**White Paper**

**Employers update – new working practices resulting from COVID -19 & A.I. -** February 2021

**By Dr Tony Miller *adjunct Professor, M.B.A., F.C.I.P.D., FinstAM, M.R.S.H., MAPS, M.B.P.S.,*** ***F***.***I.L.M.***

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INTRODUCTION

This briefing paper suggests interesting employment trends and suggestions for employers to explore.

Two significant changes have happened that will change the world of employment forever.

COVID 19 has shown us that most organisations have been overstaffed. Evidence is that the same output can be achieved; with far fewer people. Also, home working does work and using home working employers gains greater productivity and flexibility.

The second factor is the use of Artificial Intelligence (A.I.) and the use of robotics. If one examines the most successful organisations currently, they all have one thing in common. The all use A.I. in achieving maximum business effectiveness. Examine the worlds richest business people. These are forward-looking people whose companies are using A.I.

WORKING FROM HOME

If you can move away from “This is what I think” to the hard facts. Recent evidence has shown us that home working offers many organisations a great deal of flexibility and significant productivity improvements. Case studies are available for organisations, specifically in the west.

Here are some case study examples that you could explore.

\* Home works are shown to have put in a full extra days work each month

\* Home workers have less time off sick

\* Home works enable employers to scale down the size of their premises

\* Homeworkers are cheaper to employ and require modified appropriate contracts of employment

\* Home work require less supervision and management

\* Home workers; U.Y.O. is the trend for I.T. Using Your equipment, to do your job. This specifically includes computers, phones, printers and office furniture. Apples excellent profit results 27.1.2021 reflected the massive increase in the sale of laptops.

\* Home workers will significantly reduce the x2 operating factor in organisations.

ARTIFICIAL INTELLIGENCE

In 2020 A.I. as we know, it took a quantum leap forward. In every field where A.I. is used, the advancements have been stunningly fast and always seem to exceed expectations.

This is apparent in every area of work.

\* Currently one of the wealthiest car companies in the word – Tesla. Massive advancements through applied A.I. Technology and changing employment practices.

\* Commercially operated flights – electric. Not Hybrid – all-electric

\* The military now using fighter planes, piloted completely by A.I.(Independent, 17.12.2020)

\* The wealthiest people in the world are all people who have embraced A.I.

Elon Musk (Tesla), Surgery Brin & Larry Page (Google), Jeff Bezos( Amazon), Mark Zuckerberg (Facebook) and Bill Gates (Micro-Soft)

\* Replacing traditional departments, such as Human Resources. (N.A.S.A. 2020)

\* Better at selecting people at recruitment using A.I. to do personality profiling, e.g. (Google)

\* Need to improve time keeping, security -A.I. can do this through facial recognition – now 99% accurate and fast as the blink of an eye. 0.3 of a second (L.G. 2021- installed by Sense time)

\* A.I. is now, so complex Humans are no longer sure how it's evolving. (Stamford University)

\* Introducing A.I. is likely to reduce headcount in organisations by 25% - 30% in the private sector.

\* A.I. is making massive inroads into the medical profession, in fact anywhere, where complex analysis is required or predictive forecasting.

TALENTED PEOPLE

Wherever possible, recruit talented people. Nearly all manual jobs will, and are being replaced by robotics. (Fox Conn, China) It was cheaper to replace people earning $12.00 a day with Foxbot’s; robots.

\* Talented people are hard to find, there is a world shortage

\* Talented people should get what they won't – don’t get anchored in the past with old salary scales and grades. H.R. professionals don't seem to understand that we now pay for results – not competence and knowledge.

\* Talented people should earn vast bonuses – there is a technique to make these self- funding.

\* Talented people do not need to be managed. They work and produce more with light-handed leadership.

\* Talented people do not need a staff hand book. Most of the rule’s and regulations were written for poor performers and the dishonest.

CONCLUSION

A cautionary word of advice, those who say it cannot be done, needs to get out of the way of the people doing it. The world is changing and changing fast. Those who stand to benefit are those who get involved -now.

REFERENCES

\* A.I. now flying military planes, piloted entirely by A.I.(Independent, 17.12.2020)

\* Richest men in the world, Jeff Bezos, Elon Musk, Bill Gates. (Google 1.1. 2021)

\* Homeworking has been established with some companies (Facebook) suggesting that 50% of its workforce will work at home, Zuckerburg (2020). That equates to about 25,000 people.

\* How much work can be done at home? It has been estimated that Globally 1 in 5 jobs can be done from home, less in underdeveloped countries. Sanchez, D. G., Parra, N. G., Ozden, C., Rijkers, B., Viollaz, M., & Winkler, H. (2020 July).

\* According to the Airtasker study, telecommuters "worked 1.4 more days every month or 16.8 more days every year" than people who worked in an office. Productivity Caramela, S. (2020)

\* Homeworker pay would need to be revisited. Paying people for what they do, rather than for their position and what they know. Dé, R., & Tripathi, R. (2020 June 1).

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\* REUTERS -Technology News. (27.1.2021) There is a talent shortage. Singapore is not the first to feel the pinch.

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