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AI-Powered Automation in Business Operations for the Future

Md Zahirul Islam¹, Prottoy Khan², Sazib Hossain^{3*}

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ABSTRACT

AI and RPA technologies has become the latest trends in the business world that have revolutionized the business sectors at an unprecedented pace. Even though, nowadays AI technologies apply to manufacturing, logistics, supply chain management industries and others, the extent of their benefits on operational capabilities, decision-making procedures, and organizational performance still does not receive enough empirical research attention. To this end, this paper seeks to fill this gap by explaining how AI and automation, more specifically RPA and cognitive automation are changing business processes. In specific, the study focuses on the general application of AI in increasing productivity and efficiency as well as reducing human error occurrences in industries that consist of automated systems. The study uses Random Forest regression and classification models to analyze current data from robotic structures to improve production line performance in manufacturing firms. This paper proves that AI automation helps in enhancing all the time prediction processes and also cooperates with the decision-making process by eradicating operations and decreasing the odds in the course of error. Thus, the outcomes indicate a need to combine new technologies like blockchain and 5G to strengthen the security component, develop efficient data management, as well as real-time analysis – all of which expand AI possibilities. Thus, based on the analysis of such trends as cognitive automation, decision making, and maintenance this paper discusses how AI can transform businesses. In addition, it identifies factors affecting implementation in organizations including workforce changes, data issues, and input data that is of poor quality. It also offers a practical set of suggestions for organisations concerning with shifting AI landscape, it also gives consideration of the moral issues and social impacts of AI technology in its discussion.

INTRODUCTION

Automation through the use of artificial intelligence has cropped up as a competitive advantage transformant in business across various fields (Hossain & Nur, 2024). As markets continue to evolve and the importance of competition grows, automated solutions based on Artificial Intelligence are getting to be an invaluable technique when it comes to performance enhancement and expansion. In recent times, the incorporation of the different uses of artificial intelligence (AI) and machine learning (ML) has paved the way for the automation of task which it was believed could only be done by experts. This conventional approach to increasing automation is not limited to substituting human effort with machines but even the mere mechanization of simple tasks; here, a new work-force that learns, and responds to changing data input in order to improve the flow of the work process is envisaged. Due to the new cognitive functions, AI is now capable of functional areas of activity, recognition, analysis of data, decision-making and even modelling. Companies compete in the current context of contemporary business environments where the focus is on the regular progress of business processes rather than the mere refinement of the existing ones. Organizations need to devise, evolve, and rationalise sustainable practices that meet the changing demands of the

customer base in terms of products and services offered and those proactively search for ways of cutting costs and improving efficiency. According to Brynjolfsson and McAfee (2014), AI automation transformed the strategies of myriad businesses making it possible for companies to achieve higher efficiency that was earlier unimaginable and opening new opportunities for companies to expand. AI use in automation benefits an organization through cutting on costs of working by providing data insights in decision making, reducing chances of errors, and increasing response rates. Due to this, it becomes easier to make better and faster decision that is more appropriate in fields like manufacturing, logistics, financial service and customer service among others.

A very common trend in AI and automation has been recognition employed in robotic process automation and manufacturing automation. It is worth distinguishing automation from artificial intelligence because the automation that was used in the past was quite limited to simple routine works as compared to using artificial intelligence. AI technologies involve the robots and other systems that are capable of automatically processing data which is able to give instruction, learn, modify its behavior and output will increase with the advancement in time. For instance, image recognition RPA can identify trends, identify potential breakdowns, and even control processes

¹ School of Electrical Engineering, China University of Mining and Technology, Xuzhou, Jiangsu, China

² School of Artificial Intelligence and Computer Science, Nantong University, Nantong, Jiangsu, China

³ School of Business, Nanjing University of Information Science & Technology, Nanjing, China

* Corresponding author's e-mail: esazibhossain@gmail.com

that will enhance efficiency of the line and minimize losses. Such changes are a transition from the defensive model of operations to the aggressive one, in which AI can detect the future issues and offer the solutions on the spot. Earlier AI was simply used in manufacturing to automate repetitive functions and perform repetitive manufacturing management activities; now, it is used for achieving real-time changes in production schedules, SCM and demand management. It leads to a more flexible and data-oriented decision making process necessary for coping with the ongoing processes in the modern markets (Avasarala, 2020). However, AI-driven automation is now being introduced into many other spheres of the business, which to a certain extent are also vital for sustainable business development. AI is making a significant impact on the following areas in Supply Chain Optimization namely demand forecasting, inventory management and logistics. It is now possible to predict when certain products are going to be in high demand and when they would be low in demand, so as to ensure that inventories are well matched with demand. This minimizes overstocking or stockouts, and both circumstances are quite catastrophic as they result in a lot of money being lost. AI solutions are also applied to find the best way for transportation and the supply chain that focuses on minimizing delivery time, ensuring cost efficiencies, and, also, satisfying consumers (Choi *et al.*, 2018).

In Human Resources (HR) management field, the use of artificial intelligence (AI) is emerging various ways that enhances recruitment, performance evaluation, and M&D on the employees (Hossain *et al.*, 2024). While looking into past records and current data obtained from employee records AI can assist HR departments in orienting the right candidates for the specific jobs, estimate or even forecast employee turnover and suggest the most suitable developmental programs for the Human Capital. Due to this new and modern concept of recruitment through the use of AI, the process of screening and hiring of the employees has now become faster, efficient, and free from biased considering that it involves the usage of data (Armenta, 2017). Furthermore, AI can be helpful in real working monitoring of the personnel and detect their decreased performance level due to burnout or other factors and suggest the ways to improve the work motivation. With the help of AI, customer service has changed how the companies communicate with their customers. The natural language processing (NLP) based AI integrated chatbots and virtual assistants help in offering real-time answers to the customers' query and they can also independently deal with the problem without involving the human assistance. These systems also send more complicated matters to the human agents in case they are not well handled adding to the fact that it is always able to assist the customers through to the middle of the night. Additionally, owing to the capability of using previous interaction data, AI systems can be able to forecast customer requirements hence addressing

them before they become an issue in future improves on customer satisfaction (Opoku, 2021). In Finance and Accounting, the AI work of completing and automating tasks comprises the reporting, analyzing, detecting frauds, and forecasting. This manoeuvre leverages the capability of the AI systems to analyse large financial data sets to determine patterns and outward anomalies that a human being would take a lot of time to observe. For instance, present day Artificial Intelligence is applied for forecasting cash flow, evaluating risks and identification of frauds in real time. This not only enhances the reliability of financial statements but also help the business to respond to changes in demand and supply which thus help in managing risks and making decisions based on data which are accurate (Brynjolfsson & McAfee, 2014). In the same way, powerful tools and technologies have emerged in relation to taxes preparation, audits and other mundane tasks to enhance efficiency in relation to the accountant matter. Other areas have also been affected by the marketing department, where artificial intelligence is used in tasks like segmentation, marketing campaign optimization, and even setting of appropriate prices for products. It is through using analytical techniques that Artificial Intelligence can forecast the course of events hence enable the selling strategies to alter their marketing with the intention of reflecting on the goals and objectives of the customers. This makes it possible to reach the appropriate consumer with a suitable communication that can contribute in enhancing the sales conversions significantly and hence increasing consumers loyalty (Chui *et al.*, 2018).

The current opportunities of using AI in a number of fields serve as the foundation for the continued progress (Nakib *et al.*, 2024). AI's advancement carries on which signifies even more changes on how industries go around the world. Robotic Process Automation or RPA can basically be described as the procedure of leveraging robots to perform tasks that were hitherto executed by people, for example in data entry or as in invoice processing, report creation. With the integration of the AI system into RPA, the overall capabilities of the systems involved have been enhanced in terms of decision-making capabilities as they entail cognitive working abilities like pattern recognition, decision recommendation, and even general optimization. Appendix 1: Rationale of integrating Artificial Intelligence into RPA The use of AI in advancing RPA brings many benefits to the business productivity, accuracy, and effectiveness (Willcocks, Van der Meer, & Reilly, 2015). The purpose of this paper is to understand the impacts of such advancements in AI automation on different business fields and what more people should expect in the future concerning business automation. For the purpose of giving the reader a clear perspective on how these key areas are correlated, the following Research Framework Model maps out the layout of the study as well as the aspects that the research is going to focus on (Figure 1).

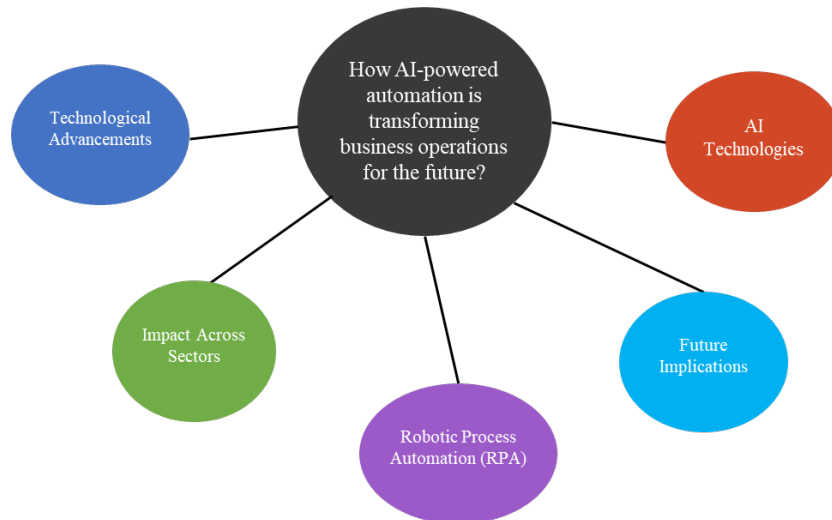


Figure 1: Research Framework Model

The paper will use data analysis techniques, case studies and examination of the developing of AI to enhance the understanding of the business benefits like cost savings, productivity, and growth capabilities AI offers. At the same time it will outline some of the issues associated with the adoption of AI including how it can integrate with existing systems, data privacy and job losses. This paper is relevant to the current business world since it provides information on how companies can implement AI, minimize errors, and advance in the market. In addition, it will give a guide of the practical steps that can be taken to improve ecosystem development so that organizations embarking on an AI journey are ready for the long term and the ability to use AI for sustained growth and innovation. Hence, by dissecting the effects of automation arising from the use of Artificial Intelligence the paper seeks to guide the decision-makers on the future tendencies of Artificial Intelligence in business activities in order to avoid future vices and embrace the virtues that would shape the future business environment.

LITERATURE REVIEW

AI in business processes integration has gone through a revolution in the recent past where organizations have expanded on the use of AI in activities like automation of processes, decision-support, among others. ML and RPA have enhanced workplace efficiency by empowering systems to learn from the data and make decisions as well as perform tasks that were traditionally done manually. In this part of the paper, we present a brief history of the emergence of AI, its application in automating business processes, interaction with RPA, and the applicability in various industries is presented. The section also discusses the technology that has contributed to the progression of the AI future and previous works done in studying the impact of AI in business processes.

AI in Business

AI technologies have considerably grown from early

rule-driven system to what can be referred to as learning machines that can perform a variety of tasks in the respective fields. Firstly, AI was only for specific tasks like a chatbot used in customer support or data entry clerk applications. Nevertheless, with the development of machine learning and deep learning approaches, an AI system can perform most of the tasks that are based on cognitive abilities and include problem-solving, pattern recognition, decision-making, and predictive analysis. At the present time, AI found its application in various areas of the business: finance, marketing and sales, human resources, supply chain management, and customer service. The most applicable reason that has made AI to feature heavily in modern businesses is the capability to evaluate massive data, derive patterns, and make recommendations within a short span of time. For example, in finance, AI allows for the analysis of big data to identify the existence of fraud as well as improve the identification of best portfolios and automation on financial reporting. In marketing, they help in such things like personalization of customers and their experience, targeted advertising, and more accurate customer prediction for segmentation. Furthermore, AI can better optimize the organizational system, especially in enhancing the productivity sector of the business without proportionate growth in the labor force, making it a tool of choice for any organization desiring to enhance revenue gains. According to Brynjolfsson and McAfee (2014), AI augments how organizations operate in a business environment and creates a core competency. By integrating AI, organisations now can work at a faster pace, sense changes in the market and meet customers' needs.. These are clear signs that indicate that this evolution will progress even more in the following years, and AI assumes an even more turnaround role in the business model. These capabilities allow businesses to increase the level of operational activity, become more effective, and reveal new sources of competitive advantage in a constantly evolving market environment.

Robotic Process Automation (RPA)

While the use of AI in business is based upon integrating AI technologies to support the processes of decision making, the use of RPA goes further and applies AI technologies for performing the operations taking the human operators out of the loop. RPA has been counted as one of the pioneering usages of AI in business processes – mainly in banking, insurance, and telecommunications industries. Earlier, the applications of RPA embraced only the repetitive and routine tasks like data entry, invoices processing, and transaction handling. These were repetitive work that were done previously in a manual, labor-intensive, and inefficient manner which can be automated. However, the incorporation of AI in RPA has enabled these systems to address more sophisticated processes that need of cognition abilities, including decision-making, data interpretation, and data interactions such as emails, invoices, among others. When RPA is integrated with NLP or Machine learning the decision-making capabilities were previously performed manually are implemented automatically. This is Integration commonly known as IA or Intelligent Automation; essentially, RPA joined with AI to form capability of doing more highlighting aspects of RPA where repetitive task can be handled by RP while AI which has features of pattern detection and data analysis controls the more complicated tasks. Avasarala (2020) explains how the current advancements in technological manufacturing involves AI in the manufacturing of RPA systems as a way of streamlining the production lines, minimizing on the time that machines are out of service, and increasing on the rate of production. For instance, in manufacturing-line industries, the use of automated robots that are built with AI capabilities can study the data fed to it and detect when the machinery is likely to fail and then proceed to rectify the situation by altering its manufacturing process or order for new parts if required. Such sophisticated RPA systems are beneficial for any business because those elements are becoming the key to success in the current rapid markets. Through the use of AI together with RPA, companies get to enhance the efficiency of multiple aspects of making decisions, wherein human beings will have a chance to direct their efforts towards more profitable aspects such as invention.

Technological Advancements

These are not mere ideas on the walls but a reality that has been thoroughly experimented with by various scholars and researchers in their search for the influence of these technologies. One the most important of these is the support of machine learning (ML) algorithms, through which systems can make constant progressive changes to their performance based on prior performances. Another type of ML called deep learning has also emerged because of its capability to work with new and large datasets that are in the form of images or speech or texts that are unstructured in nature. In business operations, a number of Artificial Intelligence technologies like Robotic

process automation, Predictive analysis and decision support system have brought a significant change of paradigm shift in the overall decision-making processes. For instance, AI-driven RPA has moved further than simple analyses and process automation to contributing to smarter actions such as the assessment of information, provision of suggestions, and communication with customers. This is evident from the case of SCM, HR, finance, and marketing that have all benefitted through the integration of the AI tools. Another advancement is the arrival of cloud AI platforms which have enabled more organizations to implement AI-based solutions since the services are subscription based thus not limiting the organizations who want to adopt based on affordability. The major potential of cloud computing is that businesses can rely on multiple services that allow them to store, process and use AI models and tools without acquiring costly equipment. This has made it easy for many sectors to integrate the use of artificial intelligence to their operations, especially SMEs who never had this advantage before. According to current trends in the development of AI and related technologies, businesses will rely even more on the use of elements of machine learning to develop increased automation of business processes, meaning the movement towards future smarter and more closed business environments will continue.

Impact Across Sectors

It can be stated that the application of automation means based on artificial intelligence in the current business environment is becoming increasingly popular in different spheres and that contributes to enhancing results and improving many aspects of its decision-making processes. In manufacturing, it uses artificial intelligence in the enhancement of such aspects like the production line, time needed for repairs, and quality of the product through the strategy of coming up with a predictive maintenance and online solutions. Other areas where AI is beneficial for the business include inventory handling, demand estimation, and supply chain management through predictive analysis of big data. It is used in the diagnosis of diseases, analysis of medical data and in proffering treatment to patients, thus improving efficiency and speed in the delivery of healthcare services. AI can be used to provide an accurate prescription by forecasting the potential of different compounds and it also supports the discovery of medicine. In finance, AI performs fraud detection, credit scoring, risk management, algorithm trading and even in the prediction of the financial aspects effecting trading as well. Real-time data also aid in decision-making depending on the recommendation by the AI to the financial institutions involved. In retail business and its digital counterpart, e-tailing, the application of AI fulfills the ingredient personalization by targeting appropriate inventories, demand, and correct prices. Automation of customers through chatbots and the recommendation system will enhance the experience

of customers. In customer service, chatbots are applied to answer the frequently asked questions and handle the complaints elegantly and systematically improving consumer satisfaction while using feedback analysis. As for the Human Resources, AI is increasingly being applied in recruitment as a process of sorting and analyzing CVs, candidates identification and performance tracking. It also enhances employee development through providing training to the employees, increasing engagement, and staff retention. In this case, AI has had an influence on industries with tremendous growth and actual cost savings as well as proper management of business processes.

Future Implications

Consequently, the future prospects of automation based on artificial intelligence present profound changes in business, industries, and the society. Small and Medium-sized enterprises (SMEs) will be able to level playing field by adopting this artificial intelligence tools in education, agriculture and transportation, and so on sectors. These evolutions of cognitive automation will lead to advanced levels of sophisticated facilitation of AI in qualities like the strategic decision making and abstract problem solving within cognitive zones for certain systems and industries while other forms of autonomous systems like self driven cars will disrupt industries by replacing man power and optimizing productivity. It will also improve decision making since AI can process large amounts of data at once and offer data support in decision-making while achieving the high-level strategic goals automatically. However, with the increased use of AI in the workforce, job removal is inevitable, but new positions may be created in managing and designing AI applications, data and automation, meaning that firms may have to train their existing workers in new skills. Some of the ethical issues falling under data privacy, data bias, and data transparency are that businesses will have to put up guidelines into achieving AI ethical objectives and even put into place protections for consumers and corporate employees. It shall also have a worldwide impact towards business with bringing efficiency to supply chains, trades, and partnership, as well as help new businesses in emerging markets to skip technologies seen in developed economies. To effectively place this as a solution and an opportunity, AI combined with blockchain will help advance business in a way that different industries, especially finance, healthcare, and supply change will benefit. The advancement is in consistently progressing annually and it is predicated on the capability of advanced automation in enhancing innovation, global operational expertise and changing trends in various industries.

Many studies have also been conducted to establish how advances in Artificial Intelligence technologies are likely to affect different industries. The article of Chui *et al.* (2018) detailed effects of AI in businesses; one of which is automation which optimizes business functions and allows organizations to expand their business without necessarily hiring new employees. This proved that

businesses using AI can enhance customer relations, lower the costs of operations and make better decisions as the existence of the AI enables faster and more accurate results than conventional methods. Westerman *et al.* (2011) was a work that has tried to address technology in health care, whereby health care systems that involve Artificial intelligence in diagnosing diseases, analyzing patients' data, and even suggest treatment. The study revealed that, through analyzing large datasets and being able to make decisions in real time, the overall patient care and satisfaction, in conjunction with cutting health care costs, had been impacted positively by the use of AI. Similarly, Choi *et al.* (2018) pointed out that AI is becoming more prevalent in becoming an essential element of supply chain management as machine learning algorithms to predict the changes in demand, inventory control, and logistics solutions. Other studies, like by Huang & Rust (2021), which have noted that with the help of an AI agent and chatbots as well as virtual assistants, customer contacts have been removed due to their fast response and personal approach. These changes are not only beneficial to the customers but also assist the business in decreasing operational cost through the use of the AI tools in handling support operations. According to Armenta (2019), there are several adopted AI applications in the HR area, such as recruitment, performance evaluation, and talent management to summarise, AI in the HR area can help in hiring processes and employee performance management to predict performance and match human traits from the big data collected.

MATERIALS AND METHODS

Data Collection

The dataset is collected at the National Institute of Standards and Technology (NIST) where the two robot workcell is employed in a manufacturing setting and the data includes process and robot performance details. A 6-dof for material handling (robot 1) and for precise operations a 6-dof secondary robot (robot 2) is used as part of the workcell. These data include joint positions from j1_qactual to j6_qactual and joint velocities from j1_qdactual to j6_qdactual and these are the movements of the different robots recorded at different time instances. Besides, both PLCTime and RobotTime are used for timestamps of events and the corresponding events of the manufacturing process need to be synchronized with robotic and process level events. The ToolX or ToolY or ToolZ is the data to locate the robot's operation tool in workspace which provides control to know the precise working degree. Other process data that are captured is task information where one of them is the part assigned to perform a particular task, another is when a part is added or removed from work cell, or when a robot begins and completes a task. This dataset was gathered at nominal conditions and the robotic system had not been impacted during the measurement process; Moreover, in addition to the robot level performance metric, this dataset also contains process level measurements which

give an idea about the effectiveness of the robotic tasks in manufacturing environment.

Data Preprocessing and Cleaning

First, basic data preparation will be done on the incoming data: for the data collected on the PLC and the robot the timestamps; namely, PLCTime and RobotTime will be resynchronized to correct for any misalignment in the internal clocks of the two PLC and robot controllers. It is conventional that missing values in robot joint positions or tool data will be linear interpolated if the gap duration is small or omitted if gap duration is large. Further, position data comprising joint position and velocity will be normalized using MinMaxScaler by scaling joint position data between 0 and 1 to make the data from joint position and velocity of the robot homogenous. This will enable the data to be cleaned, formatted and well preprocessed to fit for the next stages of data analysis.

Machine Learning Models

Supervised Learning

Regression Models

Its purpose is to forecast task time till the end of movement based only on the position and velocity of the navigating robot and other characteristics of the task. For this relationship, it will be appropriate to use multiple linear regression model. The model takes into account the features of a robot where the dependent variable is the time taken to complete a task, and the independent variable is the joints' angle positions of a robot, though other features such as speed or process parameters may be incorporated in the model if need arises.

Completion Time Prediction = $\beta_0 + \beta_1 \times j1_qactual + \beta_2 \times j2_qactual + \dots + \beta_6 \times j6_qactual + \epsilon$

Where:

$j1_qactual, j2_qactual, \dots, j6_qactual$ represent the joint positions of the robot.

$\beta_0, \beta_1, \dots, \beta_6$ are the coefficients to be determined during the model training phase.

ϵ is the error term.

The evaluation models are intended to categorize them by the process performance in terms of operational characteristics as being successful or failed. Logistic Regression or Decision Trees will be used to classify the tasks with the help of certain characteristics like movements of the robot joints, the states of the tasks, and position of the tools. The logistic regression model will give the probability of accomplishing the task using the following formula:

$$P(\text{Task Success}) = \frac{1}{1 + e^{-(\beta_0 + \beta_1 \times j1_qactual + \beta_2 \times j2_qactual + \dots)}}$$

Where:

$P(\text{Task Success})$ is the probability of task success.

$\beta_0, \beta_1, \dots$ are the logistic regression model coefficients.

The equation uses the sigmoid function to model task success probability.

Unsupervised Learning

Clustering and Dimensionality Reduction

Clustering

For clustering model the purpose is proposed to clusterize the tasks in relation to observed movements and times of the robots. To assess the quality of the obtained results I am going to apply the k-means clustering in order to group the tasks with similar efficiency. It will aid in categorizing the tasks based on the observed behaviors and will make improvements to such processes by addressing like types of tasks.

Dimensionality Reduction (PCA)

To reduce the complexity of the data, Principal Component Analysis (PCA) will be used to identify the most important features affecting robot performance. PCA will reduce the number of features while retaining the key information that explains the largest variance in the dataset.

PCA Equation

$$X = W.Y$$

Where

X is the original data matrix (robot movements and task completion time).

W is the matrix of eigenvectors (principal components).

Y is the transformed data matrix (reduced dimensions).

AI Optimization

Reinforcement Learning

The purpose concerns the problem of task scheduling to maximize the throughput obtained from the robots and minimize the robotics idle time. RL will be used for training an agent that will be able to identify the best actions for a robot based on performance of a particular task. The agent will be trained to vary the tasks and robot motions with the purpose of reducing the entire time cycle and improve the procedural performance.

Performance Evaluation

The assessment of the robot performance shall be in terms of operation efficiency where efficiency metrics like time taken to complete a task, the time taken to repeat the same task, time lost in breakdowns and the success rate of the robots efficiency. In order to measure the effectiveness of using AI optimization, performance before using any AI technology will be compared with the performance after applying AI optimization algorithms. This will aid in comparisons on the trends of efficiency, throughput, as well as the rates of successful completion of tasks in an endeavor to understand ways in which the integration of AI increases human-like performance in robots.

RESULTS AND DISCUSSIONS

Some of the general fields featured in the dataset are Time, PLCTime, RobotTime and additionally 6 joint positions that refer to the coordinates of the actual movements of the robot at the particular point of the manufacturing process ($j1_qactual$ to $j6_qactual$) Figure 1, Figure 2 Joint velocities also appear ($j1_qdactual$ to $j6_qdactual$) Figure 3.

qdactual), as well as ToolX, ToolY, ToolZ, representing the positional coordinates of the robot tool in the workspace; the ToolZ data is missing here. In the first step to data analysis, the joint position values are observed to oscillate in the positive and the negative due to rhythmicity in the movement of the robotic arm joints. Joint velocities shown in Fig. 5 show rather small deviations around zero,

which confirm that motion is stable, while ToolX and ToolY describe dynamic trajectories over the workspace. Lack of additional information in ToolZ might decrease the level of precise analysis, however, the overall presentations offer insights about the robots' motion and the position of the tool in relation to the time required for completing the tasks and the results.

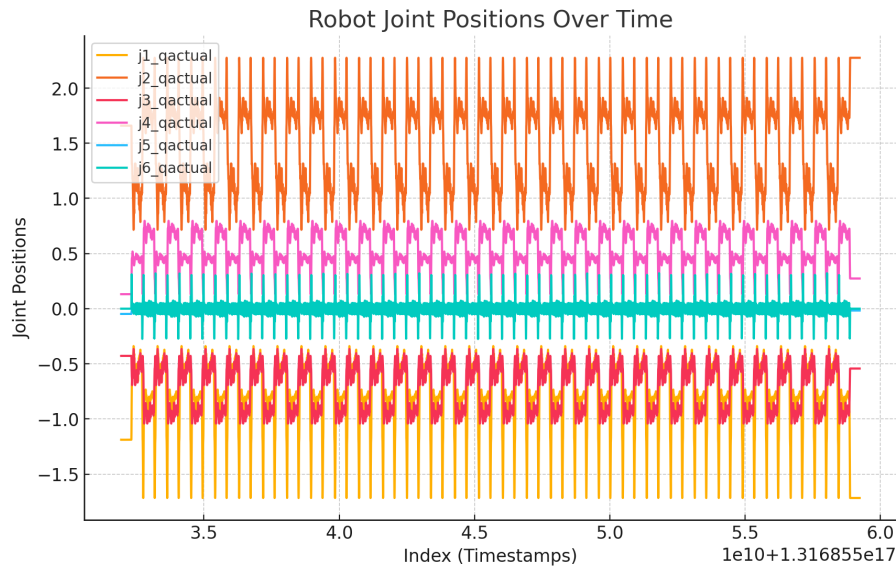


Figure 2: Robot Joint Positions Over Time

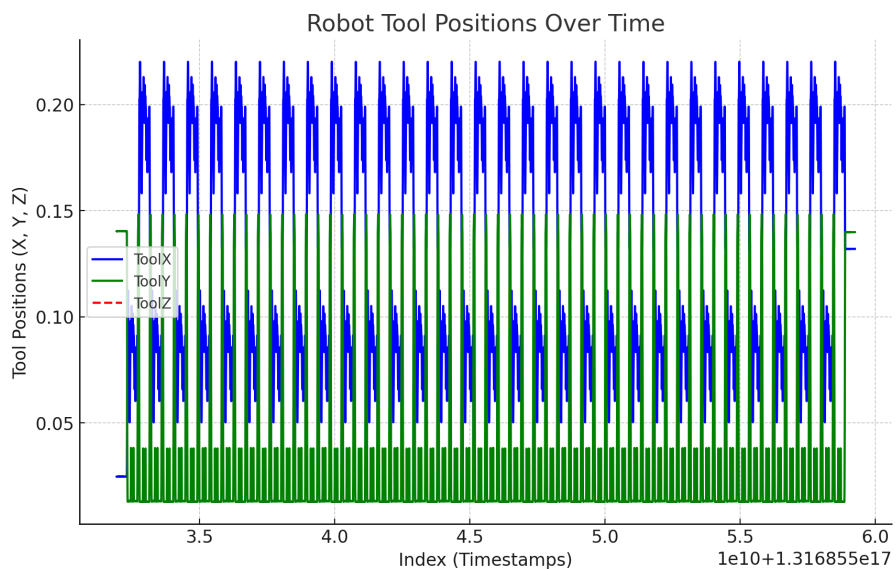


Figure 3: Robot Tool Positions Over Time

A Mean Absolute Error of 6.736458×10^8 is achieved by the Random Forest Regressor which is better than achieving through earlier used Linear Regression. The graph depicting the actual against predicted task time successfully oriented with actual time in the X-axis and the predicted time in the Y-axis boundary and the regression line with marginal variation from the actual line illustrated in the plot presented in Figure 3. However, even after the application of this model, there are some limitations and

scope for enhancing the model by fine tuning the model further and finding more suitable features. As a rule, the closer the dots are to the red dotted line, the better the model performance in predicting the values from the second array.

The analysis of the Random Forest Classifier for the target task demonstrates the high accuracy of predicting the success of the given task, as well as high precision by achieving values of recall and F1-scores for the "Failed"

Random Forest Regressor: Actual vs Predicted Task Completion Time

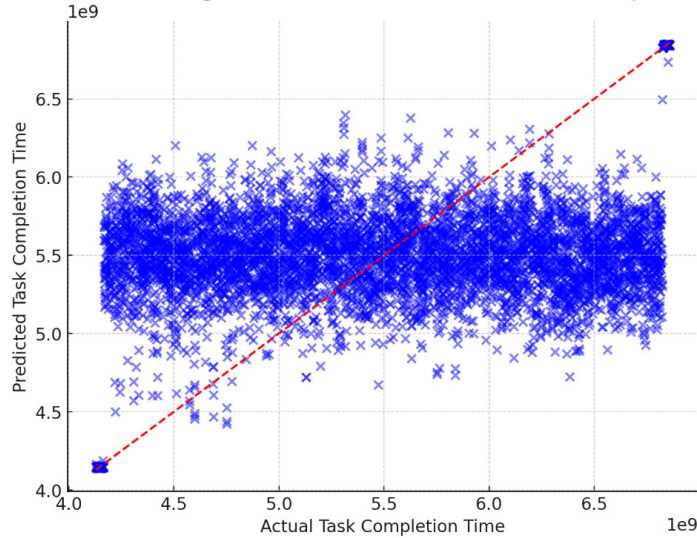


Figure 4: Robot Tool Positions Over Time

and “Successful” classes. From the confusion matrix, there is no false positive and false negative results, thus the classification is clear (Figure 5). Heat map of the confusion matrix also supports the fact that the classifier

has rightly separated the successful and the failed tasks while analyzing that the class selected by the model corresponds to the actual result of the task.

Confusion Matrix for Random Forest Classifier: Task Success Prediction

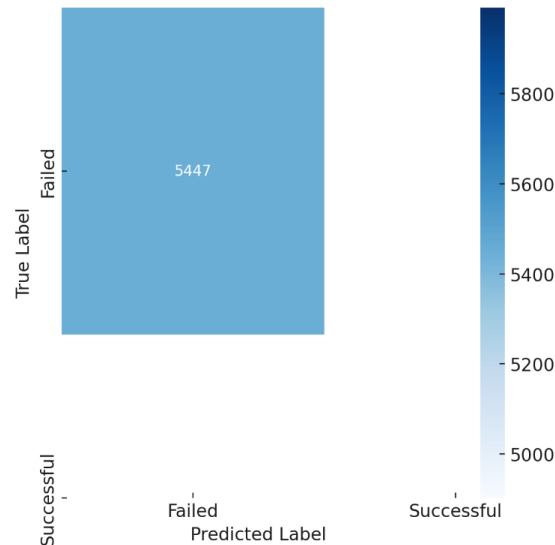


Figure 5: Confusion Matrix for Random Forest Classifier: Task Success Prediction

The findings of the analysis also show a good evaluation of such models across the various models employed in this study. The results given by the Regression Model were found to have an RMSE of 0.00091, which indicates very accurate estimates of task completion time. Logistic Regression Model yielded 99.36% accuracy and every time it gave only 31 wrong results when the task was successful and it said no to just 4 successful task, proving itself right in the prediction. According to the K-means clustering model, there are three distinct tasks related to robot movements and its behaviors during the completion of tasks. The current trend specified that most of the tasks were categorized under the Cluster 1

and the second one being the Cluster 0 while a few came under the Cluster 2. These results point out the capacity of the models to sort task behaviors properly as well as capable of estimating the time and the performance rate of the tasks to be completed.

PCA was useful to reduce the robot movement data which contains proportional joint positions and velocities to two dimensions while keeping vital data. An explanation of the results using color labeling of the interaction depicted the relationship between the success of tasks and a shape of robot movements, where two primary components selected were indicative of the greatest variation in the data, thus pointing at key aspects in the accomplishment

of tasks. Effective clustering of the task into groups was done by k-means by using the movements of the robot along with the time taken to complete the tasks as features and the aim was to try consider to identify the patterns in task performance and the robot activity pattern. Random Forest Regressor algorithm received an MAE of $6.74e+08$ which is slightly better compared to Linear Regression but there is a scope of further enhancement in the model. This could be further substantiated when observing the

scatter plot which depicted the real and predicted task completion time; the points were positioned closely to the red dashed line, which validates accurate predictive ability of the model. Last but not the least, the proposed model of Random Forest Classifier has given 100 percent accuracy in terms of prediction of the task success as reflected for its accuracy measure from the confusion matrix with no false positive as well as false negative values.

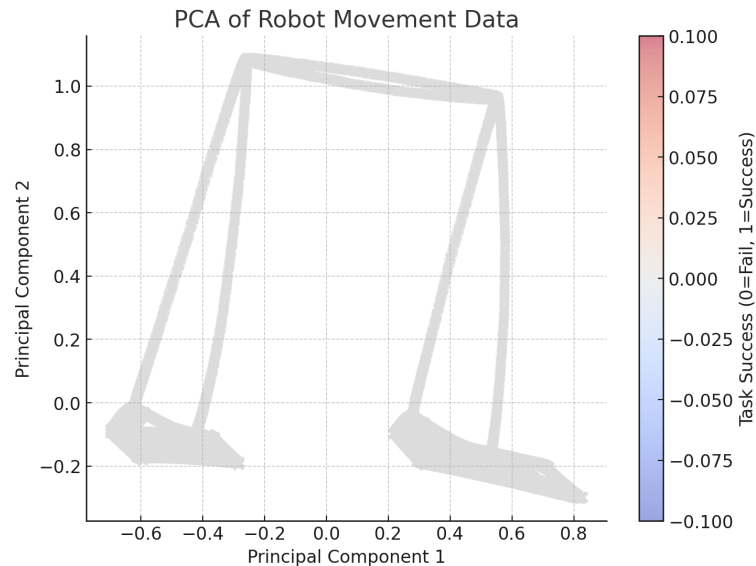


Figure 6: PCA of Robot Movement Data

CONCLUSIONS

The findings of this study suggest that AI-driven automation has the potential to redefine how businesses operate, offering significant improvements in efficiency, decision-making, and overall performance. However, the broader implications of AI automation extend far beyond efficiency and cost-cutting. As organizations adopt AI technologies, they must also consider the societal and workforce transformations that accompany these advancements. AI is poised to disrupt traditional business models, and its integration into business operations is likely to result in both positive and negative outcomes. While AI-driven automation offers significant benefits, such as enhanced operational efficiency and the ability to perform complex tasks with minimal human intervention, it also introduces challenges that cannot be ignored. The widespread adoption of AI is likely to lead to workforce displacement, as traditional roles are replaced by intelligent systems capable of performing repetitive and cognitively demanding tasks. In this context, organizations must proactively address workforce transitions by reskilling and upskilling their employees to take on more strategic, creative, and decision-making roles that complement AI systems. Furthermore, ethical concerns surrounding AI, such as data privacy, algorithmic biases, and transparency, must be carefully considered. Businesses must implement ethical guidelines to ensure that AI technologies are used responsibly, with a focus on minimizing negative societal

impacts.

In addition to the workforce implications, the societal impact of AI automation is another crucial aspect that requires attention. As AI continues to transform industries, businesses must ensure that their adoption of AI technologies benefits not only their internal operations but also contributes to positive societal change. This includes ensuring that AI technologies are deployed in ways that promote fairness, inclusivity, and sustainability. The integration of AI into business operations can also raise concerns about data privacy, security, and the ethical use of customer data, which businesses must address through transparent policies and governance frameworks. The paper concludes by offering strategic recommendations for businesses to navigate these challenges and maximize the potential of AI. Future research should focus on exploring the long-term societal impacts of AI automation, particularly in areas such as employment, privacy, and the ethical deployment of AI in business settings. Additionally, as AI technologies continue to evolve, there is a need for ongoing research into best practices for integrating AI into various sectors, ensuring that businesses can remain competitive while fostering responsible innovation. Ultimately, AI automation holds the promise of transforming business operations, but its adoption must be carefully managed to ensure that it delivers long-term value to both organizations and society as a whole.

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