

Question 15

An increasing number of companies are using artificial intelligence to perform tasks previously done by humans. What are the advantages and disadvantages of this development?

The use of artificial intelligence in the workplace is increasing rapidly as companies seek to automate tasks previously performed by employees. Although this development offers significant advantages in terms of efficiency and productivity, it may also create employment and ethical challenges.

One major advantage of artificial intelligence is that it can perform repetitive tasks quickly and accurately. Companies can use AI to analyse large amounts of data, respond to routine customer queries and identify patterns that humans may overlook. This can reduce operating costs and allow employees to focus on more creative and complex responsibilities.

AI can also operate continuously without fatigue. For example, automated systems can monitor business operations around the clock, which may improve efficiency and reduce errors.

However, automation can threaten certain jobs. Workers performing repetitive or routine tasks may find that their roles are increasingly replaced by machines. This could create unemployment or force workers to develop new skills. In addition, excessive reliance on AI may create problems when automated systems make incorrect decisions or reflect biases contained in their training data.

Companies therefore need to introduce AI responsibly. Employees should receive training so that they can work alongside new technologies rather than simply being replaced by them.

In conclusion, artificial intelligence can improve workplace productivity, accuracy and efficiency, but it may also create job losses and ethical concerns. Governments and companies should focus on responsible implementation and worker retraining.