RESEARCH SEMINAR

IÉSEG SCHOOL OF MANAGEMENT

EMPOWERING CHANGEMAKERS FOR A BETTER SOCIETY

'FLUID SOCIO-TECHNICAL (TRANS)FORMATION OF AN AI SYSTEM'

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ABSTRACT

In this seminar presentation, I will walk you through the current situation of our on-going longitudinal case study that delves into the effects of AI and automation on knowledge work. The case organization in question is a large financial management company where we focus on the socio-technical implications of the development, implementation, and the subsequent use of the AI system in a specific financial accounting process. Since January 2020, we have conducted four interview rounds with accountants that are either using or are affected by the AI system that comprise altogether 62 interviews with them. In addition, we have held so far five interviews with team leads, a service center manager, a process owner, and a data scientist. This access grants us a view to socio-technical change occurring in the case organization which allows us to explore for example the knowledge workers' evolving perceptions on the AI system, issues related to deskilling and upskilling, and the transforming human-automation interplay as the AI system is becoming more interwoven with the organization's socio-technical fabric.

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