

I like the bots but my employer doesn't! An examination of AI status incongruence

Abstract

We examine how employees adopt beliefs about artificial intelligence (AI) with respect to career and employment prospects. Specifically, we demonstrate the importance of employees and organizations being in alignment in regards to the status they confer upon AI. Drawing from conservation of resources theory, we suggest agreement between employee and organization about the status AI serves in the workplace prompts employees to feel psychologically safe at work such that the threat of resource loss is minimized and future resource gain is possible. Subsequently, psychological safety is associated with lower perceptions that AI will hinder career and employment prospects. We test our hypotheses via a study of 243 working adults from a variety of industries. We find support for our model and demonstrate that congruency in AI status perceptions between the employee and the organization has important implications for how employees respond to AI.

Keywords: artificial intelligence, status, psychological safety, conservation of resources