

Quartz: Companies that replace workers with AI ‘risk mediocrity,’ expert warns

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[Shuhua Sun](#), Callais Professor in Entrepreneurship and associate professor of management, was interviewed by [Quartz](#) about [his research on the use of AI in the workplace](#).

“AI is a powerful tool, but its value depends on how it’s integrated with human expertise,” Sun noted. “The human side of work — tacit knowledge, context, and judgment — remains very difficult to replicate. Companies that view AI as a replacement for people risk mediocrity, while those that use it to empower talent are more likely to gain a sustainable advantage.”

To read the story in its entirety, visit qz.com:

<https://qz.com/academic-warns-companies-making-big-mistake-human-touch-ai>