



Med maskiner på laget

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MENNESKER

Tidligere var det kun mennesker som var intelligente og kunne lære i organisasjoner



MASKINER

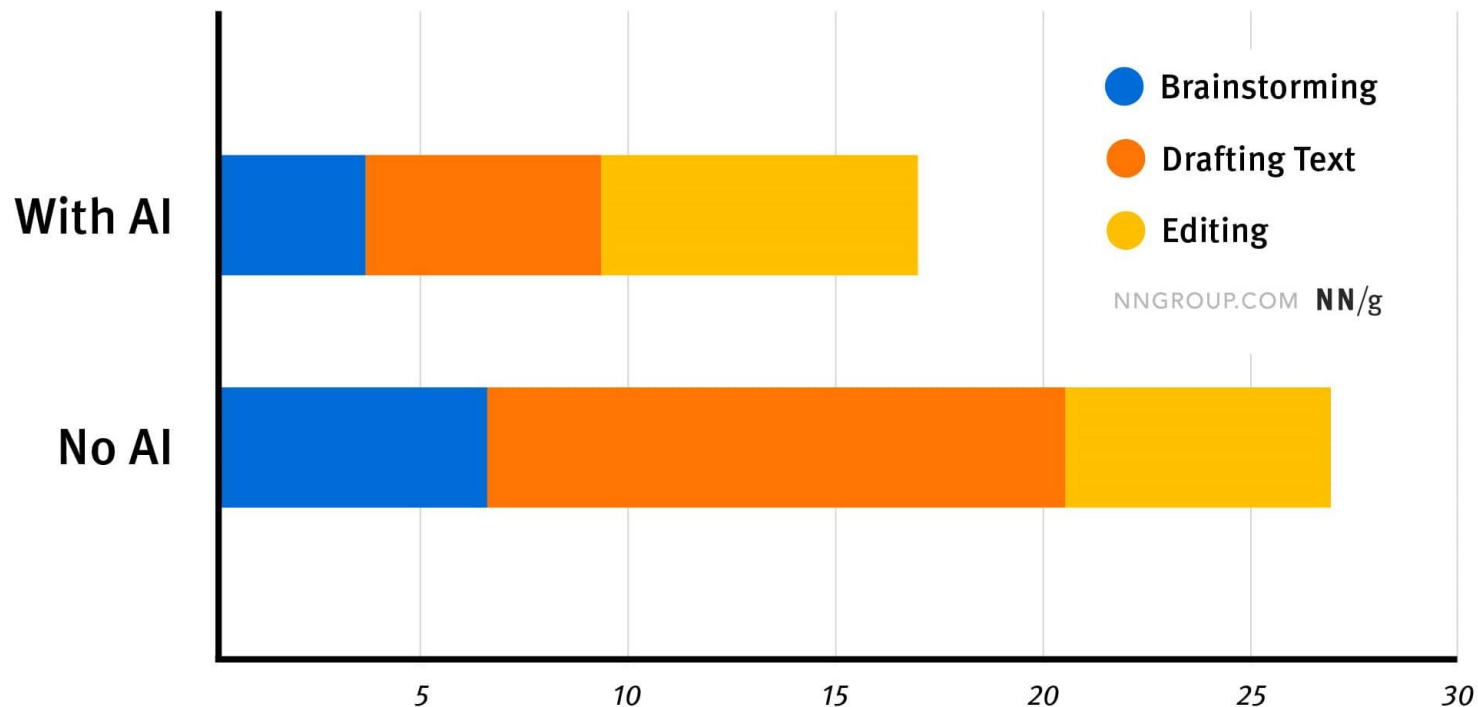
Nå har vi intelligente maskiner som lærer også

Gir nye muligheter
og utfordringer



Skrive bedre og raskere med generativ KI?

Time Spent on Writing Subtasks (Minutes)



- Kvalitet (skala: 1-7)
 - 4,5 med gen KI
 - 3,8 uten KI
- 59% økning i produktivitet

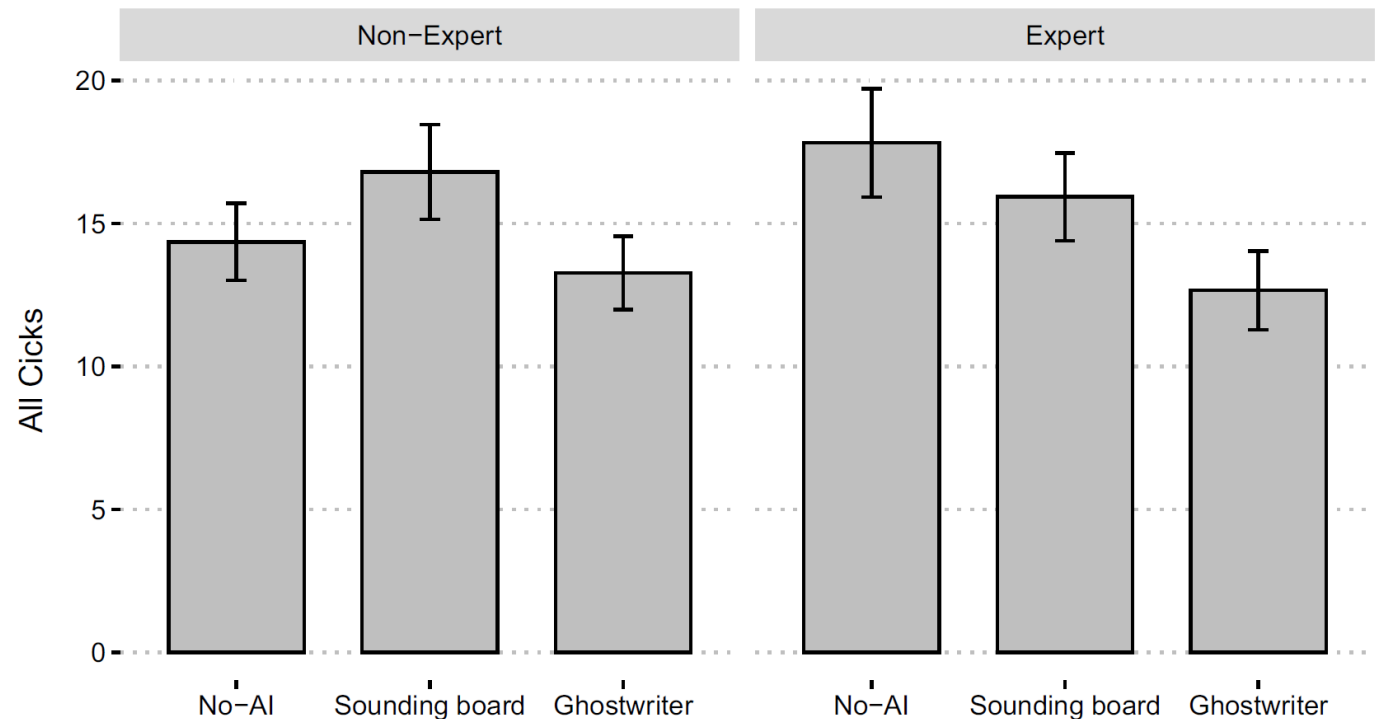


Bruk av språkmodeller i kreativt arbeid

- Kvaliteten på resultatet avhenger av:
 - Hva slags oppgave som skal løses
 - Egenskapene til KI-verktøyet
 - **Ekspertisen til den som gjør oppgaven**
 - **Hvordan KI-verktøyet brukes**
 - Og kombinasjoner av disse faktorene



Figure 1. Mean Ad Clicks by Conditions and User Expertise (95% Confidence Interval)



Menneske-maskin-læring

Maskinlæring

+ Menneskelig læring

= Organisasjonslæring

” *In the old days, the decision process was often very black and white – and based on experience and gut feel. Now, when the machine comes up with different recommendations for two cases that look very similar at first glance, we start to scratch our heads and **dig deeper**. Ultimately, this leads us to making **better decisions**.*



Ugjennomsiktig kunnskap (opaque knowledge)

*«Competence without
comprehension»
(Dennett)*

*ML-algoritmer:
Fullstendig eksplisitte, ikke
fullstendig forklarbare*



Når viktige beslutninger ikke kan forklares

Analysis

UK risks scandal over 'bias' in AI tools in use across public sector

Kiran Stacey

Systems operating across government departments and police forces raise concerns about accountability and discrimination

- UK officials use AI to decide on issues from benefits to marriage licences



► The DWP said in response to a FoI request that it could not reveal details of how the algorithm works in case it helps people game the system. Composite: Guardian Design/EPA

Kate Osamor, the Labour MP for Edmonton, recently received an email from a charity about a constituent of hers who had had her benefits suspended apparently without reason.

“For well over a year now she has been trying to contact DWP [the Department for Work and Pensions] and find out more about the reason for the suspension of her UC [Universal Credit], but neither she nor our casework team have got anywhere,” the email said. “It remains unclear why DWP has suspended the claim, never mind whether this had any merit ... she has been unable to pay rent for 18 months and is consequently facing eviction proceedings.”

Osamor has been dealing with **dozens of such cases** in recent years, often involving Bulgarian nationals. She believes they have been victims of a semi-automated system that uses an algorithm to flag up potential benefits fraud before referring those cases to humans to make a final decision on whether to suspend people’s claims.

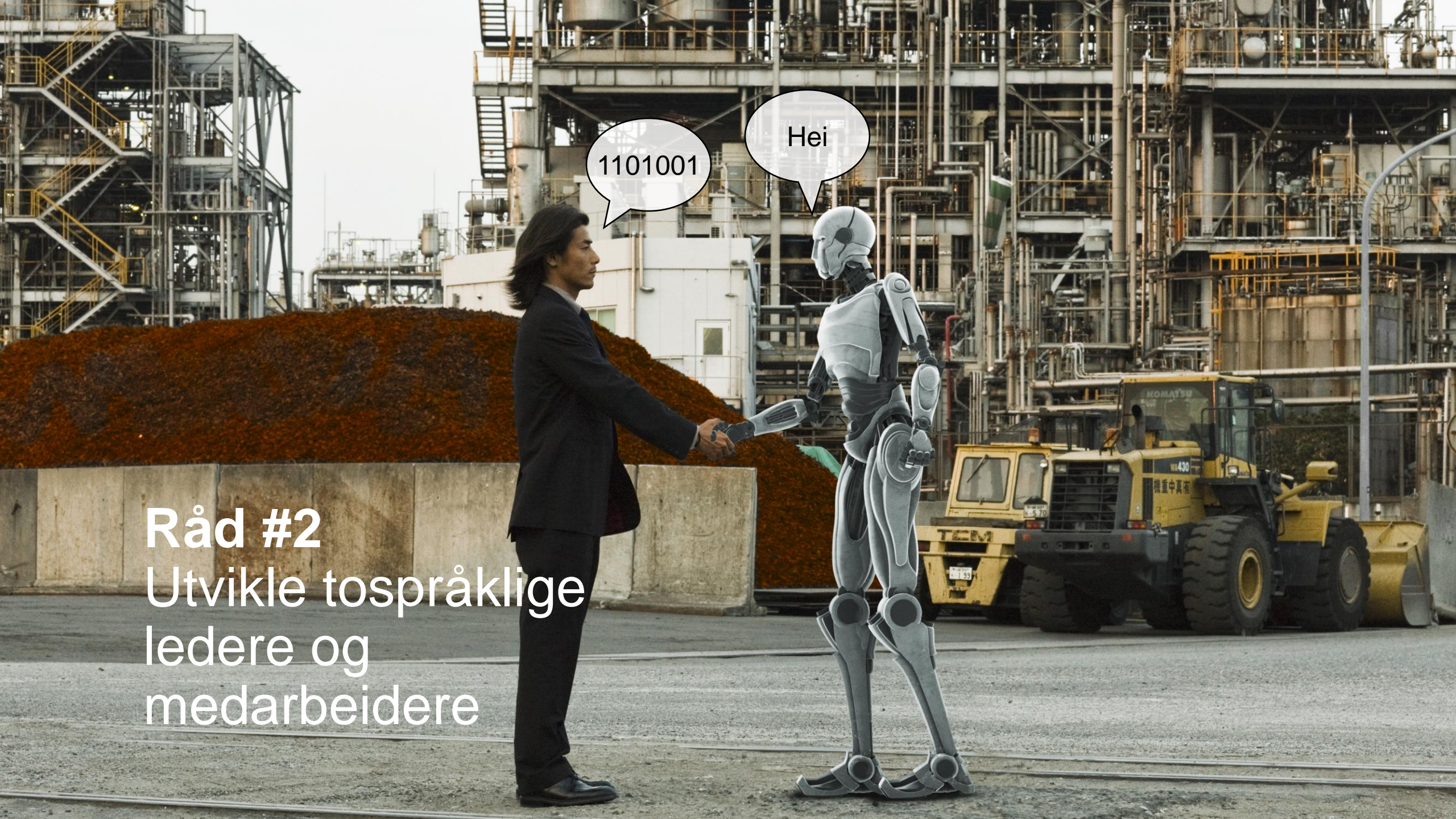
“I was contacted by dozens of constituents around the beginning of 2022, all Bulgarian nationals, who had their benefits suspended,” Osamor said. “Their cases had been identified by the DWP’s Integrated Risk and Intelligence Service as being high risk after carrying out automated data analytics.

“They were left in destitution for months, with no means of appeal. Yet, in almost all cases, no evidence of fraud was found and their benefits were eventually restored. There was no accountability for this process.”

Råd #1

Ikke bruk folk til å
gjøre maskinjobber






1101001

Hei

Råd #2

Utvikle tospråklige ledere og medarbeidere

A woman with long blonde hair is focused on assembling a blue robotic arm. She is wearing a dark t-shirt and a watch. The scene is lit with warm, golden light, likely from a desk lamp. In the background, a laptop is open on a desk, and various tools and components are scattered around. The overall atmosphere is one of concentration and technical work.

Råd #3
Bygg
teknologi-
ferdigheter

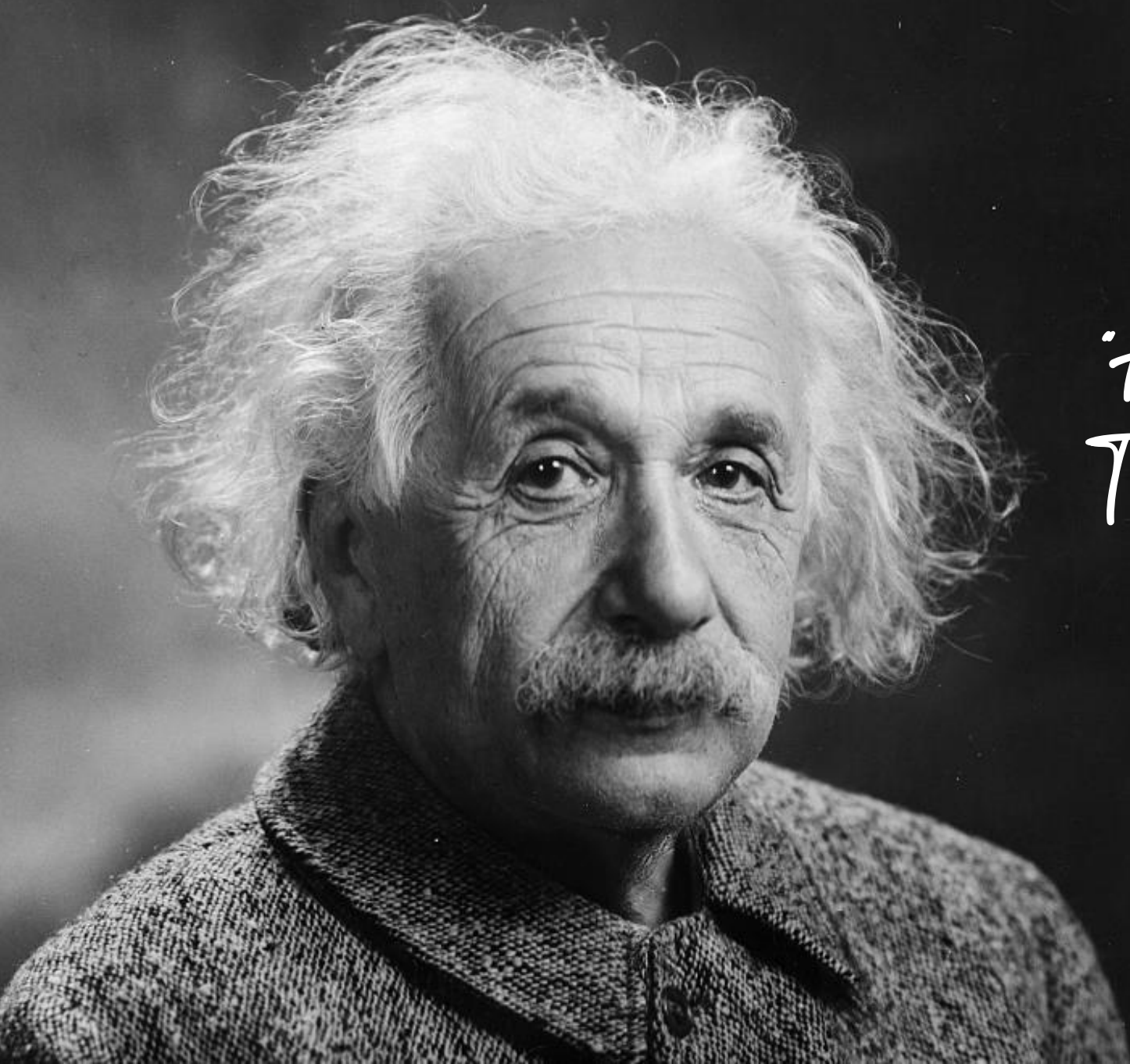
Råd #4

Dyrk kritisk tenkning



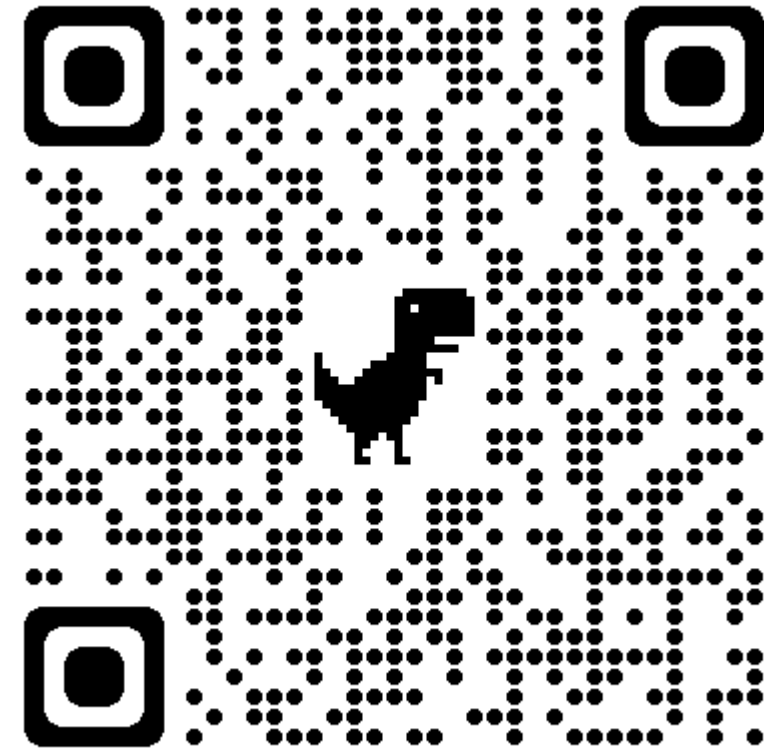
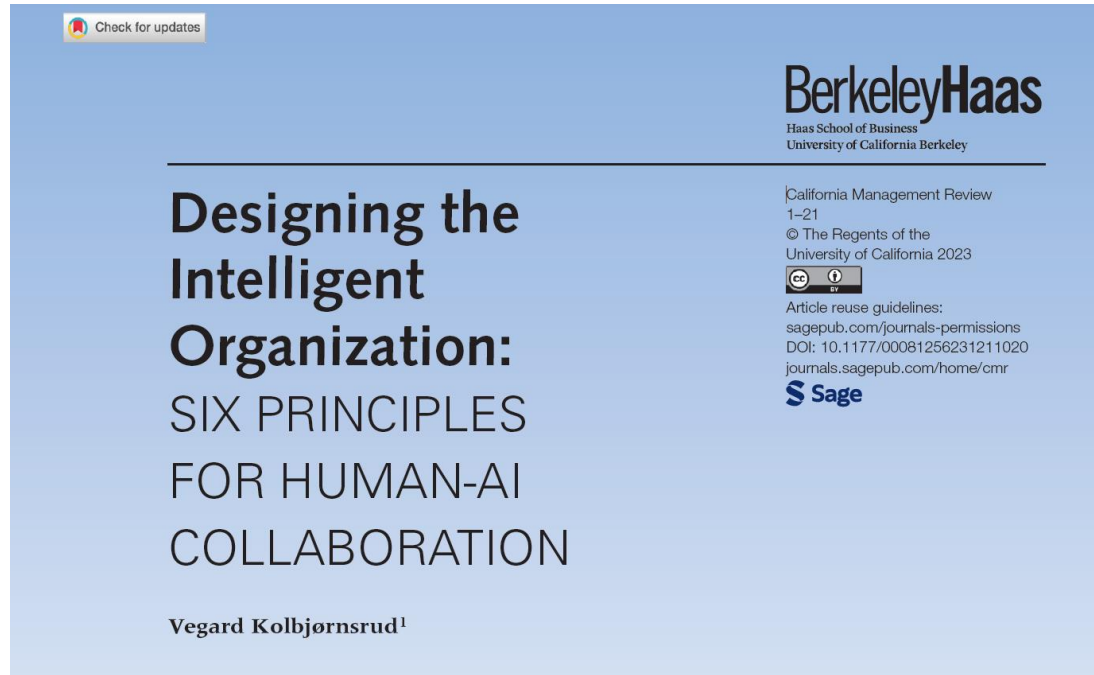
Råd #5
Prøv selv
– og ta ansvar!





*"Any fool can know.
The point is to understand."*

Les mer i fersk artikkel



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Hvis du vil holde kontakten og lese mer – Vegard på...

