ARTIFICIAL INTELLIGENCE AND ITS IMPACT ON SOCIETY

Manisha Ranga
Govt. College Raipur Rani

ABSTRACT
Artificial Intelligence has been the talk of the town these days. It is predominant in every aspect of life. Every nick and corner of the world is touched with technology. It has been proven a great help for mankind. But as AI development advances, people are talking about the negative and positive aspect of it. Human beings have mixed opinion regarding AI. This article is an attempt to review the positive and negative aspect of AI technology. This article concludes that AI has both negative and positive impact on the society. Also, there must be regulations on the development and use of AI.

Keywords: Artificial Intelligence, mental health, unemployment, etc.

1. INTRODUCTION
1.1 ARTIFICIAL INTELLIGENCE AND SOCIETY
In today’s era, one of the most emerging technologies which has gained popularity is Artificial Intelligence (Fast & Horvitz, 2017). Predominantly in today’s time, most of the businesses, researchers, individuals, statisticians all are interested in artificial intelligence for interpretation of the data (Panetta, 2019) and it is considered useful in the fields of medicine, education, household chores and work environment. Along with the pros and cons, Artificial Intelligence is being perceived ambiguously by the individuals. Some of the individuals are worried about the impact of AI on unemployment, some feel that there would be loss of human control and are concerned with ethical issues as well (Lichtenthaler, 2020). On the other hand, medical professionals and educationalist are showing high hopes for Artificial Intelligence (Fast & Horvitz, 2017; Cave & Dihal, 2019). There is a considerable difference in how people perceive and accept Artificial Intelligence leaving lots of scope for the psychologists regarding the advancement of AI (Mruk, 1987). It is also extensively being used by the psychologists themselves these days. Not only industrial psychologists (Kersting, 2020) but clinical psychologists (Luxton, 2014) are also making constrictive use of AI. Machines learning algorithms, anti-depressive chatbots, virtual patient supports are some of technologies used by clinical psychologist (Johansson et al., 2017a; Dwyer et al., 2018; Bendig et al., 2019).

On the contrary, many others apprehend Artificial Intelligence as threatening (Orben, 2020). Artificial intelligence is trying to reproduce the similar physiological activities like human brain (Zador, 2019). Currently AI is in the developmental phase in terms of cognitive aspect like memory, perception, decision making, attention, etc. (Shi & Li, 2008). Artificial intelligence systems are combining
with cognitive psychology so that artificially intelligent machine may have the advanced cognition like humans, they can think, learn, and perceive like humans, understand emotions, and empathize and so on (Zhao et al., 2022). AI term is basically used to describe a man-made machine that can show cognitive abilities like human brain (Russell & Norvig, 2009).

Nowadays, everyone is talking about positive aspects of artificial intelligence ignoring the dark side of Artificial intelligence. Advancement of AI also raises the ethical issues and risk factors associated with it. AI has almost touched every aspect of life these days. It is so much engrossed in our daily life that we didn’t even realize that it has become an inseparable part of our lives. A very common example is the facial and voice recognition system on our smart phones, google search engines, google maps, etc. (Schank, 1991).

Artificially intelligent machines can be distinguished in two categories like weak and strong AI machines. The weak AI machines are helpful to human beings in day-to-day tasks such as a self-driven car, SIRI on phone, ROBO cleaners, etc. The weak AI machines work on a specific task assigned to them. The aim of the researchers is to create a strong AI machine that can replace human beings. They intent to create a machine that can be intelligent like human brain and in case of any problem, can take its own decision and help humans to unravel that problem. They are also intended to create a machine that can be programmed like a human brain with almost zero variation (Tai, 2020). They can perform the functions of automation, language processing, robotics, self-driven cars, drones etc.

1.2 THE IMPACT OF ARTIFICIAL INTELIGENCE ON SOCIETY

One of an important question arises that whether we need artificial intelligence or not. Different people have different approach on this question. Today time is running fast for everyone. The busy schedule of the individuals creates an urgent demand to finish their work in lesser time, in an effective manner and error free. Since the era of technological advancement, human beings have been inventing the machines and tools that can facilitate many hardships of daily work. We always want to complete our work effectively and faster. As compared to our previous generations, we enjoy a privileged, easier and leisure life because of the technology. A famous writer Aldous Huxley has written in his book *Brave New World* human might step into a world in which we are creating a monster or a superhuman with the development of genetic technology (Huxley, 2022).

Apart from the daily tasks AI is doing wonder in the field of medicine. It is assisting doctors in surgeries, diagnosis, and prediction of life-threatening diseases (Dina, 2006). Recently a robot performed a surgery at the Children’s National Medical Centre in Washington. The team claimed that it has
performed a better surgery than humans (Roberts, 2016; Meera 2016).

Above all, AI has made life easier for everyone making everyone dependent upon them. We are so used to them that we can’t think of a single minute survival without AI machines. AI has become an indispensable part of our life and very much needed to make life convenient and comfortable.

2. NEGATIVE IMPACT

When CHATGPT was launched, everyone was asking one question. Do we really need such AI machines that can replace humans, can function like human brain, etc.? or it reduces the need of manpower, making humans lazier and easy going and completely dependent on machines. Does it reduce the brain functioning ability? Can emotions be replaced by the machines and so no. Joseph (1976) has summarized the negative aspect of AI. Human being will be dependent on machines to do everything with a lick of a button. If all the work will be done by the machines, the result is employment. Economic inequality will rise in the society. If AI machines will do all the tasks, eventually they humans will lose control over almost everything. Also, some experts believe that AI machines can be programmed for destruction in wars. In a conference, some of the ethical controversies of AI was discussed that it can hurt the vulnerable population (Gibney, 2020).

2.1 NEGATIVE MENTAL HEALTH

American Psychological Association (Press release, 2023) conducted an online survey and concluded that nearly 38% of the workers are worried about unemployment that AI might take up their duties and the employer do not need them. Also, low morale is associated with AI as workers believe that they have been watched constantly or micromanaged and feels uncomfortable about it. APA believe that such workers are vulnerable to poor mental health conditions like stress, irritation, burnout, etc. In another study AI helps in reducing the depression and improving the mental health of the employees (Wei & Li, 2022).

2.2 UNEMPLOYMENT

In an article in The Globe and Mail, 2019, Bill Wilkerson poses AI as a threat for employment. AI might replace human beings for specified tasks. The World Economic Forum forecasts loss of 375 million jobs because of AI. AI has reduced the employer’s dependency on the workers by replacing their jobs in turn reducing the need manpower (Jarrahi, 2019). This puts an invisible pressure on the workers to stay employed putting a negative impact on their mental health (Oakman et al., 2020). In USA, around 47% of the workers can be replaced by AI in next 20 years (Frey & Osborne, 2017).
2.3 SECURITY AND PRIVACY ISSUES

Security is a major concern linked with AI. In education sector, we use AI classrooms or smart classrooms to educate children. It is evident in classrooms in one form or another. Undoubtedly, AI has helped us in analyzing and interpreting data, but without even being noticed any intruder can change the results if the data is unsecure. If the security system is compromised, confidential data can be leaked. One of the most significant challenges of AI is security and privacy handling of the information.

2.4 BIAS

AI is man made machine. The developers might programme something as per their own interest. The data of AI may have certain biases for decision making and social inequalities corresponding to the biases of the developer. While collecting the enormous amount of data, discrimination occurs (Weyerer & Langer, 2019). One example of data threat is Facebook-Cambridge Analytica scandal. It leaves everyone concerned about the security & privacy issues (Calif, 2021). Hackers sell the data for different purposes. Digital security is most vulnerable these days (Venema, 2021).

3. POSTIVE IMPACT

3.1 HEALTHCARE CONTRIBUTION

AI has numerous positive impacts on the life of human beings. Computer programming which includes, reasoning and applying logic ability of a computer system is also a kind of artificial intelligence. Use of robotics in precision surgeries can be one of the efficient methods of treatment (Dina, 2016). Fatigue in humans is the major cause of accidents and errors at workplace. AI machines can reduce the number of accidents because it does not suffer from fatigue, mental exhaustion, emotional distraction. It completes the task in lesser time and more efficiently. Therapeutics Robots are helpful in improving the life of the senior citizens and physically disabled person (Yang, 2023). MRI scan and fetal imaging are all the contribution of AI (Roberts, 2016).

3.2 REDUCTION IN HUMAN ERRORS AND ZERO RISKS

The computers programmed to do specific work has reduced the number of errors done by humans which might be due to monotony, fatigue, health conditions, etc. AI has decreased the life risk of workers in mining and other such kind of risky jobs. It also resulted in managing time and resources in a better and efficient manner.
3.3 **AVAILABILITY**

AI systems can be available 24 X 7 and can be reached out at any point in time. According to Nielson (2023), AI could handle approximately 13.8% more queries than humans. Business reports can be generated more than 59%. Also, 126 % more projects could be programmed per week.

4. **CONCLUSION**

To conclude, I would like to say that humans are still needed to design and operate the AI machines. Undoubtedly, AI is required for better medical diagnosis and treatment, but still human experts are required to crosscheck any errors. Sometimes, AI can work without any discriminatory reasoning which can create problems at the end. Therefore, AI should be watched carefully all the time.

As far as AI is concerned, the humans may have some trouble in establishing relationship with mad made machines. But since AI is emotionless, if it deviates from its originally assigned task, it may pose a danger for the society. Therefore, scientists must assure to keep an eye on the functioning of the AI. Dr. Stephen Hawkings has also warned about AI that it may start redesigning itself and may outnumber human beings and pose a danger for human race (Hawking, 2014). In another book named *Superintelligence*, it was argued that AI is dangerous for mankind (Bostrom, 2014). Another question arises, if AI machines cause harm, who will be held responsible.

At last, I would suggest that we should let AI take all our important decisions, because a machine can never develop qualities like a human being (Joseph, 1976). AI can be developed and used to assist humans and cannot take control over humans at a later stage. Extreme caution must be taken by the scientists while developing AI. There are mixed feeling for AI. If used in a contained form, it could be beneficial for the society. But in turn, it requires, some regulatory checks to ensure overall assistance, unethical practices, trustworthiness. Also ensuring that AI is assisting humans and pushing their boundaries. I would suggest that Indian government should work on developing AI policy and work towards keeping the data secure and private. The key to success is to maintain and balance between AI and human beings.

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