Human-AI Collaboration

Introduction

Artificial intelligence is rapidly improving in many "human" tasks, such as disease diagnosis, language translation, and customer service. [1] This has led to legitimate concerns that AI would eventually take the place of human jobs across the industry.

Many firms have embraced AI to automate operations, but those who use it primarily to replace workers will only enjoy short-term benefits in productivity. Harvard Business School performed review of 1550 companies and found that when humans and robots work together, enterprises generate the greatest substantial performance increases. [1] Humans and AI actively increase each other's complimentary qualities through collaborative intelligence: the management, teamwork, creativity, and social skills.

A detailed knowledge of the character of that collaboration is required for developing guiding principles on collaboration between humans and AI systems, including concerns of open and honest communication, responsibility for specific choices, and acceptable levels of autonomy. [2]

Nature of collaboration

Reference

1. Wilson, H.J. and Daugherty, P.R. (2019). *How Humans and AI Are Working Together in 1,500 Companies*. [online] Harvard Business Review. Available at: https://hbr.org/2018/07/collaborative-intelligence-humans-and-ai-are-joining-forces.
2. Human -AI Collaboration Framework and Case Studies Human -AI Collaboration Framework and Case Studies. (2019). [online] Available at: https://partnershiponai.org/wp-content/uploads/2021/08/CPAIS-Framework-and-Case-Studies-9-23.pdf [Accessed 5 Apr. 2022].