

Analyzing How AI And Emotional Intelligence Affect Indian IT Professional's Decision-Making

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Abstract

Artificial intelligence (AI) is transforming how we work and make choices, but it also poses ethical and societal issues including algorithmic discrimination and dehumanization. It is critical to take into account corporate culture, emotional intelligence, cooperation, communication, and constant learning when using AI systems in the workplace. It has been demonstrated that emotional intelligence increases AI adoption, efficacy, and performance across a variety of sectors. But ethical concerns and trouble making decisions are also important. Effective collaboration, communication, and corporate culture are crucial for successful AI adoption, and continuing learning and development are essential for enhancing decision-making abilities. AI ethics in the workplace necessitate a comprehensive strategy that considers both technical and non-technical aspects. This study looks at the benefits of emotional intelligence, moral concerns, effective stakeholder and IT specialist engagement, organisational culture, and potential threats of artificial intelligence (AI) in decision-making. The study underlines the value of continuous AI learning and development.

Keywords: Artificial Intelligence, Emotional Intelligence, Decision-making Processes, IT Professionals, India

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decision-making skills in the context of using AI. [51].

Additionally, research has emphasised the possible dangers connected to the use of AI in decision-making procedures. For instance, a study by Mittal and Goyal, examined the ethical implications of AI-supported decision-making in the banking sector. The study found that while AI can improve decision-making processes and enhance efficiency, it also poses ethical risks such as algorithmic bias, lack of transparency, and privacy concerns [7]. According to the report, ethical issues should be taken into account while developing and implementing AI systems in the banking industry to ensure that these technologies are used sensibly and morally. [11].

Another study by Janssen and Van der Voort, examined the impact of AI on the decision-making processes of public administrators. The study found that while AI can improve accountability, transparency, and democratic legitimacy [5]. The report recommends striking a balance between the advantages and hazards of implementing AI and giving careful thought to the moral and societal ramifications of AI-supported decision-making. [45].

One of the studies also examined the potential impact of AI on the emotional labour performed by customer care personnel. The study found that AI can reduce the emotional labour of customer service agents by automating routine tasks, but it also has risks, such as dehumanisation and a lack of empathy. [48]. The study suggests that emotional intelligence training should be provided to customer service employees to mitigate the potential negative impact of AI on their emotional labour [49].

Recent studies have also emphasised the value of cooperation and communication between IT specialists and stakeholders in the context of implementing AI. Giannakos et al.'s study looked at the function of communication in the design and deployment of AI systems in businesses. The study discovered that strong stakeholder and IT professional communication was essential for the successful development and implementation of AI systems. [1]. The study suggests that organizations should establish clear communication channels and foster a collaborative culture to ensure that AI implementation is aligned with the goals and needs of the organization and its stakeholders [30].

Furthermore, a study by Lim and Kim [2] looked at how organisational culture affected the adoption of AI in the healthcare industry. The study discovered that the successful adoption of AI technologies in healthcare organisations was positively correlated with a culture that prioritises innovation, cooperation, and communication. [29]. The study suggests that organizations should develop a culture that supports

the adoption and implementation of AI, and that this culture should be aligned with the goals and needs of the organization and its stakeholders [32].

Finally, research has also highlighted the importance of continuous learning and development in the context of AI implementation. A study by Tseng and Shih, examined the impact of continuous learning on the effectiveness of AI-supported decision-making in the financial industry [8]. The study found that continuous learning was positively associated with the quality and effectiveness of decision-making and suggested that organizations should provide training and development opportunities to financial professionals to enhance their decision-making abilities in the context of AI implementation [31].

The potential ethical and societal effects of using AI in decision-making processes have also been studied recently. A study by Verbeek and Nørskov, examined the ethical implications of using AI in recruitment processes. The study found that AI systems used in recruitment could lead to biases and discrimination, and that the use of AI could undermine the human-centred nature of recruitment [35]. According to the report, businesses should be aware of the potential ethical ramifications of using artificial intelligence (AI) in hiring and should make sure that doing so adheres to moral standards and values. [46].

In addition, Fjeld et al.'s study looked at the possible societal effects of applying AI to healthcare decision-making. According to the study, the application of AI in healthcare decision-making could result in problems with patient privacy and autonomy as well as problems with the accuracy and dependability of AI systems [33]. According to the study, businesses should be aware of any potential societal repercussions of using artificial intelligence in healthcare and should make sure that such use is consistent with societal values and beliefs. [47].

Furthermore, recent research has explored the potential impact of AI on job displacement and reskilling. A study by Sadowski and Jones, examined the potential impact of AI on the labor market and found that while AI could lead to job displacement in certain industries, it could also create new job opportunities in others [34]. According to the survey, businesses should invest in reskilling and upskilling programmes to provide employees the skills they need to adapt to the changing labour market. [36].

In conclusion, recent research has emphasised the significance of emotional intelligence in the context of AI and decision-making processes and has shown how emotional intelligence positively affects the acceptance, effectiveness, and performance of AI systems across a variety of industries [37]. These findings show that emotional intelligence training should be incorporated into AI implementation

techniques to maximise the advantages of these systems. They also have substantial implications for the design and deployment of AI systems in the workplace. [54].

3. Research Methodology:

This study will employ a mixed-methods research design to investigate the relationship between AI and emotional intelligence in decision-making processes among IT professionals in India [24]. The study will involve both quantitative and qualitative data collection and analysis methods.

To ensure that the study was conducted with scientific rigor, several steps were taken to ensure the reliability and validity of the results [21]. Firstly, a pilot study was conducted to refine the research instrument and to assess its reliability. The results of the pilot study showed that the research instrument had good reliability and validity, and no major changes were made to the instrument [23].

Secondly, the survey was administered to a sample of IT professionals in India, which was selected using a combination of random and purposive sampling techniques [26]. The survey was distributed through various online platforms, including social media, professional networking sites, and email. Respondents were assured of the confidentiality of their responses, and informed consent was obtained prior to the survey [27].

Thirdly, the data collected from the survey was analyzed using various statistical techniques, including descriptive statistics, factor analysis, and regression analysis. Descriptive statistics were used to summarize the demographic characteristics of the sample, while factor analysis was used to identify the underlying dimensions of emotional intelligence and decision-making. Regression analysis was used to examine the relationship between emotional intelligence and decision-making, while controlling for demographic variables such as age, gender, and experience.

Furthermore, to ensure the accuracy of the data, several measures were taken. The research instrument was developed based on a review of the literature, and experts in the field of emotional intelligence and decision-making were consulted to ensure the validity of the instrument. The questions were designed to be clear and concise, and the response options were carefully worded to avoid ambiguity.

Additionally, to minimize the risk of response bias, the survey questions were randomized, and the response options were balanced to avoid any biases towards certain answers. The survey was also

designed to be short and easy to complete, to increase the response rate and reduce the risk of respondent fatigue.

Moreover, the sample size was determined based on a power analysis, which ensured that the study had sufficient statistical power to detect significant effects. The sample size was also large enough to allow for subgroup analysis based on various demographic variables, such as age, gender, and experience.

Overall, the research methodology employed in this study was designed to ensure that the results were valid, reliable, and generalizable to the population of IT professionals in India. The rigorous methodology adopted in this study provides a strong foundation for future research in this area, and the findings have important implications for the development and implementation of AI systems in the workplace [41].

3.1 Sample:

The sample for this study will be IT professionals in India who work in organizations that employ AI technology in their decision-making processes. The sample size will be determined based on the principles of purposive sampling. Purposive sampling will be used to select IT professionals who have experience working with AI technology in decision-making processes and are knowledgeable about emotional intelligence. The sample size finalised was 100.

3.2 Data Collection:

The study will use both primary and secondary data sources. Primary data will be collected through online surveys and interviews. The survey will consist of closed-ended and open-ended questions to collect quantitative and qualitative data, respectively. The survey will be administered to IT professionals who meet the inclusion criteria for the study. The interviews will be conducted with a sample of IT professionals who complete the survey and are willing to participate in the interview.

Secondary data will be collected from published academic and industry sources, such as journals, conference proceedings, and reports. The secondary data will be used to provide a background for the study and to supplement the primary data.

3.3 Data Analysis:

