

Rapid advancements in artificial intelligence and autonomy have revolutionized many industries from transportation to healthcare and everything in between. AI systems continue to become more capable of performing and completing tasks humans would traditionally do. These developments have sparked a debate about the role of humans in many environments as machines become increasingly more dominant. While AI can be used to advance knowledge in many fields, humans are still needed for their creativity, emotional intelligence, oversight, and ethical decisions. Rather than replacing humans, AI can be used to enhance human performance and improve job efficiency.

Human creativity is irreplaceable when it comes to artificial intelligence. While AI can efficiently perform tasks and process data, it lacks the ability to think creatively like humans can. A survey from Canva stated that “85% of hiring managers believe the rise of AI is increasing the need for creative skills” (McKendrick). Since AI can do more tasks, creativity is becoming crucial to stand out in the workplace. Head of AI products at Canva, Danny Wu stated that “creativity is one human skill that AI cannot truly capture” (McKendrick). AI operates on data and algorithms which means it can only generate outputs of variations that it has already been exposed to. Human creativity, however, is always changing, adapting, and can lead to innovations and solutions that have never been seen before. Job fields such as Art and Marketing are prime examples of creation that can only resonate with humans by humans. The unique ability of humans to think creatively and innovate ensures that humans remain indispensable in a world increasingly dominated by AI.

Humans' emotional intelligence is another crucial aspect that AI cannot replicate because it requires understanding one's own emotions as well as the emotions of others. This is essential in building personal relationships, leading, resolving conflicts, and working with people. AI can't genuinely empathize or understand human emotions, making it unable to connect with humans. For example, in jobs having to deal with customer service, counseling, or leading others AI could only address the technical aspects of problems, rather than also adding comfort, and reassurance to issues. Since AI isn't able to understand and empathize with human emotion there is a lack of trust and comfort between humans and machines. Humans cannot fix a problem they are having without working through the problem both technically and emotionally. Dr. Rana El Kaliouby is an author and leading expert on technology and empathy and the ethics of AI. Kaliouby states that it is “obvious that technology has a lot of cognitive intelligence (IQ), but no emotional intelligence (EQ)” (Dhinakaran). This helps the understanding that AI can help make humans smarter but ultimately ensures that humans will always have a unique and valuable role in any field that requires genuine human connection.

Like creativity and emotional intelligence, AI cannot make moral judgments, understand outcomes, or social implications based on its actions. Ethical decision making is another area where humans are indispensable. When boosting efficiency, AI might overlook ethical concerns like privacy issues or societal values. Humans can consider these factors and ensure that decisions align with ethical standards. “One in four executives responding to a survey conducted by SAS, Accenture Applied Intelligence, Intel, and Forbes say they have had to rethink,

redesign, or override an AI-based system due to questionable or unsatisfactory results” (McKendrick and Thurai). Of these results “34% said their solution was deemed unethical or inappropriate.” Something to understand about AI is that it is constantly changing, evolving, and learning so it makes sense that “one in four executives” (McKendrick and Thurai) had to change their AI system. However, knowing that about 1/3 of these executives found “unethical or inappropriate” solutions is concerning. Ethical decision-making requires navigating complex situations that can only be understood with empathizing and cultural understanding. Without human intervention AI could harm individuals or society because it doesn’t understand these ethics and societal values.

Lastly, human oversight is crucial to manage, override, and correct AI systems. Artificial intelligence has advanced capabilities, but the systems can still make errors or be biased based on the data they were trained with through programming. For example, if AI is trained on biased data, it could produce biased outcomes rather than staying neutral like it is meant to. Humans can intervene and monitor AI systems, identify its issues, and continue to make necessary adjustments to ensure that they function fairly and accurately. For instance, “Business and technology leaders need to ensure that their AI systems have the necessary checks and balances — along with consistent human oversight — to ensure that AI is ethical and moral” (McKendrick and Thurai). This is just one instance where oversight is needed. Across all jobs in the workplace oversight is needed to ensure that AI work is up to standards, giving correct and high-quality output. At any point that AI fails to do so, human intervention can correct AI fails while AI cannot correct itself. elf. This oversight also helps maintain the integrity of AI applications and ensures they align with ethical, societal, and cultural values.

In conclusion, while rapid Artificial Intelligence advancements have revolutionized many industries and took on human roles, humans remain indispensable. As stated before, AI excels in performing tasks and processing data, but it lacks creativity, emotional intelligence, and ethical decision-making. This means that Human abilities and oversight are essential to making sure AI is functioning correctly and only completing jobs it can complete to the full potential of a human. Rather than replacing humans with AI, it should be seen as a tool to enhance human performance and improve job efficiency. Humans can create a future where technology and humans coexist, but AI should not be able to function without humans in any field.

Works Cited

Dhinakaran, Aparna. “Can Ai Have Emotional Intelligence?” *Forbes*, Forbes Magazine, 5 Oct. 2023, www.forbes.com/sites/aparnadhinakaran/2021/07/28/can-ai-have-emotional-intelligence/.

McKendrick, Joe, and Andy Thurai. "Ai Isn't Ready to Make Unsupervised Decisions." Harvard Business Review, 15 Sept. 2022, hbr.org/2022/09/ai-isnt-ready-to-make-unsupervised-decisions.

McKendrick, Joe. "Ai Can't Replace Creativity, but It Certainly Can Enhance It." *Forbes*, Forbes Magazine, 12 Sept. 2024, www.forbes.com/sites/joemckendrick/2024/09/12/ai-cant-replace-creativity-but-certainly-can-enhance-it/.