The Ethical Implications of AI in the Workplace

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Introduction

Businesses have been incorporating artificial intelligence into everyday employee life. The reasoning is that they believe the machinery will work more efficiently, and with a reduced cost. There is a lot of debate about whether AI in the workplace is ethical or immoral.

Benefits of AI in the workplace

➢ Increase in overall company productivity by taking care of repetitive tasks
  ○ AI Chatbots can interact with customers in place of an associate who could instead be focusing on creative solutions.

➢ AI marketing
  ○ AI is able to anticipate future consumer trends in order to respond to them accordingly.

➢ Cuts business costs
  ○ AI can work all hours of the day with no need for a salary.

➢ Security
  ○ Can detect potential security breaches and work to fix holes in the system.

Drawbacks of AI in the workplace

➢ Jobs are being replaced
  ○ An increase in unemployment is possible due to machines replacing human resources.

➢ Repair and maintenance are expensive and complex
  ○ If the AI system breaks the repairs could be costly and time-consuming, it could also crash the entire system as opposed to just one part.

➢ Neglects actual human connections
  ○ Machinery cannot replicate human emotions and connections.

➢ There are certain skills that cannot be replaced by AI
  ○ Some jobs can not be replaced by AI, such as therapists.

➢ Ongoing debate about personal or important data
  ○ There are ethical issues surrounding if machines should be able to access personal or essential data due to the fact that if it gets leaked or lost, either option could be detrimental.

Human Bias in Relation to AI

➢ Bias can be embedded into AI in the forms by exclusion from specific groups such as gender, race, and sexuality.

➢ When used responsibly AI can overcome biases, and make data-based decisions as opposed to the unconscious biases formed by people.

➢ It can be more ethical to use AI for things like job interviews because they help eliminate bias.

Methods

We conducted research about AI in the workplace and then related it to the ethical issues that having AI presents. Articles were found using search engines such as google and google scholar.

Conclusion

Artificial intelligence can be a valuable asset in business settings because it can improve fairness, increase company productivity, and cut business costs. However, it can also be harmful in business settings due to a possible increase in unemployment, lead to increases in bias’ due to the algorithm, and there are ethical issues of sharing specific data with machines.

References


