

Original Research Article

Artificial Intelligence in the Corporate Sector: A Social Work Perspective

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Abstract: Artificial Intelligence (AI) is transforming the corporate world, enhancing operational efficiency, automating processes, and supporting decision-making. Its impact, however, raises concerns about job security, ethical use, worker readiness, and well-being. This study examines the impact of AI on corporate employees from a social work perspective by exploring its influence on work practices, employee experiences, and future workplace expectations. A well structured questionnaire was used to obtain primary data from 89 company employees using a descriptive study approach. The sampling technique employed was convenient sampling: According to what was uncovered, AI has shown to be a key part of everyday office work. In fact, most respondents admitted to frequently using AI, mainly ChatGPT, in their everyday duties, be it writing, creating content, or analysing. There exists a consensus over the fact that goals towards achieving trustworthiness, accuracy and reliability have not been attained as evident by employee, concerns about loss of privacy and vagueness in AI solutions are seen. Results also indicate that worker's perception that AI will change the skill set required within the organisation going forward rather than render some skills unnecessary. It is also predicted that AI skills will become a crucial one to advance the career path. But even though researchers are optimistic about this tech advancement, the integration of AI at offices must include proper trainings & ethics to make sure of productivity as well as sustainable development. **Regular Training for Workers:** To make sure that the employees are given the opportunity to enhance their employability (including via ongoing training) our research advocates regular training for workers. **Ethical Issues about Use of AI:** Our investigation encourages ethically relevant concerns about using AI technologies that protect employees' personal data as well as security.

Keywords: Artificial Intelligence, Corporate Sector, Employee Productivity, Workplace Wellbeing, AI Skills; Ethical AI, Social Work, Corporate Employees.

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INTRODUCTION

Over the past few years, artificial intelligence (AI) has experienced substantial development. AI enables improvements in the efficiency of modern business processes, providing innovative perspectives on management and decision making, automating many routine activities, etc. AI technologies become more widely applied by the vast majority of companies for their successful operation in key segments (marketing, customer relationship management, human resources, financial planning), allowing them to optimize corporate procedures, increase productivity, ensure competitiveness in the market, etc.

Still, despite all these advantages, the use of AI technologies can pose some threats, challenges, and dangers – from risk to one's own integrity up to life itself. To ensure further progress and successful application of business AI in reality, we need to approach this issue considering several important aspects related to social and human factors rather than focusing solely on technical possibilities. Social Workers insist on the importance of humanistic views and notions in practice, placing special focus on those who fall into vulnerable categories. It implies that it falls under the responsibility of social workers to monitor the usage of novel technologies ensuring fairness and ethicality thereof, whilst remembering the ever-growing impact of technology on society at large. As an ultimate aim, social

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workers ought to assist people adapt to new working conditions, provide necessary psychosocial support, and strive towards achieving social justice and equality. In order to ensure that people's professional activities evolve in a humane manner, social workers can assist in striking a balance between employee driven and technology-driven approaches to business.

From the viewpoint of social workers, this research explores how corporate AI technologies are affecting the workplace. Artificial intelligence can improve workplace comfort, productivity, and emphasis on high-performance results, but it must not diminish the worth of human life and abilities. Furthermore, prior to the development of advanced technologies, people achieved their goals through pure determination, effort, and talent. These attributes are not diminished by the development of AI technology; rather, they are elevated to a new level.

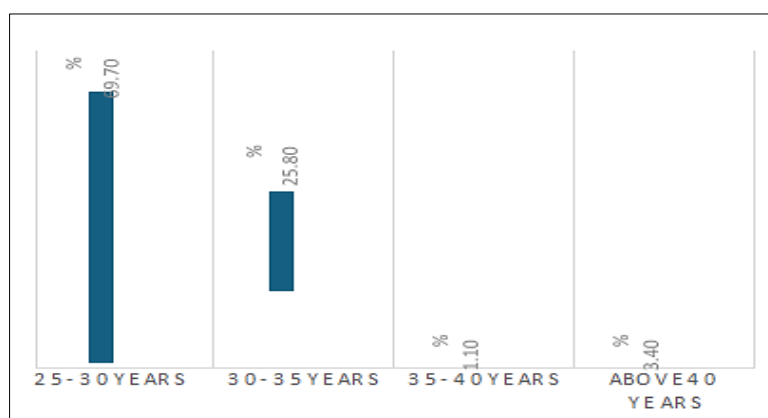
Therefore, AI's use in business should be viewed as a step toward society's natural growth. However, it should be remembered that for a firm to be

truly successful, the usage of AI technology should be required rather than dictating working circumstances. A person runs the risk of losing their abilities and, in the long run, their intellectual capacity if they obey an expert system's recommendations without question. However, a person might anticipate a high performance workplace that will enable them to realize themselves even more effectively if they take use of the chances offered by artificial intelligence. Therefore, in the perspective of social work, this research examines the effects of AI technology in the modern business world.

METHODOLOGY

The objective of this paper is to investigate how AI technologies are altering daily corporate operations and evaluates the resulting impact on employee experiences, ethical standards, and workplace well-being. Through Convenient Sampling method and questionnaire, the data is collected from 89.

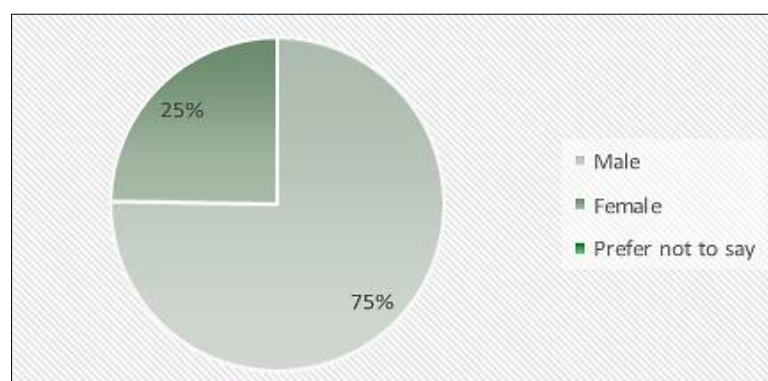
Result and Analysis 1: Age



The chart above shows that the majority of the respondents belonged to the 25–30 years age group (69.7%) of the total sample. The 30–35 years age group constituted (25.8%) of the respondents, making it the second-largest category.

Only (1.1%) of the respondents were in the 35–40 years age group, indicating very limited representation from this age category. Similarly, respondents aged above 40 years accounted for (3.4%) of the sample.

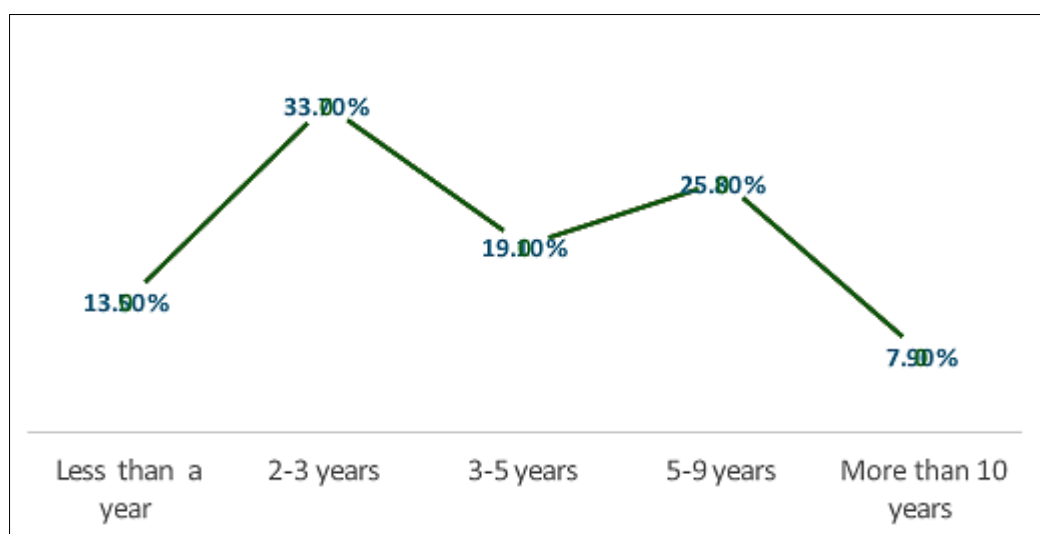
2. Gender



The pie chart illustrates the gender composition of the respondents included in the study. It shows that (75%) of the respondents were male, while (25%) were

female. No respondents selected the "Prefer not to say" option.

3. How long It's been, since you are a corporate employee

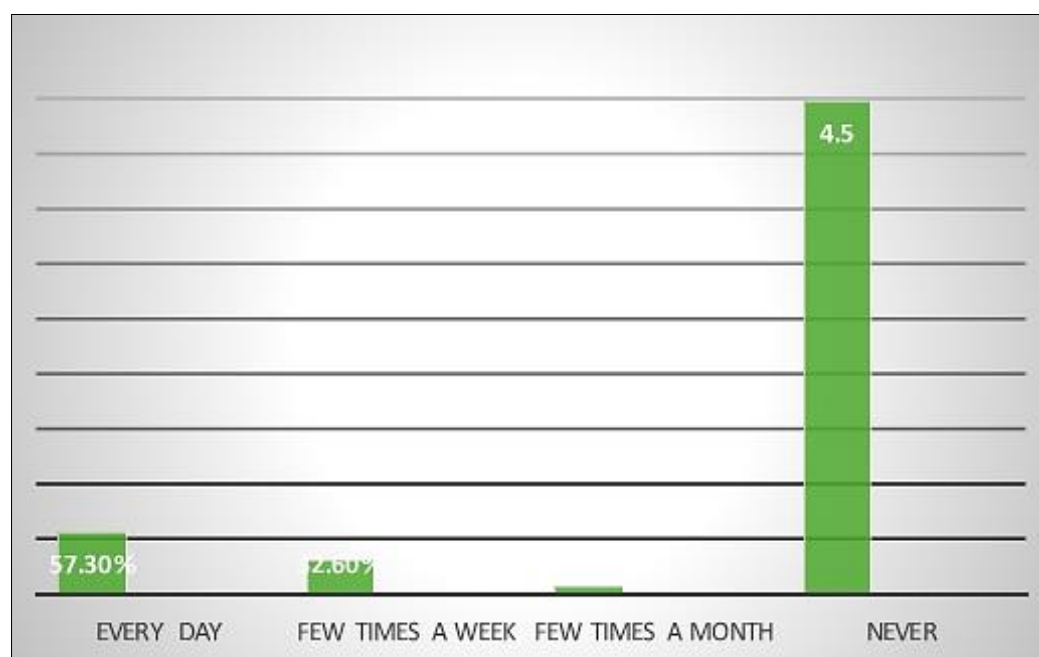


The figure presents the distribution of respondents according to the length of their employment in the corporate sector. The largest proportion of respondents (33%) had 2–3 years of work experience.

A quarter of the respondents (25%) reported having 5–9 years of corporate experience. Respondents with 3–5 years of experience accounted for (19%).

Only (13%) of the respondents had been working in the corporate sector for less than one year. The least represented group consisted of those with more than 10 years of corporate experience, accounting for (7%) of the total sample.

4. How often do you Use AI Tools for Your Daily Work?



The above chart represents the data of usage of AI tools for daily work. (57.30%) respondents use AI tool every day, (32.60%) respondents use few times a

week, (9%) respondents use few times a month while (4.5%) respondents never use AI tools.

5. Which AI Tool is Mostly Used by You?

S.No.	AI tools	Frequency	Percentage
1)	ChatGPT	36	40.3%
2)	Microsoft Copilot	25	28.1%
3)	Gemini	20	22.5%
4)	Claude	2	2.2%
5)	Perplexity	3	3.5%
6)	Presently do not have knowledge of using AI tool	3	3.4%

The above table shows that AI tool ChatGPT is mostly used (40.3%) by the respondents, followed by Microsoft Copilot and Gemini (28.1% and 22.5% respectively). The least AI tools used by respondents was perplexity and Claude (3.5% and 2.2% respectively).

Whereas, (3.4%) respondents still do not have knowledge of using AI tools.

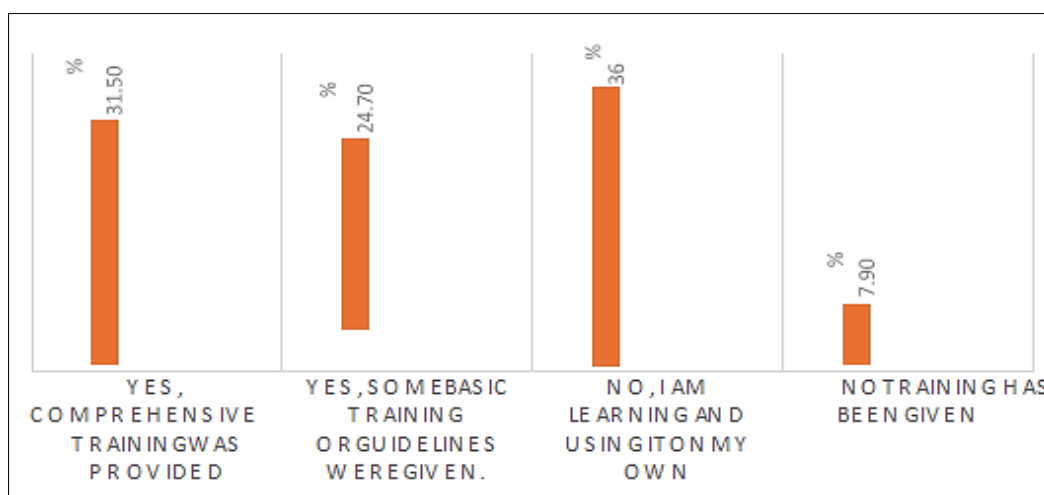
6. In your Department, what is AI Used for the Most?

S.No.	Usage	Frequency	Percentage
a.	Writing and editing emails, reports, or content	51	57.3%
b.	Data analysis and research	24	27%
c.	Recording and summarizing meetings	3	3.4%
d.	Coding or technical tasks	5	5.6%
e.	We do not use AI in our department yet	6	6.7%

The above data shows that for writing and editing emails, reports or content AI tools are used mostly (57.3%), (27%) respondents uses AI tools for data analysis and research purposes. Whereas, very few respondents (5.6% and 3.4%) use AI tools for Coding or technical tasks and recording and summarizing meetings.

While, (6.7%) respondents do not use AI for their work, or AI is not used their department.

7. Has Your Company provided any Official Training on How to use These AI Tools Correctly?



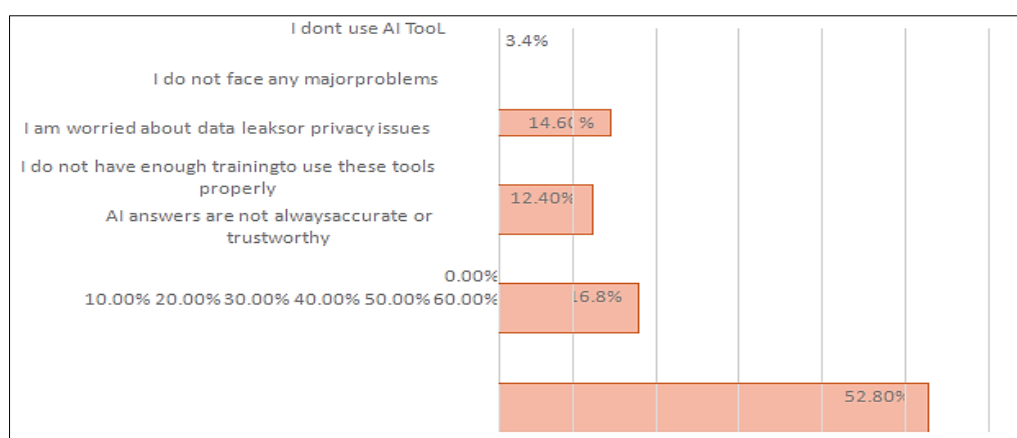
8.

Sl. No.		Quality	Frequency	Percentage
a.	How has using AI tools affected the speed of your work?	It makes my work much faster	47	52.8%
b.		It makes my work slightly faster	31	34.9%
c.		There is no noticeable change in my speed	6	6.7%
d.		It slows my work down	2	2.2%
e.		I don't Use AI Tool	3	3.4%
f.	Do you feel that the quality of your work has improved because of AI?	Yes, the quality is much better now	59	66.3%
g.		The quality is the same, it just saves me some time	25	28.1%
h.		No, the quality has not improved at all	2	2.2%
i.		I don't Use AI Tool	3	3.4%

The above table shows that 52.8% (47 respondents) reported that AI makes their work much faster, while 34.9% (31 respondents) felt it makes their work slightly faster. Together, 87.7% of respondents experienced an improvement in work speed due to AI. 6.7% (6 respondents) observed no noticeable change in their work speed, 2.2% (2 respondents) believed AI slows their work down, and 3.4% (3 respondents) reported that they do not use AI tools.

66.3% (59 respondents) stated that the quality of their work has improved significantly because of AI. 28.1% (25 respondents) felt that AI mainly saves time, but the quality of their work remains the same. Only 2.2% (2 respondents) believed that AI has not improved the quality of their work, while 3.4% (3 respondents) reported not using AI tools.

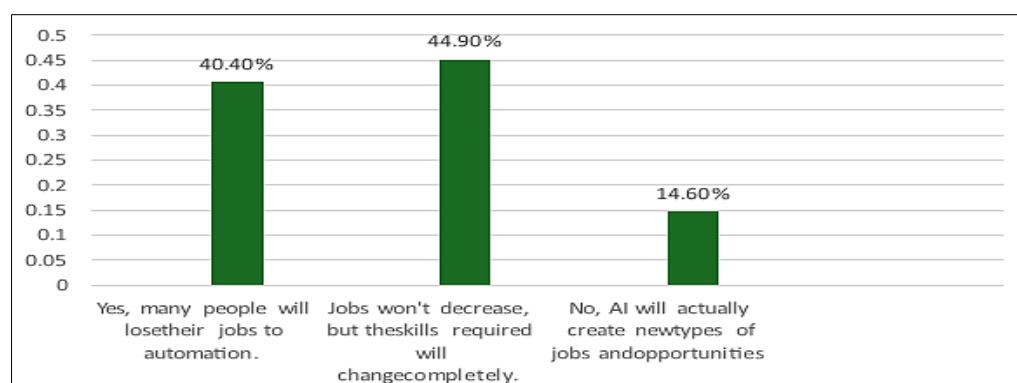
9. What is the Biggest Problem you Face When Using AI at Work?



The findings show that 52.8% of respondents reported that AI answers are not always accurate or trustworthy, 16.8% stated that they do not have enough training to use AI tools effectively, 14.6% reported that they do not face any major problems while using AI,

12.4% were concerned about data leaks and privacy issues and 3.4% indicated that they do not use AI tools.

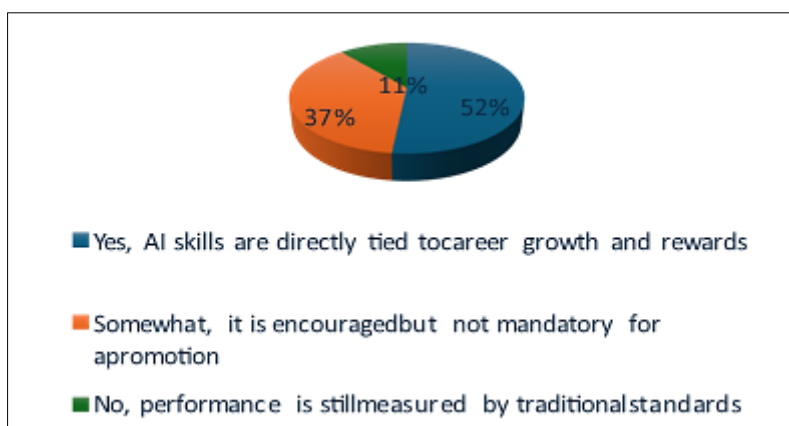
10. Do you Fear That AI Will Cause Job Cuts in the Corporate Sector in the Coming Years?



The findings indicate that 44.9% of respondents believe that AI will not reduce the number of jobs, but it will completely change the skills required, 40.4% believe that AI will lead to job losses due to automation while

14.6% believe that AI will create new types of jobs and employment opportunities.

11. In your Workplace, Are Employees who know How to use AI Being Favored or Promoted Faster?



The findings suggest that 52% of respondents believe that employees with AI skills are directly favored for career growth and promotions, 37% feel that AI skills are encouraged but are not mandatory for promotion, and

Only 11% believe that employee performance is still measured mainly by traditional standards.

12.

S.No.	Question	Option	Frequency	Percentage
1.	Overall, how do you see the future of AI in the corporate sector over the next 3 years?	It is a great revolution that will make our work lives much better	62	69.7%
2.		It is a tool for survival; we have no choice but to adapt to it	22	24.7%
3.		It is a major threat to human employees and job security	5	5.6%

The above table shows that 69.7% (62 respondents) believe that AI is a great revolution that will make work life much better, 24.7% (22 respondents) consider AI a tool for survival, while Only 5.6% (5 respondents) view AI as a major threat to human employees and job security.

DISCUSSION

1. AI Has Become an Integral Part of the Corporate Workplace

The findings indicate that AI has become a regular component of employees' daily work in the corporate sector. A majority of respondents reported using AI tools every day (Figure 4), with ChatGPT emerging as the most frequently used platform, followed

by Microsoft Copilot and Gemini (Table 1). From a social work perspective, this reflects a changing work environment where employees must continuously adapt to technological advancements. Workplace social workers and human resource professionals can play an important role in helping employees cope with technological changes while promoting employee well-being and reducing stress associated with digital transformation.

2. AI is Improving Work Efficiency but Should Support, Not Replace, Human Capabilities

The study found that AI is mainly used for writing emails, reports, content creation, and data analysis (Table 2). Most respondents also reported that AI has improved both the speed and quality of their work

(Table 3). These findings suggest that AI enhances employee productivity when used appropriately. However, from a social work perspective, technology should complement rather than replace human judgment, creativity, empathy, and interpersonal relationships, which remain essential in organizational functioning and employee support.

3. Capacity Building is Essential for Equitable AI Adoption

Although some organizations provide AI training, the largest proportion of respondents reported learning AI independently (Figure 5). This indicates that many employees are developing digital skills through self-learning rather than institutional support. From the perspective of social work, equitable access to training is an important aspect of workplace inclusion. Organizations should ensure that all employees receive equal opportunities to develop AI competencies so that the development of technology does not widen inequalities within the workforce.

4. Ethical use of AI Remains a Major Concern

The findings reveal that inaccurate AI-generated responses, inadequate training, and data privacy concerns remain the biggest challenges associated with AI use (Figure 6). These concerns highlight the importance of ethical AI practices. Social work emphasizes values such as responsibility, accountability, confidentiality, and respect for human dignity. Therefore, instead of depending solely on AI-generated information, organizations should set ethical standards and motivate staff to critically assess it.

5. AI Is Transforming the Nature of Work and Increasing the Need for Reskilling

The majority of respondents believed that AI will change workplace skill requirements more than it will eliminate jobs (Figure 7). While many respondents were concerned about automation, they also recognized the need to develop new competencies. From a social work perspective, this finding highlights the importance of career counselling, employee empowerment, and continuous professional development. Social workers can contribute by supporting employees during organizational transitions and promoting lifelong learning opportunities.

6. AI Literacy is becoming a Factor in Career Advancement

More than half of the respondents believed that employees with AI skills receive better opportunities for promotion and career growth (Figure 8). Therefore, AI literacy becomes one of the key competencies. From the social work perspective, it is important to ensure that the process of professional development is fair and equal for all. Employees of any age, gender, education, social and economic status should have equal access to training.

7. Human-Centered Approach is Important for the Successful Introduction of AI

As a whole, the participants of the survey have positive opinions about the possibilities of AI (Table 4). They see it as a new technology that will improve working conditions.

CONCLUSION

The results demonstrate that the use of artificial intelligence (AI) in business is widespread. Most of the individuals who responded see AI as a mean to tap into their potential and increase productivity, thanks to better data analysis and reporting. However, there are also those who do not trust information generated by AI and question its effectiveness, since they are concerned about whether or not people have been adequately trained and whether or not the ethical issues about data privacy are addressed by AI solutions. Furthermore, the results show that AI does not just change the process of work but affects the knowledge, skills, and competencies required for performing job functions.

When considering social work as a career, it is critical to practice employee welfare, in addition to guaranteeing that workers have equal opportunities to gather the necessary skills and knowledge to maintain relevance in their professions. Social work practice is based on the key principles of human rights, social justice, peace, empowerment, and ethics. That is why in order to contribute to improving sustainability at the workplace, both employees and social workers and HR managers can use social work interventions in their work to improve their skills and knowledge in the field of social work and corporate social responsibility.

COMPLIANCE WITH ETHICAL STANDARDS

Disclosure of Conflict of Interest: No conflict of interest to be disclosed.

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