



Chapter 5

Artificial Intelligence in Business: Negative Social Impacts


Sanjeev Kumar

 <https://orcid.org/0000-0002-7375-7341>
Lovely Professional University, India

Mohammad Badruddoza Talukder

 <https://orcid.org/0000-0001-7788-2732>
Daffodil Institute of IT, Bangladesh

Fahmida Kaiser

 <https://orcid.org/0009-0002-4113-207X>
Daffodil Institute of IT, Bangladesh

ABSTRACT

People who work on artificial intelligence (AI) technologies that directly affect people's social or ethical lives face different types of problems. These include philosophical questions about how possible it is to build ethics into algorithms and technical problems with AI development. One of the challenges is dealing with the ethical and social effects of putting people and technology together. This chapter aims to make a map of the leading social effects of AI and suggestions for how to deal with these effects. AI offers many opportunities for fundamental changes and significant industry improvements. This disruptive technology allows impressive things, like self-driving cars, serving food in restaurants, guiding robots, etc. Many people disagree about how artificial intelligence will affect society, although people believe that AI improves everyday life because it can do simple things, making life easier, safer, and more efficient. Others say that AI is dangerous for privacy, makes racism worse by making people look the same, and puts people out of work by taking their jobs.

DOI: 10.4018/979-8-3693-0724-3.ch005

INTRODUCTION

“Artificial intelligence” (AI) can mean many different things. People use the term to talk about a way to make computers and other machines seem smarter (C. Zhang & Lu, 2021). People think it is a machine made to do men’s jobs faster and better. Others see it as “a system” that can take in data from the outside world, figure out what it means, learn from it, and then use that knowledge to do certain things and reach specific goals through flexible goal setting (Misra et al., 2022). There is no doubt that AI will change how people do their jobs. The scary news stories focus on how robots will take away jobs, but the real challenge for people is to find new jobs that value and use their unique skills (Talukder et al., 2023). AI will significantly affect our society, and we need to think about and plan for its many economic, legal, political, and regulatory effects. When a driverless car hurts a pedestrian, it is hard to figure out who is at fault, and it is also hard to stop a global arms race in driverless cars. These are only two things that must be fixed (Gunning & Aha, 2019). Even though it is hard to say how likely this is, it is generally agreed that new technologies always have unintended effects (Briganti & Le Moine, 2020).

The traits and characteristics of each type of artificial intelligence may help in this regard. People will probably all have trouble because of these unexpected effects of AI. The first kind is called constrained AI or weak AI. AI can be made to do things like recognize faces, drive itself, or use Siri to search the internet. AI is used in many systems today, but many are probably just simple AIs that are laser-focused on one clear goal. Some scientists think that weak artificial intelligence could be dangerous if it goes wrong, destroys nuclear power plants, or messes with the electric grid. Artificial general intelligence (AGI), also called artificial intelligence (AI), is the theoretical intelligence of a machine that can understand or learn any intellectual task a human can do, helping humans solve the problem at hand. The long-term goal of many researchers is to make AI, which is essential for everyday life. AGI stands for “artificial general intelligence,” which is the same as “artificial intelligence” (AI). Even if humans are better at some things than limited AI, like playing chess or doing math, this is not a big deal (Zhao et al., 2021). Vital artificial intelligence (AI) is different from regular AI in that it can be taught to act like a human mind, to be good at any task that is given to it, and even to have perception, beliefs, and other cognitive abilities that are usually only found in humans. All of these things are used to show what are called “human-like skills.” On the other hand, AGI can do better than humans on almost all intelligence tests.

How to stop artificial intelligence from getting so good at what it was made to do that it breaks moral or legal laws is another problem that needs to be solved (Ristiandy, 2020). Even though the primary goal of AI is to help people get better, society would be hurt if AI did this incorrectly, which is possible. People have to

15 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/artificial-intelligence-in-business/341817

Related Content

The Role of Crowdfunding in the AI-Powered Workplace

Ayesha Khan, Amina Rizwanand Sajjad Ahmad Baig (2025). *Reshaping Organizational Management and Workplace Culture With AI* (pp. 165-192). www.irma-international.org/chapter/the-role-of-crowdfunding-in-the-ai-powered-workplace/378610

Persuasion, Learning and Context Adaptation

Sandra Burri Gram-Hansenand Thomas Ryberg (2013). *International Journal of Conceptual Structures and Smart Applications* (pp. 28-37). www.irma-international.org/article/persuasion-learning-and-context-adaptation/100451

Self-Organization and Peirce's Notion of Communication and Semiosis

João Queirozand Angelo Loula (2011). *International Journal of Signs and Semiotic Systems* (pp. 53-61). www.irma-international.org/article/self-organization-peirce-notion-communication/56447

A Comparative Study With Linear Regression and Linear Regression With Fuzzy Data for the Same Data Set: LRFD

Mufala Khan, Rakesh Kumarand Gaurav Dhiman (2022). *AI-Enabled Multiple-Criteria Decision-Making Approaches for Healthcare Management* (pp. 97-116). www.irma-international.org/chapter/a-comparative-study-with-linear-regression-and-linear-regression-with-fuzzy-data-for-the-same-data-set/312331

Enhancing Transparency and Efficiency: Blockchain-Based Supply Chain Management and Automated Trade Finance in Oil and Gas

Md Tahmid Ashraf Chowdhury, Fasee Ullah, Mujeeb Ur Rehman Shaikh, Shamsu Abdullahi, Shoab UI Hassanand Md Mohibul Alam (2026). *AI and Blockchain Applications in the Oil and Gas Industry* (pp. 45-82). www.irma-international.org/chapter/enhancing-transparency-and-efficiency/405670