


Chapter 22

Navigating the Perils: Exploring Identity Threats Confronting Emotional Artificial Intelligence

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ABSTRACT

The aim of this paper is to find common themes and patterns among many studies, such as the difficulties in precisely simulating human emotions, the moral ramifications of using emotional AI in practical contexts, and the possibility of bias in AI-driven emotional recognition. In addition, the evaluation will look at data privacy issues, technological limitations, and the wider social effects of emotional AI. With a focus on both its potential and its notable limits, this study will offer a comprehensive view of the current level of emotional AI. The present research paper intends to a better understanding of the areas where emotional AI falls short and provide insights into areas that need more investigation and development by methodically synthesizing the corpus of available knowledge based on extensive Systematic Literature Review (SLR).

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INTRODUCTION

Emotional artificial intelligence (Emotional AI) is the term used to describe the integration of emotional intelligence into artificial intelligence systems. Emotional intelligence in AI refers to a machine's ability to recognize, understand, and respond appropriately to human emotions. AI systems that possess this ability can converse with humans in a more empathetic and human-like manner. Artificial intelligence (AI) is gradually replacing human movement and performance, data processing and analysis, repetitive physical equipment maintenance, and productive individual work performance (Chuang 2020; Malik et al. 2021). However, the body of research (Chuang 2020; Klotz 2018; Malik et al. 2021; Wilson and Daugherty 2019) indicates that by automating routine, monotonous, and uninteresting tasks, AI improves workers' talents (intuition, empathy, and imagination). There has been a lot of interest in emotional artificial intelligence (Emotional AI) as a potential tool to improve relationships at work, support employee wellness, and boost productivity. Before being widely used in the workplace, emotional artificial intelligence (AI) needs to be thoroughly considered due to its serious disadvantages, even with its potential benefits. Businesses are benefiting from the increasing use of emotional AI in offices. However, little is known about the perceptions and experiences of workers exposed to emotion AI in the workplace. The gaps revealed that: (1) participants believed that emotional AI gravely infringed upon the privacy of highly sensitive emotional information about workers; and (2) they believed AI could be used to monitor compliance with emotional labor demands, with workers using emotional labor as a means of self-defense to preserve their anonymity. (3) There are several hazards associated with the job that employees may have to deal with, such as the possible harm that emotion AI at work could cause. This analysis, in contrast to previous reviews that often focus on the seemingly transformative benefits of AI in the workplace, first identifies the limitations of emotional AI before suggesting that the constraints could potentially encourage innovative work behavior. The study's main question is: How will people's creative job behavior in the workplace be influenced by AI limitations as opposed to its seemingly revolutionary qualities. **Methodology:**

The methodology is based on an extensive Systematic Literature Review (SLR) with the goal of fully examining the constraints of emotional artificial intelligence. Finding pertinent academic resources, such as Google scholar, Scopus, and Web of Science, is the first step in this procedure. This study create a specific list of keywords and search phrases that includes things like "affective computing," "emotional AI," "limitations," "bias in AI," and "ethical concerns in AI." These will direct the methodical search procedure to guarantee the retrieval of pertinent and excellent research. In order to include the most recent developments and conversations in the area, the selection criteria for the literature will be strictly defined and will only include peer-reviewed works that have been published in the past ten years. The works that particularly address the constraints, difficulties, or inadequacies of emotional AI will be the main emphasis of the inclusion criteria. On the other hand, papers that don't directly advance this topic or don't support it with actual data will be disregarded. Each study will go through a thorough review and data extraction procedure after the literature has been chosen. Important elements like the approaches taken, the particular restrictions found, the situations in which these restrictions occur, the suggested fixes or future lines of inquiry, will all be methodically coded and examined. The goal of the analysis is to find common themes and patterns among many studies, such as the difficulties in precisely simulating human emotions, the moral ramifications of using emotional AI in practical contexts, and the possibility of bias in AI-driven emotional recognition. In addition, the evaluation will look at data privacy issues, technological limitations, and the wider social effects of emotional AI. With a focus on

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