Introduction to Special Issue

In this special issue of the Journal of the Association for Information Science and Technology, we are calling for papers that advance the relationship between artificial intelligence and the future of work. Artificial intelligence (AI) and its relation to work has arisen in our cultural discourse, notable to even a casual reader of contemporary news and media outlets. Technological breakthroughs in the field of AI promise to change the way we organize work (Jarrahi 2019). The artful integration of AI and work, however, remains an open challenge (Davenport and Kirby 2016); there is currently limited empirical understanding and research to guide the information community in this area—e.g., labor, motivation, cognition, machine learning, data science, human-computer interaction, and information science, among others—in coherent ways. Such interdisciplinarity is necessary if we are to push beyond assumptions and hype to open up possibilities for diverse and inclusive AI futures.

AI and the world of work are mutually shaping, meaning AI in the world of work and the world of work in AI do not represent a dichotomy with opposing forces (see Østerlund, Jarrahi, Willis, Boyd, and Wolf 2020). Each side collapses into the other under close scrutiny. Exploring AI futures and affordances entails an understanding of not only AI in the world of work but equally important, the world of work in AI. The world of work sneaks into AI in the form of big data feeding the algorithms, data management activities, the human labor necessary to train, maintain and repair AI products, changing workplace norms, ethics, and governance.

This premise encourages an exploration of the specificity and situatedness of AI and work. The information field has long been interested in workplace changes associated with rapidly increasing technological capabilities (technology in the world of work). Important questions to consider here are: what is new about AI and work that extends beyond IT and work? To what degree will AI in work reproduce existing structures or introduce new dynamics relative to the concepts of labor, agency, sensemaking, system fluidity, and opacity?

For this special issue, we seek submissions that extend our understanding of how we can better explain the interdependencies among work practices/activities, workers/social actors and AI capabilities, by specifically following sociotechnical approaches.
Topics of Interest

Articles can be drawn from any industry (e.g., retail, IT, service industries, public administration) or across multiple industries as long as they foreground the use and implications of AI in work or organizational contexts.

Different methodological approaches (e.g., quantitative, qualitative, and conceptual) are welcome. The topics of this special issue include, but are not limited to, empirical research and/or theory development in the areas of:

1. The transformation of work practices and service provision in a number of domains:
   - Human-AI interactions in work settings
   - AI and augmenting workers intelligence
   - AI and implications for information practices

2. The multiple scales at which such transformations take place— including individual-, team/group-, organization-, and profession/occupation-level transformation:
   - Algorithmic management and decision making
   - Intelligent machines and interpersonal relationships at work
   - AI and transformation of organizational culture
   - AI and mass surveillance in organizations

3. The ethical implications of technology-enabled transformations such as job loss, the changing demands of professional readiness in the age of intelligent machines and their implications for educational curricula:
   - AI, automation, new jobs, education and upskilling
   - Digital labor, inequality and power
   - Data protection and privacy

Submission Guidelines

Before submitting your manuscript, please ensure you have carefully read the JASIST Manuscript Preparation and Submission Guidelines (https://asistdl.onlinelibrary.wiley.com/hub/journal/23301643/homepage/forauthors).

The complete manuscript should be submitted through JASIST’s Submission System (https://mc.manuscriptcentral.com/jasist). To ensure that your submission is routed properly, please select “Yes” in response to “Is this submission for a special issue?” and specify “Artificial Intelligence and Work” when prompted later.

Paper Development Workshop
The guest editors of this special issue will host an optional paper development workshop online. At this workshop, participants will be given the opportunity to present their papers-in-development for feedback and discussion and will also have the opportunity to discuss how various aspects of AI can be studied in the work context. The workshop will be held online Dec 11th, 2020.

Authors who are unable to attend the workshop will not be disadvantaged – all papers will go through a full peer review process to decide which papers to include in the special issue. The workshop is designed to provide guidance and expertise in the development of your paper on the topic. For more information on submitting your work to the workshop, see https://sites.google.com/umich.edu/aiatwork/workshop.

**Timeline**

**Submission Due Date:** April 30, 2021 (30 March 2021)

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**References cited**

