Presenter: Benjamin Hobi

Session & Time: Poster IV

Room/Time: GLH / 4:30-5:30

Discipline: Business Administration

Faculty Mentor: Dr. Rajeev Sooreea

Digital Portfolio URL:
https://docs.google.com/document/d/1qKU0Aj3TJtOF7R5rD0rXGkaMhiniH8p25wvMPy7BOsk/edit?usp=sharing

Title: Agentic AI and Human Workflows in Organizational Intelligence

Abstract:

Agentic Artificial Intelligence (AI) is transforming organizational intelligence, the collective capacity of an organization to interpret and act upon data to achieve its goals, in unprecedented ways. Traditionally, organizations have relied on human workflows. Now, for the first time, organizations are confronting a system capable of operating without humans. Agentic AI is a new breed of AI systems that are semi- or fully autonomous and thus able to perceive, reason, and act on their own (Stackpole, 2026). They are autonomous systems with minimal human intervention, demonstrating adaptability, advanced decision-making, and self-sufficiency without close human oversight (Acharya et al., 2025). By using Large Language Models (LLMs) to interpret high-level goals and determine the necessary steps for task execution, agentic AI is creating agentic workflows

defined by efficiency and autonomy. However, business leaders are mistaking agentic autonomy for human fungibility: directly replacing human workflows with AI agents (Raisch and Krakowski, 2021). But every workflow component must be understood, including latent functions, when automating human workflows (Lebovitz et al., 2021). This includes ambiguity absorption, cultural transmission, exception recognition, institutional memory, legibility, and moral accountability, among others. Agentic workflow tools rely on knowledge experts whose value is, paradoxically, rooted in practical, situationally-embedded skills that can't be quantified or codified (Lebovitz et al., 2021). AI assistance can even have negative effects on the most experienced and skilled workers' productivity (Brynjolfsson et al., 2025). Human workflows are optimized for load-bearing rather than efficiency, simultaneously executing active and passive tasks. Automating human workflows without consciously architecting passive tasks into agentic workflows degrades organizational fidelity. By examining the cognitive, relational, and instinctual functions embedded in human workflows, this paper advances a framework for moving beyond substitution thinking towards optimizing agentic AI in operational redesign so that automation replaces inefficiency without compromising organizational intelligence.