

A COMPARATIVE EXAMINATION OF AI'S MINDFULNESS IN THE BUSINESS AND EDUCATION SECTOR WITH RELATION TO CHENNAI CITY

Dr. S. Arunan

Assistant Professor & Head, PG & Research Department of Commerce, Patrician College of Arts and Science, Chennai -600020,
Mail ID: smarunan1983@gmail.com

Dr. Rohith. U

2Assistant Professor, PG & Research Department of Commerce, Patrician College of Arts and Science, Chennai -600020, Mail
ID: rohithumapathv4@gmail.com

Dr. N. Prakash

3Assistant Professor, PG & Research Department of Commerce, Patrician College of Arts and Science, Chennai -600020, Mail
ID: prakashh1992@gmail.com

Abstract Rapid technological breakthroughs in recent years have spurred revolutionary transformations in a number of fields, including business and education. In the midst of tremendous technological advancement, the idea of mindfulness has surfaced as a means of properly managing AI's potential. This study investigates the relationship between AI and mindfulness, looking at how incorporating mindful practices can improve the use of AI technology in the corporate and educational sectors. The emergence of chatbots can help education. It can enhance learning, productivity, communication, effective teaching support, etc. By employing AI technology as an interaction tool, a new educational platform can address cutting-edge issues in education. The incorporation of AI chatbots in education will support the realization of student-centered learning and necessitate educators to adjust and embrace digital tools, approaches, and attitudes as the higher education sector grows increasingly competitive. Educational sectors are anticipated to become more prepared, flexible, current, and in line with new technologies. The application of advanced data analytics, based on AI and machine learning methods, is uncovering new insights that can be used in educational contexts. AI chatbots are increasingly being adopted in the education and business sectors, as they offer efficient solutions for various tasks, including customer service, information retrieval, and personalized learning experiences. These intelligent systems are designed to understand and respond to user queries in a natural and conversational manner, making them valuable tools for enhancing productivity and improving user engagement. Their ability to operate 24/7 and handle multiple interactions simultaneously makes them particularly useful in environments where quick and accurate responses are essential. As technology continues to advance, the integration of AI chatbots into these sectors is expected to grow, further transforming the way organizations and educational institutions interact with their users.

Keywords: *AI Chatbot, Education and Business Sector*

INTRODUCTION

Mindfulness, rooted in ancient traditions, has become a key topic in today's psychology and wellness fields. It focuses on intentionally being aware of the present moment, accepting experiences without judgment, and offering kind attention to both our inner thoughts and the world around us. Practices like mindfulness-based cognitive therapy (MBCT) help enhance cognitive flexibility by encouraging a non-judgmental approach toward our thoughts and feelings. This openness allows us to consider new perspectives and develop effective problem-solving strategies. In the context of AI, having cognitive flexibility empowers us to tackle complex decision-making with greater agility and creativity, leading to more innovative solutions.

ARTIFICIAL INTELLIGENCE (AI)

Artificial Intelligence (AI) represents a broad and rapidly evolving field of technology that aims to simulate human-like intelligence in machines. From machine learning algorithms to autonomous robots, AI applications span diverse domains, including healthcare, finance, transportation, and education. Machine learning techniques, such as neural networks and deep learning, enable AI systems to analyse vast amounts of data, recognize patterns, and make predictions or decisions without explicit programming.

OBJECTIVES OF THE STUDY

- To evaluate the present state of AI expertise in academic institutions and commercial enterprises.
- To look into how AI affects training and teaching strategies in both industries.
- To assess how AI affects worker productivity and student learning outcomes.
- To investigate the possibilities and difficulties of integrating AI in business and education.
- To evaluate how different AI tools are being used in corporate and educational settings.

NEED FOR THE STUDY

This study aims to clarify how ethical decision-making might be informed by mindfulness and reduce potential risks related to AI systems. This study is necessary because of the increasing awareness of the intricate interactions between AI and mindfulness in commercial and educational settings. This study intends to educate policy, practice, and future research endeavors in the pursuit of a more thoughtful and human-centered approach to AI integration by addressing important scientific questions and investigating practical ramifications.

IMPORTANCE OF THE STUDY

The potential of this study to inform and direct the responsible integration of artificial intelligence (AI) in the corporate and educational sectors makes it significant. Understanding the effects of mindfulness on AI deployment and utilization is crucial for promoting moral, practical, and human-centered approaches to innovation as AI technologies become more widespread. Concerns about job displacement, skills gaps, and the digital divide are just a few of the issues raised by the quick uptake of AI. This study provides insights into cultivating a culture of ongoing learning, resilience, and flexibility in the face of disruptive innovations by examining how mindfulness practices can reduce resistance to technological change and develop a growth mindset. In the end, our study helps create a more sustainable and just future for everybody by promoting responsible innovation, increasing public trust, and protecting against any negative outcomes.

SCOPE OF THE STUDY

The comparative analysis of artificial intelligence (AI) in the corporate and educational domains requires a multidisciplinary approach. It entails gathering information on the use, efficacy, and difficulties of AI from organizations and companies as well as analyzing current practices through a review of the literature and real-world instances. In addition to quantitative examination of parameters like academic success or company productivity, stakeholder surveys and interviews will yield qualitative insights. In order to evaluate AI adoption, a comparative framework will be created, which will result in suggestions for optimizing advantages and reducing risks in both industries. Additionally, the study will explore future research directions, addressing emerging technologies, ethical concerns, and interdisciplinary collaboration, ultimately offering valuable insights to educators, businesses, policymakers, and AI developers alike.

STATEMENT OF PROBLEM

The way learning and organizational processes are carried out has undergone revolutionary changes as a result of the integration of artificial intelligence (AI) in the corporate and educational sectors. However, there is an urgent need to solve a number of significant issues given the quick spread of AI technologies. Ethical concerns like privacy, bias, accountability, and transparency are brought up by the use of AI in corporate and educational contexts. AI systems have the potential to maintain social injustices in the absence of suitable protections and control procedures.

RESEARCH METHODOLOGY

The research design is the fundamental plan that covers data collecting and analysis throughout the project's many phases, and the research effort is based on descriptive research. As a result, it is a framework that looks at the data to be gathered, its sources, and its methodology. The questionnaire method is used to obtain the data. 200 responders will get a questionnaire as part of the primary data collection process. Secondary data from a variety of sources, including the internet, books, websites, journals, and articles, is also used in the study.

REVIEW OF LITERATURE

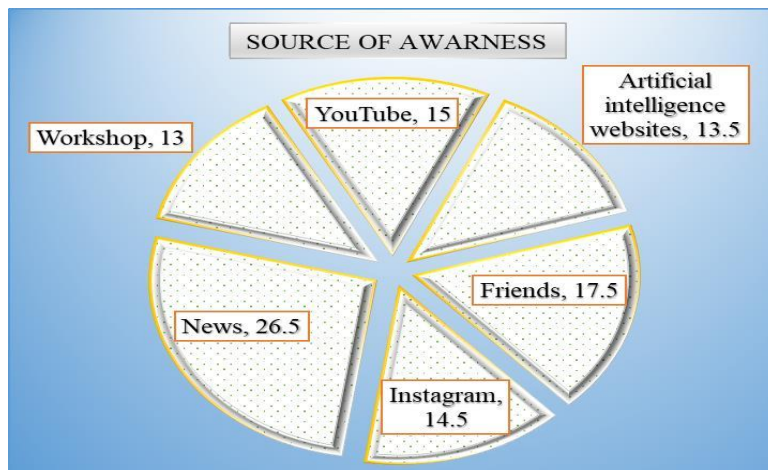
Zhao Ni, Mary L Peng, Vimala Balakrishnan, Vincent Tee, Iskandar Azwa, Rumana Saifi, LaRon E Nelson, David Vlahov, Frederick L Altice, (2024), "Implementation of Chatbot Technology in Health Care" Chatbots have the potential to increase people's access to quality health care. However, the implementation of chatbot technology in the health care system is unclear due to the scarce analysis of publications on the adoption of chatbot in health and medical settings. Artificial intelligence chatbots, such as ChatGPT (OpenAI Inc), have sparked numerous discussions within the health care industry regarding their impact on human health. However, developing a sophisticated chatbot capable of precise interaction with health care consumers, delivering personalized care, and providing accurate health-related information and knowledge remain considerable challenges. **Tassallah Abdullahi, Ritambhara Singh, Carsten Eickhoff, (2024), "Learning to Make Rare and Complex Diagnoses with Generative AI Assistance"** In this context, large language models (LLMs) have emerged as powerful knowledge aggregation tools with applications in clinical decision support and education domains. Patients with rare and complex diseases often experience delayed diagnoses and misdiagnoses because comprehensive knowledge about these diseases is limited to only a few medical experts. In this context, large language models (LLMs) have emerged as powerful knowledge aggregation tools with applications in clinical decision support and education domains.

DATA ANALYSIS AND INTERPRETATION

CLASSIFICATION OF RESPONDENTS BASED ON SOURCE OF AI AWARENESS

SOURCE OF AWARENESS	NUMBER OF RESPONDENCE	PERCENTAGE (%)
Artificial intelligence websites	54	13.5
Friends	70	17.5
Instagram	58	14.5
News	106	26.5
Workshop	52	13
YouTube	60	15
TOTAL	600	100

SOURCE: PRIMARY DATA RESPONDENTS BASED ON SOURCE OF AI AWARENESS



INTERPRETATION

The above table shows that most of the respondents (26.5%) gained AI awareness through News, 17.5% of respondents through friends, 15% of respondents through You Tube, 14.5% through Instagram. 13.5% of respondents through AI website and 13% of respondents are through workshop.

AGE VS AWARENESS TOWARDS AI BASED ACTIVITIES IN EDUCATIONAL SECTOR

AIM

To find out whether there is a significant difference between age and awareness towards AI based activities in educational sector.

HYPOTHESIS

NULL HYPOTHESIS (H₀):

There is no significant difference between age and awareness towards AI based activities in educational sector.

ALTERNATIVE HYPOTHESIS (H₁):

There is a significant difference between age and awareness towards AI based activities in educational sector.

ANALYSIS OF VARIANCE TABLE

SOURCE OF VARIATION	SUM OF SQUARES	DEGREE OF FREEDOM	MEAN SUM OF SQUARE	VARIATION RATIO
Between column	SSC = 68	C - 1 5 - 1 = 4	$MSC = \frac{SSC}{C - 1}$ $= \frac{68}{4}$ $= 17$	$FC = \frac{MSC}{MSE}$
Error	SSE = 1640	N - C 25 - 5 = 20	$MSE = \frac{SSE}{N - C}$ $= \frac{1640}{20}$ $= 82$	$= \frac{82}{17}$ $FC = 4.8235$
TOTAL	SST = 1708	24		

Calculated value of F=4.8235 Degree of freedom (20,4)

The table value of F for (20,4) at level of significance is **5.80**

INTERPRETATION

From the above table it is inferred that calculated value F (4.8235) is less than the table value of F (5.80). Thus, the null hypothesis (H_0) is accepted.

Therefore, there is no significant difference between age and awareness towards AI based activities in educational sector.

FINDINGS

The following are the findings out of the study analysis.

- Majority of respondents are female.
- Most respondents fall within the age range of 20-30 years.
- Equal number of respondents received from both educational and business sectors.
- Majority of respondents are undergraduates.
- News channels are the primary source of AI awareness for respondents.
- IT field predominantly utilizes AI tools.
- Most respondents are comfortable and actively using AI tools.
- Majority of the respondents prefer AI for information search.
- AI significantly improves productivity for employees and student outcomes.
- ChatGPT is the preferred tool for content search among respondents.
- Google Assistant is widely used by respondents.
- Many organizations utilize ID swipe for attendance recording.
- AI adoption in meetings is common for creating a good impression.

SUGGESTIONS

- Stay informed about advancements in AI technology by regular access to reputable source such as industry publications, academic journals, and professional conference.
- Conduct regular assessments on the effectiveness, efficiency and ethical implications of AI implementations, and consider the assessment for future decision making and planning.
- Use numerical scale or Likert-type questions to quantify the level of challenges faced in adopting artificial intelligence.
- Stress the importance of adaptability and flexibility in navigating the evolving landscape of AI technology.

CONCLUSION

The comparative study on mindfulness of Artificial Intelligence (AI) in educational and business sectors presents a nuanced understanding of AI adoption trends and challenges. While respondents across both sectors exhibit strong awareness and utilization of AI tools, particularly in IT, persistent challenges such as skill training gaps and ethical concerns underscore the need for continuous learning and regulatory oversight. Despite these challenges, respondents anticipate a positive evolution of AI and stress the importance of data security and ethical use. The study highlights the importance of cross-sector knowledge sharing, regulatory frameworks, and collaborative approaches to ensure responsible and effective AI integration, ultimately emphasizing the transformative potential of AI while advocating for its ethical and responsible implementation for societal benefit.

REFERENCES

1 Zhao Ni, Mary L Peng, Vimala Balakrishnan, Vincent Tee, Iskandar Azwa, Rumana Saifi, LaRon E Nelson, David Vlahov, Frederick L Altice, (2024), "Implementation of Chatbot Technology in Health Care"
 2 Tassallah Abdullahi, Ritambhara Singh, Carsten Eickhoff, (2024), "Learning to Make Rare and Complex Diagnoses with Generative AI Assistance"