



Will Technology Kill Or Save The High Street? (2019, February 8). Retrieved from <https://rewind.co/news/will-technology-kill-save-high-street/>.

## *Has the Increase of Technology Harmed our Retail Workforce*

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# Positive outcomes with the use of technology:

- Technology has helped boost sales
- Increase productivity
- Saved many brick-and-mortar stores from shutting down



# Countless shopping

- Used in retail for the purpose of helping consumers with self checkouts.
- Scan code in order to enter a store digitally.
- Scan items digitally on a shelf will add to their virtual cart
- Allows them to checkout once the purchase is completed.
- Stores are aware of each item that is scan and once scanned and checked out, it's digitally removed from the shelf.
- The consumer comes into the store picks up their items and leave, the receipt is saved on the app.



# Facial Recognition

- Facial Recognition has been implemented to help with better retail experience
- Stores like Walmart use this to track the facial expression of the consumer to rank the level of customer satisfaction, (2018, Chitrakorn)
- Other stores are using the facial recognition to document customers that walk into the store.
- They will have stored information on their clients and what they like so if the client walks in regardless of their appearance and if any retailer recognizes them, the device will pick up on who they are and the retailer will know how to be of better service to them.



Writer, S. (2019, July 1). Taiwan's CyberLink aims to bring facial recognition to US stores. Retrieved from <https://asia.nikkei.com/Business/Technology/Taiwan-s-CyberLink-aims-to-bring-facial-recognition-to-US-stores>.

# Actual Robotics

- Amazon fulfillment center in IS has robots and humans working together to pick, pack and ship customers packages
- Each employee stands at a station, once the employee signs into that station it gives the robots alerts to the stations open.
- Once the robots have been alerted they make their way to the station where the employee stands.
- there is a screen that tells the employee what items they are looking for and a projector that shows exactly on the eight by four container where the item will be.
- The employee picks the item scans it, places it in a bin to then get send off to either another station of packers or shippers



Over 30 million U.S. workers will lose their jobs because of AI. (2019, December 7). Retrieved from <https://www.google.com/amp/s/www.marketwatch.com/amp/story/guid/7902AE36-1FE5-11E9-A220-C4A4946863F2>.

# Negative outcomes with the use of technology

- Workforce feelings of their positions not being secured
- The increase of physical hardship
- Possible backfire



## 10 WARNING SIGNS OF UNHAPPY EMPLOYEES

Gifographics.co

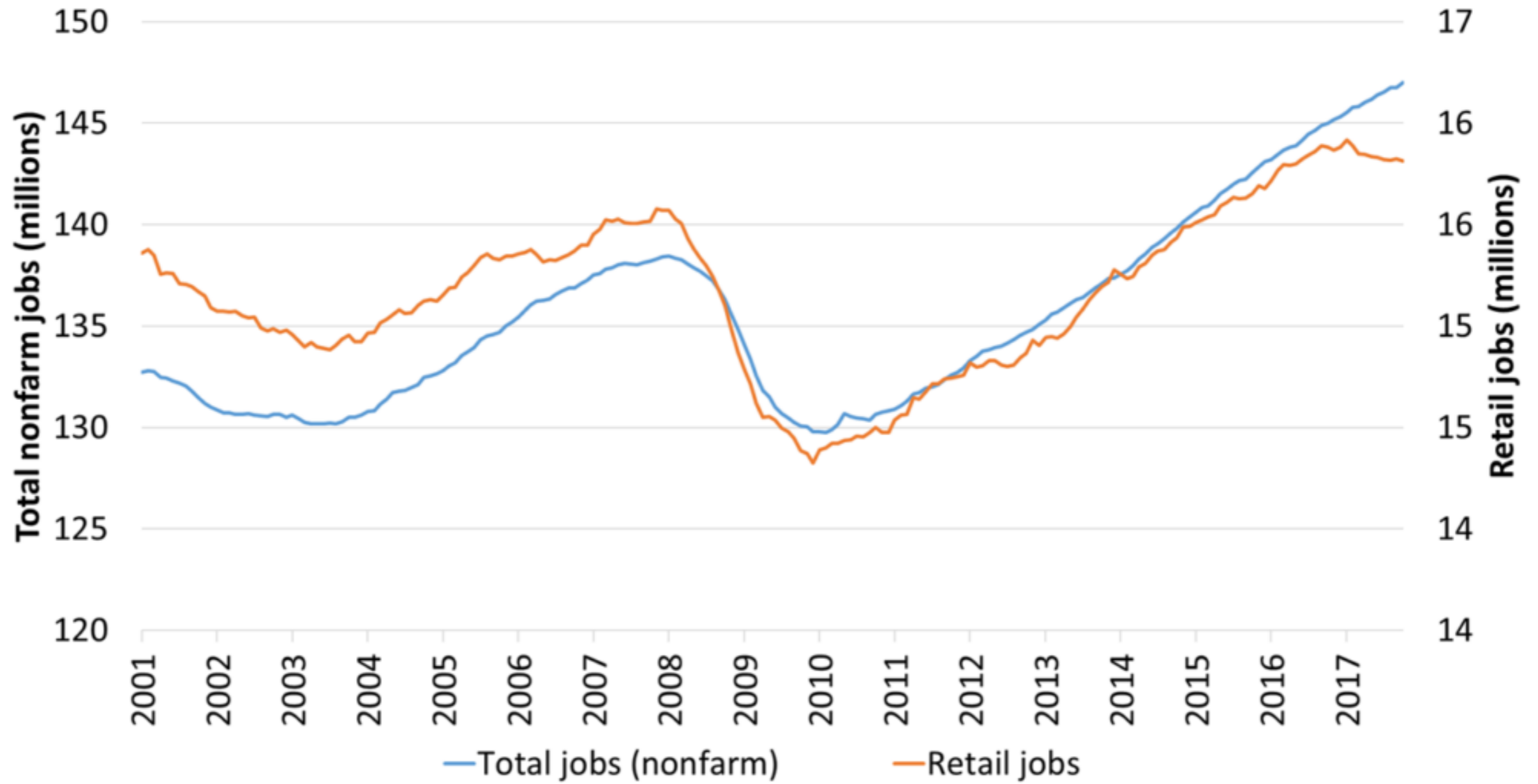
# Workforce threaten by technology

Writer Jonathan Vanian, from Fortune reported that yes some workers see growth in the use of technology, others feel that one day they will lose their jobs due to the technology. Others being two out of three retail workers, (Vanian, 2019).

Jonathan's report stated that 66 percent believe that technology will eventually replace them in their job title, and 57 percent believes that technology will negatively impact them by reducing their wages, hours and thus their benefits, (2019).

Erik Brynjolfsson a Professor at MIT Sloan School of Management believes that technology has been eliminating the need for the typical types of jobs and leaving the workers worse off (2013, Rotman)

**Figure A: Retail employment falls even as economy grows**



Source: Bureau of Labor Statistics, Current Employment Statistics (CES)



# Increase of physical hardship

At Amazon Staten Island, NY. warehouse there have been reports of unhealthy work conditions

Tracey Porpora from Silive (2019), has reported that employees at the fulfillment center are forced to work faster with limited amounts of breaks and it has resulted in injuries or physical pain in about 66 percent of workers.



Porpora, T. (2019, October 20). Report from workers rights group hits at 'unhealthy work practices' at Staten Island Amazon warehouse. Retrieved from <https://www.silive.com/news/2019/10/unhealthy-work-practices-at-staten-island-amazon-warehouse-focus-of-new-report.html>.

# My Final Thoughts

# 2017



Drum, K. (2018, January 4). You will lose your job to a robot-and sooner than you think. Retrieved from <https://www.motherjones.com/politics/2017/10/you-will-lose-your-job-to-a-robot-and-sooner-than-you-think/>.

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