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Topic: Digital dominant, but still human-centred

Anton Ravindran

CEO & Founder

Rapidstart

THE future workplace will be one where people work alongside intelligent machines and algorithms, where machines will not just be intelligent but will have personalities.

The speed of the current transformation known as the fourth industrial revolution has no historical precedent as it is evolving exponentially rather than at a linear pace, correspondingly creatively disrupting almost all business models and industries.

But in the coming years and decade as IoT and AI become pervasive, robots will not only manufacture cars but will drive them, 3D machines will print products like we print documents today while call centres will be handled by Watson and Siri, and the stockbroker will be a Bot.

This is a perfect storm that is likely to decimate many white collar jobs in a new era of “technological unemployment”.

This will soon lead to an hourglass-shaped labour market where demand will continue to increase for highly skilled individuals with skills in Big Data and machine learning while the “squeezed middle” workforce will see jobs disappearing, and the least-skilled workers will compete for “gig” positions, or job creation from the gig economy.