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The Rise of AI and AI Agents: Evolution, Disruption, and Governance

by
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The global business community is adjusting to the changes, promises, errors, and risks posed by the rise of AI and AI agents. This JIDS Spring 2026 issue curate's stories from doctoral scholar-practitioners working on the frontlines by providing a venue for emerging, evolving, and disruptive real-world research aligned to the leadership and service mission of Golden Gate University and EBU Luxemburg.

As these emerging AI systems and agents evolve and disrupt, it is imperative for DBA students not just to observe and analyze the evolution and disruption but also help address dysfunctions by prescribing adaptive frameworks and business processes that provide ethical boundaries, regulatory compliance, responsible use and deployment of AI and AI agents, human-in-the-loop frameworks, and careful calibration of machine autonomy—human-out-of-the-loop.

By bringing together these leading-edge research, firsthand insights, and real-world applications, this JIDS issue helps bridge the gap between theory and practice (praxis) while fostering thoughtful conversations on AI and AI agents and their cross-functional and multi-modal integration across the fields of governance, biomedical, digital commerce, hospitality sector, sustainable enterprises, and insurance industry.

Leading the peer reviewed articles in this JIDS issue is Prasad Modali's *Governing AI Agents: Bounded Autonomy and Human Oversight*. In it, Modali proposes a Bounded Autonomy Governance Framework which treats autonomy as a design variable to be actively governed across all phases of AI agent development, incorporating calibrated autonomy levels, human-in-the-loop and human-on-the-loop oversight, ethical guardrails, and compliance by design throughout the life cycle. By drawing on multidisciplinary literature in AI governance, digital infrastructure, and organizational systems, Modali conceptualized AI agents as socio-technical actors embedded within institutions and leverage theories of bounded rationality and absorptive capacity to advance the case for exploring bounded autonomy.

Like human-driven process, AI agent processes need continuous evidence-based learning to correct errors and mistakes. Smrite Goudhaman's *AI-Enabled Training Micro-Agents Longitudinal Effects on Adoption, Learning Efficiency, and Human Oversight* provide empirical evidence on the effectiveness of AI-enabled micro-agent frameworks in frontline organizational learning environments linking longitudinal behavioral data with micro-agent

frameworks to provide a replicable model for assessing the effectiveness of AI-enhanced learning systems. The longitudinal assessment study of micro-agents facilitated by AI in a frontline hospitality environment.

Data centers are critical to AI agent functions. Ratheesh Venugopal's *Reciprocal Enablement of Data Centers and AI Agents: From Silicon Foundations to Sentient Operations* doubles down on this by contending that there is actually a symbiotic relationship of mutual enablement between AI agents and data centers. In the data center ecosystem, increasingly coordinated and goal-oriented systems that perceive, reason, and act rely on data center's hyperscale capacity. In terms of hardware, edge data centers provide much needed silicon, networks, storage hierarchies, and thermal envelopes. To demonstrate the relationship, Venugopal consolidates cross-knowledge from computer science, operations research, energy systems, and international business policy to explain how AI agents achieve efficiency, resiliency, sustainability, and security of data centers.

An article that will appeal to consumers and their advocates is Janak Makwana's *A Dual Strategy for Digital Market Integrity: Content Credentials and Consumer Trust* which raises concerns on visual trust in digital commerce. In it, Makwana examines the implications for e-commerce and online food delivery, using India's fast-growing digital marketplace as context and extending to global policy trends, argues that AI-generated visuals act as low-cost, deceptive signals in information-asymmetric environments, eroding consumer confidence and inflating post-purchase dissatisfaction.

Delving into the biomedical field is Arun Kumar's *Multimodal Generative AI Agents for Biomedical Document Classification: Architecture, Ethical Boundaries, and Human-in-the-Loop Governance*. In this article, Kumar proposes and evaluates a multimodal generative AI agent for biomedical document classification and image captioning combining instruction-tuned language model with a vision encoder to process abstract text and related visual content. This approach will help researchers, clinicians, and policymakers to efficiently review and interpret scientific information from biomedical research publications. Kumar also emphasizes the need for human supervision, offers practical, and theoretical guidance for developing ethical and reliable AI systems in biomedical research settings.

Is your organization AI and AI agent ready? Richa Srivastava's *From AI Hype to Agentic Reality: A Readiness Lens for Sustainable Enterprise Adoption* examines organizational readiness as a critical but under-theorized condition for sustainable enterprise adoption of artificial intelligence agents. To assist in rapid adoption into complex workflows and processes, Srivastava introduces an Agentic Organizational Readiness Framework, a multi-dimensional diagnostic framework, which consists of strategic, governance, risk, workforce, architectural, and ethical-legitimacy dimensions.

Featured in this issue's Concept Note section is Siddhartha Pappala's *Digital Public Infrastructure and Agentic AI: Shaping the Future of Insurance in India* which provides a conceptual analysis of the transformation in the Indian insurance industry's insurance value

chain functions by Agentic AI: sales, underwriting, claims management, and policy servicing. It uses a Sense-Insight-Dynamics framework which builds on the classical scheme of Perception-Cognition-Action agent framework by integrating in domain-specific insurance contexts and explores India Digital Public Infrastructure role in facilitating scalability of these smart systems.

In sum, the rise of AI and AI Agents is here to stay as alluded to by our doctoral researchers in their articles. But they also underscore that these rapidly emerging, evolving, and disruptive technologies need equally rapid responsive and responsible human guardrails, rules, regulation, and governance. We agree. Read on!