

# Artificial Intelligence (AI) and Jobs: The Impact of Pandemic on Governmental Organizations in Istanbul - Turkey

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## *Abstract*

*Modern technological evolution, such as mobile phones, the internet, and economic development alongside the financial crises has modified the need and the behavior of the consumer at large scale. Such that these all have put increased pressure on the economy of the world and have enforced government to undertake several initiatives. The study background displays the fact that Istanbul has notably started the utilization of AI in their human resources on a routine basis. This is assisting them in making their work more manageable and easier to deal with the consumer in governmental organizations. The aim of the current study is analyzing the impact of AI on the jobs. The data has been conducted from the employees working in different governmental organizations in Istanbul where AI is being used on a routine basis. The quantitative data has been analyzed on SPSS and the findings of the study claimed that AI encompasses potential impact over sustainability, human resources, and future jobs. However, no impact has been found over the customer of governmental organization.*

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**JEL classification:** H19, O39

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## 1. Introduction

The evolution of modern technology, the internet and mobile alongside the economic development and financial crises has modified the behavior and the needs of consumers and all these are putting immense pressure over the world economic along with the budget deficit (Wirtz & Müller, 2019, pp. 1077-1010). The recent global financial crises have thereby accelerated the entry of humans to the novel age by encompassing potential impact on the global economy. Such that, according to Natale and Ballatore (2020), the digital age which had begun with mobile and internet technologies has thereby begun to open their stores on the web and cloud to mobilize the base of the customer. As indicated by Rossi (2016) it drags the government for launching and initiating their e-governmental initiatives. More

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