



TANQIDIY NAZAR, TAHLILY TAFAKKUR VA INNOVATSION G'UYALAR



THE IMPACT OF ARTIFICIAL INTELLIGENCE ON ORGANIZATIONAL EFFICIENCY AND MANAGEMENT.

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Abstract: *On this research the impact of artificial intelligence(AI) on organizational efficiency and management examined. It explores how AI technologies enhance and impact on productivity of the businesses, how they manage decision-making and reduce operational costs. The study also discusses potential challenges, including ethical concerns, data security, and the risk of workforce displacement. Through the analysis of theories and real cases, the research highlights how AI can transform traditional management practices into more adaptive and data-driven systems, leading to greater organizational performance and competitiveness in the digital era.*

Keywords: *artificial intelligence, efficiency, management, technology, business, organizational.*

Annotatsiya: *Ushbu tadqiqotda sun'iy intellekt (AI)ning tashkilotlardagi samaradorligi va boshqaruviga ta'siri o'rganiladi. Unda AI texnologiyalari bizneslarning mahsuldorligini qanday oshirishi, qaror qabul qilish jarayonini qanday boshqarishi va operatsion xarajatlarni kamaytirishga qanday yordam berishi tahlil qilinadi. Tadqiqot, shuningdek, axloqiy masalalar, ma'lumotlar xavfsizligi va ishchi kuchining qisqarish xavfi ehtimoli bo'lgan muammolarni ham muhokama qiladi. Nazariy yondashuvlar va amaliy misollar tahlili orqali tadqiqot sun'iy intellektning an'anaviy boshqaruv uslublarini moslashuvchan va ma'lumotlarga asoslangan tizimlarga aylantirish imkoniyatini yoritadi, bu esa raqamli davrda tashkilotlarning samaradorligi va raqobatbardoshligini oshirishga olib keladi.*

Kalit so'zlar: *sun'iy intellekt, samaradorlik, menejment, texnologiya, biznes, tashkiliy.*

Аннотация: *В данном исследовании рассматривается влияние искусственного интеллекта (AI) на эффективность и управление организаций. Изучается, как технологии искусственного интеллекта повышают производительность бизнеса, оптимизируют процесс принятия решений и способствуют снижению операционных расходов. В работе также обсуждаются возможные проблемы, включая этические вопросы, безопасность данных и риск сокращения рабочей силы. На основе анализа теоретических подходов и реальных примеров показано, как искусственный интеллект способен преобразовать традиционные методы управления в более адаптивные и основанные на данных системы, что приводит к повышению эффективности и конкурентоспособности организаций в цифровую эпоху.*

Ключевые слова: *искусственный интеллект, эффективность, менеджмент, технология, бизнес, организационный.*



TANQIDIY NAZAR, TAHLILIY TAFAKKUR VA INNOVATSION G'OYALAR



Introduction. Nowadays the entire world is surrounded by cutting-edge technologies and artificial intelligence which is way faster and smarter than human being. Modern technologies, once the preserve of those with deep pockets, have hit the mainstream. Everyone knows how to use technologies and AI, even the children. As AI entered to people's routine, it also effected to the business field. Now it is easier to work with AI in company's rather than employing millions of employers. Meanwhile, modern technologies have nudged people to embrace AI. Although, AI brings businesses benefits, there is also cause for concern. People who AI is foreign to them losing their jobs.

Artificial Intelligence (AI) began its evolution in 1956 and has continuously advanced over the years. In recent times, particularly over the past decade, AI has experienced remarkable growth fuelled by the rapid expansion of data. This surge has significantly contributed to technological innovation and progress. Various technologies now support smarter decision-making, automation, and the creation of new products and services through AI applications that incorporate machine learning and other related fields. As noted by Perifanis and Kitsios (2023), the development of AI in recent decades has been largely characterized by advancements in machine learning and natural language processing (Fatma Al Teneiji.2024).

How artificial intelligence effects on management and efficiency of companies?

It has biggest impact especially on largest companies, which work with huge amount of manufacturing or in the warehouses also. They need work with hundreds of documents, lists and they employ millions of workers. Sometimes it is impossibility with dealing all of them equally, of course there will be misunderstandings, conflicts, losses, deficits and etc.

Although the implementation of artificial intelligence is expected to enhance organizational effectiveness, productivity, and efficiency, there remains a significant gap in understanding how AI adoption actually influences these key outcomes, it effected badly on some companies (Ndibang T. A. 2024).

1. AI helps businesses, even startups to identify their needs – e.g. person who wants to open a new business and they do not know how to start, where to purchase, where get suppliers: AI does all these things for them.

2. The introduction of AI could enhance critical components related to logistics and customer satisfaction, leading to an organization's performance because of optimization (Ndibang T. A. 2024).

3. AI performs wide range of tasks that human accomplish, even it can do tasks of 3-4 workers at the same time.

For instance, ChatGPT can function as a customer service chatbot, operate as a virtual assistant to help users accomplish specific tasks, perform accounting and human resource operations, and generate marketing content or creative materials (Caiming Zhang, Hui Zhang. 2025).

How AI supports decision making?





TANQIDIY NAZAR, TAHLILIY TAFAKKUR VA INNOVATSION G'OYALAR



AI supports decision-making in strategic planning by analysing large volumes of data to identify patterns and trends. It offers valuable insights and forecasts potential results, enabling organizations to make better-informed choices. By utilizing machine learning and natural language processing, AI enhances the precision and efficiency of decision-making, leading to the development of more effective and well-structured strategic plans. In addition, one another benefit of the AI is, it gives human unthinkable ideas, plans and type of management.

It automates repetitive and time-consuming tasks, allowing managers to focus on strategic and creative aspects of decision-making. By processing large volumes of information quickly and accurately, AI minimizes human errors and enhances overall productivity.

In management, AI tools assist in forecasting trends, optimizing resource allocation, and monitoring performance in real time. For instance, predictive analytics help managers anticipate market changes, while AI-powered systems support effective communication and coordination among teams. Additionally, AI improves customer relationship management by analysing consumer behaviour and offering personalized solutions.

Conclusion. In conclusion, Artificial Intelligence has become an essential element in improving both efficiency and management processes within modern organizations. By processing and analyzing massive amounts of data, AI helps managers gain deeper insights, make accurate forecasts, and reduce the risk of human error. It automates repetitive administrative tasks, allowing leaders to devote more time to strategic thinking, innovation, and problem-solving.

Moreover, AI enhances communication and collaboration within organizations through intelligent systems that support planning, coordination, and performance tracking. Machine learning and predictive analytics enable managers to identify future trends, optimize resources, and develop proactive strategies rather than reacting to challenges after they arise.

To fully realize the benefits of AI while mitigating its risks, it is crucial for policymakers, industry leaders, and other stakeholders to prioritize responsible AI development and deployment. Governments must develop comprehensive AI strategies and regulations that promote innovation while protecting public interests. Businesses should establish AI ethics committees and collaborate with academic institutions to ensure the responsible deployment of AI technologies. Educational institutions play a vital role in equipping students with the necessary skills and knowledge (Zhaoxia Yi, Ayangbah Sh. 2024).

In management, AI also contributes to better customer relationship management by analysing consumer preferences and behaviour, thus helping companies deliver more personalized services and increase customer satisfaction.

Beyond increasing efficiency and accuracy, AI also fosters innovation, adaptability, and continuous improvement. However, as highlighted by real-world examples such as those





TANQIDIY NAZAR, TAHLILIY TAFAKKUR VA INNOVATSION G'OYALAR



discussed by CIO (2025), the use of AI is not without challenges — including data bias, ethical concerns, and system failures. Therefore, successful implementation requires not only technological advancement but also responsible governance, transparency, and human oversight. When applied thoughtfully, AI can become a powerful tool that supports smarter management, stronger competitiveness, and sustainable business growth in the digital era.

Overall, the integration of AI into business operations fosters a data-driven culture, improves organizational agility, and drives sustainable growth. It not only enhances efficiency and accuracy but also transforms traditional management into a more intelligent, adaptive, and innovative process that strengthens a company's long-term competitiveness in the global market.

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