The Impact of Human-Artificial Intelligence Collaboration on Organizational Learning

In today's digital world, organizations are increasingly looking to a future where artificial intelligence (AI) systems and humans work together to navigate complex organizational environments. The goal of this collaboration is to enhance organizational learning by combining the unique strengths of human expertise with the analytical capabilities of AI. However, the integration of human and machine learning presents a double-edged dynamic, with the potential to either uncover or obscure valuable knowledge across domains. This presentation explores different strategies for effectively aligning human and machine learning to foster effective organizational learning. In particular, we examine the factors that drive individuals' decisions to learn from either human peers or AI, focusing on performance and trust as key mechanisms.