

This suggests a heavy thrust toward training and retraining. But we cannot stop at that level. We are not going to take the unemployed, the people who were cottonpickers and are displaced because the cotton picking machinery has come in, or the ditchdigger who has been displaced because the ditch digging machine has come in, or the elevator operator because the automatic elevator has come in, and put them in many of the jobs we see going begging.

One of the big areas we need to develop is social workers, health workers in our hospitals, in education, just to have enough teachers and people to train other people. The problem is much more difficult than simple training as I try to describe it. It is getting someone who has a good job to do some necessary additional training on the job or at night school to take one of these jobs requiring higher skills, thus leaving his job, which is a good one, available to someone on the lower level of job skills. This is a constant upgrading on the ladder of skills. It is by this process that you begin to shunt in these people who right now we would tend to call unskilled or semiskilled.

Now we come to another key question that must not be begged but must be answered. I think the answer is clear that automation creates more jobs than it displaces, because it increases specialization and opens up areas of employment to people whom a less specialized society could never offer employment to. Let me illustrate.

I had a deaf man come into my office about 3 months ago, I mean really deaf, the Helen Keller type where the only way he had learned to talk was lipreading and you could not understand him very well. He could not even listen on a telephone. He somehow or other had trained himself, or gotten trained, to be an accountant. Query—who would employ an accountant who could not answer the telephone or could not communicate with anybody except by writing it down?

Well, he wanted to get a civil service job. So I checked with our civil service people, and I am really pleased with what is going on there. They have a division to see what can be done about people with these kinds of handicaps. Actually, this fellow had a plus. Because there is enough specialization you could put him over in a corner and keep feeding him figures or whatever bookkeepers do and he would not be distracted by going to coffee breaks.

Well, this story had a happy ending. He has a job.

The only reason I emphasize the rehabilitation area is to point out that as these specialties come in, more and different skills are needed. Just yesterday we had before us in Ways and Means, my good colleague, Mrs. Griffiths and I, the electronics industry. They were talking about the high labor cost in certain areas of their work. It is repetitive work. A person with a low IQ actually does it better than a person with a high IQ, because the high IQ person tends to get distracted and daydreams, and so forth. Again, I do not want to beg this question, although I feel the evidence is so strong that really, automation has created opportunities and will continue to increasingly create opportunities so that people with peculiar aberrations can find jobs. The word "idiot" in Greek intrigues me always because it does not mean a person who is on the low scale alone; it is a person who could be a genius. It is someone who is exceptional. So I use the word "aberration." It is someone who has a streak of something different.