

## Is Artificial Intelligence a Threat or a Benefit?

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### ABSTRACT

Artificial Intelligence AI refers to systems or machines that mimic human intelligence to perform tasks and can improve themselves based on the information they gather. Creating intelligent machines is not without concerns and ethical issues, including how safe they can be and how to ensure that they do not harm humans and other morally relevant organisms. and how they may differ from humans in ethical issues related to privacy and confidentiality. Also, as AI progress accelerates, more robots and autonomous systems will be created and replace human labour. On the other hand, AI has its advantages. It has many applications that lead humanity towards making this planet a better place to live. For every technology to survive, its advantages must outweigh its disadvantages. Most of the disadvantages of AIs are related to the ethics and concerns that AIs bring to human society. For many, this may sound intimidating. Some say it will save humanity, others say it will destroy us. Either way, if that happens, the world will change forever.

This paper discusses about the details, Advantages and Disadvantages of AI.

**Keywords :** Artificial intelligence, Pros and Cons of AI.

### 1.Introduction

Artificial intelligence is enlarging. That should not be a frightening thought to a generation growing up in its wake. Its development has expanded to such an extent that it is no longer confined or restricted to research laboratories. Artificial intelligence continues to impact various fields, even business, with innovations to learn specific tasks with minimal command input. Companies have noticed this. By the benefits of AI as an attractive package, businesses have started investing in development and research to refine what artificial intelligence can do. Streamline it to focus its purpose on completing tasks to taking advantages of the benefits AI can bring to their industries, whether local or global. Artificial intelligence is the advancement of computer systems capable of performing intelligent tasks. These tasks include, speech and emotion-recognition, decision-making and visual perception. These are the basic things that AI can do. We are talking about computer systems and algorithms that can replicate human capabilities. Artificial intelligence, as well as deep learning and machine learning, can recognize different patterns and create the necessary algorithms to replicate human behaviour. Based on what humans think and how they perform tasks, these technologies can perform these tasks using the vast amount of data available.

### 2.Changes in the Workplace

Now a days the impact of artificial intelligence is affecting the whole workplace. The major benefit of AI is to increase the quality of product while using a faster production method in companies. Artificial intelligence is also used in HR as the applicant tracking system which develop job opportunities, search through number of resumes and choose the right applicant for the job. It also do an initial interview to the applicant before human counterpart. This gives each applicant an equal opportunity in the selection system. Humans are now a days fear about what they don't know, they are thinking about the possibility of replacing a human with a machine, a program or an application. The major threat is that the machines has replaced the human work. But the task that AI replaced will take the workplace to another level that human cannot. We want to understand who we are and what we are capable of.

### **3.Changes in Customer-related Service**

AI is expected to further transform customer support as the years go by. Experience of customers (CX) is very crucial for all business. AI is used to perform initial triaging of complaints, inquiries and applications for services before approving the customer to the right department that addresses their needs. But AI is growing beyond that. To manage inquiries and complaints, a technology called Sentiment analysis technology is added to customer support software. customer support software which is enabled by AI will provide quick and accurate answers to the customers and create an engagement with your target market. As AI can learn large amounts of data, it can provide effective customer service and raise opportunities that benefit the business.

### **4.Changes in Communication**

Improvement in communication technology and the integration of AI into systems of communication systems has led to lots of development in speech recognition and translation. Data can be easily accessed and the powerful computing capacity is available for your communication. words in different dialect or language can be translated using apps equipped with powerful microchips . The development of increasingly sophisticated and intelligent algorithms enables business-to-business (B2B) communication of relevant data and information between the organizations involved much faster. It's because statistics and real-time intelligence are available in making decision-making more complex. It also helps businesses to have a global presence and become globally competitive. Businesses can acclimate and be optimized to the different trends in their intended market with proper real-time communication of essential data.

### **5.Changes in Security**

Whether you are part of a large enterprise or an individual, cyber security is a big concern these days. Ai is a fundamental factor on both sides of the spectrum when it comes to cyber security. Hackers are known to be relentless in their pursuit. It attacks every 39 seconds or an average of 2244 times per day. An estimated 24,000 malicious apps are blocked every day. The attacks are significant in number and most likely AI assisted. Some newer attacks involve deeply fake technology, which initially causes content marketers and cyber security specialists a problem. But similarly, the other side of the spectrum depends on apps, software and programs powered by artificial intelligence. Artificial intelligence software helps identify network vulnerabilities that effectively adapt to combat attacks and provide solutions to counter the right defence strategies. AI's roles in cybersecurity are also extensive to secure you and your systems.

### **6.Advantages Of AI**

- Reduction in Human Error

One of the biggest advantages of artificial intelligence is that it can significantly reduce errors and increase accuracy and precision.

- Zero Risks

Another big advantage of AI is that humans can overcome many risks by letting AI robots do the work for them.

- 24x7 Availability

People also need breaks and time off to balance their work and personal lives. But AI can work indefinitely without breaks.

- Digital Assistance

We all know that businesses have a customer service team to address customer doubts and concerns. Businesses can create a chatbot or voice robot that can answer all their clients' questions using AI.

- Unbiased Decisions

AI, on the other hand, is emotionless and highly practical and rational in its approach. A huge advantage of AI is that it has no biased opinions, which ensures more accurate decision making.

### **7. Disadvantages Of AI**

- High Costs

It takes a lot of time and resources and can cost a huge amount of money. AI also needs to run on the latest hardware and software to stay updated and meet the latest requirements, making it quite expensive

- No creativity

A big disadvantage of artificial intelligence is that it cannot learn to think outside the box. AI is able to learn over time using pre-loaded data and past experiences, but cannot be creative in its approach.

- Unemployment

One application of artificial intelligence is the robot, which displaces occupations and increases unemployment

- Make Humans Lazy

AI applications automate most of the tedious and repetitive tasks. Since we don't have to memorize or solve puzzles to get work done, we tend to use our brains less and less. This reliance on AI can cause problems for future generations.

- No Ethics

Ethics and morality are important human traits that can be difficult to incorporate into AI. The rapid advancement of AI has raised many fears that one day AI will grow uncontrollably and eventually wipe out humanity. This moment is called the AI singularity.

### **8. Conclusions**

All being said, the pros and cons of artificial intelligence being evaluated, we have only touched the surface of what Artificial Intelligence can accomplish. But it essential to realize that AI is meant to make our lives better. It can be considered a tool to assist us to rise above our circumstances. It can be regarded as a tool to help overcome their difficulties. People may need to change and reevaluate themselves as this technology progresses.

In the near future, things will happen so rapidly that we will see major changes and innovation. Hold your breath Mega disruptions have begun!

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