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.”

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