31266 - INTRO TO INFO SYSTEMS

ASSIGNMENT 2: THE HUMAN ELEMENT OF AI

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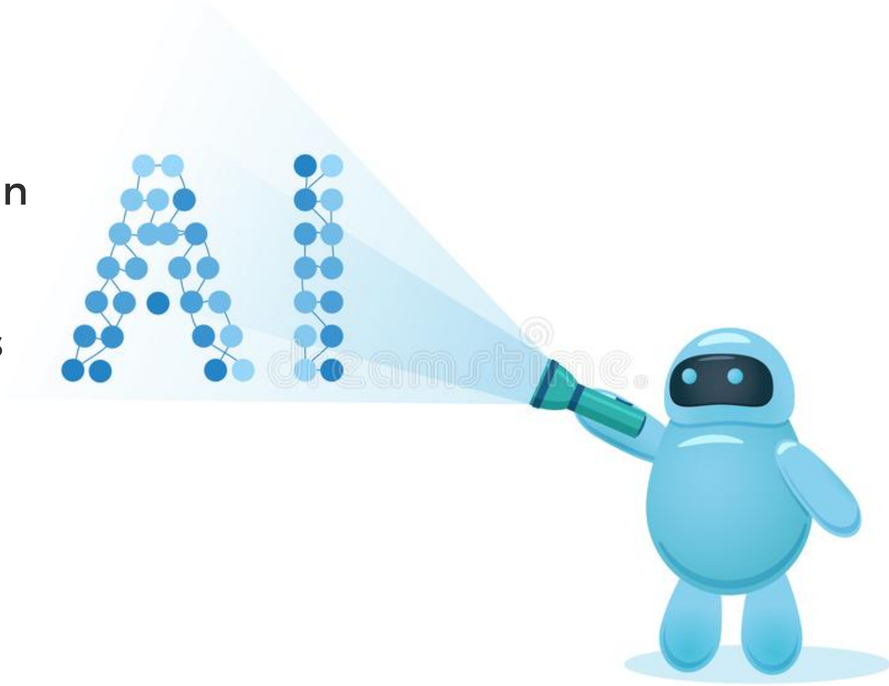
INTRODUCTION

- AI has become increasingly prevalent in various processes of businesses
- In the past decade, only 10% of large companies employed AI in their business processes
- Now, over 80% of large companies make use of AI or machine learning in some aspect of their business processes.
- Many organisations undervalue the benefits of combining AI algorithms with human expertise
- Article 1: The Human Factor in AI-Based Decision Making
  The importance of human input in using decision-making AI
- Article 2: Designing AI Systems with Human-Machine Teams
  The significance of human data in developing an AI
- Article 3: Creating The Symbiotic AI Workforce of the Future
  The impact that human-AI cooperation has on outcomes of both



Peter Nguyen

ARTICLE 1:

THE HUMAN FACTOR IN AI-BASED DECISION MAKING

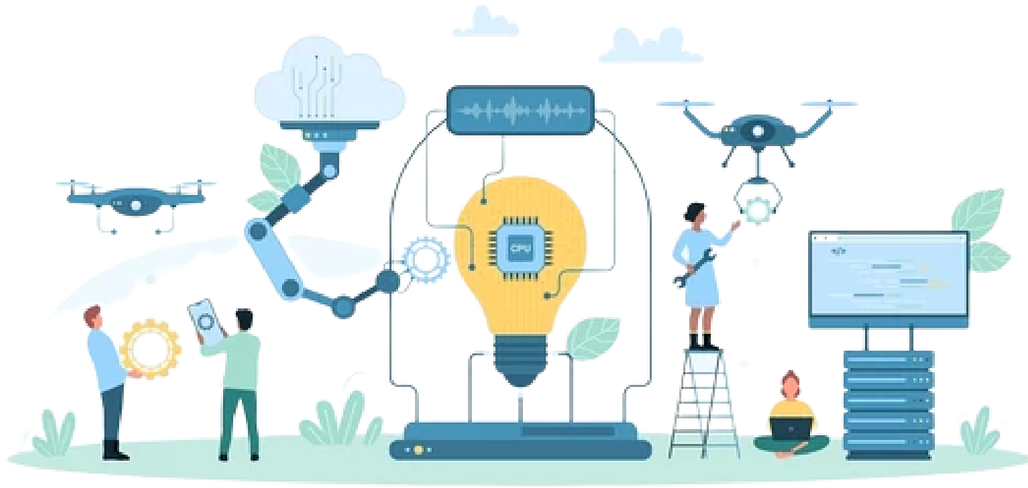
- Machine learning transcends simple automation -> used to augment decision making
- AI has allowed decision making to be completely automated -> 4 different decision making methods
- 3 Major Aspects of Integrating AI:
  - Create Awareness
  - Avoid Risk Shift and the Illusion of Control
  - Embrace Team-based Decisions
- Targeted applications can help minimise bias and completely remove personal views and their tendencies.

Edison Zhou

ARTICLE 2:

DESIGNING AI SYSTEMS WITH HUMAN-MACHINE TEAMS

- Tapping into the opportunities for mutual learning.
- Interacting with the environment through supervised machine learning.
- Humans act as coaches for the AI system.



Configurations Of Teaming Capabilities

- Reciprocal learning relationship between humans and machines.
- Facilitated depending on context and desired outcomes.
- Four main ways to work together to make decisions:
  - Machine-bound AI
  - Sequential machine-human AI
  - Cyclic machine-human AI
  - Human-oriented AI

Zhitan Wu

ARTICLE 3:

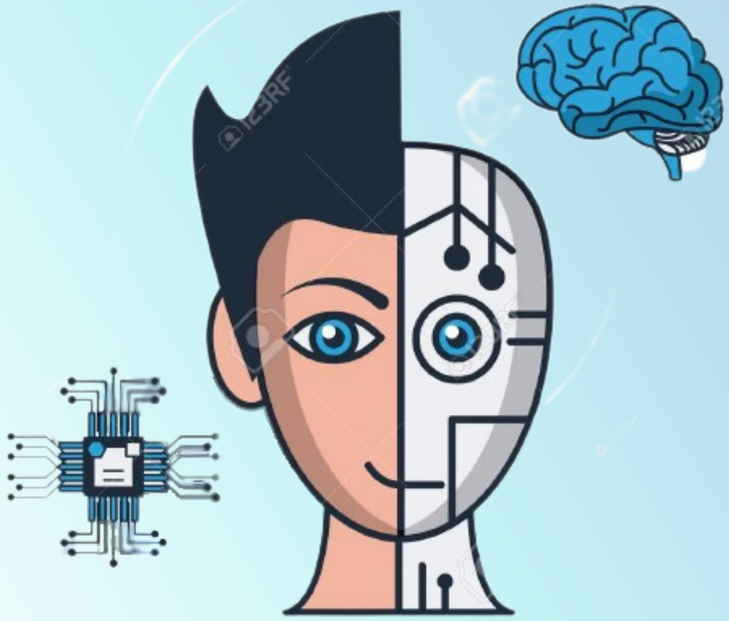
CREATING THE SYMBIOTIC AI WORKFORCE OF THE FUTURE

- Shifting the focus from automation to collaboration between AI and humans.
- Workers can be trained to augment the work of existing AI systems and become AI trainers.
- Experiment: Medical coders were trained to apply their medical expertise to train an AI system. This enabled the workers and AI to each work to their strengths.
- Collaborative systems can increase the value of human skills and performance of AI.
- Building AI relationships into workers' roles is a long-term strategy that unlocks untapped expertise and value in the workforce.

Layan Barasheed

REFLECTION

- AI is used to support decision-making procedures.
- People may react differently to the same AI inputs.
- Significance of evaluating AI's abilities and restrictions is emphasised.
- Organisations should adopt team-based decision-making approaches.
- Human expertise should be combined with algorithms to achieve optimal performance



Koda Sleiman

VISIONARY IDEA

The three articles spoke on the possibility for Human-AI teams to become formidable forces in the workforce.

Companies should utilise these types of teams to improve:

- Strategies
- Ideas
- Automation of tedious tasks

Ricky (Arie) Oberholzer

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