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Preserving the human factor in times of AI

Our Know-how and skills for the most important things in life

President of the BUKO
(Federal Conference of Liberal Professionals in Austria)

Dr. Daniel Alge

Patent Attorney

BUKO Bundeskonferenz der Freien Berufe Österreichs

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What does „BUKO" mean ?

BUKO = Federal Conference of the Liberal Professions in Austria

the umbrella organisation of the 9 liberal professional chambers with about 89.000 members and 185.000 employees

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Attorneys at Law
Auditors/
Tax Accountants
Dentists
Civil Engineers/
Architects
MDs
Notaries
Patent Attorneys
Pharmacists
Vets

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zt:
ÖAK
oepak
NOTAR.AT
KSW
vet

Today?
Tomorrow?
Future?

- *"The activities of liberal professionals comprise intellectual tasks for the proper discharge of which a high level of legal and technical and sometimes scientific knowledge is required. The necessary knowledge is acquired by the successful completion of studies leading to a degree or diploma of higher education and/or the award of a recognised professional title."*

- *"Clients and patients must have confidence that alleged contravention of the provisions of Codes of Conduct will be treated seriously by the professional body concerned and, if proved, will result in action proportionate to the seriousness of the breach being taken."*

  From the Ceplis webpage, „Common Values"

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Professional services – at the highest level

academic education with obligatory practise periods

high levels on expertise with constant further education and trainings

high quality standards on all services and investment in technologies and innovations

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- **Confidence by providing Competence**
- **Codes of Conducts: protect our service recipients from suffering from the information asymmetry**

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Liberal professionals:

**Code of Conduct – also in using AI:
We are obliged not to use this information
asymmetry in bad faith to the disadvantage of
our clients and patients**

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Liberal professionals:

We act based on trust and confidentiality as translators of the concerns, needs and visions of all people who use our services –

For the most important things in life of our clients, patients and customers

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COMPETENCE for the most important things in life

health and well-being

home, property and environment

preservation of all (client's and patient's) rights

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COMPETENCE for the most important things in life

economic and tax affairs

property and legacy

future, next generations and innovations

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Liberal professionals:

We are highly qualified and reliable service providers for our patients, clients and customers – for the really important things in their life:

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Liberal professionals:

We know how

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Liberal professionals:

We care

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Liberal professionals:

We are accountable

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Liberal professionals:

We are liable

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Liberal professionals:

We train our **personnel to assist us**
We train our **trainees to work with us and**
finally replace us
Quality of training is paramount
We have to trust our employees, trainees and
(junior) partners when they deliver work products

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#THINK ACT & WORK DIGITAL

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**AI is here to stay
... and to improve**

- *This is a revolution which will change the world*

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Use of AI

AI to be permanent

- *Routine procedures*
- *Advanced routine procedures (mass data processing, quality control, contracts, planning, etc.)*
- *Public services and administration*
- *Transport (planes – cars – trains – ships – drones)*
- *Medical diagnosis and surgery*
- *Tax system*
- *AI and robots*
- *Routine work will be performed automatically*

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AI is here to stay
... and to improve

- *Will AI replace human employees?*
- *Of course*
- *Artisan: "Stop hiring humans"*

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AI is here to stay
... and to improve

- *There are four F for trauma response*
- *Freeze*
- *Flee*
- *Fight*
- *Freak out*

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Use of AI

AI is here to stay
... but there are issues

- *AI does or pretends to know*

- *AI makes mistakes (as humans do)*

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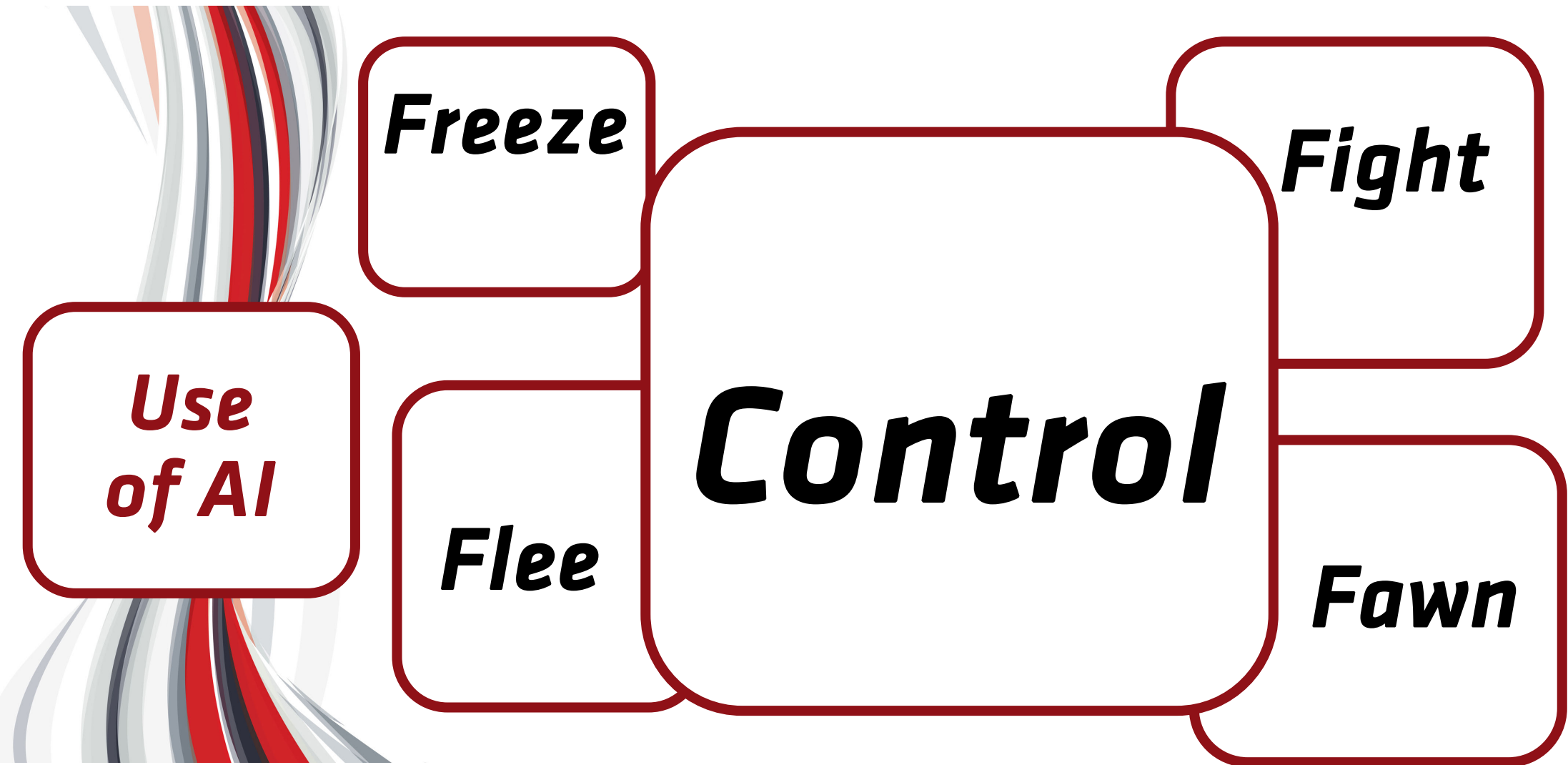
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Use of AI

**AI is here to stay
... but there are issues**

- *AI does know or at least pretends to know ("hallucinations")*
- *AI does not care*
- *AI is not responsible*
- *AI is not accountable*
- *AI is not liable*

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Liberal professionals:

We know how
We care
We are accountable
We are liable

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Freeze

Use
of AI

Flee

Control

Fight

Fawn

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Liberal professionals:

We (have to) know when the AI is wrong

We have to know how to train our AI to improve into the direction we define

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Liberal professionals:

We have to train our AI to assist us
We have to train our AI to work with us and finally replace us in carefully defined areas
Quality of training of AI is paramount
We have to trust our AI to allow AI to perform work automatically

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Use of AI

AI without our competences?   **No!**

- *Controlling input and training*
- *Let AI assist—but stay in control*
- *From creator of text to validator of content/text*
- *Manage confidentiality and security*
- *Use AI to iterate and optimize*
- *Controlling output and feedback*
- *Prevent hallucination in end result (work product)*

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Use of AI

AI will permanently take over work

- *Public services*
- *Reduce our administrative burden (liability!)*
- *Data protection (where is the AI located; how are data processed)*
- *Legal systems vs. location of AI*
- *Communication of AI with proprietary networks and data*
- *Controlling AI is paramount*
- *Routine work will become obsolete (automated by AI)*
- *Higher routine work will increasingly be done by AI, not by humans*
- *High quality work will become more and more important*

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Use of AI

AI to be permanent - Challenges

- *Human must remain in the loop (really? or just for really important issues → liberal professionals)*
- *Lack of skilled personnel (also humans make errors)*
- *Administrative penalty for AI users who do not appropriately control their AI?*
- *Education of young professionals vs. AI training*
- *Attorneys at law, tax advisors and surgeons are the collateral damage of AI?*
- *Incredible gains in efficiency*
- *Trust in AI? Trust in humans?*
- *Legal framework*

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We care!

AI will significantly transform our professions and will improve our competence and competitiveness; we as members of the free professions must know how to effectively train and use our tailored AI, because in the end *we* continue to be responsible, accountable and liable for all our work products developed with AI assistance – these work products being drawn to the things which are of highest importance in the life of our clients, patient and customers

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We care!

Preserving and Fighting for the human factor in times of AI

Please dont't hesitate to contact us – we're currently still 100% human
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