

New Technology Work

This book presents 15 interdisciplinary case studies of technology application in the energy and environment sectors.

Why the United States lags behind other industrialized countries in sharing the benefits of innovation with workers and how we can remedy the problem. The United States has too many low-quality, low-wage jobs. Every country has its share, but those in the United States are especially poorly paid and often without benefits. Meanwhile, overall productivity increases steadily and new technology has transformed large parts of the economy, enhancing the skills and paychecks of higher paid knowledge workers. What's wrong with this picture? Why have so many workers benefited so little from decades of growth? The Work of the Future shows that technology is neither the problem nor the solution. We can build better jobs if we create institutions that leverage technological innovation and also support workers through long cycles of technological transformation. Building on findings from the multiyear MIT Task Force on the Work of the Future, the book argues that we must foster institutional innovations that complement technological change. Skills programs that emphasize work-based and hybrid learning (in person and online), for example, empower workers to become and remain productive in a continuously evolving workplace. Industries fueled by new technology that augments workers can supply good jobs, and federal investment in R&D can help make these industries worker-friendly. We must act to ensure that the labor market of the future offers benefits, opportunity, and a measure of economic security to all.

Many organisations are using an increased range of information technologies to support a variety of new organisational practices and organisational forms. The book aims to investigate the integration of information technologies into work places and their effect on work and work-life. Issues include changes in: the nature, quantity and quality of work; power relations; privacy; and aspects of organisational culture. The book also considers the social process of shifting from present organisational structures and practices to new ones.

Explains how and why technology increases stress, and offers tools and techniques to help cope with the changes of modern life

The Future of Work in Africa focuses on the key themes of creating productive jobs and addressing the needs of those left behind. It highlights how global trends, especially the adoption of digital technologies, may change the nature of work in Sub-Saharan Africa by creating new opportunities and challenges. It argues that, contrary to global fears of worker displacement by new technologies, African countries can develop an inclusive future of work, with opportunities for lower-skilled workers. Harnessing these opportunities is, however, contingent on implementing policies and making productive investments in four main areas. These are enabling inclusive digital technologies; building human capital for a young, rapidly growing, and largely low-skilled labor force; increasing the productivity of informal workers and enterprises; and extending social protection coverage to mitigate the risks associated with disruptions to labor markets. This companion report to the World Bank's World Development Report 2019 concludes with important policy questions that should guide future research, whose findings could lead to more inclusive growth for African nations.

This is a story of how work gets done. It is also a study of how field service technicians talk about their work and how that talk is instrumental in their success. In his innovative ethnography, Julian E. Orr studies the people who repair photocopiers and shares vignettes from their daily lives. He characterizes their work as a continuous highly skilled improvisation within a triangular relationship of technician, customer, and machine. The work technicians do encompasses elements not contained in the official definition of the job yet vital to its success. Orr's analysis of the way repair people talk about their work reveals that talk is, in fact, a crucial dimension of their practice. Diagnosis happens through a narrative process, the creation of a coherent description of the troubled machine. The descriptions become the basis for technicians' discourse about their experience, and the circulation of stories among the technicians is the principal means by which they stay informed of the developing subtleties of machine behavior. Orr demonstrates that technical knowledge is a socially distributed resource stored and diffused primarily through an oral culture. Based on participant observation with copier repair technicians in the field and strengthened by Orr's own years as a technician, this book explodes numerous myths about technicians and suggests how technical work differs from other kinds of employment.

This book predicts the decline of today's professions and describes the people and systems that will replace them. In an Internet society, according to Richard Susskind and Daniel Susskind, we will neither need nor want doctors, teachers, accountants, architects, the clergy, consultants, lawyers, and many others, to work as they did in the 20th century. The Future of the Professions explains how 'increasingly capable systems' - from telepresence to artificial intelligence - will bring fundamental change in the way that the 'practical expertise' of specialists is made available in society. The authors challenge the 'grand bargain' - the arrangement that grants various monopolies to today's professionals. They argue that our current professions are antiquated, opaque and no longer affordable, and that the expertise of the best is enjoyed only by a few. In their place, they propose six new models for producing and distributing expertise in society. The book raises important practical and moral questions. In an era when machines can out-perform human beings at most tasks, what are the prospects for employment, who should own and control online expertise, and what tasks should be reserved exclusively for people? Based on the authors' in-depth research of more than ten professions, and illustrated by numerous examples from each, this is the first book to assess and question the relevance of the professions in the 21st century.

The first of its kind, this coursebook examines the work of the future. Work in the Digital Age: A Coursebook on Labor, Technology, and Regulation focuses on certain technologies: the platform economy and gig work, big data and people analytics, gamification, artificial intelligence and algorithmic management, blockchain technology, drones, and 3D printing. The book provides perspectives on these new and emerging technologies from employers, unions, individual workers, national courts and governments, and international organizations. Altogether, the book questions whether current systems of labor and employment regulation are adequate and appropriate to respond to these new technologies. Finally, the book examines potential policy solutions to technological unemployment including universal basic income, shorter hours, and job guarantees. The best way to shape the future of work is to create the policy changes that we wish to see now, and this book provides a blueprint for thinking about a future of work that is productive, efficient, equitable, and sustainable. Professors and student will benefit from: A focus on certain technologies: The platform economy and gig work Big data and people analytics Gamification Artificial intelligence and algorithmic management Blockchain technology Drones 3D printing Global perspectives on these new and emerging technologies from employers, unions, individual workers, national courts and governments, and international organizations Exploration of whether new systems of labor and employment regulation are necessary to better respond to these new technologies Discussion of potential policy solutions to technological unemployment including universal basic income, shorter hours, and job guarantees Notes and Questions, Problems, Exercises, and Examples, to help reinforce concepts and issues

In recent decades, the world has witnessed, unprecedented in terms of speed and geographic coverage, diffusion of new information and communication technologies (ICT). The on-going digital revolution pervasively impacts and reshapes societies and economies and therefore deserves special attention and interest. This book provides extensive evidence on information and communication technologies development patterns and dynamics of this process across developed economies over the period 1980 to the present day. It adopts newly developed methodology to identification of the 'critical mass' and isolation of technological takeoff intervals, which are intimately related to the process of technology diffusion. The statistically robust analysis of country-specific data demonstrates the key economic, social and institutional prerequisites of ICT diffusion across examined

countries, indicating what factors significantly foster or – reversely – hinder the process.

This volume focuses on new ways of working, and explores implications of these new practices with a particular emphasis on the place occupied by technology, materiality and bodies within contemporary working configurations. It draws together an international range of scholars to examine diverse subjects such as: the gig economy, social media as a work space, the role of materiality in living labs, managerial techniques and organizational legitimacy. Drawing on global perspectives, from France to Nigeria, this book presents a fascinating examination of the many new ways people are working, and relating to their work. Part of the esteemed Technology, Work and Globalization series, this book is valuable reading for scholars working on organizational studies, ethnography, technology management, and management more generally.

The New York Times-bestselling guide to how automation is changing the economy, undermining work, and reshaping our lives Winner of Best Business Book of the Year awards from the Financial Times and from Forbes "Lucid, comprehensive, and unafraid...;an indispensable contribution to a long-running argument."--Los Angeles Times What are the jobs of the future? How many will there be? And who will have them? As technology continues to accelerate and machines begin taking care of themselves, fewer people will be necessary. Artificial intelligence is already well on its way to making "good jobs" obsolete: many paralegals, journalists, office workers, and even computer programmers are poised to be replaced by robots and smart software. As progress continues, blue and white collar jobs alike will evaporate, squeezing working- and middle-class families ever further. At the same time, households are under assault from exploding costs, especially from the two major industries-education and health care-that, so far, have not been transformed by information technology. The result could well be massive unemployment and inequality as well as the implosion of the consumer economy itself. The past solutions to technological disruption, especially more training and education, aren't going to work. We must decide, now, whether the future will see broad-based prosperity or catastrophic levels of inequality and economic insecurity. Rise of the Robots is essential reading to understand what accelerating technology means for our economic prospects-not to mention those of our children-as well as for society as a whole.

Recent years have yielded significant advances in computing and communication technologies, with profound impacts on society. Technology is transforming the way we work, play, and interact with others. From these technological capabilities, new industries, organizational forms, and business models are emerging. Technological advances can create enormous economic and other benefits, but can also lead to significant changes for workers. IT and automation can change the way work is conducted, by augmenting or replacing workers in specific tasks. This can shift the demand for some types of human labor, eliminating some jobs and creating new ones. Information Technology and the U.S. Workforce explores the interactions between technological, economic, and societal trends and identifies possible near-term developments for work. This report emphasizes the need to understand and track these trends and develop strategies to inform, prepare for, and respond to changes in the labor market. It offers evaluations of what is known, notes open questions to be addressed, and identifies promising research pathways moving forward.

Changes in the labour market demand new solutions to mitigate the potentially dramatic wiping away of jobs, and this important book offers both analysis and suggestions for change. Bent Greve provides a systematic and vigorous assessment of the impact of new technology on the labour market and welfare states, including comprehensive analysis of the sharing and platform economies, new types of inequality and trends of changes in the labour market.

Brief accounts of main conference sessions held in September 1990.

Representatives from the fields of engineering, psychology, systems design, sociology, and other professions discuss various approaches to human error analysis. This cross-disciplinary discussion addresses the increasing need for consideration of human errors in the context of technological development. Its unifying theme is that accidental events of low probability must be assessed in the design stage of products and industrial installations in order to avoid potentially large-scale economic, environmental, and human loss. Focuses on the assessment of models of human functions as a component in risk assessment and the formation of system design techniques to increase error tolerance and match the demands of modern technology. Includes several position papers.

German industry in particular is a central focus for studying technical and organizational changes in industry due to its pivotal position in international markets, its technological sophistication and its well-established training systems. Originally published in 1992, this study brings together contributions which contain both theoretical approaches and extensive empirical studies, on the manufacturing industry in Germany, including comparisons to other European countries. It looks at the developments of new technology, identifying trends in rationalization and the influences they have on organizational behaviour. As it discusses the relationships between technology and the work-force it includes discussion on flexible specialization, labour processes, union relations, small and large firms and training processes.

Will the adoption of new technologies by U.S. industry lead to widespread unemployment? Or will the resulting use of new processes and techniques, as well as the introduction of new products, open new opportunities for American workers? This volume studies the relationship of technology to employment and the effects of technological change on the workplace. The authors discuss the role of new technologies in strengthening U.S. international competitiveness, recommend initiatives for assisting displaced workers, and make recommendations to aid industry in developing and adopting the new technology it needs to compete successfully in the world economy.

Have you ever asked yourself how the inventions, gadgets, and devices that surround us actually work? Discover the hidden workings of everyday technology with this graphic guide. How Technology Works demystifies the machinery that keeps the modern world going, from simple objects such as zip fasteners and can openers to the latest, most sophisticated devices of the information age, including smartwatches, personal digital assistants, and driverless cars. It includes inventions that have changed the course of history, like the internal combustion engine, as well as technologies that might hold the key to our future survival, including solar cells and new kinds of farming to feed a growing population. Throughout the book, step-by-step explanations are supported by simple and original graphics that take devices apart and show you how they work. The opening chapter explains principles that underpin lots of devices, from basic mechanics to electricity to digital technology. From there, devices are grouped by application--such as the home, transportation, and computing--making them easy to find and placing similar devices side by side. How Technology Works is perfect for anyone who didn't have training in STEM subjects at school or is simply curious about how the modern world works.

Making Technology Work in Schools is an easy-to-use guide for transforming your school into a learner-centered, tech-rich

environment. School systems are increasingly adopting ambitious new educational technologies, but how do you make sure they are yielding effective teaching and learning experiences? The authors' proven, intuitive practices speak directly to academic coaches, school technology leads, district technology directors, and teachers on special assignment who are responsible for introducing new tools and programs. After reading this book, you will be able to better prepare the educators you serve to empower their learners, whether digitally savvy or not, to be engaged, collaborative, and better prepared for college and careers. Providing a comprehensive overview of the urban sharing economy, this Modern Guide takes a forward-looking perspective on how sharing goods and services may facilitate future sustainability of consumption and production. It highlights recent developments and issues, with cutting-edge discussions from leading international scholars in business, engineering, environmental management, geography, law, planning, sociology and transport studies.

Can blockchain solve your biggest business problem? While the world is transfixed by bitcoin mania, your competitors are tuning out the noise and making strategic bets on blockchain. Your rivals are effortlessly tracking every last link in their supply chains. They're making bureaucratic paper trails obsolete while keeping their customers' data safer and discovering new ways to use this next foundational technology to sustain their competitive advantage. What should you be doing with blockchain now to ensure that your business is poised for success? "Blockchain: The Insights You Need from Harvard Business Review" brings you today's most essential thinking on blockchain, explains how to get the right initiatives started at your company, and prepares you to seize the opportunity of the coming blockchain wave. Business is changing. Will you adapt or be left behind? Get up to speed and deepen your understanding of the topics that are shaping your company's future with the Insights You Need from Harvard Business Review series. Featuring HBR's smartest thinking on fast-moving issues--blockchain, cybersecurity, AI, and more--each book provides the foundational introduction and practical case studies your organization needs to compete today and collects the best research, interviews, and analysis to get it ready for tomorrow. You can't afford to ignore how these issues will transform the landscape of business and society. The Insights You Need series will help you grasp these critical ideas--and prepare you and your company for the future.

The concept of design has been defined in a multitude of ways and used in a variety of academic fields, ranging from the classics of organizational and system design to studies on corporate culture, aesthetics and consumption. However, in mainstream organization and management studies, the concept of design has been 'black-boxed' and easily implied as an updated (and more fashionable) version of the traditional idea of structuring organizational processes. At the same time, working and organizing seem to be embedded nowadays in increasingly complex and situated technologies and practices. If the spreading of information and communication technologies (ICTs) has changed workplaces (and even the very meaning of 'workplace' as an area marked by the physical presence of different human actors), working and organizing mobilizes the joint action of humans, technologies and knowledges. The aim of the book is thus to discuss the relations among technologies, work and organisations from multiple theoretical perspectives and to engage with questions about design as well as the sociomaterial foundations of working and organising. The book focuses on the close study of practices and processes that inextricably link work and organisation to the use of artefacts and technological systems (and vice versa), exploring by means of different cases of organizational and design research articulations and disarticulations of daily work and design; the doing of objects and technologies in everyday organizational life; the reconstruction of organizational processes through technological and design practices; the relation between learning, innovations and technologies in organizational settings. The book is addressed to graduate students, PhDs, scholars and researchers interested in the fields of Organization Studies, Science and Technology Studies, Sociology and Design, as well as to professionals and practitioners interested in new methodological approaches towards the relations between technology, work and organization.

New computer and communications technologies have acted as the catalyst for a revolution in the way goods are produced and services delivered, leading to profound changes in the way work is organized and the way jobs are designed. This important book examines the nature, setting and impact of new technologies on work, organization and management. Conventional debates about new technology often invoke optimistic visions of enhanced democracy, rising skills and economic abundance; others predict darker scenarios such as the destruction of jobs through labour-eliminating devices. This book proposes an alternative perspective, arguing that technology can be powerful, but in and of itself has no independent causal powers. It considers the impact of new technologies on manufacturing, clerical, administrative and call centre employment, in both managerial and professional arenas, and introduces the growing phenomena of telework. The book also assesses the important political and economic forces that restrict or facilitate the flow of new technologies on national and global levels. *New Technology @ Work* is an illuminating and thought-provoking text that will prove invaluable to all serious students of business, management and technology. AI is radically transforming business. Are you ready? Look around you. Artificial intelligence is no longer just a futuristic notion. It's here right now--in software that senses what we need, supply chains that "think" in real time, and robots that respond to changes in their environment. Twenty-first-century pioneer companies are already using AI to innovate and grow fast. The bottom line is this: Businesses that understand how to harness AI can surge ahead. Those that neglect it will fall behind. Which side are you on? In *Human + Machine*, Accenture leaders Paul R. Daugherty and H. James (Jim) Wilson show that the essence of the AI paradigm shift is the transformation of all business processes within an organization--whether related to breakthrough innovation, everyday customer service, or personal productivity habits. As humans and smart machines collaborate ever more closely, work processes become more fluid and adaptive, enabling companies to change them on the fly--or to completely reimagine them. AI is changing all the rules of how companies operate. Based on the authors' experience and research with 1,500 organizations, the book reveals how companies are using the new rules of AI to leap ahead on innovation and profitability, as well as what you can do to achieve similar results. It describes six entirely new types of hybrid human + machine roles that every company must develop, and it includes a "leader's guide" with the five crucial principles required to become an AI-fueled business. *Human + Machine* provides the missing and much-needed management playbook for success in our new age of AI. **BOOK PROCEEDS FOR THE AI GENERATION** The authors' goal in publishing *Human + Machine* is to help executives, workers, students and others navigate the changes that AI is making to business and the economy. They believe AI will bring innovations that truly improve the way the world works and lives. However, AI will cause disruption, and many people will need education, training and support to prepare for the newly created jobs. To support this need, the authors are donating the royalties received from the sale of this book to fund education and retraining programs focused on developing fusion skills for the age of artificial intelligence.

Your small business survival guide for the remote work environment In *Remote Work Technology: Keeping Your Small Business Thriving*

From Anywhere, experienced SaaS and telecommunications entrepreneur Henry Kurkowski delivers a step-by-step walkthrough for using SaaS technology and communication apps to power your small business from anywhere on the planet. You'll learn how to capitalize on the ability to hire a geographically distributed workforce and excel at serving clients at a distance. You'll also discover why and how you need to alter your approach to management and spot the common pitfalls that litter the way to a truly distributed business. This important book includes: Valuable case studies of businesses that embraced the reality of remote working during and after the COVID-19 pandemic and cautionary tales of unexpected challenges that arose during the transition. Discussions of how to incorporate remote workers into efficient workflows to increase your business' productivity Explorations of how to support your employees when you can't just pop into their office Perfect for small business founders, owners, and managers, Remote Work Technology is also a must-read guide for independent contractors who work directly with small businesses and entrepreneurs.

Explains how to design, create, and market a successful application across any mobile platform, including iPhone, iPad, Android, and BlackBerry.

How the history of technological revolutions can help us better understand economic and political polarization in the age of automation The Technology Trap is a sweeping account of the history of technological progress and how it has radically shifted the distribution of economic and political power among society's members. As Carl Benedikt Frey shows, the Industrial Revolution created unprecedented wealth and prosperity over the long run, but the immediate consequences of mechanization were devastating. Middle-income jobs withered, wages stagnated, the labor share of income fell, profits surged, and economic inequality skyrocketed. These trends broadly mirror those in our current age of automation. But, just as the Industrial Revolution eventually brought about extraordinary benefits for society, artificial intelligence systems have the potential to do the same. The Technology Trap demonstrates that in the midst of another technological revolution, the lessons of the past can help us to more effectively face the present.

Offers a vivid description of the ongoing transformation of the web into something that is widely recognized and that will have an enormous impact on how people work and live their lives in the future. Presents concepts that will help readers understand why the web evolved as it did, what is going on right now, and what will happen next.

The book Lifhack calls "The Bible of business and personal productivity." "A completely revised and updated edition of the blockbuster bestseller from 'the personal productivity guru'"—Fast Company Since it was first published almost fifteen years ago, David Allen's Getting Things Done has become one of the most influential business books of its era, and the ultimate book on personal organization. "GTD" is now shorthand for an entire way of approaching professional and personal tasks, and has spawned an entire culture of websites, organizational tools, seminars, and offshoots. Allen has rewritten the book from start to finish, tweaking his classic text with important perspectives on the new workplace, and adding material that will make the book fresh and relevant for years to come. This new edition of Getting Things Done will be welcomed not only by its hundreds of thousands of existing fans but also by a whole new generation eager to adopt its proven principles.

Improving Schools with Blended Learning is specifically designed to address the important issues needed to successfully modernise education within the context of technological change. It does this by first providing a clear roadmap for designing Blended Learning environments able to respond to the technological imperatives challenging schools at present, and then illustrating this roadmap via specific, original research that details the 'how to' aspects of a successful technology-based design process. School leaders, teachers, teacher education students and researchers will all find highly relevant information about how to manage for disruption in the new and informative approach to Blended Learning (BL) they will discover in this book. This book arose from two different research projects the authors have been pursuing over the last 3–5 years, including school improvement research and Blended Learning research designed to investigate the role of technology in effective teaching and learning. By combining the insights gained from these two different research areas, this book is able to present a novel understanding of BL that is both insightful and clearly evidence-based. Improving Schools with Blended Learning also provides several original contributions to specific knowledge in the areas of BL and school improvement that most educators will find highly useful, including the use of BL schemas, a clear and extended BL continuum, how to measure and evaluate the success of BL, how to scaffold teacher ICT knowledge and skills, and a specific process for contextualising applied BL in relation to the 'disruption' imperatives of the Knowledge Economy.

The New Digital Workplace is part of the acclaimed Critical Perspectives on Work and Employment (CPWE) series, in association with the annual International Labour Process Conference. This book brings together leading international academics to examine how digital technologies impact on work and organisations. Grounded in Labour Process Theory, it provides a rigorous account of the technological, organizational and work related changes not only in the new "digital" industries, but also in "traditional" service and manufacturing sectors. Key benefits include: Written by leading international scholars Multi-disciplinary perspectives from Business and Management, Sociology, and Media and Communication Based on original, cutting-edge research Covers topical issues such as cyber-bullying, robots and wearable technology, gender and technological work, and employment in the games industry. This book is essential reading for upper-level undergraduate and postgraduate modules related to technology and work, as well as modules in work sociology on Sociology degree programmes.

This book provides a clear roadmap for the roles workers and leaders in business, labor, education, and government must play in building a new social contract for all to prosper. It is a call to action for a collaborative effort to develop both high-quality jobs and strong, successful businesses while simultaneously overcoming the deep social and economic divisions that are all too apparent in society today. Written by two leading and trusted experts in the field of employment and work from MIT and Cornell University, this book is a practical, action-oriented guide. Readers will feel empowered to take actions needed to shape a better future of work for themselves, their employees, their co-workers, and others they may represent. It emphasizes the need to fix America's broken social contract and reimagine a new one. The most important message of this book is that we have the ability to shape the work of the future by harnessing the power of new technologies. The book is essential reading for business executives, labor leaders and workforce advocates, government policy makers, politicians, and anyone who is interested in using emerging knowledge and technologies to drive innovation, creating high-quality jobs, and shaping a more broadly shared prosperity.

Suicides, excessive overtime, and hostility and violence on the factory floor in China. Drawing on vivid testimonies from rural migrant workers, student interns, managers and trade union staff, Dying for an iPhone is a devastating expose of two of the world's most powerful companies: Foxconn and Apple. As the leading manufacturer of iPhones, iPads, and Kindles, and employing one million workers in China alone, Taiwanese-invested Foxconn's drive to dominate global electronics manufacturing has aligned perfectly with China's goal of becoming the world leader in technology. This book reveals the human cost of that ambition and what our demands for the newest and best technology means for workers. Foxconn workers have repeatedly demonstrated their power to strike at key nodes of transnational production, challenge management and the Chinese state, and confront global tech behemoths. Dying for an iPhone allows us to assess the impact of global capitalism's deepening crisis on workers.'

Technology and Engagement is based on a four-year study of how first generation college students use social media,

aimed at improving their transition to and engagement with their university. Through web technology, including social media sites, students were better able to maintain close ties with family and friends from home, as well as engage more with social and academic programs at their university. This 'ecology of transition' was important in keeping the students focused on why they were in college, and helped them become more integrated into the university setting. By showing the gains in campus capital these first-generation college students obtained through social media, the authors offer concrete suggestions for how other universities and college-retention programs can utilize the findings to increase their own retention of first-generation college students.

Times are changing and the labor markets are under immense burden from the collective effects of various megatrends. Technological growth and grander incorporation of economies along with global supply chains have been an advantage for several workers armed with high skills and in growing occupations. However, it is a challenge for workers with low or obsolete skills in diminishing zones of employment. Business models that are digitalized hire workers as self-employed instead of standard employees. People seem to be working and living longer, but they experience many job changes and the peril of skills desuetude. Inequalities in both quality of job and earnings have increased in several countries. The depth and pace of digital transformation will probably be shocking. Industrial robots have already stepped in and artificial intelligence is making its advance too. Globalization and technological change predict the great potential for additional developments in labor market performance. But people should be ready for change. A progression of creative annihilation is probably under way, where some chores are either offshored or given to robots. A better world of for jobs cannot be warranted – a lot will be contingent on devising the right policies and institutes in place.

When technology has been applied in business environments, its justification has usually been cast in terms of saving time or saving money. In the social sciences, the justification must be different; the viability of sociology as a profession, for example, will not be enhanced by cost reductions. The focus in this volume is on a different bottom I

Granny @ Work is an impassioned comment on aging, work, and technology in American culture. As Riggs challenges popular assumptions with surprising research—for example, people over the age of 60 spend more time on the Internet than people of any other age group—and trenchant cultural critique, she forces us to confront the deeply entrenched ageism in today's technology-driven workplace.

Looking for ways to handle the transition to a digital economy Robots, artificial intelligence, and driverless cars are no longer things of the distant future. They are with us today and will become increasingly common in coming years, along with virtual reality and digital personal assistants. As these tools advance deeper into everyday use, they raise the question—how will they transform society, the economy, and politics? If companies need fewer workers due to automation and robotics, what happens to those who once held those jobs and don't have the skills for new jobs? And since many social benefits are delivered through jobs, how are people outside the workforce for a lengthy period of time going to earn a living and get health care and social benefits? Looking past today's headlines, political scientist and cultural observer Darrell M. West argues that society needs to rethink the concept of jobs, reconfigure the social contract, move toward a system of lifetime learning, and develop a new kind of politics that can deal with economic dislocations. With the U.S. governance system in shambles because of political polarization and hyper-partisanship, dealing creatively with the transition to a fully digital economy will vex political leaders and complicate the adoption of remedies that could ease the transition pain. It is imperative that we make major adjustments in how we think about work and the social contract in order to prevent society from spiraling out of control. This book presents a number of proposals to help people deal with the transition from an industrial to a digital economy. We must broaden the concept of employment to include volunteering and parenting and pay greater attention to the opportunities for leisure time. New forms of identity will be possible when the "job" no longer defines people's sense of personal meaning, and they engage in a broader range of activities. Workers will need help throughout their lifetimes to acquire new skills and develop new job capabilities. Political reforms will be necessary to reduce polarization and restore civility so there can be open and healthy debate about where responsibility lies for economic well-being. This book is an important contribution to a discussion about tomorrow—one that needs to take place today.

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