The Impact Of Artificial Intelligence On Workforce And Organizational Dynamics In The 21st Century

Baisakhi Debnath, Asst.Professor, Center for Management Studies, Jain (deemed-to-be) University, Bangalore, India

C G Accamma, Asst.Professor, Center for Management Studies, Jain (deemed-to-be) University, Bangalore, India.

Sai Deepak Shashidhar, Student, Center for Management Studies, Jain (deemed-to-be) University, Bangalore, India.

Kashish Sethia, Student, Center for Management Studies, Jain (deemed-to-be) University, Bangalore, India.

Khushal Katariya, Student, Center for Management Studies, Jain (deemed-to-be) University, Bangalore, India.

Abstract:

This research study examines the influence of artificial intelligence (AI) on organisational dynamics and the workforce in the twenty-first century. The study starts with a review of the existing research, which examines the background and present situation of AI adoption in the workplace. According to the study, while AI has the potential to improve productivity and decision-making, it also presents problems, including job displacement and ethical issues. The study then looks at the effects of AI on job creation and loss, the evolving nature of work, and how AI might increase productivity and facilitate better decision-making. The study also examines the ethical and social ramifications of AI adoption in the workplace, emphasising biases and privacy issues. The report concludes by making suggestions on how organisations may handle the effects of AI successfully, including staff training and development, diversity and inclusion, and the adoption of ethical standards. The results of this study show how controlling the effects of AI on the workforce and organisational dynamics requires careful planning and preventive actions.

KEYWORDS:

Workforce, organisational dynamics, job displacement, job creation, productivity, decision-making, collaboration, creativity, ethics, bias, privacy, training, diversity, inclusion, rules, and the evolving nature of work are some of the topics covered by artificial intelligence.

INTRODUCTION:

Artificial intelligence (AI) technology has quickly changed a variety of businesses and employment roles in the twenty-first century. The deployment of AI has significantly altered organisational dynamics and the workforce, which has revolutionised how work is done. AI has substantial issues that must be resolved, even though it has the ability to increase productivity, lower costs, and improve decision-making processes. Recent years have seen a significant increase in the importance of the study and discussion of how AI may affect organisational dynamics and the workforce. This study intends to investigate how AI affects organisational and worker dynamics in the twenty-first century. The different facets of AI, including its history, present level of acceptance in the workforce, and its effects on job displacement, job creation, and the evolving nature of work, will all be

covered in this essay. The study will also examine how AI contributes to increased productivity, lower costs, and better decision-making processes. The report will also explore the ethical and social ramifications of AI adoption in the workplace, including privacy and prejudice concerns. This research study attempts to offer insights into the difficulties and potential related to the application of AI in organisations through a literature analysis and case studies. The paper will conclude by making suggestions on how organisations might manage the effects of AI on their workforce and organisational dynamics. The results of this study will be valuable to academics, decision-makers, and businesses wishing to implement AI technology.

Need For the Study:

Concerns regarding artificial intelligence's (AI) potential effects on organisational dynamics and the workforce have been raised by the technology's fast progress. The advent of AI technology in the workplace has created both obstacles and possibilities; thus, thorough research is required to shed light on these issues. One of the main motivations for performing this study was to fill the information vacuum that presently exists in this field. The application of AI technology is anticipated to grow dramatically in the next few years, and it is critical to comprehend how this will affect organisational dynamics and the workforce. This study seeks to close this information gap in order to better comprehend the possible effects of AI technology on organisational dynamics and the workforce.

Another major justification for undertaking this study is to predict future trends. The way work is done is predicted to change as a result of AI technology, and this will have a significant impact on both organisational dynamics and the workforce. Organisations may create strategies to adapt to the shifting nature of the workforce and organisational dynamics by comprehending the possible effects of AI technology. The goal of this study is to predict future trends and offer advice on how businesses might use AI technology to their advantage.

Policymakers interested in creating regulations that facilitate the deployment of AI technology while simultaneously addressing possible drawbacks may find the study's conclusions helpful. The study's evidence-based suggestions may be used by policymakers to make defensible choices that encourage the adoption of AI technology in a way that is advantageous to businesses and employees.

The objective of this study is to shed light on how businesses might use AI technology to improve employee wellbeing while also addressing any possible drawbacks. Although AI technology has the potential to increase production and efficiency, it's also necessary to take into account how it will affect workers' wellbeing. Organisations may create strategies that support employee wellbeing while simultaneously utilising AI technology to increase productivity and efficiency by understanding the possible effects of AI technology.

Another important factor to take into account in determining the necessity for this study is job relocation. With the development of AI technology, there is a chance that some employment might be automated, which would displace workers from particular labour sectors. The purpose of this study is to shed light on the possible effects of job displacement brought on by the employment of AI technology in the workplace. Organisations can create methods to lessen the consequences of job displacement on impacted workers by identifying the possible repercussions, such as retraining programmes and other types of assistance. Furthermore, policymakers may use the study's evidence-based suggestions to create regulations that facilitate the transfer of displaced people into other occupations and sectors.

Another crucial aspect of the requirement for this study to be taken into account is job creation. The adoption of AI technology has the potential to eliminate jobs, but it also has the ability to create new jobs in developing industries. This study intends to shed light on the possible effects of employment growth brought on by the usage of AI in the workplace. Organisations may establish plans to take advantage of new opportunities generated by AI technology, such as new employment positions and sectors, by evaluating the potential effect of job creation.

Overall, this study is important for understanding how the workforce and organisational dynamics will change in the twenty-first century as a result of AI technology. It seeks to close a knowledge gap, foresee trends, guide policy choices, and enhance employee wellbeing. The results of this study will be helpful for companies, workers, and politicians who are concerned about how AI technology could affect the workforce and organisational dynamics.

Formulation of the Research Problem:

Understanding the potential effects of AI technology on the workforce and organisational dynamics, as well as identifying the difficulties and opportunities that result from its adoption, are necessary for formulating the problem for a research paper on the subject of "The Impact of Artificial Intelligence on Workforce and Organisational Dynamics in the 21st Century."

The issue may be broken down into a number of smaller topics that each focus on a different element of how AI is affecting the workforce and organisational dynamics. These supporting inquiries may cover:

1. In what state is AI technology currently, and how is it applied in the workplace?

2. What possible advantages and disadvantages does AI technology have for organisational dynamics and the workforce?

3. How are job creation and employment displacement in various industries being impacted by the use of AI technology?

4. How can organisations and policymakers adapt to the shifting nature of the workforce and organisational dynamics? What are the opportunities and challenges?

5. How can businesses successfully integrate AI technology into their work processes to boost efficiency and productivity while simultaneously fostering employee wellbeing?

The research paper will need to consult a variety of sources, such as academic literature, industry reports, and case studies, in order to respond to these questions. The study will also need to include other viewpoints, such as those of legislators, employees, and employers.

The issue that this research study ultimately aims to solve is how organisations and policymakers can adapt to these changes in a way that maximises positive effects while minimising negative effects on the workforce and organisational dynamics. This research paper can assist in informing decision-making at the organisational and policy levels and supporting the development of effective strategies for managing the impact of AI on the workforce and organisational dynamics by providing a thorough understanding of the opportunities and challenges presented by the adoption of AI technology.

Objective of Study:

This study article aims to investigate and evaluate how artificial intelligence (AI) affects organisational dynamics and worker dynamics in the twenty-first century. These goals are specifically what this study attempts to accomplish:

1. To determine the sorts of sectors and jobs that will be most impacted by the integration of AI. To look into the existing level of AI technology adoption in the workplace.

2. To assess the effects of AI on worker productivity, job satisfaction, and wellbeing, as well as the potential for AI to improve job quality and augment human skills.

A systematic literature review:

Introduction

A machine-based system called artificial intelligence (AI) may affect the environment by creating an output (predictions, suggestions, or choices) for a specific set of goals. It makes use of data and inputs generated by machines and/or people to help me perceive actual and/or virtual environments, to help me abstract these perceptions into models through automated (like machine learning) or manual analysis, and to help me use model inference to create possibilities for outcomes. Systems that use AI are designed with varied levels of autonomy in mind. Artificial intelligence's ideal trait is the capacity to reason and behave in ways that have the highest possibility of reaching a certain objective.

A new poll on the effects of AI on society was done by the Pew Research Centre across 20 countries worldwide. As artificial intelligence becomes more significant in our lives, revamping our workplaces and increasingly powering objects, it becomes more vital. Between the end of 2019 and the start of 2020, it was hosted in 20 venues in Asia-Pacific, the Americas, Europe, Canada, Russia, and Brazil. According to the survey's findings, more than half (53%) of participants think the use of AI and computer systems has improved society, while 33% think the opposite is true. In general, Asians are optimistic about AI. There were several points of view on the automation of human employment by robots. 48 percent of respondents firmly believe that job automation is a good invention, while 42 percent do not.

A new way of thinking has arisen that enables people to operate both offline and online. It enables higher worker productivity. Employees will benefit from more freedom, less expensive, unneeded commuting, and the ability to manage and collaborate anywhere at any time with this work arrangement. Despite organisations using IT to support digital work, employees still prefer their everyday office routines. Since work no longer has to be done between the hours of 9 and 5 at an office, the move to digitization typically calls for this change in perspective.

Literature Review

The literature evaluation presents an overview of the level of workplace AI technology adoption and identifies the sectors and job categories that will be most impacted by the use of AI. The evaluation also looks at how AI may affect vocations that require social, emotional, or creative abilities, as well as the opportunities and difficulties that may arise from using AI technology. The evaluation also looks into the social and ethical ramifications of AI in the workplace, including concerns about job displacement, privacy, security, and the need for organisations to help and retrain impacted individuals.

The study's findings suggest that instructors' digital attitudes have changed as a result of being compelled to learn and test new digital tools and approaches, providing the opportunity for more flexible learning routes now that online learning is anticipated to play a bigger role in lesson planning.

Researchers claim that AI can increase employee intelligence by enabling employees to better understand and handle challenging situations. It facilitates and supports decision-making by offering a range of potential answers. While employing robots for regular activities, this decision-making support enables workers to grow as creative thinkers. As a result, multinational corporations with skilled workers predict that AI will have a positive impact on their company operations.

Service industries like hospitality and tourism have been influenced by the introduction of these technological interventions. Numerous deployments are now taking place in the areas of process simplification, concierge services, visitor registration, bartending, and more. AI has also been effectively used in airport management systems, including automated passenger information desks. By handling a variety of tedious chores, technical support frees up workers' time to focus on creating truly rewarding connections with customers.

This idea was broadened to encompass stress brought on by an employee's inability to utilise computers as required by the organisation. Numerous factors, including continual connectivity, a wide range of new apps (some of which are challenging to grasp), multitasking, information overload, a high degree of uncertainty, work concerns, and technological problems might be to blame for this stress. The expectations and control of a person's employment may be among these organizationally-based causal elements. Excessive use of technology can raise stress levels in addition to other variables relating to the workplace. In this modern age, where technostress has become more prevalent, substantial study into its causes and effects has been conducted. For instance, we have studied the connection between cognitive processes and stress, including technological reliance and self-efficacy.

These results demonstrate that technological stress and Employee productivity.

Summary

The research results showed the following factors: the possible danger of data leaks and security breaches; significant changes brought on by digital transformations; and psychological job risk. Positive benefits have been noted, though, including improved job performance overall, enhanced job flexibility and autonomy, and creativity and invention. The disturbance of the work-life balance, employment uncertainty, complexity, and work overload were also noted as contributing causes of employee technology stress.

Research Gap:

The need to investigate the long-term effects of AI on job displacement as well as the role of organisations in supporting affected employees can be summed up as the research gap in the study of the impact of artificial intelligence (AI) on the workforce and organisational dynamics in the twenty-first century. The best ways for organisations to minimise possible negative effects on their workforce while upholding moral and social duties are not well understood. Additionally, there is a need for more thorough and long-term studies on the effects of AI on organisational and workforce dynamics, including the adjustments made to organisational structures and workflows, the effects on worker productivity, job satisfaction, and well-being, and the potential for AI to improve job quality and augment human capabilities.

Research Methodology:

The following quantitative research methods may be used to examine how the workforce and organisational dynamics in the twenty-first century are impacted by artificial intelligence:

1. Research approach: To gather information on how artificial intelligence is affecting organisational dynamics and worker dynamics, this study will utilise a cross-sectional survey research approach.

2.Selection of the Sample: The sample will be made up of personnel from businesses that have embraced AI in a range of sectors. The study will concentrate on the sectors, including manufacturing, healthcare, finance, and retail, that are most impacted by the deployment of AI.

3. Calculation of Sample Size: The sample size will be determined by the required degree of accuracy and confidence interval. Our study used a sample size of around 150 people.

4. Data Collection: To gather data from the chosen sample, the study will employ a self-administered internet survey. The poll will ask about how adopting AI has affected organisational structure, job duties, and responsibilities, as well as staff productivity, work satisfaction, and well-being.

5. Data Analysis: Survey Monkey and SPSS statistical tools will be used to analyse the data gathered. To summarise the data, descriptive statistics like means, standard deviations, and frequencies will be computed.

6.Ethical Considerations: The study will abide by ethical principles for using human subjects in research, including obtaining participants' informed consent and respecting their privacy and confidentiality.

7. Limitations: The study may have certain restrictions, including possible bias in participant selection, a limited capacity to generalise to other industries, measurement mistakes that might occur, and responses that are restricted to a particular demographic. India is the research location.

8.Implications: The study will advance knowledge of how AI affects organisational dynamics and workforce dynamics, offering insights into the advantages and disadvantages of AI adoption for workers and organisations

Data Analysis and Interpretation

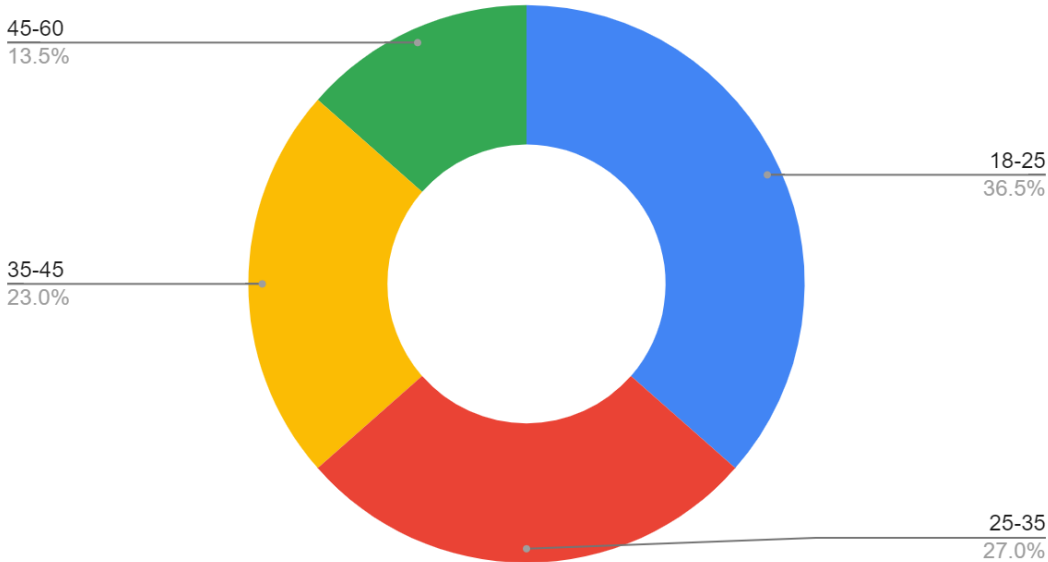Count of What is your gender?

Male 56.8%

Female 43.2%
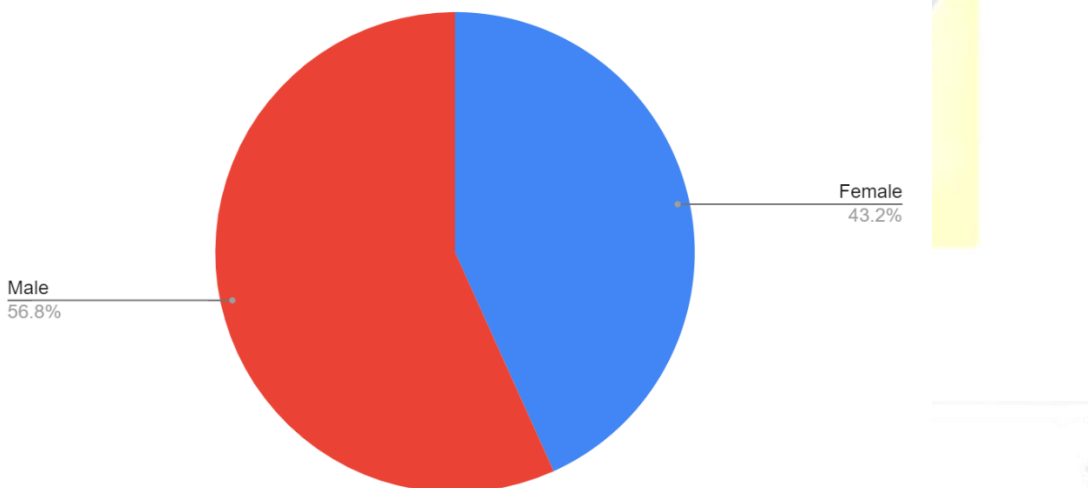
The number of male workforce is more compared to female workforce in the group or population we are referring to. 56.8% is the male workforce and 43.2% is the female workforce.

## Count of Where do you reside currently?
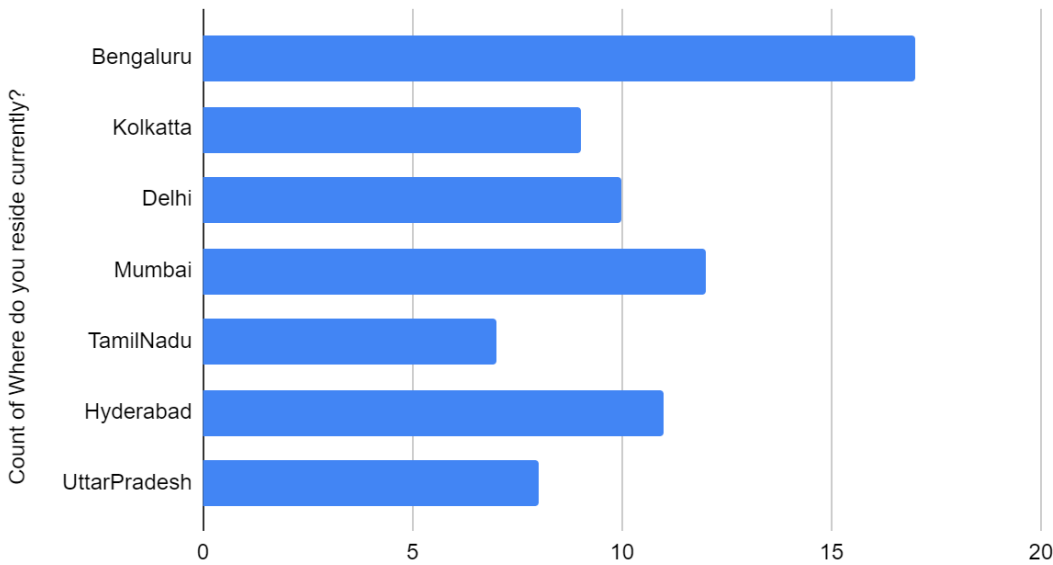
The population we are referring to reside mostly in Bengaluru that is about 23%. The next highest is Mumbai at 16.2%. Hyderabad at 14.9%. Hyderabad comes 2nd in rank just after Bengaluru in terms of how many IT companies they are home to. Many of the workforce are also from Uttar Pradesh, Tamil Nadu, Delhi and Kolkata.
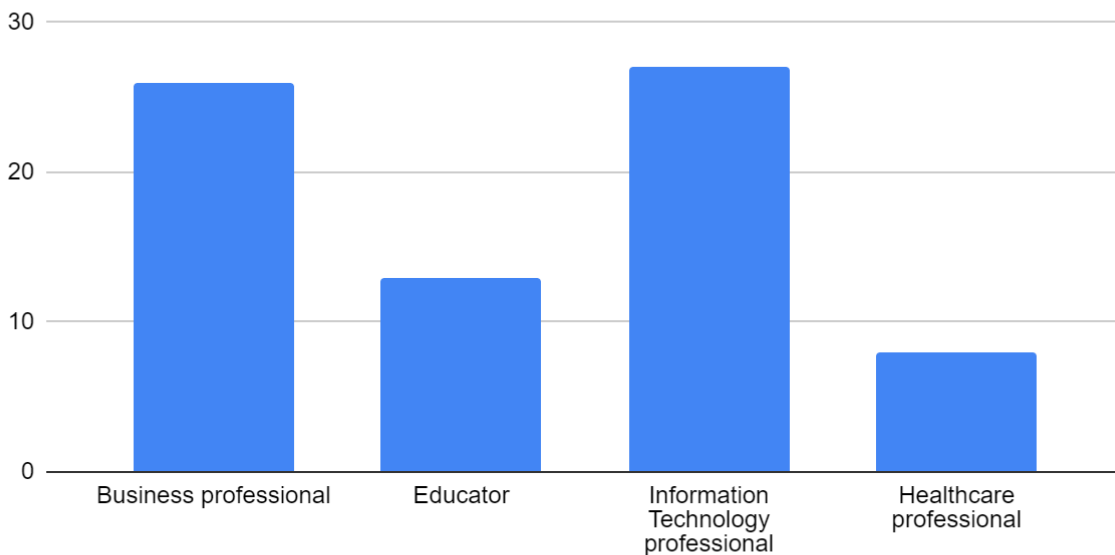
Count of What is your age?

The workforce is majorly from the age group of 18-25 years. 27% of the workforce is of the age 25-35 years, 23% from 35-45 years age category and 13.5% from 45-60 years age group.

Count of What is your highest level of education?
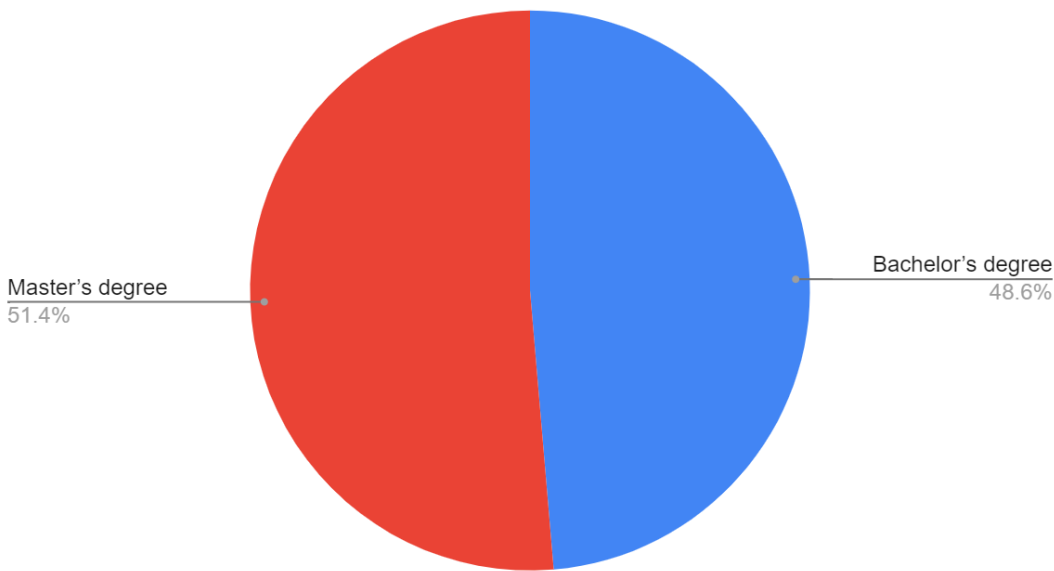
The statement suggests that more persons than those with a bachelor's degree hold a master's degree, which is the greatest level of education. Around 51.4% of persons have a master's degree, compared to 48.6% who have a bachelor's. Those with less education or those who have not completed their formal education are not included in the statement, nevertheless.

Count of What is your current occupation?

Count of What is your current occupation?

The occupation is majorly segmented into 4 division.The information technology professional is has the greatest composition of 28% ,followed by business professional having 26% composition.The educator and the healthcare professtional comprises of 14% and 8% respectively,the remaining are other occupaton.

Count of How long have you been employed in your current job?
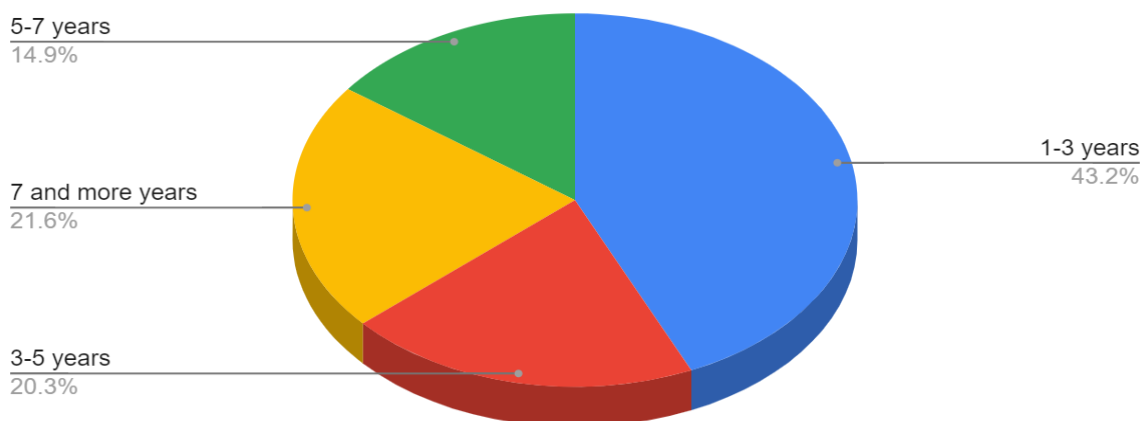
Almost 51.4 % of the population has a Master's degree and 48.6% has a Bachelor's degree. Most of the workforce are working as Information Technology Professionals. The next highest in rank is Business professionals then educators and healthcare professionals. 43.2% of the workforce have only been employed for 1-3 years in their current job. 20.3% percent of the workforce for 3-5 years, 14.9% workforce for 5-7 years, 21.6% workforce for 7 and more years. As technology advances, many jobs once handled by human hands have been mechanized. AI can potentially be used to automate existing jobs, exacerbate inequality, and lead to worker discrimination. Unlike earlier technical improvements in automation, AI has the ability to automate "non-routine" operations, thereby exposing broad swaths of the workforce to disruption.

Count of Have you noticed any changes in your job role or responsibilities due to the integration of AI in your workplace?
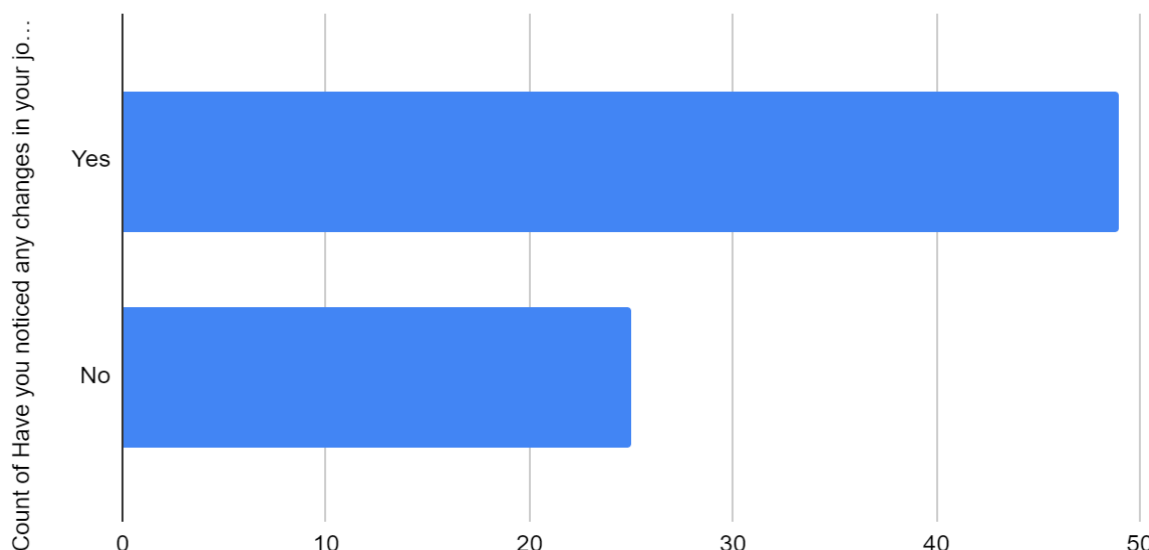

More than 60% of the workforce have noticed changes in job roles and responsibilities due to integration of AI in their workplace. Some jobs will be eliminated as a result of the use of AI at work, while others will be altered. Jobs that are repetitive, predictable, and perform low-level activities are the most vulnerable to automation. The issues faced by artificial intelligence in the workplace are twofold: first, how to manage the automation of certain activities; and second, how to reskill individuals whose positions have been transformed. Many organisations will need to invest in training courses to ensure that their workforce has the necessary skills for the future.

Count of Have you received any training or education related to the use of AI in your job?


No
36.5%

Yes
63.5%
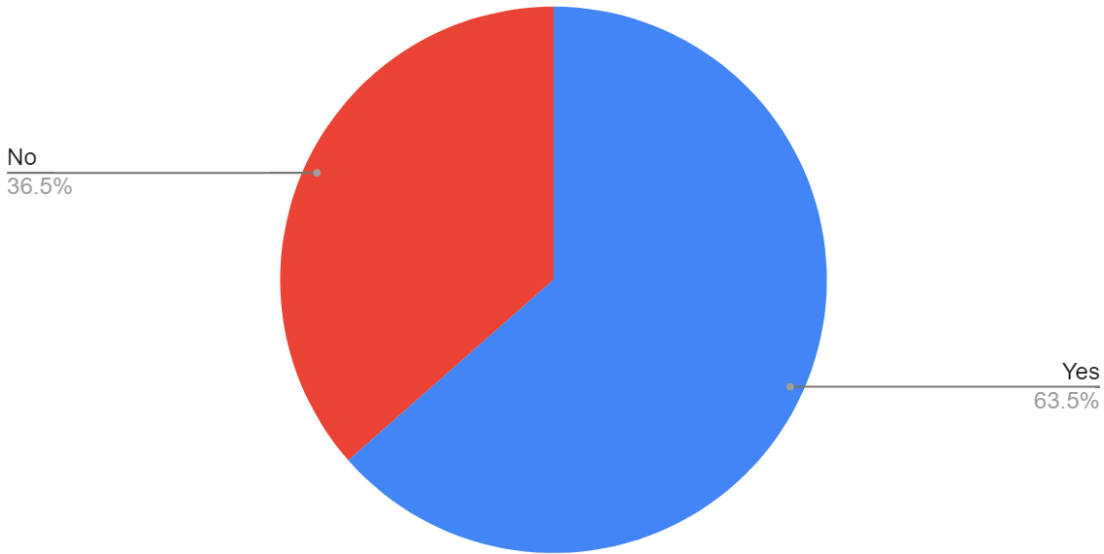
63.5% of the workforce received an on the job training or education related to the use of AI in their job whereas 36.5% of the population did not receive any training or education.

Count of Do you feel that AI has,
a. Improved or
b. Hindered
your productivity in the workplace?


B
41.9%

A
56.8%

None
1.4%
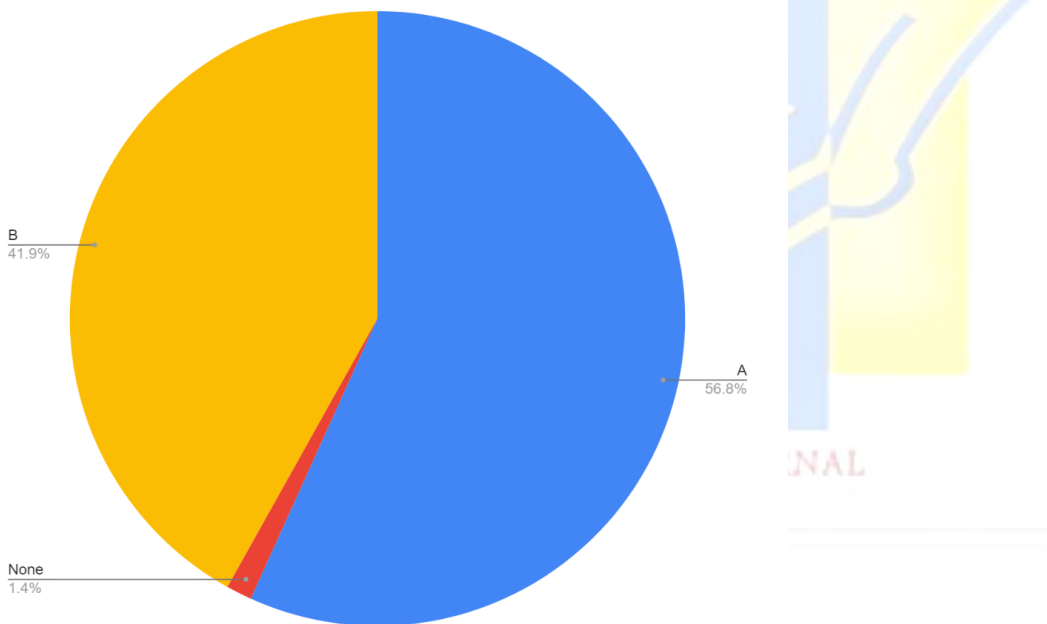
56.8% of the workforce believes that AI has improved their productivity in their workplace and almost 40% of the workforce believe that it has hindered their productivity.

Count of Have you experienced any job displacement or seen it happen to any of your colleagues due to the implementation of AI technology?
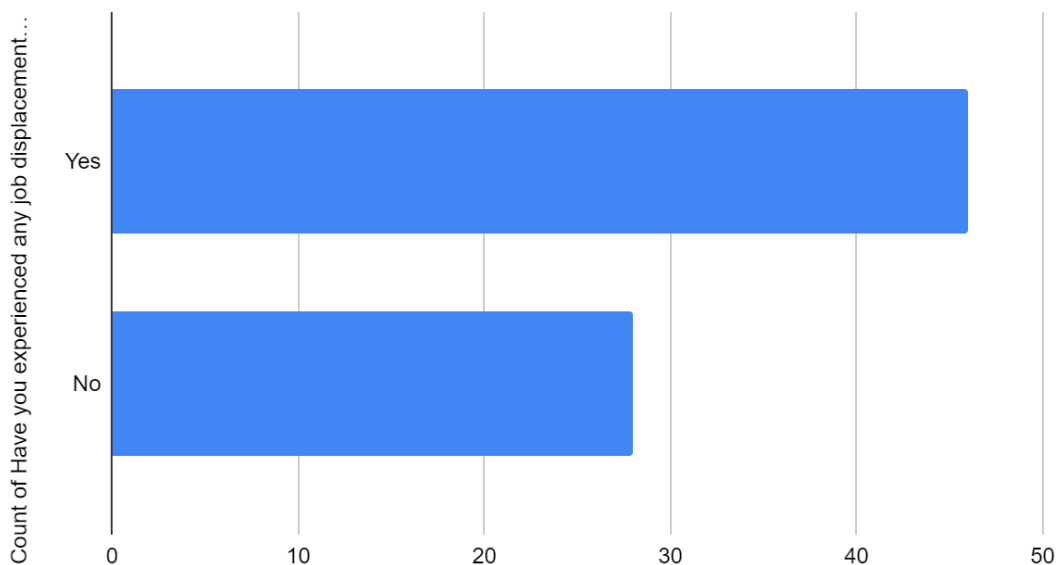

More than 60% of the workforce have experienced job displacement or have seen it happen to their colleagues due to implementation of AI technology. Artificial intelligence could displace roughly 15% of workers, or 400 million people, worldwide between 2016 and 2030. In a scenario of wide AI adoption, the share of jobs displaced could rise to as much as 30%. The technology poses an imminent threat to the prevalence of accessible, high-quality jobs.

Count of Do you believe that organizations have a responsibility to support and retrain employees who are affected by the integration of AI technology?
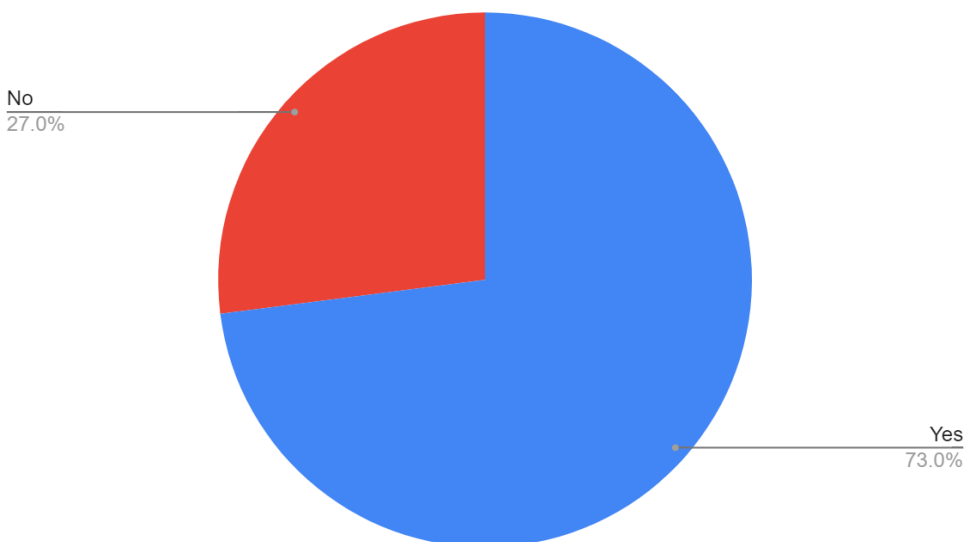

More than 70% of the workforce believes that organizations have a responsibility to support and retrain employees who are affected by the integration of Artificial technology. Artificial intelligence (AI), cloud computing, and the Internet of Things (IoT) are automating jobs and developing new skill sets in the process. As new technologies emerge, employees must learn new skills or improve their existing expertise to avoid falling behind.

Count of Do you think that organizations should prioritize ethical and social responsibility when implementing AI technology in the workplace?

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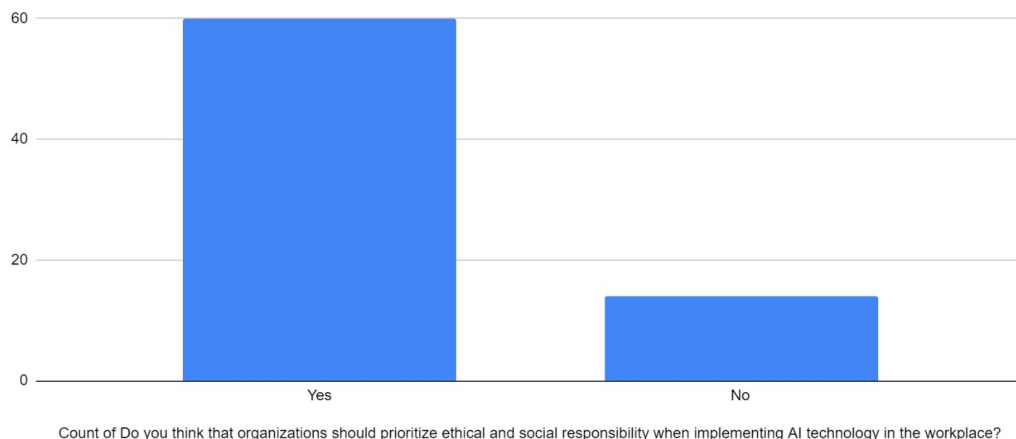
The ethical implications of algorithmic prejudice and job displacement are raised by the usage of AI in the workplace. Investments in reskilling programmes, openness, and auditing of AI systems to discover and eliminate bias can all help to allay these worries. 80% agree, and 20% disagree.

Count of Have you witnessed any ethical or social dilemmas resulting from the use of AI technology in your workplace?

No
23.3%

Maybe
15.1%

Yes
61.6%
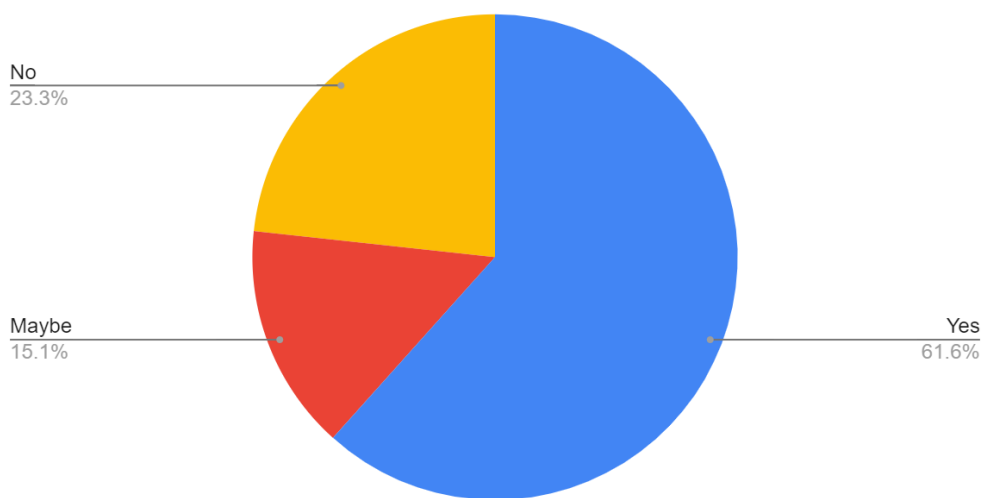
61.6% of people say yes they have witnessed an ethical or social dilemmas resulting from the use of Ai technology in their workspace.and the remaining 23.3% fee no and 15.1% feel maybe.

Count of How do you think organizations can ensure that AI technology is
implemented in an ethical and socially responsible manner?
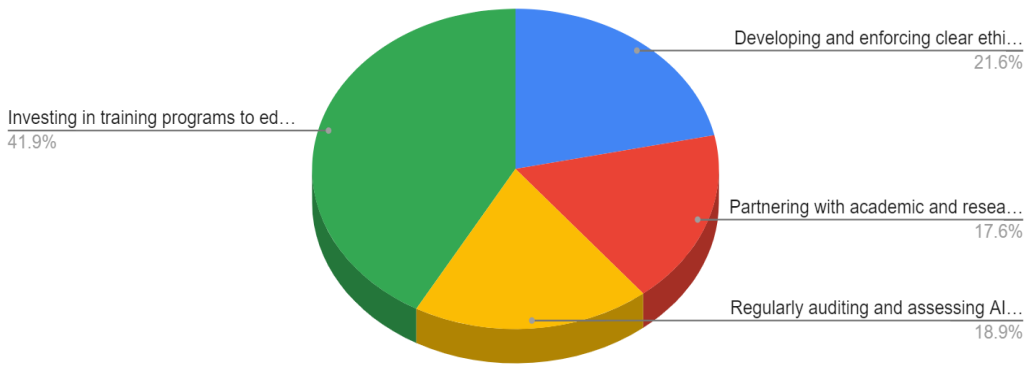
41.9% think that by investing in training programs to educate,is the way thronght which AI technology is easily
implementable.

Count of Do you think that AI technology has the potential to
augment human capabilities and enhance job quality?
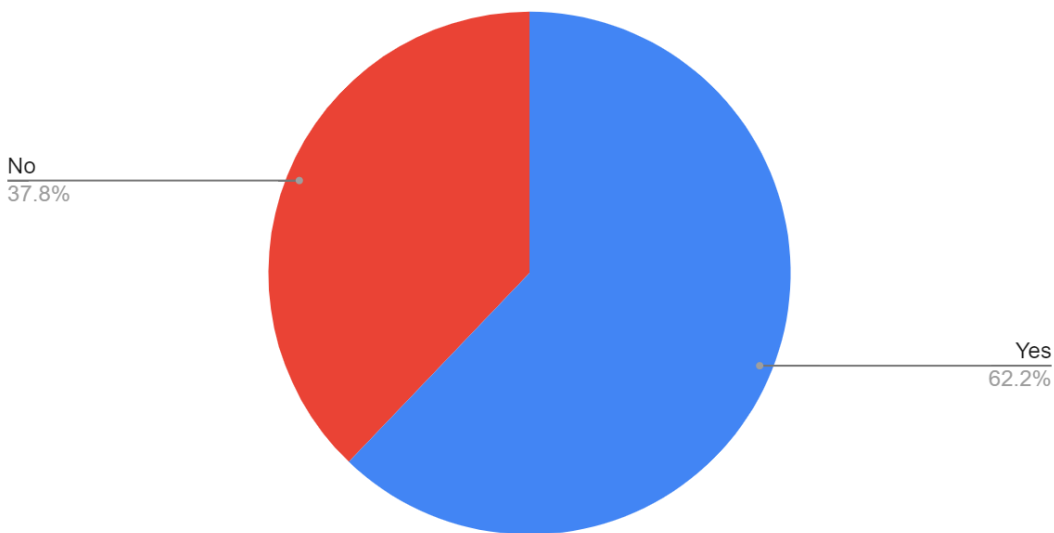
Ai technology has the quality has the potential to augment the human capabilities 62.2% of people agree.

Count of How do you think the integration of AI technology will impact the future of your job and industry?
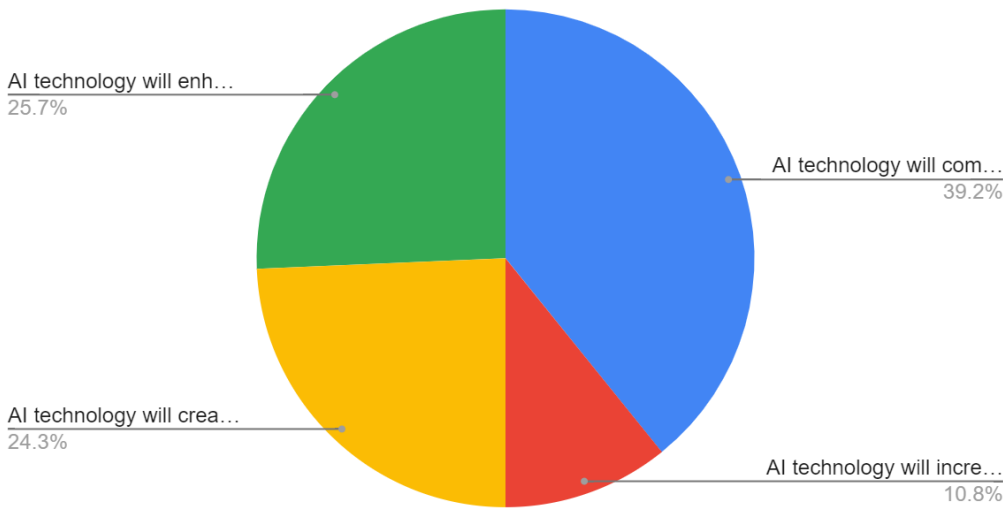
Almost 40% of the population believes that AI technology will completely automate their job and render them obsolete. 26% of the population believes that AI technology will enhance their capabilities and make job more efficient. 24.3% of the workforce believes AI technology will create new job opportunities in their industry. 10.8% of the workforce think that AI technology will increase competition and reduce job security.

Count of Do you think that the integration of AI technology will lead to more job displacement in the future?
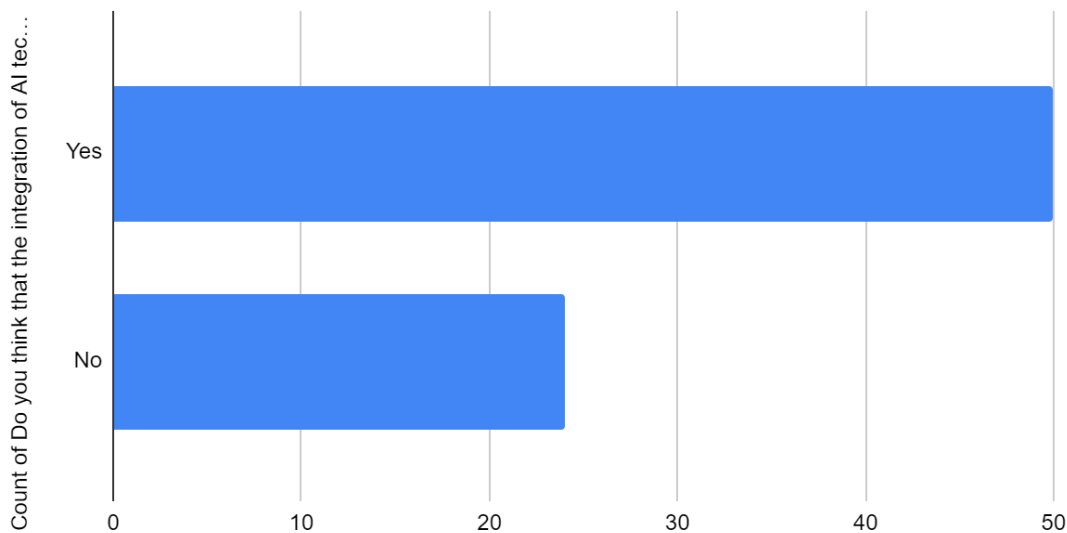
Most of the workforce believes that the integration of AI technology will lead to job displacement in future.

Count of How do you think the integration of AI technology will impact employee job satisfaction and well-being in the long-term?

AI technology will require new…
24.3%

AI technology will lead to job di…
47.3%

AI technology will enhance em…
13.5%

AI technology will increase wor…
14.9%
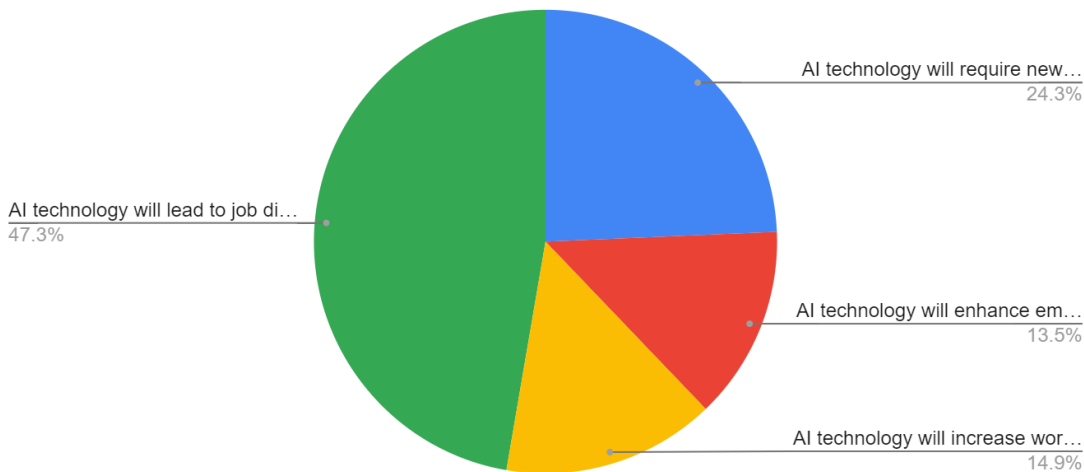
The following effects on employees' long-term job satisfaction and wellbeing are caused by the incorporation of AI technology. 14.9% will increase workload, 13.5% will improve them, 24.3% will need new jobs, and 46.3% will take on more responsibility.

Conclusion:

The majority of employees are between the ages of 18 and 25, hold master's degrees, and work mostly in the business and information technology sectors. Men outweigh women in the labour force by a ratio of 56.8% to 43.2%. A bit more than 40% of people believe that the use of AI has decreased their productivity, and more than 60% have seen changes in the tasks they perform at work as a result. Over 80% of individuals believe that corporations should retrain any injured employees. AI discrimination and job displacement have ethical ramifications. Nearly 40% of workers believe that AI technology would completely automate their occupations, while 24.3% believe that it will create new job opportunities.

Implications of Research:

For a variety of stakeholders, including employees, companies, policymakers, and society at large, the study topic "The Impact of Artificial Intelligence on Workforce and Organizational Dynamics in the 21st Century" has major consequences. The following are some implications:

1.Employment Transformation: AI has the ability to automate a variety of regular procedures and jobs, which might result in employment losses in some industries. However, it may also lead to the creation of new employment in fields like AI integration, upkeep, and development.

2.The Skills of the Workforce Will Change: As AI is used more often in the workplace, there will be a growing need for people with knowledge of data analysis, programming, and AI development. Organisations will need to spend money on employee upskilling and training if this results in a skills gap.

3.Organizational structure changes might result from the implementation of AI and put more of a focus on data-driven decision-making and flatter hierarchies. Given that AI systems require input and cooperation from several departments, it may also result in a greater emphasis on cross-functional teams.

4.Ethical and Social Implications: Using AI in the workplace has substantial ethical and social repercussions, including concerns about privacy, prejudice, and the possibility that AI would exacerbate already-existing injustices. To guarantee that the advantages of AI are realised without causing harm, organisations and politicians will need to address these challenges.

5.Economic Implications: Organizations may embrace AI and see considerable increases in productivity and cost savings, but it may also result in economic inequality and job losses in some industries. Policymakers will need to think about ways to lessen these economic effects and make sure that the advantages of AI are distributed more fairly.

In conclusion, the influence of AI on organisational dynamics and worker dynamics in the twenty-first century is a complicated and diverse subject that will need careful analysis and preparation on the part of numerous stakeholders.

Limitations of the Research

Due to survey limitations and the absence of qualitative data, our study is demographically restricted to India.

Data Bias: If the data utilised in the study are biassed towards particular groups or viewpoints, the study may be hindered by data bias.

Lack of Diversity: The study may have limitations due to the sample's lack of diversity, which may limit the variety of experiences and viewpoints that can be included.

constrained demography: If the study only comprises individuals from a certain background or with a specific set of traits, it may be constrained by a restricted demography. The findings may not be applicable to other demographic groupings as a result.

Further Scope of Research:

Here are some prospective directions for this subject's future study:

Long-Term Impact of AI: Research on how AI will affect organisational dynamics and worker dynamics has mostly concentrated on the immediate consequences. The long-term effects of AI on employment, organisational structure, and social dynamics might be the subject of future study.

Interdisciplinary Study: The study of artificial intelligence (AI) crosses several academic fields, including computer science, psychology, sociology, and economics. The transdisciplinary character of AI and its consequences for the labour market and organisational dynamics might be explored in more detail.

Collaboration between humans and artificial intelligence (AI) is anticipated to evolve as a result of the use of AI in the workplace. The elements that help or impede productive human-AI collaboration might be investigated in more detail.

Management of Organisational Change: Adopting AI is expected to necessitate a large amount of organisational change. The elements that affect effective change management in the context of AI adoption may be the subject of future study.

Impact on distinct industries and areas: Different industries and areas are expected to have distinct effects of AI on organisational dynamics and the workforce. These variations and the variables that affect them may be investigated in further detail.

Overall, there are many potential directions for additional investigation into how artificial intelligence may affect workplace and organisational dynamics in the twenty-first century. Researchers can better understand the complicated and changing interplay between people and AI technologies in the workplace by examining these topics.

Conclusion

In conclusion, the effects of artificial intelligence on organisational dynamics and the workforce in the twenty-first century are a matter of great significance and interest. Although AI has the potential to revolutionise the way we work, it also comes with a number of dangers and obstacles. The study of this subject has highlighted how AI is altering the nature of employment, posing new opportunities and difficulties for businesses, organisations, and legislators. It has also drawn attention to the moral and societal ramifications of using AI at work.

There is still much to learn about how AI affects organisational dynamics and worker dynamics, notwithstanding the progress that has been made. Researchers must keep investigating how AI is altering the workplace as it develops in order to create methods for minimising risks and maximising rewards. This will call for multidisciplinary cooperation, cutting-edge research techniques, and a thorough comprehension of the nuanced interaction between people and AI systems.

The way we choose to employ artificial intelligence will ultimately determine how AI affects organisational dynamics and the workforce in the twenty-first century. We can make sure that the use of AI in the workplace contributes to a more prosperous, just, and sustainable future for both people and organisations by funding research and creating ethical frameworks for its usage.

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