasks such as assembly line production and quality control. In the retail industry, algorithms are used to automate tasks such as checkout and inventory management. And in the customer service industry, algorithms are used to automate tasks such as answering customer questions and resolving complaints.

The automation of tasks by algorithms has a number of benefits. It can reduce costs, improve efficiency, and free up human workers to focus on more complex and creative tasks. However, it can also lead to job displacement, as some tasks that were once performed by humans are now being automated by algorithms. This is a major concern for workers in industries that are heavily reliant on automation.

### **Algorithms and Hiring**

Algorithms are also being used to make decisions about who gets hired. In the past, hiring decisions were made by human recruiters, who would review resumes and interview candidates. However, many companies are now using algorithms to automate the hiring process. These algorithms can screen resumes, interview candidates, and even make hiring decisions. This is raising concerns about bias in hiring algorithms. If the algorithms are not properly designed, they can lead to discrimination against certain groups of people, such as women and minorities.

### **Algorithms and Performance Reviews**

Algorithms are also being used to make decisions about employee performance. In the past, performance reviews were conducted by managers, who would evaluate employees on their work performance and

provide feedback. However, many companies are now using algorithms to automate the performance review process. These algorithms can collect data on employee performance, such as sales figures, customer satisfaction ratings, and project completion rates. This data can then be used to generate performance reviews and make decisions about employee compensation and promotions. This is raising concerns about the accuracy and fairness of algorithm-based performance reviews.

## **The Future of Work**

The increasing use of algorithms in the workplace is having a major impact on the future of work. As algorithms become more sophisticated and capable, they will likely automate even more tasks that are currently performed by humans. This will lead to job displacement in some industries, but it will also create new jobs in other industries. For example, the development and maintenance of algorithms will create new jobs for computer scientists and data scientists. And the use of algorithms to improve efficiency and productivity will create new jobs for managers and other professionals who can use this technology to make better decisions.

The future of work is uncertain, but it is clear that algorithms will play an increasingly important role. It is important for workers to understand the impact of algorithms on their jobs and to develop the skills and knowledge necessary to work with algorithms in the future.

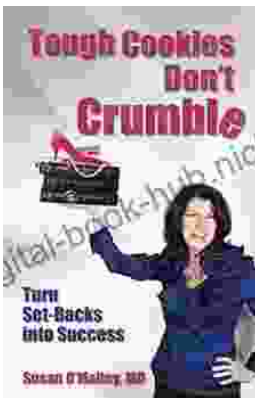
Algorithms are rewriting the rules of work. They are automating tasks, making decisions about who gets hired and promoted, and even evaluating employee performance. This is having a major impact on the future of work, and it is important for workers to understand the implications of these changes.



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