

An increasing number of companies are using artificial intelligence to perform tasks previously carried out by humans. This development offers several advantages, particularly increased efficiency, but it also creates concerns about employment and human skills.

One major advantage of artificial intelligence is improved efficiency. AI systems can process large amounts of information quickly and perform repetitive tasks without becoming tired. For example, companies can use AI to analyse data, respond to routine customer enquiries and detect patterns in large datasets. This can reduce operating costs and allow human employees to focus on more complex responsibilities.

AI can also improve accuracy in certain tasks. Automated systems are capable of following consistent procedures and can reduce errors caused by fatigue or repetitive work. In industries such as manufacturing, this may improve productivity and workplace safety.

However, replacing human workers with AI can lead to unemployment, particularly in jobs involving routine tasks. Workers whose roles become automated may need to develop new skills or change careers, which can be difficult and costly. Excessive dependence on AI may also reduce opportunities for people to develop practical expertise and problem-solving abilities.

Another concern is that AI cannot always understand human emotions, values or unusual situations as effectively as people. Therefore, human judgement remains important in areas involving creativity, empathy and complex decision-making.

In my opinion, companies should use AI to support employees rather than replace humans wherever possible. Governments and businesses should also invest in retraining programmes so that workers can adapt to changing employment requirements.

In conclusion, AI can increase efficiency and accuracy, but it may cause job displacement and overdependence on technology. Responsible use and workforce retraining are therefore essential.