

## The Potential Impact of Artificial Intelligence (AI) On Office Technology and Management in Selected Organizations in Ogun State

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### Abstract

### Original Research Article

This study explores the impact of Artificial Intelligence (AI) on office technology and management within selected organizations in Ogun State, Nigeria. As AI technologies increasingly permeate various sectors, understanding their implications on organizational efficiency, decision-making, and overall management practices becomes essential. This research employs a mixed-methods approach, combining quantitative surveys with qualitative interviews to gather data from organizations across different industries. Stratified random sampling was used to select a total of 120 participants across different organizations, comprising employees from various levels, while purposive sampling was used to select 12 decision-makers (IT managers, HR heads, CEO) for the interview. Data were collected through structured questionnaires and interview schedules.

The findings reveal that there is a high level of adoption of AI in office technology and management in the selected organization, and that AI significantly enhances operational efficiency by automating routine tasks, thereby allowing employees to focus on higher-level strategic functions. The study also highlights the transformative effects of AI on communication and collaboration within organizations, facilitated through tools like chatbots and virtual assistants.

However, the research identifies challenges, including the need for upskilling employees to adapt to new technologies and concerns regarding data privacy. Organizations are encouraged to invest in training, establish robust data governance frameworks, and cultivate a culture of innovation to maximize the benefits of AI integration.

Ultimately, this study underscores the potential of AI to reshape office technology and management practices in organizations, while also emphasizing the importance of addressing associated challenges to ensure sustainable and equitable AI adoption. The insights gained from this research will inform organizational strategies aimed at leveraging AI for improved operational outcomes in the evolving digital landscape.

**Keywords:** Artificial Intelligence, Office Technology, Organizational Efficiency, Automation, Employee Upskilling, Data Privacy, Workplace Transformation.

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## INTRODUCTION

The rapid advances in artificial intelligence have profound implications for the economy as well as society at large. This advancement of artificial intelligence (AI) has transformed various sectors and workplaces globally by automating tasks, reshaping traditional business practices, enhancing decision-making, improving operational efficiency, and enabling organizations to operate with greater efficiency and effectiveness. However, as significant as these effects are likely to be, artificial intelligence also possesses the potential to change

the innovation process itself, with consequences that may be equally profound and might, over time, overshadow the direct effect. In many organizations, incorporating AI technologies has ushered in a new era of data-driven decision-making and streamlined processes.

According to Kaplan & Haenlein (2019), artificial intelligence (AI) refers to systems that can process information, learn from it, and use that learning to generate outputs and achieve goals. AI refers to "agents" or systems that can perform actions based on their perception of the environment (Russell and Norvig, 2020). Meanwhile, Collins et al. (2021) describe a series of supervised and

unsupervised machine learning technologies, such as neural networks and associative learning, as well as knowledge-based systems, including decision-support and expert systems. With the increasing prevalence of AI adoption in various industries, the Information Systems (IS) and Technology Management research disciplines have witnessed a resurgence in interest in AI since 2017 (Collins et al., 2021).

European Commission, (2020) and Zuiderwijk et al., (2021) defined AI as “systems that display intelligent behavior by analyzing their environment and taking actions with some degree of autonomy to achieve specific goals”. At the organizational level, AI adoption can be seen as a specific type of IT innovation. AI is an IT innovation as it requires computer hardware and software applications to perform tasks with human-like and rational behaviour to support operations, management, and decision-making (Russell & Norvig, 2020).

AI technologies, such as large language models, computer vision, and robotics are currently evolving at an unprecedented rate, fueled by accelerated computing power, machine and deep learning algorithms, and the increased availability of data (Madan & Ashok, 2023; Margetts & Dorobantu, 2019; Zuiderwijk et al., 2021). The extent of AI’s impact on office and management practices is expected to be broad and disruptive. While the early phase of AI systems focused primarily on automating simple and repetitive tasks, the recent wave of AI systems using machine learning enables sophisticated automation of more complicated tasks, such as strategic management decisions and the discretionary decision-making of street-level bureaucrats (Young, Bullock, & Lecy, 2019; Zouridis, van Eck, & Bovens, 2019). As a result, AI can have profound implications for the work of office technology, management practices through automation of routine tasks, smart document management, enhanced communication, and predictive maintenance (chatbots, virtual assistants), handling customer inquiries, scheduling, and data entry, reducing human workload. The emergence of this sophisticated form of automation shows how the nature of AI innovation is different from other technological innovations. AI is reshaping management practices through data-driven decision making, human resource management, workflow optimization, and cybersecurity enhancement. Unlike earlier IT, which required human intervention for system changes, machine learning technologies tend to reduce human involvement by having the ability to learn, modify themselves, and change their behavior autonomously (Athey & Imbens, 2019). This has important implications for the legitimacy, transparency, and accountability of public organizations and raises legal and ethical issues (Busuioac, 2021; Grimmelikhuisen & Meijer, 2022; Wirtz et al., 2019). AI has recently attracted a large amount of attention with the release of chatbots like ChatGPT. Many now perceive the immense usefulness of AI and dream of the opportunities that come with it.

The potential of AI in office technology and management is particularly significant, as it presents opportunities for optimizing processes, enhancing decision-making, and improving overall productivity. AI has the potential to contribute between \$2.6 trillion and \$4.4 trillion annually

to the global economy, highlighting its positive economic effects (McKinsey & Company, 2023). Inspired by this conception that sees AI systems as agents, the OECD has defined AI as a machine-based system that, for explicit or implicit objectives, infers how to create outputs from the inputs it receives (e.g., data), delivering predictions, content, recommendations, or decisions as a result.

In Ogun State, a region that has embraced technological innovation, selected companies are beginning to integrate AI tools into their operations, indicating a new era of business management. AI technologies, such as machine learning, natural language processing, and robotic process automation, are transforming office environments by automating routine tasks, analyzing vast amounts of data, and facilitating better communication. This shift has weighty implications for how organizations manage resources, streamline workflows, and enhance employee engagement. As organizations adopt AI solutions, they can reduce operational costs, minimize human error, and allocate human resources to more strategic roles that require creativity and critical thinking.

Particularly in Ogun State, where the industrial sector is a significant contributor to the economy, the integration of AI in office technology can lead to enhanced competitiveness among local organizations. Businesses are likely to experience improved customer service through AI-driven chatbots, data-driven marketing strategies, and analytics that provide insights into consumer behaviour. Moreover, AI can assist in project management by offering predictive analytics, thus enabling firms to allocate resources more effectively and meet deadlines with increased accuracy.

Nevertheless, the adoption of AI comes with many challenges that prevent effective implementation in several organizations. There are concerns regarding data privacy, the need for adequate training for employees, and the ethical implications of replacing human jobs with automation. As organizations in Ogun State navigate these challenges, it is essential to assess the current landscape of AI adoption in office technology and management. Understanding the impact of AI on these organizations can provide insights into best practices, highlight potential barriers to implementation, and shape future strategies for leveraging AI to foster growth and innovation. Therefore, the need to better understand the adoption of AI in office technology and management practices can never be overstated.

This research is anchored on the Diffusion of Innovation (DOI) theory. The diffusion of innovation (DOI) theory comprises the basic elements of innovation, adoption, and communication channels, and is extensively implemented as a theoretical basis for the innovation adoption of AI. Diffusion, according to Rogers et al. (2003), is the way innovation is introduced and communicated to members of a social system. He then explains that it is a special kind of communication where the messages are solely concerned with new ideas. What makes communication so special, according to Rogers et al. (2003), is the recentness of these new ideas.

The DOI theory and technology adoption rate are key elements that play a decisive role in the adoption of new technologies, both at the institutional and social levels. The

core aim of previous studies has been to establish a tendency towards adoption at the organizational level. The application of the DOI implies that the focus is going to be on the relative advantage of a technology when there is a chance to adopt it (Almaiah, Al-Khasawneh, Althunibat & Almomani, 2021). Accordingly, the previous studies lack an understanding of the potential AI impact on organizational adoption (Ukobitz & Faullant, 2022). With this in mind, little is known about the impact of institutional factors and stakeholders on the adoption of artificial intelligence applications in the office technology and management practices in an organization. The DOI theory acknowledges and understands how an organization is going to interact with the innovation and ideas that come with the implementation of artificial intelligence. The theory provides both opportunities and potential problems that can occur during the implementation phase. This study aims to explore the potential of artificial intelligence in transforming office technology and management practices in selected organizations within Ogun State. By examining both the positive impacts and the challenges associated with AI integration, the research will contribute to a comprehensive understanding of how businesses can effectively harness AI to enhance their operational capabilities in a rapidly evolving technological landscape.

### Statement of the Problem

Despite the growing recognition of artificial intelligence (AI) as a key driver of innovation and efficiency in various sectors, many organizations in Ogun State face challenges in effectively integrating AI into their office technology and management practices. The slow adoption of these technologies can hinder competitiveness, operational efficiency, and strategic decision-making in an increasingly digital landscape. While some organizations recognize the potential benefits of AI, they often encounter barriers such as a lack of technical expertise, insufficient training for employees, data privacy concerns, and resistance to change among staff. Furthermore, there remains a gap in research regarding the specific impacts of AI adoption in office technology and management within the unique context of Ogun State. Understanding how AI tools affect operational processes, employee productivity, and overall business outcomes in local organizations is crucial for maximizing the benefits of these technologies. Addressing these gaps will empower organizations to make informed decisions about integrating AI, ultimately fostering an environment that encourages innovation and growth.

### Purpose of the Study

The primary purpose of this study is to explore the impact of artificial intelligence (AI) on office technology and management within selected organizations in Ogun State. Specifically, the study aims to achieve the following objectives:

- i. To evaluate the extent to which organizations in Ogun State have integrated AI technologies into their office operations and management practices;

- ii. To examine the perceived advantages of AI integration from the perspectives of management and employees;
- iii. To investigate the challenges and barriers encountered by organizations when implementing AI technologies;
- iv. To gain insights into employee perceptions of AI's impact on their roles and job dynamics.

### Research Questions

1. What are the current levels of AI adoption in office technology and management among selected organizations in Ogun State?
2. What are the perceived benefits of integrating AI into office practices, particularly regarding operational efficiency and productivity?
3. What challenges and barriers do organizations in Ogun State face in implementing AI in their office management systems?
4. How do employees in these companies perceive the impact of AI on their roles, job satisfaction, and overall work dynamics?

### METHODOLOGY

This study employed a mixed-methods research design, integrating both quantitative and qualitative approaches to gather comprehensive data on the impact of artificial intelligence (AI) on office technology and management in selected organizations in Ogun State. This mixed-methods approach provides a holistic understanding of the phenomenon under investigation, enabling the study to capture both statistical trends and rich contextual information.

The population for the study includes employees, managers, and IT professionals in selected organizations across Ogun State that have integrated or are in the process of integrating AI technologies into their office technology and management systems. The organization includes various corporate firms, banks, government offices, and SMEs.

A stratified random sampling technique was used to ensure representation from various sectors within the target population. Organizations were categorized by sectors (public, private, manufacturing, finance, etc). A preliminary sample size of approximately 120 respondents was targeted for the survey, comprising employees from various levels in the selected organizations. While purposive sampling was used to select 12 decision-makers (IT managers, HR heads, CEO) for the interview. The sample size was determined based on the total number of employees in each company and their respective availability to participate.

**Quantitative Component:** Structured questionnaires were distributed to employees and management in selected organizations to collect quantitative data on AI adoption levels, perceived benefits, challenges, and employee perspectives.

**Qualitative Component:** In-depth interviews were conducted with selected managers and decision-makers in the organizations to gather qualitative insights into their

experiences with AI integration, specific challenges faced, and recommendations for successful implementation. For the qualitative component, 12 in-depth interviews were conducted with managers to capture diverse perspectives and experiences.

Data collected for the quantitative data collected were analysed using descriptive statistics. Inductive Thematic

Analysis was employed to investigate the responses of the interviewees on the subject matter. Interviews conducted were recorded and afterward transcribed verbatim. The main analytical method will be thematic analysis, which entails the methodical coding and classification of data. Patterns, themes, and classifications will emerge through this iterative approach.

## RESULTS AND DISCUSSION

**Table 1: Demographic Characteristics of the Respondents**

Demographic Characteristics of the Respondents	Frequency (F)	Percentage (%)
<b>Gender</b>		
Male	74	61.7
Female	46	38.3
<b>Age</b>		
21-30yrs.	34	28.4
31-40 yrs.	49	40.8
41-50 yrs.	37	30.8
<b>Qualification</b>		
NCE/ND	37	30.8
B.Sc/B.Ed/ HND	68	56.7
M.Sc/M.Ed/ Ph.D	15	12.5
<b>Year of Experience</b>		
5-10yrs	23	19.2
11-15yrs	39	32.5
16-20yrs	34	23.3
21-25yrs	25	20.8
Do you accept the adoption of AI in your organization?	Yes (78)	65.0
	No (42)	35.0

Table 1 revealed the respondent demographic variables. It was observed from the table that 61.7% of the respondents' male, while the remaining 38.3% were female. 40.8% are between the ages of 31- 40 years, 30.8% are between the ages of 41-50 years, while 28.4% are between the ages of 21-30 years. Also, 56.7% of the respondents had a B.Sc/B. Ed/HND and 30.8% had NCE/ND, while 12.5% had a master's degree or Ph.D. Also, 32.5% of the respondents have 11-15 years working experience, 23.3% had 16-20

years' experience, and 20.8% had 21-25 years working experience, while 19.2% had 5- 10 years. In addition, it was observed that 65% of the respondents accept the adoption of AI, while 35% decline to use AI in the organization.

**Research Question One:** What are the current levels of AI adoption in office technology and management among selected organizations in Ogun State?

**Table 2: Descriptive Levels of AI adoption in office technology and management among selected organizations**

	Items	VH	H	M	L	$\bar{x}$	Std.D
1	The organization utilizes AI tools (e.g., chatbots, analytics, and automation software) in its daily operations.	44 (36.7%)	32 (26.7%)	19 (15.8%)	25 (20.8%)	2.79	.872
2	AI technologies have improved the efficiency of our operational processes.	56 (46.7%)	38 (31.7%)	17 (14.2%)	9 (7.5%)	3.18	.642
3	We use AI for data analysis to inform decision-making within the organization.	11 (9.2%)	23 (19.2%)	19 (15.8%)	67 (55.8%)	1.82	1.037
4	Management actively supports the integration of AI technologies in our office practices.	52 (43.3%)	35 (29.2%)	23 (19.2%)	10 (8.3%)	3.08	.749
5	The organization regularly evaluates and updates the AI tools we use.	21 (17.5%)	33 (27.5%)	42 (35.0%)	24 (20.0%)	2.42	1.000
6	Employees are generally receptive to adopting AI solutions in their workflows.	27 (22.5%)	36 (27.5%)	41 (34.2%)	16 (10.8%)	2.61	.972

7	The implementation of AI has led to measurable improvements in productivity across teams.	68 (56.7%)	23 (19.2%)	10 (8.3%)	19 (15.8%)	3.17	.629
8	I believe that our organization is prepared for further AI integration in the future.	47 (39.2%)	34 (28.3%)	20 (16.7%)	19 (15.8%)	2.91	.814

VH- Very High, H-High, M-Moderate, L-Low

Table 2 revealed the current levels of AI adoption in office technology and management among selected organizations in Ogun State. The adoption of AI in office technology and management in selected organization were made clear as 36.7% of the respondents ranked to very high extent the organization utilizes AI tools (e.g., chatbots, analytics, automation software) in the daily operations, 26.7% high and 15.8% indicated moderate and only 20.8% who contradict the idea by saying “Low” with  $\bar{x} = 2.79$ . The majority of the respondents rated AI technologies improving the efficiency of organizational operational processes as a very high (46.7%) level, 31.7% high, and 14.2% moderately, while 7.5% rated it low. Management actively supports the integration of AI technologies in our office practices, with 72.5% rated high extent, 19.2% moderately, while 8.3% ranked low. This implies that management actively supports the integration of AI technologies. Also, 75.9% of the respondents indicated that the implementation of AI has led to measurable improvements in productivity across teams, with  $\bar{x} = 3.17$ . Several participants believe that the organization is prepared for further AI integration in the future, as 39.2% rated very high, 28.3% high, and 16.7% moderate, while 15.8% had a contrary view of future integration of AI. In

addition, the majority of the respondents indicated that the employees are generally receptive to adopting AI solutions in their workflows, with,  $\bar{x} = 2.61$ . However, there was low usage of AI for data analysis to inform decision-making within the organization, with  $\bar{x} = 1.82$ . Also, the level of evaluation and regular updates of the AI tools is very low, with  $\bar{x} = 2.42$ . This means that there is a high level of adoption of AI in office technology and management in the selected organization. Again, the results agree strongly with Studies (Henkel et al., 2020) who looked at how AI affects workers' perceptions of its utility in meeting basic psychological needs and maintaining mental health. The findings show that general mental aptitude affects the level of perceived usefulness of AI and determines whether it is regarded favorably or not. Organizations address employees' needs by implementing AI that promotes employee well-being and responds by fostering favorable behaviors, motivations, and attitudes that improve the company's performance (Ercantan & Eyupoglu, 2022; Pap et al., 2022a).

**Research Question Two:** What are the perceived benefits of integrating AI into office practices, particularly regarding operational efficiency and productivity?

**Table 3: Perceived Benefits of Integrating AI into Office Practices**

	Items	SA	A	D	Sd	$\bar{x}$	Std.D
1	Integrating AI has automated repetitive tasks in our organization, improving efficiency.	51 (42.5%)	38 (31.7%)	19 (15.8%)	12 (10.0%)	3.07	.810
2	The use of AI has significantly reduced errors in data entry and processing tasks.	67 (55.8%)	32 (26.7%)	10 (8.3%)	11 (9.2%)	3.29	.652
3	AI tools help speed up our decision-making processes by providing timely insights.	46 (38.3%)	29 (24.2%)	13 (10.8%)	32 (26.7%)	2.74	.891
4	AI systems have improved the management and allocation of resources within our organization.	53 (44.2%)	40 (33.3%)	23 (19.2%)	4 (3.3%)	3.18	.672
5	Employees are more productive because AI handles routine tasks, allowing them to focus on strategic initiatives.	18 (15%)	23 (19.2%)	34 (28.3%)	45 (37.5%)	2.12	1.021
6	The AI solutions we use allow for enhanced customer support and engagement through tools like chatbots.	37 (30.8%)	43 (35.8%)	23 (19.2%)	17 (14.2%)	2.83	.718
7	Our organization has been able to scale operations more easily due to AI technologies.	35 (26.7%)	55 (45.8%)	17 (14.2%)	13 (10.8%)	2.93	.692
8	Overall, integrating AI into our office practices has led to significant improvements in operational efficiency.	32 (26.7%)	47 (39.2%)	23 (19.2%)	18 (15.0%)	2.77	.901

Table 3 revealed the perceived benefits of integrating AI into office practices, particularly regarding operational efficiency and productivity. The perceived benefits of integrating AI into office practices were clear, as 42.5% strongly agreed that integrating AI has automated repetitive tasks in their organization, improving efficiency, 31.7% agreed, and 15.8% disagreed, while 10% had a contrary view. The  $\bar{x} = 3.07$ , indicating that integrating AI has automated repetitive tasks in their organization, improving efficiency. These findings support IBM (2023) that 55 per cent of larger companies worldwide that use AI do so for automating repetitive tasks. Also, 55.8% strongly agreed and 26.7% agreed that the use of AI has significantly reduced errors in data entry and processing tasks, having  $\bar{x} = 3.29$ . 62.5% of the respondents strongly agreed that AI tools help speed up our decision-making processes by providing timely insights, while 37.5% had a contrary view. The  $\bar{x} = 2.74$ , further attesting that AI tools help organizations speed up decision-making. Similarly, 77.5% ranked strongly agreed on the AI systems have improved the management and allocation of resources within our organization, having  $\bar{x} = 3.18$ . In the same vein, the result shows that AI enhances customer support and engagement and that organizations can scale operations more easily as a result of AI, with  $\bar{x} = 2.83$  and

2.93, respectively. Overall, the respondents indicated that the adoption of AI technologies has led to significant improvements in operational efficiency. Evidence suggests that AI technologies play a key role in operational efficiency and productivity growth of organizations. These findings support previous studies on the impact of AI on efficiency and productivity, like Zamani et al. (2023). In organizational operations, AI applications allow cross-domain knowledge sharing to maximize the triangulation of data within and with other companies (Enholm et al., 2022). AI is used at present for automating e-commerce processes and for customer screening and support via chatbots. AI improves service offerings, customer experiences, and work efficiency (Davenport et al., 2020). The findings agree with Brad Rose's (2019) perceptions about AI's efficiency in grading and accuracy (Brad Rose Consulting, 2019). The results agree with what Brad Rose Consulting (2019) believes and Chin (2018) believes. AI has been significantly contributing "to both routine and non-routine tasks such as information selection and sorting, memorization, noncognitive speed, and deductive reasoning" (Morandini et al., 2023).

**Research Question Three:** What challenges and barriers do organizations face in implementing AI in their office management systems?

**Table 4: Description of Challenges of Implementation of AI in Office Management System**

	Items	SA	A	D	SD	$\bar{x}$	Std.D
1	The cost of implementing AI technologies is a significant barrier for the organization.	47 (39.2%)	26 (21.7%)	15 (12.5%)	32 (26.7%)	2.73	.928
2	Employees lack the necessary skills and expertise to effectively implement and manage AI technologies.	48 (40%)	32 (26.7%)	12 (10.0%)	28 (23.3%)	2.83	.701
3	Resistance to change among employees regarding the adoption of AI tools in our organization.	28 (23.3%)	49 (40.8%)	29 (24.2%)	14 (11.7%)	2.76	.884
4	Organizational infrastructure is inadequate for supporting new AI systems.	23 (19.2%)	18 (15.0%)	36 (30.0%)	43 (35.8%)	2.16	1.030
5	Lack of sufficient training programs in place to help employees learn to use AI tools effectively.	42 (35.0%)	48 (40%)	19 (15.8%)	11 (9.2%)	3.00	.605
6	Lack of support from management significantly impacts our ability to integrate AI technologies.	23 (19.2%)	12 (10.0%)	34 (28.3%)	51 (42.5%)	2.06	1.000
7	The complexity of AI technologies is a barrier to implementation in the organization.	19 (15.8%)	23 (19.2%)	35 (29.2%)	43 (35.8%)	2.15	1.021
		<b>Weighted Mean =2.53</b>					

Table 4 revealed the challenges and barriers facing organizations in implementing AI in their office management systems. From the table, it was revealed that items 1, 2, 3, and 5 were all above the criterion level of 2.50, which shows that they are the major challenges hindering the effective implementation of AI in office technology and management systems. Items had mean scores of 2.73, 2.83, 2.76, and 3.00 with respective standard deviations. However, the majority of the respondents disagree with the statement that organizational infrastructure is inadequate for supporting

new AI systems, with the mean value of 2.16, which is below the 2.50 criterion mean; it shows that infrastructure is adequate for supporting new AI systems. In addition, the respondents disagreed that lack of support from management significantly impacts the ability to integrate AI technologies and that the complexity of AI technologies is a barrier to implementation in the organization, with the mean value of 2.06 and 2.15, respectively. This implies that infrastructure, management support, and the complexity of AI technologies are not major challenges hindering effective implementation. Based on the

weighted mean value of 2.53, it can be inferred that, cost of implementation, lack of skills and expertise, resistance to change, and lack of training are the major challenges hindering effective implementation of AI in office technologies and management. These findings highlight that despite the many articles describing how AI can transform and disrupt public governance aimed at making it more efficient, effective, and equitable (Ahn & Chen, 2022; Madan & Ashok, 2023; Pencheva, Esteve, & Mikhaylov, 2020), most of this promise has yet to be realized. This is because successful AI adoption requires bringing together technical expertise, operational professionals and management, and ethical and legal expertise, which is complex to achieve in practice and relies on creating new organizational structures, processes, and routines.

**Research Question Four:** How do employees in the organizations perceive the impact of AI on their roles, job satisfaction, and overall work dynamics?

Inductive Thematic Analysis was employed to investigate the responses of the interviewees on the perceived impact of AI on their roles, job satisfaction, and overall work dynamics of the organization. Interviews conducted were recorded and afterward transcribed verbatim. This study has many interesting findings for answering research question four on the perceived impact of AI on the employees' roles, job satisfaction, and overall work dynamics. AI's implications for organizational roles, particularly focusing on managerial tasks, automation, and innovation processes. Three sources were identified as most relevant to exploring how AI reshapes managerial tasks and supervisory dynamics while meeting timeliness, relevance, completeness, and authority criteria. Many employees experience a shift in their job responsibilities due to AI.

*"AI has taken over many of the repetitive tasks I used to dread. I can now focus on more engaging programming challenges, which increases my job satisfaction."*

*(Positive impact on role; increased job satisfaction). AI tools have made our data analysis much more efficient. I can get insights faster than ever, which helps inform our campaigns."*

*(Positive perception: efficiency and improved decision-making).*

The belief is that AI can replace some of the tasks that require hard skills, and thus, the employees are enabled to focus on other skills more related to innovation. Administrative work is one example of tasks that are believed to be replaced by AI. Simple administrative tasks can be replaced by computers (without AI), however, some administrative tasks still need to have the involvement of human intelligence, which would be the target for AI to replace. The analysis of employee perceptions regarding AI integration highlights a spectrum of responses, ranging from positive feelings about efficiency and insights to concerns about job security, training needs, and ethical issues. Understanding these sentiments helps organizations make informed decisions about AI adoption, support for employees, and strategies to mitigate concerns. Employees' satisfaction can be influenced positively or negatively depending on how AI is integrated into their workflow. The selected interviewees provide valuable

insights into how AI impacts job satisfaction, employee experience, and workplace dynamics, particularly in the context of managers and supervisors. AI can reduce mundane tasks, but it may also lead to job insecurity.

*"With the introduction of AI in our production line, I feel like my role is diminished. I worry about job security as machines become more capable."*

Some employees feel uncomfortable with the idea of AI making decisions traditionally handled by humans. Concerns about the reduction in human oversight can lead to dissatisfaction, especially in roles where personal interaction is crucial. Also, the fear of job displacement due to automation is a significant concern for many employees. This anxiety can lead to decreased job satisfaction, as individuals worry about their future roles and job security. The integration of AI can have a profound impact on overall job satisfaction, with effects ranging from enhanced efficiency and skill development to concerns about job security and the adequacy of training. Addressing these factors is crucial for organizations aiming to maintain high levels of employee satisfaction in the face of technological change.

On work dynamics, AI can alter team dynamics and collaboration methods, as employees may interact with AI systems and tools regularly.

*"The AI chatbots help us manage customer queries better, allowing us to focus on more complex issues."*

*However, sometimes customers prefer to speak with a human, which creates tension."*

*(Mixed impact; improved efficiency but concerns about personal touch)*

*Using AI in our project management software allows us to track tasks more efficiently, and it automatically updates everyone on progress. It's made collaboration much smoother."*

AI has brought both improvements and challenges to collaboration and communication within teams. On one hand, it can facilitate quicker, more efficient communication and enhance collaborative efforts through integrated tools. On the other hand, it can lead to over-reliance on technology, potential miscommunications, and a reduction in the personal touch that often fosters strong team dynamics.

## CONCLUSION AND RECOMMENDATIONS

The integration of Artificial Intelligence (AI) into office technology and management practices has significantly transformed operations within selected organizations in Ogun State. This impact can be observed through several key areas: Organizations have reported enhanced productivity and efficiency due to AI-driven automation of repetitive tasks, such as data entry and scheduling. This allows employees to focus on more strategic functions. Also, AI systems equipped with data analytics capabilities provide decision-makers with actionable insights. This results in better strategic planning and responsiveness to market changes. AI technologies often require an initial investment but yield long-term savings and improved resource allocation. AI-powered tools, such as chatbots and virtual assistants, have

improved internal and external communication, allowing organizations to manage inquiries and support more efficiently.

Despite the benefits, organizations face challenges, including the need for skilled personnel to manage AI technologies, concerns about data privacy, and the fear of job displacement among employees. In conclusion, the adoption of AI in office technology and management has the potential to drive significant advancements for organizations in Ogun State. However, to fully realize and effectively harness the benefits of Artificial Intelligence (AI) in office technology and management, organizations in Ogun State should consider the following recommendations:

- i. Provide training programmes to enhance employees' technological skills and familiarity with AI tools. This will prepare them to work alongside AI systems and reduce fears of job displacement;
- ii. Conduct a thorough needs assessment to identify areas where AI can add the most value, such as customer service or data analysis;
- iii. Establish a robust data governance framework to ensure data integrity, security, and compliance with regulations;
- iv. Design workflows that enhance collaboration between AI systems and human employees, leveraging the strengths of both to improve productivity;
- v. Establish Key Performance Indicators (KPIs) to measure the impact of AI technologies on organizational goals, such as efficiency, cost reduction, and employee satisfaction;
- vi. Promote a mindset of innovation where employees feel empowered to experiment with new ideas and technologies.

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