

## ML: Collaborative Discussion 2: Legal and Ethical views on ANN applications

The rise of ChatGPT and other AI writing tools has significantly impacted various sectors, presenting a complex tapestry of advantages and drawbacks (Guinness, 2023). On the positive side, AI writers streamline tasks such as email drafting, report generation, and document creation, leading to heightened efficiency. This automation not only saves time but also minimises human errors, enabling professionals to channel their energies towards intricate, strategic endeavours. Yet, an excessive dependence on AI risks diluting interpersonal interactions, potentially eroding the warmth and nuance inherent in human communication.

Schwab & Zahidi (2020) highlights a concerning trend: compared to previous years job creation is slowing while job destruction accelerates. Although AI promotes operational efficiencies, it's pivotal to avoid perceiving these technologies as direct replacement for specialised expertise. Rather, harnessed as supplementary tools, empowering individuals to immerse in roles demanding creativity and critical thinking.

Hutson (2021) underscores the inherent biases embedded within AI algorithms, exemplified by erroneous associations and gender stereotypes. Such biases reflect the imperfections in the datasets and human inputs shaping these algorithms. Furthermore, ethical considerations arise when AI writers are used without proper acknowledgment or credit, raising questions about intellectual property rights and fair compensation.

In summary, while AI writers offer undeniable advantages such as efficiency gains, they also pose risks related to authenticity, human connection, and ethical implications. Balancing the use of AI in administrative and creative realms requires thoughtful integration, ensuring that technology complements rather than replaces human capabilities, fostering collaboration, and preserving the essential elements of humanity in communication and expression.

Guinness, H. (2023) *The best AI writing generators in 2023*, *Zapier*. Available at: <https://zapier.com/blog/best-ai-writing-generator/> (Accessed: 10 January 2024).

Hutson, M. (2021) *Robo-writers: The rise and risks of language-generating AI*, *Nature News*. Available at: <https://www.nature.com/articles/d41586-021-00530-0> (Accessed: 10 January 2024).

Schwab, K. and Zahidi, S. (2020) *The Future of Jobs Report 2020*, *World Economic Forum*. Available at: <https://www.weforum.org/publications/the-future-of-jobs-report-2020/> (Accessed: 22 November 2023).

## Summary Post

In examining the impact of AI writers on various sectors, I acknowledge the efficiency gains brought forth by tools like ChatGPT. Streamlining tasks such as email drafting and document creation indeed saves time and minimises errors (Guinness, 2023). However, as highlighted in the follow-up comments, an overreliance on AI risks diluting interpersonal interactions. The potential for robotic and emotionally lacking conversations, the lack of understanding of human factors such as nuance play a major role in the shortcomings of AI.

There is a requirement to strike a balance between AI efficiency and preserving authentic human connections. While AI excels at certain tasks, its limitations in empathy and nuanced understanding of human emotions are clear. It's essential to approach AI as a supplementary tool, allowing humans to focus on roles that demand creativity and critical thinking (Schwab & Zahidi, 2020). Ethical considerations, such as the biases in algorithms acknowledged in Hudson (2021) and the proper acknowledgment of AI-generated content, further underscore the importance of thoughtful integration. The use of AI was highlighted recently when Disney has been criticised for allegedly using AI to develop one of its new films while its writers were on strike (BearToon Studios, 2023). The use of AI potentially undermined the efforts of writers to gain better pay and working conditions, taking more power away from skilled individuals.

The use of virtual assistance and chatbots are effective methods of providing quick answers to a large number of people at once. However, even with the cost and time saving nature of these AI bots they are still frequently reported to fail to meet a customers expectation resulting in people becoming sceptical of the use of AI (Adam et al., 2020).

Ultimately, this discussion prompts a call for a nuanced approach to AI's role in our lives. Finding the balance where AI complements human capabilities without overshadowing the warmth and nuance of authentic communication is key.

Adam, M., Wessel, M. and Benlian, A. (2020) 'AI-based Chatbots in customer service and their effects on user compliance', *Electronic Markets*, 31(2), pp. 427–445.  
doi:10.1007/s12525-020-00414-7.

Guinness, H. (2023) *The best AI writing generators in 2023*, *Zapier*. Available at: <https://zapier.com/blog/best-ai-writing-generator/> (Accessed: 10 January 2024).

Hutson, M. (2021) *Robo-writers: The rise and risks of language-generating AI*, *Nature News*. Available at: <https://www.nature.com/articles/d41586-021-00530-0> (Accessed: 10 January 2024).

Schwab, K. and Zahidi, S. (2020) *The Future of Jobs Report 2020*, *World Economic Forum*. Available at: <https://www.weforum.org/publications/the-future-of-jobs-report-2020/> (Accessed: 22 November 2023).