

AI-ENABLED WORKPLACES: CHALLENGES AND OPPORTUNITIES FOR BUILDING TRUST AND HUMAN AGENCY

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The high rate of development of Artificial Intelligence (AI) in the workplace has become a paradigm shift in the functioning of organizations in relation to interaction and decision-making, which may be beneficial and threatening to maintaining trust and human agency. As AI systems permeate human resource management, decision-making, and operational processes, the issue of employee autonomy, ethical responsibility, and the balance between machine intelligence and human value has been brought up. This study is based on the human-centered AI theory and social-technical systems theory, which discuss the changing relationship between technological change and human involvement in workplaces related to AI. The most important thing is to investigate how AI affects the rates of trust, engagement, and ethical decision-making by the employees and how it is possible to cultivate transparency, cooperation, and empowerment within technologically mediated environments. The research study will utilize qualitative and conceptual research methodology and integrate the available literature and best practices in an organization to determine the ramifications of AI implementation on the work culture and governance. According to the results, the more efficient, data-driven, and productive AI is, the more it brings the problem of algorithmic bias, privacy, surveillance, and loss of human control. The study highlights that the solution to preserving trust and human agency in the organization is ensuring that the organizations embrace transparent AI governance systems, encourages thinking in ethical design, and pursues constant learning and digital literacy among the employees. Besides, leadership can also play an important role in fostering non-discriminating and nonjudging working conditions where AI will be viewed as a coworker, but not a replacement. Finally, the study notes that the future of AI in the organizational environment will depend on the creation of a symbiotic relationship between humans and intelligent systems, one that will support the ethical values, facilitate trust, enable human agency, and maximize the potential of the technology to ensure sustainable and equitable development.

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Keywords: *Artificial Intelligence in Workplaces, Automation and Human Agency, Ethical AI Governance, Human Centric Design.*