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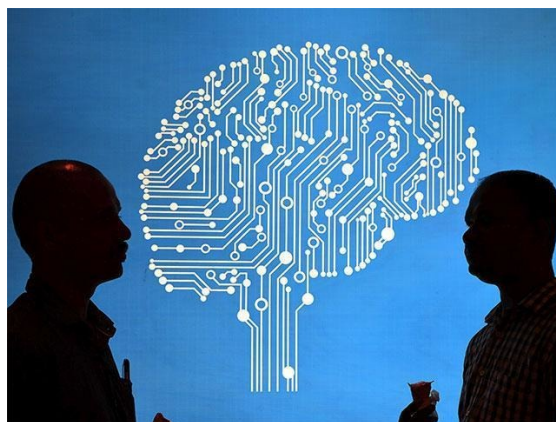
# Soon, AI could be doing your appraisals

*Well, such a day may not be far away if corporate decision makers in the country have their way, according to a study by PwC.*

J Vignesh | ET Bureau | December 14, 2017, 09:23 IST

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Can you imagine a day when a machine or an application does your performance appraisal? Well, such a day may not be far away if corporate decision makers in the country have their way, according to a study by PwC.



Around 83% of Indian corporate decision makers who took part in a survey believe that having an **artificial intelligence** (AI) advisor at work to monitor performance would be more, or at least equally, rational and impartial in giving promotions and salary hikes compared to a human advisor.

For decision on promotions, in fact, three out of four respondents would rather trust an AI advisor or a combination of human and AI advisors, according to the report, titled Artificial Intelligence in India – Hype or Reality. The study covered 2,000 decision makers and regular employees from across a wide range of sectors such as financial services, **technology**, and manufacturing.

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“In terms of overall response, most respondents have benefited by AI,” said S. S. India.



“Contrary to a lot of popular opinion, we are very positive on impact of AI in day-to-day life. We wanted to do a deep dive and see areas where AI will help. Some of the key areas are economic growth, cybersecurity, education, and health and wellbeing,” he said.

According to the report, AI could soon be the go-to tool for mundane tasks, as most respondents said they want to outsource **jobs** that are repetitive and time consuming in their respective sectors and functions to AI.

For example, nearly 88% of respondents engaged specifically in information technology and IT enabled services (ITeS) feel that entering timesheet hours can be outsourced to digital assistants as opposed to the overall 79%. Similarly, 87% of accountants and finance professionals said accounting and tracking financials can be outsourced to AI.

Also, 67% of overall participants said they would prefer AI office assistants over humans.

“As an assistant, AI will do calendaring, email responding, etc. that are mechanical tasks,” said Viral Shah, cofounder of open source language provider Julia Computing. “It’ll have a positive impact on workforce. A lot of repetitive work will go away and your mind will be free for more impactful tasks,” he said.

While there is widespread fear that increasing influence of AI would result in job losses, there is also a dawning realisation that the potential benefits of AI will outweigh the negatives.

Two-thirds, or 65% participants agreed that AI is likely to have a severe impact on employment in India, while 55% said benefits of AI in business to inform strategy, generate growth and boost productivity will outweigh the potential downside of employment concerns. Shah said AI should be looked at as a productivity increasing tool. “Like every technology, some people will lose jobs and people need to reskill. But, it’s not doomsday. Because of these advances, leisure will only increase. One can spend that time on more important things like family,” said Shah who coauthored ‘Rebooting India: Realizing a billion aspirations’ with Nandan Nilekani.

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