



ARTIFICIAL INTELLIGENCE: PERCEPTION & ATTITUDES OF EMPLOYEES OF IT SECTOR

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ABSTRACT

A century ago 90% of the jobs were carried out by humans and surprisingly the same has been replaced by technology. People have evolved in their skills, expertizing in new and complex tasks, ensuring that their skills stay ahead of the technology. And the people can evolve in the same manner in response to Artificial Intelligence (AI) technology. Bearing in mind this rapid pace of development, the rising levels of attention that AI has been garnering from policymakers, politicians, and the general public is unsurprising. The present article set out to establish the perceptions and attitudes of IT employees about the rise of AI, and the readiness the organizations exhibit to embrace technology. The article also pinpoints the attitudes of workers towards the potential of Artificial Intelligence to change the way they work. The results were revealing and suggest a current of concern running across elements of the workforce around Artificial Intelligence (AI) and its likely impacts on jobs. The study also concentrates on the relationship between demographic factors such as the gender and employee sentiment toward AI. The results indicate that there is a general uneasiness around the potential of AI to transform existing jobs. This is compounded by a lack of communication between employers and employees when it comes to keeping staff updated with the introduction of new technology.

KEYWORDS: *Artificial Intelligence, perceptions, attitudes, employees and IT Sector*

INTRODUCTION

Artificial Intelligence (AI) is defined as the design of computer systems to perform tasks which normally require human intelligence such as speech recognition, rational decision-making, and visual perception. Bearing this in mind, the rapid pace of development, there is an increase in the attention of AI from policymakers, industry and the general public.

Going forward, proactivity will be our greatest asset as we work towards the offset potential job losses with the introduction of new efficiency-boosting measures driven by technology. However, it