Artificial Intelligence and the future of work: a perspective from Care

Carolina Villegas Galaviz[1]
1 Universidad Pontificia Comillas, ICADE

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Palabras Clave:
Business ethics; AI ethics; Ethics of care; Future of Work; Organized immaturity.

RESUMEN:
With the introduction of AI, the nature of work changes (Floridi et al., 2018; Moradi & Levy, 2020). Automation and the use of AI to management decision-making lead to new kinds of jobs (more than elimination), then: there is a tendency to left humans (in the future of work) to "soft/feeling" skills or tasks, leaving thinking tasks to AI (Huang et al., 2019). There are many ethical issues in this stream (like responsibility, fairness, values, and the like.). However, in this paper, we will take up what follows: since the delegation of reasoning skills to socio-technological systems is unstoppable (imaging trying to stop at all the use of previous technologies as the steam engine, ICT, automobiles, etc.), we accept that the nature of work continues to change as new technologies are introduced (Johnson, 2015, p. 708) and it will to the line stated: but we propose the notion of care, proposed in the theory of ethics of care as moral framework for the new era in business and AI.

Since its inception, the notion of care has been developing, starting from the first definitions of care that seemed more ambiguous into a more rigorous definition. Based on previous works, Daniel Engster (2011, p.98) proposed a definition of care ethics as a "theory that associates moral action with meeting the needs, fostering the capabilities, and alleviating the pain and suffering of individuals inattentive, responsive, and respectful ways." That is the definition that we will follow.

The ethics of care have been applied to different areas in the business world since the 1990s (Melé, 2014; Sander-Staudt & Hamington, 2011;Paillé et al., 2016; Cranenburgh & Arenas, 2014; Sandin, 2009;Alascovska & Bissonnette, 2019; Lähdesmäki, 2019). However, this theory has not yet been used to study the ethical dimension of technological innovations in business organizations or analyze AI s role and its ethical implication in management decision-making.

Hence, our research question should be: how can ethics of care protect humans autonomy within an AI and work? After first proposing the need for an AI-human interaction in decision-making within organizations, we will propose care ethics as moral grounding for the new business era. The said implies that algorithms should be care-based when making decisions in companies. Our proposal direct to both developers and users of AI models and wants to address all stakeholders needs.

We take care as a practice and a work that must be done on a direct level (Sander-Staudt & Hamington, 2011). Within our framework, humans are in charge of putting aside the general standard (proposed by algorithms): and of applying the concrete situation, circumstances, and context in management decision-making. Hence, humans are in charge of considering the vulnerability and interdependence of individuals while making decisions in organizations (and in every step, not the end).