

Artificial Intelligence & The Modern Productivity Paradox

Erik Brynjolfsson, Daniel Rock &
Chad Syverson

Rebecca Henderson

**John & Natty McArthur University Professor
Harvard University & NBER
rhenderson@hbs.edu, 617 495-8014**

Core Ideas

- A Productivity Paradox
 - Can AI bend the curve?
- Yes!
 - AI as a new GPT
- But...
 - There are – and will be – lags
 - And significant measurement issues

This is a fabulous paper

- A beautifully written paper about a hugely important issue
- That takes “organizational processes” and “intangible capital” seriously as objects of (economic) attention
 - Firms as complex complementary systems
 - Framing & Learning as gating events
 - Intangible assets as much as 10x tangible assets
- In a context in which they are likely to be particularly important

It could (of course) be even better...

- Is there a paradox here? If so, what is it?
- Should we be worried about the classic underinvestment concerns that surround GPTs?
 - Upstream/downstream, Across downstream sectors, Across time?
- Can concerns around redistribution and rent seeking indeed be easily dismissed?
 - Organizational processes as relational contracts
- Can you say more about the research questions raised by the analysis?

Thinking about the Research Questions

- Measurement!
 - How much should we worry about the invisibility of AI, and of the outputs it produces?
 - What **are** the complementary assets that need to be developed? The organizational processes? The intangible capital?
- Policy
 - What do we need to know to begin to think about policy?