

Artificial Intelligence in Workplace Management

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PHI 211

November 17, 2022

One can argue that landing an interview and getting the coordinating job is a stressful venture in life. This can be for a number of factors including stress of perfection, stress of timing, and stress of expectations. However, although it is a stressful yet necessary adventure, there are upsides which are produced from this experience. The interviewee can take this challenge and learn from it incorporating all the benefits of undergoing the stress into building a stronger character for oneself. Although this is specific to the hiring process, there are similar ideals which are also present in the firing process. In the firing process, it is both stressful for the employee about to be fired and the employee firing; essentially providing stressful environments for both parties involved. Regardless of being a party in either the hiring or firing processes or both, all of these emotional hassles and productions are targeted towards a usual interview/firing meeting where the hiring company, the hiring individual, and the interviewee are present, not a structure of artificial intelligence. Artificial Intelligence should not be the deciding-factor within the hiring and firing process due to the points shown in this paper. This is shown through certain factors in this paper such as: race, ethnicity, gender, location, human emotion, and mental health in which human interaction in the hiring and firing process is more thorough and fair than what Artificial Intelligence can do.

Artificial Intelligence is defined as the simulation of the intelligence of humans that is calculated and produced mainly by computer systems with no human contribution. This can be presented through manufacturing robots, self-driving cars, smart assistants, healthcare management, automated financial investing, virtual travel booking agent, social media monitoring, and marketing chatbots. Like with anything, there are pros and cons that go with the topic of artificial intelligence. Most of the pros of the ideal of artificial intelligence, within technology, are about the ease of accessibility and providing constant exposure and availability.

This can be further elaborated upon in talking about the overall use of hand-held technologies, such as: phones, computers, and iPads. Think about it, in the basic case of originally using a dictionary now it is “Hey, Siri” or “Hey, Alexa” to get a quick response, as well as the wanted notion. Instead of having to go to libraries and encyclopedias and paperback dictionaries, there is now “just google it” or “dictionary/thesaurus.com”. This only provides more opportunities for laziness of providers and consumers. Providers decide to have greed have reign over people’s jobs by replacing them with artificial intelligence structures. Although, there are these accusations of laziness and greed taking over the importance of these things, there are the positives of immediate assistance to the possessive consumers. One of the ways this presents itself is the automated robot in phone call systems today. When an individual calls an office or location there is always options as in “if you are this, press this.” Although, again, this can be providing a more organizational system for the office’s management, it does provide much frustration to the consumer(s). Think about how many times it has happened to an individual where one’s main goal is to get ahold of a receptionist/team member/ employee. Finally, is the ideal of the constant exposure and constant availability. Like any other ideal or topic, this has positive and negatives as well. Negative and positive features are perfectly illustrated through mainly consumers; specifically, the consistent increase of laziness. With consumers having these gizmos in constant hands there are multiple avenues available to provide the “easy road”. The number of times productive time is wasted “down the drain” and one becomes a “couch potato” because of the lack self-management and self-discipline. For many reasons, this can be detrimental to both employee and employer, and the office as a whole. Again, although this cannot be solely placed on artificial intelligence and electronic hand-held devices, they are main contributors to the remaining problems above.

Another problem in the workplace management with artificial intelligence, specifically in the hiring and firing processes, is in the regard of race, ethnicity, sex, and culture. The way AI affects these subjects are in the approach that it deletes the important factor of the environment possessing diversity in the stereotypical management environment. As the source clearly states, “Another potential issue, which has already occurred in at least one situation, would arise if the AI disparately treats a certain class of individuals” (Hlavac & Easterly, 2020). Diversity can be interpreted in two main ways: the diversity of personality and the diversity of race/sex. In this case, both of these are worthy components of this issue. As everyone can agree, every individual is different. There are so many different factors which contribute into the mixture of the person’s characteristics and personality. Even including the ideals included with diversity such as race, ethnicity, sex, and culture, other factors in this are the person’s experiences, their morals, their beliefs, their temperament, and their social life activity. The reason social life activity can be included is because one can get to know a lot about a person by the friends they hang out with. In this road of social life activity, the observed individual shows how they treat other people, if they remain true to themselves, and it is important to know that individuals “let loose” in basic innocent fun. Going back to all the varied factors mixed into a person is the stated notion of their role in the office’s diversity. With artificial intelligence, machines cannot calculate these important identifiers in a specific individual. Sure, one can raise the argument that the machine poses different “personality quizzes” but there is something which is lacking if one takes away the humanistic approach to calculating these measures in an individual.

For the purpose of an example, let us say that the entire management and office population of a specific population had no diversity in their team(s); in regard to a difference between race, ethnicity, and sex. A human being can look at that picture and immediately

register that something is awry. Many different things maybe being they are all of the same gender, they are all of the same color, they are all of the same age-range. Immediately to the naked human eye there should be the recognition of “something being wrong with this picture”. If there is someone that notices that they can immediately make the necessary steps to rectify the problems in this specific situation. With the insertion of artificial intelligence, you take away that necessary recognition a human being should have, and you substitute it with a computer system programmed to collect the appropriate data, where, like with any technology, there will be inevitable malfunctions and shortcomings.

In the delicate case of diversity, would one want there to be room for malfunctions and shortcomings. Would one want the blame to be put on to technology instead of a human individual, or corporate company holding themselves accountable and growing their character into their necessary mature selves. Another downgrade of the insertion of artificial intelligence in this environment is the aspect of belittling the beliefs and morals an individual may have. When having artificial intelligence incorporated into the place and working environment there are avenues produced for the consumers and future employees and the hiring and firing process that are belittled and downgraded to a simple word and line filled in the blank document on artificial intelligence structures. What was once important to the individuals, the providers and consumers, the employers and employees is now decreased to a simple answer on a technological document. This mainly leaves room for the inconsideration and disrespect which may occur in the workplace according primarily to religion, beliefs, and morals. When the office is in person, and there are opportunities and constant exposure to one another, both for the work life and social purposes, where the beliefs and morals of one individual can be expressed and respected accordingly.

Another way artificial intelligence in the workplace is detrimental is in regard to demographics and geographical location. Again, in the hiring and firing process, specifically, in the human world, they would know intimately where their employees are travelling from, and the stereotypical view of their status labeled for that area. Taking into consideration the employees' and employers' location, their commute to work, the financial and area they came from can give more information to the hiring/firing person, giving them an opportunity to approach this delicate matter in a more appropriate way. Another reason to disagree with Artificial Intelligence is that they cannot understand that maybe living in a certain area or the commute a person takes adds an additional bonus to what they can bring or what they are unable to bring to the workplace. This specific information can help the employer not only in hiring, but also in firing situations. Some of the experiences which accompany a person associated with these different locations and commutes are the attributes of perseverance, determination, and responsibility. These attributes are unable to be processed by AI doing this job if it was not already pre-programmed before the hiring or firing meeting. As this source defines this problem in these considerations for decision-making in this topic, "In contrast to traditional decision-making processes based on human experience, emotional states, and "limited rationality", AI decisions are based on machine learning algorithms and underlying data to make judgments regarding how things are developing" (Guan et al, 2022). In the rare cases, where a technological assistant would claim that the robots provided are programmed for all different situations and their conclusions; it still lacks the realistic nature of it. This ideal brings us to the last and final point of the emotional side of things, which regardless of any argument, is an underestimated importance in every-day life.

Emotions, as any individual would agree, are very difficult. An explanation of emotions can be the feelings of someone directed towards a circumstance or situation at hand. They can be

affected by many different circumstances and are varied not only by those circumstances but by the individual themselves and the personality and temperament which they may have. There are many fields inside the world of the emotions, and there are unlimited reasons why emotions would be expressed; and even reasons why they would be hidden from expression. However, when talking specifically about artificial intelligence in the workplace and/or workplace management, the entire field of the emotional processing is simulated, but not real and genuine; an ideal very important. The robot, or artificial intelligence structure, that is implemented into this scenario of hiring or firing, is not able to comprehend and express legitimate and genuine emotions. As this source states, “They note that there are fundamental elements of human cognition that are absent in current AI and may prove impossible to translate into artificial experience (e.g., counterfactual reasoning and emotional experience)” (Butkus, 2020). This is particularly damaging when talking about major emotions of sympathy and empathy and incorporating those crucial roles into the process of a hiring and firing meeting. It is necessary for the prudence and greater good that both employer and employee portray a pleasant disposition when in a meeting, both inside and outside of the hiring and firing processes. Even outside of meetings, in the basic workplace and proper place, it takes a lot of energy to properly manage one’s emotions, essentially emotional self-regulation. Although it is difficult to do and there is additional pressure present when others are around, there is always that appropriate opportunity or opportunities for someone to “lend an ear” to listen and a “shoulder to lean on”. This is an option not available if every individual is downgraded from their worth and is replaced with a robot or device of artificial intelligence. If someone is upset, they are not able to have the proper avenue to express that. Same with if someone was stressed and struggling. If someone was happy and excited and wanted to share the news with their co-workers, they are again unable

to do so. Even though the emotional side of living can be a tribulation and hardship, they (the emotions) are holding crucial roles in the lives of all the individuals. Having people to depend upon and call home and a support-system, is something which is irreplaceable in the lives of every person and individual. Regardless of a person being more introverted or extroverted, it is imperative that someone always has someone to lean upon. In further elaboration, emotions are hard enough from an objective looking glass, harder when looking through a subjective looking glass, and the worst when it rains all terror on one's mental health and stability.

When talking about the field and studies of mental health, the thought of replacing the human placeholder with a robot should be banned from one's mind. Implementing the utilization of artificial intelligence in the workplace, workplace management, as a substitution for human involvement in these necessary situations, would only be something which would produce catastrophic results in the end. In the case where one would work in an environment with all artificial intelligence structures and no human contact, that is not healthy for multiple reasons; one of them being the limiting of social, realistic, face-face interaction. It would also be damaging in the effect that it makes the person feel like they have been downgraded as a person, putting technology on the same level as humans, as human intelligence, as human emotions, as human self-regulation, essentially as human life. They do not hold the same worth, in many obvious manners. As one can see, implementing artificial intelligence in the workplace, workplace management, in the hiring and firing processes, is something which produces terrible emotional effects, disregards and disrespects many important ideals to individuals, and is something which mainly holds negative conclusions and results in the end.

References

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