

(IJ-1) Future of Work: Artificial Intelligence (AI) and Its Emerging Ethical Necessity.

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Abstract

Artificial Intelligence (AI) is profoundly reshaping the world; although some of its effects are undoubtedly beneficial, pervasive, and long-lasting still existing harms can also arise from the technology. The incorporation of AI into various facets of human life is well underway, and the complex ethical issues that have arisen because of the technology's design, implementation, and use serve as a reminder that it is high time to rethink what prospective developers and designers, as well as practitioners, are learning about AI. While private corporations, research institutions, and public sector organizations have all released principles and guidelines for ethical AI over the last five years, there is still controversy about what constitutes "ethical AI" and which ethical principles, technological standards, and best practices are needed to realize it. AI is transforming our lives in unexpected and difficult-to-predict ways. It is time to devote time and energy to AI ethics education if technology is to be driven in a more socially responsible manner. In this paper, which includes a brief overview of various approaches to AI ethics as well as a collection of guidelines for AI ethics instructional strategies. AI's design, development and implementation are transforming our lives and communities in a variety of ways. These developments are always difficult to comprehend and predict, and they are only becoming more so as the COVID-19 pandemic continues. While AI has demonstrable benefits, the selection, use and misuse of data used to train and feed AI, as well as the algorithm itself, can expose people to risks they were previously unaware of.

Keywords: AI ethics · Artificial intelligence · Automation · Ethics education · Ethical responsibilities

Introduction

According to some researchers and practitioners, artificial intelligence (AI) is a long way from possessing consciousness and being equivalent to humans, and therefore there is no need to jump into ethical considerations. However, AI has already demonstrated its potential in industry, healthcare, transportation, and a variety of other domains when combined with other intelligent technologies such as robotics. Additionally, AI applications are already having an impact on humanity and culture. Autonomous vehicles have the potential to eliminate a significant number of jobs and revolutionize the transportation and related industries. Short-haul flights, for example, and hospitality services along highways would be

affected if driverless cars allow passengers to sleep and work while traveling. AI-recruiters are known to possess human prejudices, as the training data inherits our own. The wealth disparity generated by the widening gap between capital and labor returns threatens to cause social unrest and upheavals. AI will have an impact on the future of work and society, and proposals must be developed and implemented. It is important and urgent to build ethical AI and to have ethical AI. Regrettably, developing ethical AI is an incredibly complex and difficult process. The role of codes of ethics in society cannot be misrepresented. Ethics exists on a continuum between what is deemed acceptable in society and what is deemed unethical by most of the population. The ethical application of AI is what determines whether individuals and organizations adopt or oppose technology (Deng & Jiang, 2019). AI can be considered ethical if it poses no threat to human dignity. That is, it should not be used in positions of authority critical decision making, such as a judge, surgeon. AI, too, should prioritize increased transparency and accountability. Finally, these machines can exhibit moral behavior, which includes communicating in a respectable language and taking responsibility for their actions if they are designed and developed accordingly.

Literature Review

The origins of contemporary artificial intelligence can be traced back to conventional logicians' endeavors to depict human speculation as a representative structure. In any case, the field of artificial intelligence was not officially developed until 1956, at a meeting held at Dartmouth College in Hanover, New Hampshire, which coined the term “artificial intelligence”. At the stage of the development of computational informatics, there were no significant regulatory or ethical concerns about its adoption, as it assisted humans in performing many routine and repetitive administrative and mathematical tasks more efficiently, allowing individuals to devote more time to intellectual and scientific tasks (Vigil, 2020). The ethics of artificial intelligence are a subset of the ethics of advanced technology, which is concerned with robots and other artificially intelligent agents. It is subdivided into roboethics and machine ethics. Roboethics is concerned with the moral actions of humans as they plan, build, use, and communicate with artificial intelligence agents, as well as the resulting effects of robots on humanity and society. In this paper, we refer to it as AI ethics, which is concerned with ethical issues related to AI, such as ethical concerns that may occur during the design and development of AI (e.g., human biases in data, data privacy, and transparency), as well as ethical concerns caused by AI (e.g., unemployment and wealth distribution). Additionally, as robots become more intelligent and possibly acquire consciousness, we should accept robot rights — the

idea that people have moral responsibilities to intelligent machines. It is comparable to human and animal rights (Siau & Wang, 2020). Most humans are familiar with ethical principles from an early age, since it is a behavioral guide instilled in children by parents and teachers to assist them in practicing proper conduct. According to Aristotle (Yu, 1998), when a person acts morally, he or she will prosper and be happy. Virtue ethics is a subfield of moral ethics, which examines what constitutes right or wrong conduct. It can be thought of as underlying moral values that guide people when confronted with difficult moral choices. When human-human interaction, human-animal interaction, human-computer interaction, and even machine-machine interaction increases, ethical theories such as business ethics, animal ethics, military ethics, bioethics, and machine ethics have been extended to real-world contexts.

Leaders are dealing with an increasing range of ethical issues as the future of work increasingly develops and organizations integrate individuals, technology, alternative workforces, and new ways of working. Depending on business strategy, industry drivers, and market conditions, each company's path to the future of work will begin at a different stage. Businesses should identify new job and work results when considering workforce or workplace transitions, regardless of entry point (Kark et al., 2019).

Work, Workforce, Workplace:

In other words, employment, employees, and organization are three dimensions that are interdependent. These external and internal stresses radically redefine the three dimensions of technology work's future: what (work), who (workforce), and where (workplace).

Work: It is possible that technology work will eventually be done by humans, machines, or human-machine collaboration; leaders can decide how to deploy humans, bots, and algorithms independently and collaboratively. As technology teams' transition from project- and process- centric operating models to those that emphasize products and results, their emphasis can shift from IT capabilities to job outcomes. Collaborating with business functions to create value and concentrating on consumer experiences rather than procedures are both components of a more deeply human and meaningful work experience (Schwartz et al., 2019). The transformation from information technology skills to engineering function results necessitates a paradigm shift in thinking: technology is not exclusively the domain of the information technology role. Business leaders share equal responsibility for the effective design and implementation of technology projects (Kark et al.,

2019). As teams place a greater focus on integrating business and technology strategies and goals, and as automation enables them to trade in manual and repetitive activities for those needing higher-order skills, it is likely that they will find more value in their work.

Workforce (who): Jobs and responsibilities will change, as will talent and abilities, as well as organizational structure. Businesses can access expertise through a variety of on- and off-balance sheet strategies, which are now evolving employment models (Schwartz et al., 2019). Some leaders propose workforce change without first defining the work to be performed and the desired outcomes. However, the absence of well-defined and articulated work results may result in fragmented, inefficient, and ineffective efforts. It bears repeating that business and technology leaders must first identify new job results before making workforce transformation decisions (Kark et al., 2019). Finally, rather than being professional technologists, technology staff may collaborate to create business value as collaborative cocreators.

Workplace (where): Technology workplaces are shifting away from location-based operations and toward relationship-based operations. Work can take place in a variety of locations, and workspaces should be revamped to foster teamwork, efficiency, and cocreation. When applied to a network of physical environments, such as virtual workplaces, coworking spaces, and traditional office spaces, seamlessly integrated technologies such as collaboration and virtual reality tools can assist in facilitating and supporting relationships between humans and machines (Schwartz et al., 2019). “Physical proximity will become increasingly irrelevant in the workplace of the future,” says Stella Ward, chief digital officer of New Zealand's Canterbury and West Coast District Health Boards. “There is a plethora of communication methods available to assist teams in working remotely. The challenge is determining the appropriate resources and ensuring that our workers understand how to use them efficiently.” (Kark et al., 2019).

Ethics at the intersection of humans and technology

Historically, the IT risk, compliance, and enforcement disciplines have not been structured to assist businesses in evaluating, managing, and harnessing growth-related risks. Numerous astute companies are now mitigating such risks by using artificial intelligence to defend against a rapidly evolving threat environment, managing risks to consumer and company data and intellectual property used for value development, bolstering corporate readiness to meet the demands of a fast-changing era, and embracing digital accountability and ethics. Indeed, digital transformation is not only about technical capabilities; it also

involves business strategy, culture, capital, and capabilities. It should be approached from a variety of perspectives, including digitizing the organization's structure, procedures, and systems, as well as product creation and customer relations (Panerai, 2018). Indeed, digital transformation is not only about technical capabilities; it also involves business strategy, culture, capital, and capabilities. It should be approached from a variety of perspectives, including digitizing the organization's structure, procedures, and systems, as well as product creation and customer relations. Responsible AI mitigates risks through four imperatives: establishing the appropriate governance framework; establishing confidence from the start by accounting for privacy, transparency, and security; auditing performance against a set of key metrics, including algorithmic accountability, bias, and security metrics; and finally, democratizing understanding of new technologies that have the potential to disrupt the current status quo (Mseer, 2021).

Automation Initiatives (Reduce labor cost & workforce): Reduce labor costs by integrating automation and artificial intelligence extensively in the enterprise and displacing physical labor. Automation driven solely by cost savings would almost always result in workforce reductions. Organizations overlook the possible individual and social consequences of these reductions, which can be particularly severe for people traditionally reliant on low-cost labor. And yet, automation has the potential to make work safer and more fulfilling only when organizational leaders learn to determine how to incorporate automation in ways that minimize costs while protecting the livelihood and integrity of affected workers (Volini et al., 2020). The ethical and business decisions behind automation strategies should include planning for replacement consequences and reflecting on transformation and redeployment challenges.

Use of AI and data to monitor individuals and the workplace: Sensors, monitors, and surveillance systems are used to physically track employees in real time so that output and workflows can be observed and optimized. Excessive monitoring has been found to have a chilling and disruptive impact on workers. In addition to efficiency, it is necessary to act on the physical and mental well-being of employees. Some organizations are now offering real-time monitoring solutions for manufacturing, warehouse, and call center environments to improve efficiency, as well as integrating and governing the use of such technology to support both employees and customers (Kark et al., 2019).

Use of Algorithms to influence decision making: Access to information, e-commerce, recommendation systems, housing, health, justice, policing, banking, and insurance are all examples of areas where decision-making algorithms are increasingly

used. Individuals and organizations in both the public and private sectors will benefit greatly from them. ADS implementation can also pose a threat to privacy and data security in a variety of ways. Different types of prejudices resulting from the training data, technological constraints, or social or individual biases may all lead to discrimination. The risk of discrimination associated with the use of ADS (Algorithmic Decision Systems), on the other hand, should be weighed against the risk of discrimination without the use of ADS. Humans have their own sources of prejudice that can influence their behavior, which can be identified or prevented in certain cases using Advertising (Castelluccia & Métayer, 2019).

This gap is exacerbated by organizations' wider tendency to view technology and humanity as distinct paths with their own systems, processes, and solutions. Now that the lines between humans and machines are blurring, organizations are ill-prepared to handle both directions concurrently. These issues at the nexus of humanity and technology—how people are tracked, how decisions are taken on their behalf, and how their jobs can be impacted or eliminated—are extremely personal. And when the problems become personal, organizations find themselves ill-equipped to address them. In a period where more people trust their employers to do the right thing than they do governments, nongovernmental organizations, the media, or even business in general, it is incumbent on organizations to solve difficult ethical issues in all facets of the future of work. Rather than responding to ethical dilemmas as they occur, those seeking to lead on this front will foresee, prepare for, and handle ethics as an integral part of their strategy and mission, reflecting on the potential impact of these problems on stakeholders both within and outside the organization (Volini et al., 2020). The challenge is to step beyond the belief that ethical problems must include trade-offs and competitiveness and instead concentrate on how to operationalize and control the collaboration between humans, computers, and algorithms. This enables organizations to fully act as social enterprises by combining the influence of humans and technology. New technology often has advantages and disadvantages, and AI is no exception. Organizations should evolve an ethical approach to the future of work that goes beyond an evaluation of technical viability to understand technology's effect on humans and business outcomes by understanding the wider consequences of and an increased perspective on how to combine teams, individuals, and technology. To achieve their goals and fulfill their commitments to their various stakeholders, wise leaders strive to balance risks and benefits. Companies should address the ethical issues posed by AI technology when they aim to use it to increase business efficiency and begin to build their capacity to use it efficiently and ethically.

Conclusion:

AI is transforming our lives in unexpected and difficult-to-predict ways. It is time to devote time and energy to AI ethics education if technology is to be driven in a more socially responsible manner. Not only is it critical for the computing world to accept ethics more firmly as a part of its core identity, but jobs in the field of AI ethics are also beginning to emerge. Artificial intelligence is influencing the future of almost every company and every person on the planet. Artificial intelligence has served as the driving force in collaboration with new technologies such as big data, robotics, and the Internet of Things, and it will continue to do so for the near future. In the coming years, artificial intelligence will continue to advance. Considering the changes that have occurred in this area, ethical concerns should be considered. Artificial intelligence ethical problems should be addressed by designers while writing appropriate code, proper data deployment by the data developers and of course ethical leadership. Artificial intelligence's development should be accelerated by properly following the guidelines and its implementation to resolve ethical problems. We must maintain a real code of ethics that no possible disasters are expected.

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