

'WILL ARTIFICIAL INTELLIGENCE REPLACE HUMAN INTERFACE IN ORGANIZATIONS?' – THE INDIAN PERSPECTIVE

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Abstract: The notion of Artificial Intelligence (A.I.) replacing human interface in organizations is a popular discussion agenda across nations. A significant number of companies have attempted to initiate the same. It is important to understand the impact of the adoption of A.I. in a country and also the factors that determine the acceptance of A.I. India is a developing country, and it is interesting to understand the perspective of the human resource managers as well as Generation Y on the scope of A.I. replacing human interface in the Indian context. The paper is based on primary data, both qualitative as well as quantitative data, and discusses the areas of work that can be replaced by A.I. in India. The paper also shares a conceptual model in determining the acceptance of A.I. in countries. The paper sets a direction for statistical researches to prepare an index for countries encouraging and adopting A.I.

Keywords: Artificial Intelligence, Human resources, employability skills, India

Introduction

Newspaper headlines stating, "Automation may worsen income inequality with 69% of Indian jobs at risks" was alarming enough to discuss an important agenda of A.I. replacing human interface at the workplace. Earlier discussions have also confirmed that the employability skills of the present generation are deteriorating and sooner or later, days will be there when we find that automation and robotics are taking away the jobs of people. The world is discussing Artificial Intelligence (A.I.) replacing Human Resources (H.R.) in various segments. In such a scenario, a concern worth discussing is the scope of A.I. in replacing human interface in organizations. Organizations are facing numerous people-related problems, primarily being deteriorating the pace of human capital obsolescence. Grip, (2004) identified factors causing human capital obsolescence as wear of skills due to aging, illness related to working conditions, atrophy of skills due to insufficient use, job-specific obsolescence due to technological and organizational change, sector-specific obsolescence due to shifts in employment, and firm-specific skills obsolescence due to displacement. This has lead companies to adopt the latest technology and A.I. to replace human interface at the workplace. The question that has been traditionally attempted to answer is 'What tasks currently performed by humans will soon be done more cheaply and rapidly by machines?' This defines the scope of people's development, enabling them to manage better-thinking machines.

There is a high scope for researches to identify the perspective of the industry on whether A.I. can replace the human interface in organizations. An equal attempt is required to understand the present generations' perspective on the notion. This will help in identifying what needs to be done in order to have automation yet; maintain the behavioral essence of human interface at workplace. The paper attempts to discuss a conceptual model on the factors that determine the scope of A.I. in replacing human interface in organizations. The paper also discusses the perception of managers and future generations on A.I. replacing human interface in organizations and identifies the areas of work that can be replaced by A.I.

Background of A.I. studies:

As human beings we are familiar to physical machines, like steam engines, refrigerators, ceiling fans and cars etc. The advent of the computer has provided us with a new kind of machine being the computer program. Computer programs are like these more familiar physical machines, yet; their behavior is determined by-laws (Bundy, 1988). These programs are different from the physical machines as they are not made of physics. The concept of Artificial Intelligence (A.I.) is based on the use of a computer to model and/or replicate intelligent behavior. Work on artificial intelligence development and analysis of algorithms that learn and/or perform intelligent behavior with minimal human intervention.

Minsky (1968) has defined artificial intelligence as the science of making machines do things that would require intelligence if done by men. This definition stresses results over methods. Bundy (1988) has defined A.I. as the building of computer programs that emulate human intelligence, i.e., the striving to create programs that equal or exceed human intelligence without necessarily achieving that intelligence in the same way as humans. The artificial intelligence programmer works by this pragmatic criterion: if a computer program acts like a human mind, then it deserves to be counted as one.

There have been several studies past three decades attempting to measure the efforts and impacts of A.I. Autor and Dorn (2013) tracked the effects of automation on labor markets and expressed that journalists and expert commentators have overstated the extent of machine substitution for human labor. He explained that researches do not reflect on the benefits of increased productivity, raises earnings, and augment demand for skilled labor. He pointed out the challenges of applying machines to any task being flexibility, judgment, and common sense. Tasks that cannot be substituted by computerization and are generally complemented by it (Autor and Dorn, 2013). Acemoglu and Restrepo (2017) have also studied the impact of robots on industry and occupation-level outcomes. Similarly, another success story based on automation is the ultrarich Wall Street investment bankers, and hedge fund titans are that they have stepped up above automated trading and portfolio management systems.

Bolter (1984) expressed that robots will replace human workers at more complicated tasks than usual assembly-line jobs. He also shared that A.I. and robots can be used for warfare where smart bombs will find their targets with greater accuracy. Such programs will obey commands given directly by corporate executives or military officers. The three