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The Role of AI in Perceptions of Distributive, Procedural, and Interactional Justice

Emergent Research Forum (ERF)

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Abstract

Artificial Intelligence (AI) has seen explosive growth in development and publicity in recent years. Some estimates predict that AI may be responsible for as much as 25% of the growth in the US economy by the year 2035, and organizations in a wide range of industry sectors are seeking to employ AI to capture heretofore inaccessible benefits. Likewise, high quality management and leadership have been recognized both in the academic and practitioner literatures as a core component of organizational performance. As AI continues to evolve, it is predicted to play a more central role in organizational processes traditionally conducted through human-to-human interaction. The goal of this study is to identify how the substitution of AI as an intelligent actor within a business process influences the social system in which that process operates.

Keywords

Artificial intelligence, AI, management, justice, interactional, procedural, distributive.