

Sozialwirtschaft *aktuell* Heft 6/2024:

KI in der Sozialwirtschaft: Welche Future Skills benötigen Fach- und Führungskräfte?

Von Prof. Dr. Michael Garkisch

## Literaturverzeichnis

- Aasback, Anne Wullum; Røkkum, Nina Helen Aas (2022): Domesticating Technology in Pandemic Social Work. In: *Journal of Comparative Social Work* 16 (2), S. 172–196. DOI: 10.31265/JCSW.V16I2.387.
- Alexiou, Gus (2023): How Artificial Intelligence Transformed Technology For The Blind In 2023. Online verfügbar unter <https://www.forbes.com/sites/gusalexiou/2023/12/15/how-ais-explosive-growth-opened-up-the-world-for-the-blind-in-2023/>.
- Androff, David (2018): Practicing Human Rights in Social Work: Reflections and Rights-Based Approaches. In: *J. Hum. Rights Soc. Work* 3 (4), S. 179–182. DOI: 10.1007/s41134-018-0056-5.
- Baker, Steven; Warburton, Jeni; Hodgkin, Suzanne; Pascal, Jan (2014): Reimagining the Relationship between Social Work and Information Communication Technology in the Network Society. In: *Australian Social Work* 67 (4), S. 467–478. DOI: 10.1080/0312407X.2014.928336.
- Bako, Abdulaziz Tijjani; Taylor, Heather L.; Wiley, Kevin; Zheng, Jiaping; Walter-McCabe, Heather; Kasthurirathne, Suranga N.; Vest, Joshua R. (2021): Using natural language processing to classify social work interventions. In: *The American journal of managed care* 27 (1), e24-e31. DOI: 10.37765/ajmc.2021.88580.
- Barrera-Algarín, Evaristo; Sarasola-Sánchez-Serrano, José Luís; Sarasola-Fernández, Alberto (2021): Social work in the face of emerging technologies: A technological acceptance study in 13 countries. In: *International Social Work*, 002087282110416. DOI: 10.1177/00208728211041672.
- Barsky, Allan Edward (2017): Social Work Practice and Technology. Ethical Issues and Policy Responses. In: *Journal of Technology in Human Services* 35 (1), S. 8–19. DOI: 10.1080/15228835.2017.1277906.
- Bieler, Kathrin (2023): Methoden der Sozialen Arbeit und methodisch-professionelles Handeln. In: *Grundwissen Soziale Arbeit*, S. 229–245. DOI: 10.1007/978-3-658-39707-4\_10.
- Boddy, Jennifer; Dominelli, Lena (2017): Social Media and Social Work: The Challenges of a New Ethical Space. In: *Australian Social Work* 70 (2), S. 172–184. DOI: 10.1080/0312407X.2016.1224907.
- Bostrom, Nick; Yudkowsky, Eliezer (2018): The Ethics of Artificial Intelligence. In: Roman V. Yampolskiy (Hg.): *Artificial intelligence safety and security*. First edition. Boca Raton, FL: Chapman and Hall/CRC an imprint of Taylor and Francis (Chapman & Hall/CRC artificial intelligence and robotics series).
- Brownlee, K.; Graham, J. R.; Doucette, E.; Hotson, N.; Halverson, G. (2010): Have Communication Technologies Influenced Rural Social Work Practice? In: *British Journal of Social Work* 40 (2), S. 622–637. DOI: 10.1093/bjsw/bcp010.
- Cariceo, Oscar; Nair, Murali; Lytton, Jay (2018): Data science for social work practice. In: *Methodological Innovations* 11 (3), 205979911881439. DOI: 10.1177/2059799118814392.
- Chang, Janet; McAllister, Carolyn; McCaslin, Rosemary (2015): Correlates of, and barriers to, Internet use among older adults. In: *Journal of gerontological social work* 58 (1), S. 66–85. DOI: 10.1080/01634372.2014.913754.

- Chow, Julian Chun-Chung; Elizabeth Pathak, Laura; Yeh, Shang Tzu (2021): Using mobile apps in social work behavioral health care service: The case for China. In: *International Social Work* 64 (5), S. 689–701. DOI: 10.1177/00208728211031953.
- Chui, Cheryl Hiu-Kwan; Ko, Albert (2020): Converging humanitarian technology and social work in a public health crisis: a social innovation response to COVID-19 in Hong Kong. In: *Asia Pacific Journal of Social Work and Development*, S. 1–8. DOI: 10.1080/02185385.2020.1790412.
- Cresswell, Kathrin; Callaghan, Margaret; Khan, Sheraz; Sheikh, Zakariya; Mozaffar, Hajar; Sheikh, Aziz (2020): Investigating the use of data-driven artificial intelligence in computerised decision support systems for health and social care: A systematic review. In: *Health informatics journal* 26 (3), S. 2138–2147. DOI: 10.1177/1460458219900452.
- Dellor, Elinam; Lovato-Hermann, Kristina; Wolf, Jennifer Price; Curry, Susanna R.; Freisthler, Bridget (2015): Introducing Technology in Child Welfare Referrals: A Case Study. In: *Journal of Technology in Human Services* 33 (4), S. 330–344. DOI: 10.1080/15228835.2015.1107520.
- Denkfabrik BMAS (2023): KI im Amt: Einführung und Akzeptanz intelligenter Entscheidungssysteme in der Sozialverwaltung. Online verfügbar unter <https://www.denkfabrik-bmas.de/diskurs/fellowship-programm/ki-im-amt-einfuehrung-und-akzeptanz-intelligenter-entscheidungssysteme-in-der-sozialverwaltung>.
- Devlieghere, Jochen; Bradt, Lieve; Roose, Rudi (2018): Creating Transparency through Electronic Information Systems: Opportunities and Pitfalls. In: *The British Journal of Social Work* 48 (3), S. 734–750. DOI: 10.1093/bjsw/bcx052.
- Digitalzentrum Magdeburg (2021): WARUM SOLLEN NUR AUTOBAUER:INNEN KI NUTZEN? Online verfügbar unter <https://www.digitalzentrum-magdeburg.de/ki-in-der-kinder-und-jugendhilfe/>.
- Edwards, Heather R.; Hoefler, Richard (2010): Are Social Work Advocacy Groups Using Web 2.0 Effectively? In: *Journal of Policy Practice* 9 (3-4), S. 220–239. DOI: 10.1080/15588742.2010.489037.
- Engelhardt, Emily (2023): KI in der Lehre – Beraten lernen mit ChatGPT. In: *fnma Magazin* (03).
- Etzioni, Amitai; Etzioni, Oren (2017): Incorporating Ethics into Artificial Intelligence. In: *J Ethics* 21 (4), S. 403–418. DOI: 10.1007/s10892-017-9252-2.
- Fink, Alexander; Brito, Marisol (2020): Real Big Data: How We Know Who We Know in Youth Work. In: *Child & Youth Services*, S. 1–29. DOI: 10.1080/0145935X.2020.1832888.
- Fiok, Krzysztof; Farahani, Farzad V.; Karwowski, Waldemar; Ahram, Tareq (2022): Explainable artificial intelligence for education and training. In: *Journal of Defense Modeling & Simulation* 19 (2), S. 133–144. DOI: 10.1177/15485129211028651.
- Gamble, Alyson (2020): Artificial intelligence and mobile apps for mental healthcare: a social informatics perspective. In: *Aslib Journal of Information Management* 72 (4), S. 509–523. DOI: 10.1108/AJIM-11-2019-0316.
- Gatenio Gabel, Shirley (2016): *A Rights-Based Approach to Social Policy Analysis*. 1st ed. 2016. s.l.: Springer-Verlag (SpringerLink Bücher).
- Gerards, Janneke; Borgesius, Frederik Zuiderveen (2022): Protected Grounds and the System of Non-Discrimination Law in the Context of Algorithmic Decision-Making and Artificial Intelligence. In: *Colo. Tech. L.J.* 20, S. 1. Online verfügbar unter <https://heinonline.org/HOL/Page?handle=hein.journals/jtelhtel20&id=15&div=&collection=>.
- Hanelt, André; Bohnsack, René; Marz, David; Antunes Marante, Cláudia (2021): A Systematic Review of the Literature on Digital Transformation: Insights and Implications for Strategy and Organizational Change. In: *J Management Studies* 58 (5), S. 1159–1197. DOI: 10.1111/joms.12639.
- Heinrichs, Bert (2022): Discrimination in the age of artificial intelligence. In: *AI & Soc* 37 (1), S. 143–154. DOI: 10.1007/s00146-021-01192-2.

- Jeyasingham, Dharman (2016): Open spaces, supple bodies? Considering the impact of agile working on social work office practices. In: *Child & Family Social Work* 21 (2), S. 209–217. DOI: 10.1111/cfs.12130.
- Jeyasingham, Dharman (2020): Entanglements with offices, information systems, laptops and phones: How agile working is influencing social workers' interactions with each other and with families. In: *Qualitative Social Work* 19 (3), S. 337–358. DOI: 10.1177/1473325020911697.
- KDN – Dachverband kommunaler IT-Dienstleister (o.D.): Leitfaden eJugendamtsakte. Online verfügbar unter [https://www.kdn.de/fileadmin/user\\_upload/5\\_CCD/eAkten/Leitfaden\\_eJugendamtsakte.pdf](https://www.kdn.de/fileadmin/user_upload/5_CCD/eAkten/Leitfaden_eJugendamtsakte.pdf).
- King, Gerry; O'Donnell, Catherine; Boddy, David; Smith, Fiona; Heaney, David; Mair, Frances S. (2012): Boundaries and e-health implementation in health and social care. In: *BMC Medical Informatics and Decision Making* 12 (1), S. 100. DOI: 10.1186/1472-6947-12-100.
- Kodate, Naonori; Donnelly, Sarah; Suwa, Sayuri; Tsujimura, Mayuko; Kitinoja, Helli; Hallila, Jaakko et al. (2022): Home-care robots - Attitudes and perceptions among older people, carers and care professionals in Ireland: A questionnaire study. In: *Health & social care in the community* 30 (3), S. 1086–1096. DOI: 10.1111/hsc.13327.
- Kvakic, Minela; Wærdahl, Randi (2022): Trust and Power in the Space Between Visibility and Invisibility. Exploring Digital and Social Media Practices in Norwegian Child Welfare Services. In: *European Journal of Social Work*, S. 1–12. DOI: 10.1080/13691457.2022.2099350.
- Lipp, Benjamin (2023): Caring for robots: How care comes to matter in human-machine interfacing. In: *Social studies of science* 53 (5), S. 660–685. DOI: 10.1177/03063127221081446.
- Lyon, Aaron R.; Koerner, Kelly (2016): User-Centered Design for Psychosocial Intervention Development and Implementation. In: *Clinical psychology : a publication of the Division of Clinical Psychology of the American Psychological Association* 23 (2), S. 180–200. DOI: 10.1111/cpsp.12154.
- Mackrill, Thomas; Ebsen, Frank (2018): Key misconceptions when assessing digital technology for municipal youth social work. In: *European Journal of Social Work* 21 (6), S. 942–953. DOI: 10.1080/13691457.2017.1326878.
- Mapp, Susan; McPherson, Jane; Androff, David; Gatenio Gabel, Shirley (2019): Social Work Is a Human Rights Profession. In: *Social work* 64 (3), S. 259–269. DOI: 10.1093/sw/swz023.
- Marquart, Matthea S.; Goldkind, Lauri (2023): ChatGPT: Implications for social work education and practice. DOI: 10.7916/axhj-x577.
- Meilvang, Marie Leth; Dahler, Anne Marie (2022): Decision support and algorithmic support: the construction of algorithms and professional discretion in social work. In: *European Journal of Social Work*, S. 1–13. DOI: 10.1080/13691457.2022.2063806.
- Mois, George; Fortuna, Karen L. (2020): Visioning the Future of Gerontological Digital Social Work. In: *Journal of gerontological social work* 63 (5), S. 412–427. DOI: 10.1080/01634372.2020.1772436.
- Mortier, Richard; Haddadi, Hamed; Henderson, Tristan; McAuley, Derek; Crowcroft, Jon (2014): Human-Data Interaction: The Human Face of the Data-Driven Society. Online verfügbar unter <http://arxiv.org/pdf/1412.6159.pdf>.
- Nandan, Monica; London, Manuel; Bent-Goodley, Tricia (2015): Social Workers as Social Change Agents: Social Innovation, Social Intrapreneurship, and Social Entrepreneurship. In: *Human Service Organizations: Management, Leadership & Governance* 39 (1), S. 38–56. DOI: 10.1080/23303131.2014.955236.

- NASW (2023): Why Choose the Social Work Profession? Online verfügbar unter <https://www.socialworkers.org/Careers/NASW-Career-Center/Explore-Social-Work/Why-Choose-the-Social-Work-Profession>.
- Nesmith, Ande (2018): Reaching Young People Through Texting-Based Crisis Counseling. In: *ASW* 18 (4), S. 1147–1164. DOI: 10.18060/21590.
- Next Move Strategy Consulting (2023): Artificial intelligence (AI) market size worldwide in 2021 with a forecast until 2030. Online verfügbar unter <https://www.nextmsc.com/report/artificial-intelligence-market>.
- Pelton, Leroy H. (2001): Social Justice and Social Work. In: *Journal of Social Work Education* 37 (3), S. 433–439. DOI: 10.1080/10437797.2001.10779065.
- Perron, Brian E.; Taylor, Harry O.; Glass, Joseph; Margerum-Leys, Jon (2010): Information and Communication Technologies in Social Work. In: *ASW* 11 (1), S. 67–81. DOI: 10.18060/241.
- Ranerup, Agneta; Henriksen, Helle Zinner (2022): Digital Discretion: Unpacking Human and Technological Agency in Automated Decision Making in Sweden's Social Services. In: *Social Science Computer Review* 40 (2), S. 445–461. DOI: 10.1177/0894439320980434.
- Rodriguez, M. Y.; DePanfilis, D.; Lanier, P. (2019): Bridging the gap: Social work insights for ethical algorithmic decision-making in human services. In: *IBM Journal of Research and Development* 63 (4/5), 8:1-8:8. DOI: 10.1147/JRD.2019.2934047.
- Sabah, Yekutieli; Cook-Craig, Patricia (2010): Learning Teams and Virtual Communities of Practice. Managing Evidence and Expertise Beyond the Stable State. In: *Research on Social Work Practice* 20 (4), S. 435–446. DOI: 10.1177/1049731509339031.
- Sanders, Cynthia K.; Scanlon, Edward (2021): The Digital Divide Is a Human Rights Issue: Advancing Social Inclusion Through Social Work Advocacy. In: *Journal of Human Rights and Social Work* 6 (2), S. 1–14. DOI: 10.1007/s41134-020-00147-9.
- Schiffhauer, Birte; Seelmeyer, Udo (2021): Responsible Digital Transformation of Social Welfare Organizations. In: Dirk Ifenthaler, Sandra Hofhues, Marc Egloffstein und Christian Helbig (Hg.): *Digital Transformation of Learning Organizations*. Cham: Springer International Publishing, S. 131–144.
- Schneider, Diana; Seelmeyer, Udo (2019): Challenges in Using Big Data to Develop Decision Support Systems for Social Work in Germany. In: *Journal of Technology in Human Services* 37 (2-3), S. 113–128. DOI: 10.1080/15228835.2019.1614513.
- Schwarz Müller, Tanja; Brosi, Prisca; Duman, Denis; Welp, Isabell M. (2018): How Does the Digital Transformation Affect Organizations? Key Themes of Change in Work Design and Leadership. In: *Management Review* 29 (2), S. 114–138. Online verfügbar unter <https://www.jstor.org/stable/26491473>.
- Seelmeyer, Udo (2020): Digitalisierung Sozialer Dienste. In: Tanja Klenk, Frank Nullmeier und Göttrik Wewer (Hg.): *Handbuch Digitalisierung in Staat und Verwaltung*. Wiesbaden: Springer VS (Springer eBook Collection), S. 1–12.
- Sørensen, Natasha Lee; Bemman, Brian; Jensen, Martin Bach; Moeslund, Thomas B.; Thomsen, Janus Laust (2023): Machine learning in general practice: scoping review of administrative task support and automation. In: *BMC Prim. Care* 24 (1), S. 14. DOI: 10.1186/s12875-023-01969-y.
- Stiftungsverband & McKinsey (2021): Future-Skills-Framework. Online verfügbar unter <https://www.future-skills.net/framework>.
- Sullivan-Tibbs, Michael A.; Rayner, Catovia B.; Crouch, David L.; Peck, Leslie A.; Bell, Margaret A.; Hasting, Allen D. et al. (2022): Social Work's Response during the COVID-19 Pandemic: A Systematic Literature Review–Balancing Telemedicine with Social Work Self-Care during A Pandemic. In: *Social work in public health* 37 (6), S. 499–509. DOI: 10.1080/19371918.2022.2032904.

- The New York Times (2021): A.I. Here, There, Everywhere. New York. Online verfügbar unter <https://www.nytimes.com/2021/02/23/technology/ai-innovation-privacy-seniors-education.html>, zuletzt geprüft am 20.01.2023.
- Universität Bielefeld (o.D.): MAEWIN. Online verfügbar unter <https://www.uni-bielefeld.de/fakultaeten/technische-fakultaet/arbeitsgruppen/semantic-computing/projekte/maewin/>.
- Walter, Maggie; Lovett, Raymond; Maher, Bobby; Williamson, Bhiamie; Prehn, Jacob; Bodkin-Andrews, Gawaian; Lee, Vanessa (2021): Indigenous Data Sovereignty in the Era of Big Data and Open Data. In: *Australian Journal of Social Issues* 56 (2), S. 143–156. DOI: 10.1002/ajs4.141.
- Zetino, Jeffrey; Mendoza, Natasha (2019): Big Data and Its Utility in Social Work: Learning from the Big Data Revolution in Business and Healthcare. In: *Social work in public health* 34 (5), S. 409–417. DOI: 10.1080/19371918.2019.1614508.