

Pros and Cons of Robot, Artificial Intelligence, and Service Automation (RAISA) Technologies to be Adopted and Implemented in Service Industries

Fachri Eka Saputra¹, Effed Darta Hadi², Iلسya Hayadi³
Department of Management, Faculty of Economics and Business-University of Bengkulu

{fachri_mgt@unib.ac.id¹, edarta@unib.ac.id², ilsya.hayadi@unib.ac.id³}

Abstract. This paper sheds light on the role of RAISA in every aspect of delivery in service industries. Like every technology, RAISA has its advantages and disadvantages compared to human employees. This paper contributes to the body of knowledge by elaborating on the nature of service work and how RAISA can substitute humans in each type of job, their operations, human resources, supply chain, marketing, finance, and services design. Finally, this paper also gives a contribution to how workers can and should shift their skills to achieve a win-win between humans and machines.

Keywords: Pros and Cons; RAISA; Robot; Artificial Intelligence; Service Automation; Service Industries

1 Introduction

Technological development has made such remarkable progress in the service sector. The emergence of Robots, Artificial Intelligence, and Service Automation (RAISA) has been predicted by many researchers and practitioners since the late 20th Century [1]–[10]. Robots have been believed to replace human roles in several layers of service interaction. The impact of RAISA on the future of the service industry is enormous [1]. RAISA technology will cause a shift in interactions that previously occurred between "human-human" to "human-machine", then shifted to "human-computer", and most recently "human-robotic". [8]. Various cutting-edge technology developments in the late 20th and early 21st centuries such as the Internet, websites, social media, mobile applications, RFID, NFC, virtual/augmented/mixed reality, chatbots, robots, and self-service kiosks are changing the face service industry from previously focused on people business to human services [11].

We, the Editors and Publisher of the EAI Computing and Communication in Emerging Regions - CCER, are retracting the following article:

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We are now cognizant of similar content of this article, which was published in, Robots, Artificial Intelligence and Service Automation in Travel, Tourism and Hospitality:

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A preview of the retracted article will remain online to maintain the scholarly record, but it is digitally watermarked as RETRACTED.