

SYPC

SINGAPORE YOUTH POLICY COMPETITION 2025

Formerly Known as Singapore Undergraduate Policy Competition (SUPC)

Domain Area: Artificial Intelligence

Topic: Use of Artificial Intelligence in the Workplace

Guiding Question: TO BE RELEASED ON 14TH JUNE 2025 12PM (GMT +8)

With the advent of Artificial Intelligence Tools such as ChatGPT, Artificial Intelligence (AI) has established itself in mainstream society – reaching an estimated 314.38 million users worldwide. Businesses have also increasingly adopted AI into their corporate strategy, with 32% of companies reporting that they use AI in their business and an additional 42% reporting that they are exploring AI in 2022. AI has allowed businesses to automate their IT, business or network processes, improve their performance and provide better experience for customers.

AI could represent a revolution in business practices, allowing businesses to increase their productivity while lowering their cost. In Singapore, the digital economy contributed 17.7% of the country's Gross Domestic Product (GDP) in 2023, amounting to \$113 billion and creating 208,300 tech jobs, which represent over 5% of the total workforce. These figures highlight the rapid adoption of digital technologies across industries including finance, wholesale trade and manufacturing. While this appears promising, there are currently significant ethical concerns behind the use of AI in businesses, including algorithmic bias, privacy and cyber security.

Algorithmic bias, defined as when systemic errors in machine learning algorithms produce unfair or discriminatory outcomes, has been attributed to women being disadvantaged in Amazon's selection process. A study by the National Institute of Standards and Technology (NIST) also found that facial recognition algorithms exhibited higher error rates for people of colour.. These examples highlight that AI systems, if not designed and monitored carefully, can perpetuate and even amplify existing societal inequalities, further disadvantaging already marginalised group.

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The use of AI to monitor worker's performance has been controversial as critics call into question its efficacy as well as the welfare and privacy of its workers. Almost 50% of employees have reported that their workplaces have a negative effect on their health compared to 29% without. Moreover, as employees and employers increasingly utilise open AI tools in their workplaces, the security and confidentiality of data shared with these services are at risk. According to research from National Cybersecurity Alliance, 38% of employees in a survey admitted to sharing confidential work information with an AI tool without their employer's consent.

These problems accentuate the need to develop ethical and responsible solutions that would safeguard employers and employees from AI-driven exploitation or discrimination while still retaining the cost-saving and increased productivity that AI could bring.

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