

Workshop on Automation Experience at the Workplace

Co-located with ACM CHI Conference on Human Factors in Computing Systems 2021

Automation pervades manifold workplaces taking up an increasing part of human tasks and transforming work dramatically. It emerges in different appearances (e.g., from scripted tasks over digital agents to physical robots) with various scopes (e.g., office, production, maintenance). This online workshop focused on skilled workers and professionals who increasingly encounter new forms of automation in specialized and demanding workplace environments. Taking a human-centered perspective, opportunities and challenges for establishing effective forms of collaboration and for building up meaningful relationships with automated systems were explored.

The workshop addressed the following pressing human-oriented challenges in the field of automation at workplaces:

- Encountering Workplace Automation
- Collaborating with Workplace Automation
- Building Meaningful Relationships

Participants were asked to submit position papers describing their recent or future work in the field of ‘automation experience at the workplace’. Overall, 13 papers were accepted by an expert committee for presentation. Since CHI 2021 could not be held physically due to the pandemic situation, the workshop was held virtually.

Previous activities of the ‘Everyday Automation Experience’ initiative include the Workshop on Automation Experience across Domains at CHI'20, the Workshop on Everyday Automation Experience at CHI'19 and the Personal and Ubiquitous Computing theme issue on ‘Everyday Automation Experiences’ including Everyday Automation Experience: a Research Agenda.

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