

AGENTIC AI AND INTELLIGENT BUSINESS TRANSFORMATION:
EXAMINING AUTONOMOUS TASK EXECUTION, ADAPTIVE DECISION-
MAKING, AND ORGANIZATIONAL PERFORMANCE

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Abstract

This research investigated the potential of Agentic Artificial Intelligence (AI) in intelligent business change and looked at autonomous task execution, adaptive decision making, and organizational performance. The study took an explanatory and cross-sectional research design with a quantitative approach to examine the role of AI-enabled capabilities in organizational outcomes. The data were gathered using a semi-structured questionnaire from 300 workers, managers, supervisors and professionals from organizations using AI and digital technologies. Descriptive statistics, Pearson correlation and multiple regression analysis were used to analyze the data. The results indicated that autonomous task execution had a significant positive correlation with organizational performance ($\beta = 0.42$, $p < .001$) and also adaptive decision making had a significant positive correlation with organizational performance ($\beta = 0.45$; $p < .001$). The regression model explained 61.2% of the variance in organizational performance ($R^2 = 0.612$; adjusted $R^2 = 0.609$; $F = 233.78$, $p < .001$). The results revealed a positive correlation between the level of autonomy of the AI and the level of adaptability of the decision-making process on the organizational performance. The study found that Agentic AI has the potential to aid in intelligent business transformation, allowing businesses to streamline and automate intricate processes, adapt to shifting circumstances, and optimize decision-making workflows. Strategic alignment, human supervision, and responsible governance are also critical for successful Agentic AI integration, as highlighted in the study.

INTRODUCTION

Artificial intelligence (AI) was emerging as a new emergent technical capability that was strategically

important for how organizations were able to get things done, process information or make business decisions. AI's role was not limited to

traditional prediction and decision support; recent advances in generative AI, machine learning, natural language processing, and autonomous systems broadened the possibilities for AI. AI systems that interpret information, created responses, automatically perform set tasks or those produced through a series of scripts, and adjust to altering situations were being investigated and used more by organizations than ever. This development sparked an interest in agentic AI, where AI agents operated in more independent and autonomous ways and interacted with virtual spaces to achieve desired goals. Empirical studies clarified the relationship between the capability of I/IT with the major organizational outcomes through decision making and business capabilities, organizational creativity (Chen et al., 2022; Mikalef et al., 2023). Likewise, studies of European firms indicated that AI skills may have affected the performance of that organisation in terms of complementarities (Mikalef et al., 2023).

The way to using more independent AI systems also changed the view on intelligent automation in enterprises. Traditional automation was largely directed at repetitive, rule-based types of activity, while newer AI applications were increasingly directed at activity types that involved interpretation, prediction, and planning and the nuanced adaptation to their context. The next step would be agentic AI, which could orchestrate a variety of tasks, rather than just give recommendations on an ad hoc basis. The AI literature on decisionmaking suggest that AI support can speed decisionmaking, enhance decision quality, and potentially enhance organizational performance as a team's decisionmaking tool (Neiroukh et al., 2014). AI-driven decision making research confirmed that there was a positive correlation between AI-driven decision making and set performance with organizational value of AI being a function of how the AI capability was embedded in decision making processes (Alam, et al., 2024).

The agentic AI was thus a significant leap forward in intelligent business transformations, albeit with the implications for the organisation being not

fully appreciated. Research into the concept of AI adoption, however, has largely focused on the use of AI, the AI capability, digital transformation, or the adaptive decision-making with AI as an organizational mechanism with comparatively little focus paid to the autonomous task execution or the adaptive decision-making as an organization mechanism. There was also existing evidence that showed that AI investment isn't always correlated with creation of business value. According to Gudigantala et al. (2023) AI programs must provide assistance to the business strategy and measurable business outcomes. Rana et al. (2024) identified and explained a relationship between use of generative AI and organizational performance as well as ethical issues of fairness, accountability, transparency, accuracy and autonomy.

Background of the Study

Intelligent business transformation has been intrinsically linked with digital transformation's evolution as a whole. Growing number of organizations adopted cloud, big data, IoT and similar technologies, automation and AI procedures into the organizational processes. The study on Digital transformation revealed that it can affect firm performance in terms of operational efficiency and organizational practice/process changes (Chen et al., 2023). The power of AI, however, went one step further: the power of learning from data, patterns, predictions and in helping with complex decisions. The research on AI capabilities was also conducive, revealing that capability was not necessarily an AI technology but rather the ability to use AI technologies in a fluid manner with organizational capacity (Mikalef et al., 2023).

An autonomous action ability proved to be one of the most significant aspects of this change. People were engaged in many activities with most traditional information systems, such as entering data, interpreting the resulting output from the information systems, as well as deciding what to do next. With the injection of autonomous artificial intelligence systems, particularly, came some novel connotations to work. Boundary

functions such as planning, retrieval, monitoring, classification, communication and coordination of processes can be handled utilizing AI. That the integration of the AI decision-making systems in the business goals, performance indicators, decisions of implementation and the business process cannot be considered as a separate technological solution (Gudigantala et al., 2023). The study discovered that AI impacts organisational activities not only via the intermediate capabilities, but also with respect to technology directly impacting on activities. (Mikalef et al., 2023)

Another key factor of intelligent business change was adaptive decision making. Entrepreneurs were often uncertain about business, customers' needs, digressive competition, supply-chain disruptions, and rapid information transformation. AI systems presented the chance to consider extensive data and provide tips and recommendations more rapidly than standard approaches. Recent research demonstrated that the capabilities of AI could be used to increase decision-making speed and decision quality that could then be used in combination with organizational performance (Neiroukh et al., 2024). Other studies showed that AI capabilities boosted the decisions-making capacities especially when the organization has proper digital capabilities combined with a digital business orientation (Alam et al., 2025). The learning systems in organisations and on the other hand, the link between algorithmic systems and organisational rationality has been discussed. AI could replace human engagement in some processing aspects, but assist and communicate with human counterparts in others, according to page and Kallapur (2026).

Objectives of the Study

1. To examine the relationship between autonomous task execution and organizational performance.
2. To investigate the relationship between adaptive decision-making and organizational performance.

3. To examine the contribution of autonomous task execution and adaptive decision-making to intelligent business transformation.

Research Questions

- Q1. What relationship existed between autonomous task execution and organizational performance?
- Q2. What relationship existed between adaptive decision-making and organizational performance?
- Q3. To what extent did autonomous task execution and adaptive decision-making contribute to intelligent business transformation?

Significance of the Study

The study was also important theoretically as it revealed how to tie together two new abilities of organizational behaviour with agentic AI – autonomous task execution and adaptive decision-making. Previous work has set out the correlation between AI capabilities and organisational performance but a lesser effort has been undertaken to examine the organisational implications of increasingly autonomous AI. The study looked at how autonomous task execution interacted with adaptive decision-making to create a more cohesive understanding of the shift of AI from an enabling tool to a more powerful organizational capability. In addition, the study helped to advance studies on intelligent business transformations—when the organizations drove relationship between the features of AI with organizational results rather than viewing AI implementation as one of the results. This practice was aligned with past studies confirming that AI skills contributed to the performance of organizations via complementing the organizational competencies .

Literature Review

Agentic AI and Autonomous Task Execution

Agentic AI had the potential to break away from the traditional constraints of AI applications and reach systems that could complete tasks, create series of actions, interact in virtual spaces and even complete objectives with just few or none human interventions. The paper also presents this as a

trend, whereby autonomous agents began being equipped with more complex action capabilities, such as planning, reasoning, memory, interaction with tools, etc., turning AI systems to perform longer sequences of complex actions (Wang., 2024). Raisch and Fomina (2024) posited that with organizational AI applications being pushed past mere automations to hybrid problem solving, the AI search system may be able to help explore other solutions as an autonomous entity. The autonomous task execution was identified as necessary field of intelligent business transformation, since business entities will be able to use autonomous regulation to coordinate connected (with each other) tasks in business processes.

The value of the autonomy of an AI also depended on the accompanying capabilities. The skills obtained using artificial intelligence may supplement marketing and organizational skills and thus contribute to the added value and success of the organization as evidenced by Mikalef et al. (2023). Similarly, Wamba et al. (2024) revealed that AI ability had a positive relationship with firm performance and the data-driven culture was an important partial mediator in the relationship between AI resources and organizational value. The outcome demonstrates that based on the data resources, technical skills, and ability to handle the existing process with AI, the support provided by the autonomous execution of the task can hardly be considered as a pure technical task.

Research indicates that for organizational autonomous skills, the necessary balance of tech autonomy and organizational control are shown. AI-powered organizational performance research found that an AI-enabled OPS requires the right amount of tech autonomy and organization control. Rana et al. (2024) was able to demonstrate that organizational performance is correlated with organizational adoption of generative AI, and ethical aspects that influence generative AI adoption are linked to fairness, accountability, transparency, accuracy and autonomy. Likewise, Singh et al. (2024) were interested in the use of Generative AI, and identified the potential of using AI for exploratory

and exploitative innovation business concepts to tomorrow's organizational performance. These results indicated that, when linked to a process of innovation, a governance model and an explicit organizational goal, autonomous task execution could be followed up by enabling change and transformation.

Selecting appropriate components of hardware and software

Decision making with adaptation was defined as the capacity of the decision making processes in an organisation to adapt to the flow of information, environment, customer's needs and the operating context. Neiroukh et al. (2024) identified a critical link between the AI capability and organizational performance, and they also found individual relationships between the AI capability and decision quality, decision making time and organisational performance. Giachino et al. (2024) also found AI decision making correlated positively with firm performance, and that the dynamism of the environment influenced the development of AI capabilities and the use of a firm's AI for decision making. The results indicated that under circumstances of changing information quickly, decision making based on AI would be needed more when required timely responses have effect on organizational outcome. Another example of adaptive decision making was interactive decision making, in which the AI system interacted with human decision makers. In his paper, Gómez et al. (2025) summaries existing research about AI-supported decision making and distinguishes between various interaction patterns how AI recommendations might be integrated within humans' decision process. They learned that current systems employed quite limited interaction patterns and enabled for more interactive and context-aware HAI. Since various kinds of human and AI capacities can support various kinds of organizational problem-solving – autonomous, sequential, and interactive search processes which result in various solution types (proposed: Raisch and Fomina, 2024), each of these processes should be investigated to understand their potential in human-robot

coordinated problem solving, as well as to determine whether any supplements can be added to their capacities for more effective and speedy processing.

Another crucial factor influencing the utility of AI-based decision-making was the match between the AI attributes and their applicability to the organization and their suitability. The value of developing AI as a component of an organizational ability was also revealed by Mikalef and Gupta (2021), who found that AI capability was related to organizational creativity and firm performance. Neiroukh et al. (2024) also proved that the ability of AI had an impact on the organizational performance through the method of its choice making acts; from their, it can be seen that AI's effectiveness affected the organization through the rate and quality of choice making. Overall, the results indicated that adaptive decisionmaking could be a path through which organizational outcome variables were linked to AI skills, specifically adaptation to challenges. With today's organizational structure, information managers faces the challenge of huge amounts of information to deal with. There is nothing more that you can want than an AI system that can be able to process huge amounts of information rapidly and help in decision making when it comes to navigating uncertain conditions.

Business Transformation and Organizational Performance

Smart business transformation involved the integration of AI functionalities into the organization's processes, decision-making, innovativeness and strategic endeavors. Wamba et al. (2024) found that organizational conditions (the data-driven culture) played a role in translating the AI resources into business value, where AI capability had a direct impact on firm performance. In addition, Khan et al. (2025) examined how generative AI is affecting manufacturing innovation and found that innovation mechanisms impact organization's performance and could be affected by innovation related to AI. The findings indicated that it was not enough for organisations to adopt intelligent

transformation; they needed to possess a set of cultural, operational and innovation capabilities in order to use the AI resources to gain real results. The level of organisation's implementation of AI in the decision making process and their operations also appeared to be reflected on the impact of AI. Both empirical analysis results by Giachino et al. (2024) and the results of Neiroukh et al. (2024) revealed that the faster and better the decision making processes are, the more positive their relationship with AI enabled decision making. The results certainly backed this up and it seems that AI added organizational value by means of processes, not just the technology itself. Improved end-to-end autonomous task execution and adaptive decision making within Agentic-AI context would be beneficial for the operation and operational response to change in the information-business context.

There was sign that AI was not just a tool and was starting to be a capacity of a process. To support greater autonomy in business activities, Wang et al. (2024) added concepts of autonomous agents which can combine planning, reasoning, memory, and tool interaction. Rana et al. (2024) found that the use of generative AI was related to their organizational performance and highlighted the need for responsible use of the technology. The void was exploited to analyse how autonomous capabilities of AI helped businesses become intelligent and their organizational performance.

Research Methodology

Research Design

This research used quantitative research design with explanatory approach, cross sectional design was used in this study because the research focuses on the problems of the researcher in the existing situations. In this study, the question was a quantitative one since the study concentrated on providing measures of pre-determined constructs (quantitative analysis) and on analysing relationships between these constructs in a statistical manner. The cross sectional design enabled data to be gathered from each of the respondents only at one time. The exploratory context of the study enabled the analysis of the

link between the agentic capabilities of AI and organizational performance outcomes. The study's exploratory context allowed the examination of the correlations between the agentic capabilities of the AI and organizational performance outcomes.

Population of the Study

The population targeted was employees, managers, supervisors, or professionals who worked in an organization implementing or interacting with AI technologies in digital technologies. The sample was set to include only respondents with appropriate awareness of the use of organizational AI and/or automated business processes or AI-informed decision-making. The inclusion of respondents from varying positions in the organizational structure allowed for a more holistic survey of how agentic AI is being implemented and utilized within an organization.

Sample and Sample Size

The sampling for the study was a total of 300. The respondents encompassed workers, managers, supervisors and professionals with digital technology experience, AI technologies in systems, AI automated workflows, or AI aided decision making. The respondents were drawn by purposive sampling, as people who are knowledgeable about the application of AI and the use of digital means in organizational processes were sought. Subjects were obtained by making out those who were relevant to the research. The response size of 300 respondents were adequate for descriptive statistics, coefficient correlation analysis, and multiple regression analysis.

Data Collection Procedure

A structured questionnaire was used to gather the primary data. Eligible respondents of digitally enabled organizational environments were targeted with the questionnaire. Participants were informed about the purpose of the study and voluntary participation in completing the questionnaire before filling it out. The respondents were told their responses will be kept

confidential and for academic research only. The electronic survey format made it easy to get responses from survey participants from different organizations and professional roles.

Research Instrument

The survey consisted of multiple sections. The part's first section provides information about the respondents, such as gender, age, level of education, organizational level, and professional work experience. The other four sections explored autonomous task performance, adaptive decision making, intelligent business transformation, and organizational performance. The items to measure these variables were developed based on the conceptual definitions of the variables. Participants' responses were captured on a 5-point Likert scale from strongly disagree (1) to strongly agree (5). On this scale, respondents were able to agree or disagree with the statements.

Data Analysis

The answers to the questions were coded and data were analyzed in IBM SPSS Statistics. To provide summary data for the demographic characteristics and primary study variables, descriptive statistics such as frequencies, percentages, and measures of central tendency and dispersion (mean and standard deviations) were computed. Cross-sectional Pearson correlation analysis was conducted to investigate the nature and magnitude of relationships between autonomous task execution, ADM, ITBT and organizational performance. Multiple regression analysis was then used to see the degree to which independent variables could predict organizational performance. A statistical significance of $p < .05$ was considered.

Results and Analysis

Demographic Characteristics of Respondents

The demographic characteristics of the respondents were analyzed to provide an overview of the sample included in the study. A total of 300 respondents participated in the survey.

Table 1. Demographic Characteristics of Respondents (N = 300)

Demographic Variable	Category	Frequency	Percentage (%)
Gender	Male	174	58.0
	Female	126	42.0
Age	20-30 years	84	28.0
	31-40 years	108	36.0
	41-50 years	72	24.0
	Above 50 years	36	12.0
Education	Bachelor's degree	78	26.0
	Master's degree	138	46.0
	MPhil/MS	60	20.0
	PhD	24	8.0
Position	Employee/Professional	156	52.0
	Supervisor	54	18.0
	Manager	66	22.0
	Senior Manager/Executive	24	8.0
Experience	Less than 5 years	90	30.0
	5-10 years	114	38.0
	11-15 years	60	20.0
	More than 15 years	36	12.0

According to the result, 58.0% (174) of the respondents were male and 42.0% (126) were females. The distribution was represented, both male and female, but the male respondents were slightly more in number. When it comes to age, the majority of the respondents fall in the 31-40 age group (36.0%), followed by 20-30 years (28.0%). 24.0% of the respondents were within the 41- 50 age group while 12.0% were TAC age 51 and over. From the educational profile, the largest educational level found was a master's degree (46.0%). The 20.0% who had MPhil/MS degrees were followed by the 26.0% with bachelor's degrees. The 20.0% with MPhil/MS degrees were followed by the 26.0% with bachelor's degrees. The remaining 8.0% had doctorate degrees. The educational profile was higher and suggested that the majority of

participants had some form of educational structure that was capable of supporting an understanding of organizational processes through the use of AI and decision-making through the use of technology. The distribution also included representation of participants having differing academic qualifications. Occupational Distribution reflected that of the respondents, 52.0% were employees or professionals, 22.0% were managers, 18.0% had been supervisors and 8.0% were senior managers or executives. In terms of professional experience, the total responses obtained in the range of 5-10 years were maximum (38.0%) followed by less than five years (30.0%). Twenty percent (20.0%) of the participants had 11-15 years of experience, and 12.0% had over 15 years of experience.

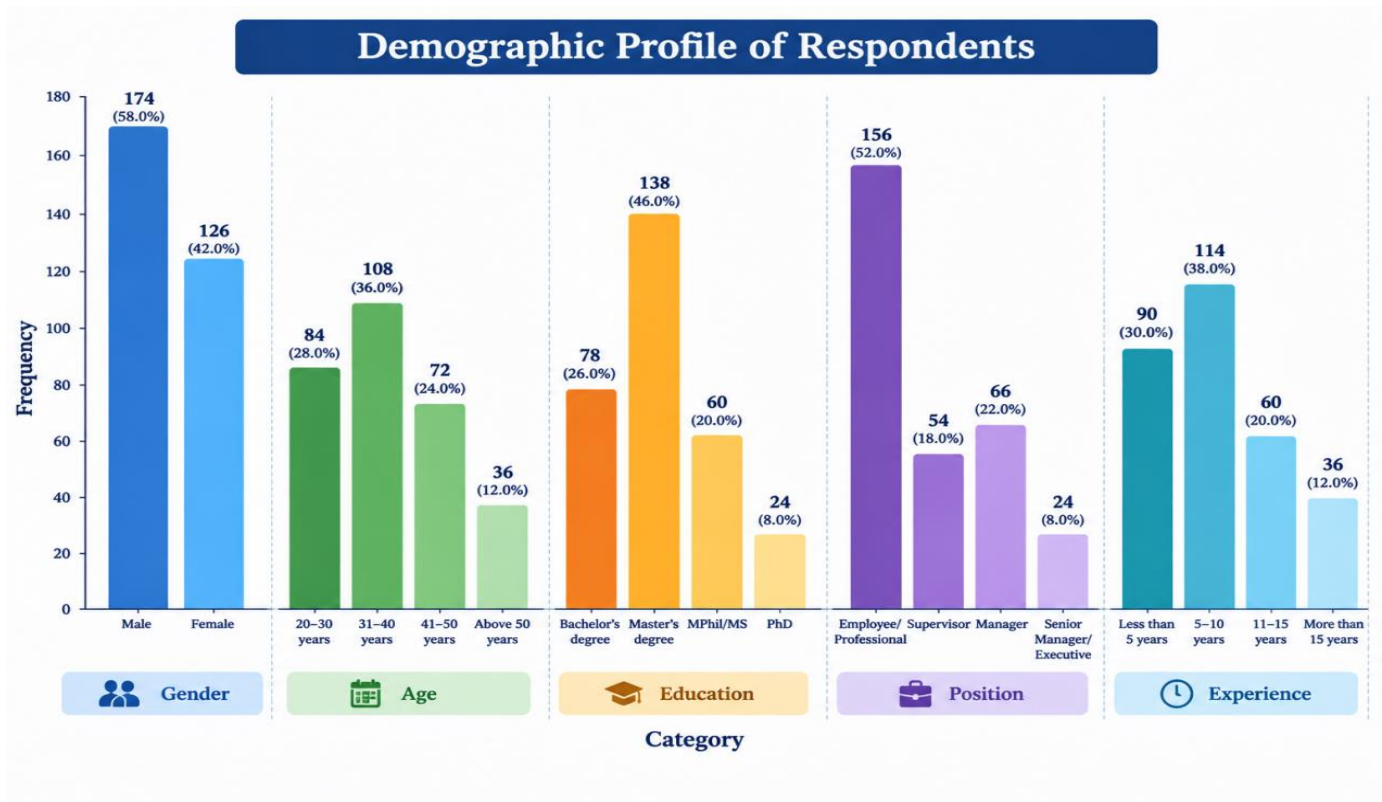


Figure 1. Demographic Characteristics of Respondents (N = 300)

Descriptive Statistics of Study Variables

The analysis included Autonomous Task Execution (ATE), Adaptive Decision-Making

(ADM), Intelligent Business Transformation (IBT), and Organizational Performance (OP).

Table 2. Descriptive Statistics of Study Variables (N = 300)

Variable	Mean	Standard Deviation
Autonomous Task Execution	3.87	0.71
Adaptive Decision-Making	3.92	0.68
Intelligent Business Transformation	3.84	0.73
Organizational Performance	3.89	0.70

It was found that the mean score of Adaptive Decision-Making was the highest value ($M = 3.92$, $SD = 0.68$) of the study variables. This finding confirmed that overall, the respondents showed a relatively high level of AI-supported organizational decision-making adaptability. Overall, the standard deviation of 0.68 suggested low variation for responses on adaptive decision making, suggesting that units are relatively consistent in

their responses to adaptive decision making within their organizational contexts. The most frequent answer was for the question, Organizational Performance, with an average of 3.89 ($SD = 0.70$), followed by Autonomous Task Execution with an average of 3.87 ($SD = 0.71$). Generally positive perceptions of organizational performance and autonomous execution of organizational tasks, were indicated by these values. Intelligent

Business Transformation had a mean score of 3.84 (SD = 0.73). Overall, there was a strong sense of AI's role in organisational transformation, with this result affirming the general sentiment of the

respondents. The standard deviations for all variables were still not exceeding 1.00, so that the variation of responses—moderate—and the perceptions stayed stable with the participants.

Mean and Standard Deviation of Key Variables

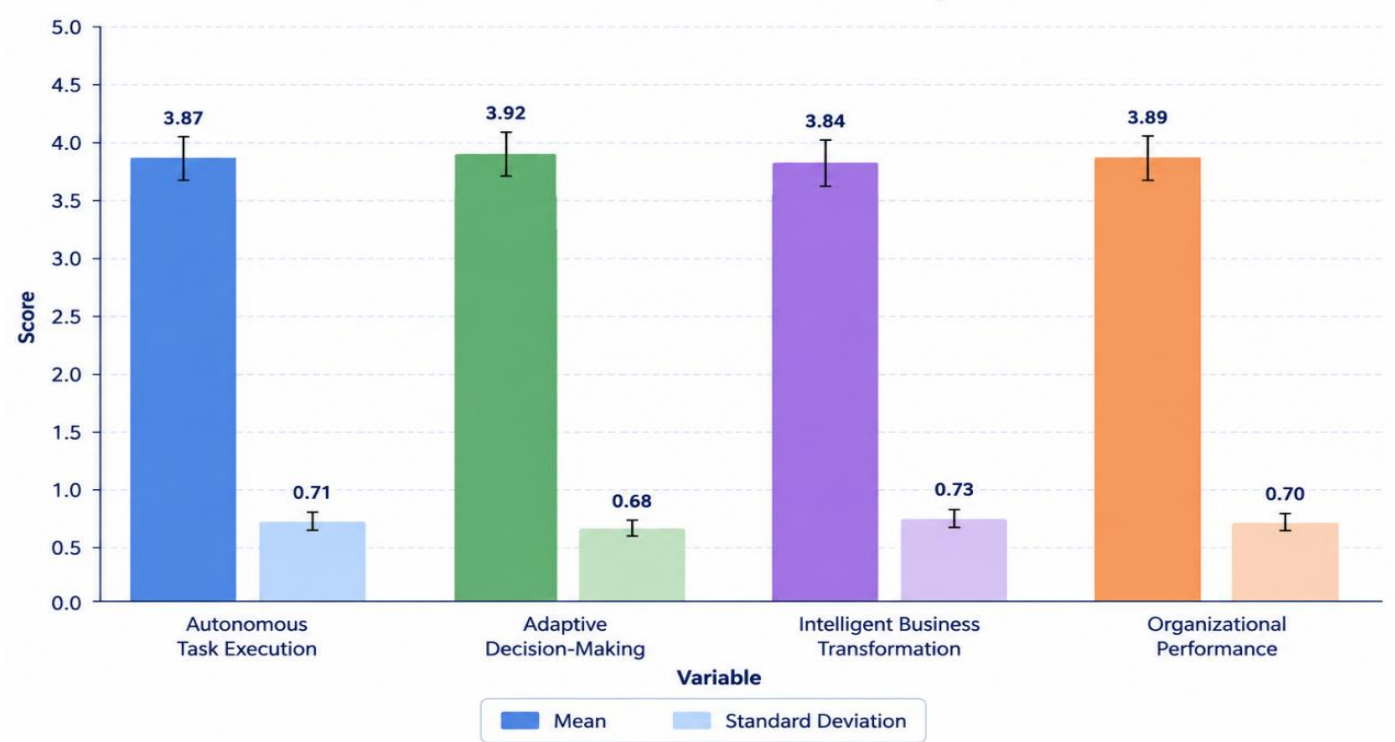


Figure 2. Descriptive Statistics of Study Variables (N = 300)

Correlation Analysis

Pearson correlation analysis was conducted to determine the relationships among autonomous

task execution, adaptive decision-making, intelligent business transformation, and organizational performance.

Table 3. Pearson Correlation Matrix of Study Variables (N = 300)

Variables	ATE	ADM	IBT	OP
Autonomous Task Execution (ATE)	1	.68	.65	.72
Adaptive Decision-Making (ADM)	.68	1	.71	.75
Intelligent Business Transformation (IBT)	.65	.71	1	.70
Organizational Performance (OP)	.72	.75	.70	1

Results showed that there was a high positive correlation between autonomous task execution and organizational performance ($r = .72$, $p < .01$). Organisations that had higher scores on the ability

of autonomous task execution had higher scores on organizational performance. As with other autonomous task execution there were significant positive correlations with adaptive decision-

making ($r = .68, p < .01$) and with intelligent business transformation ($r = .65, p < .01$). The strongest relationship with organizational performance was found with adaptive decision-making ($r = .75, p < .01$). The findings indicated that, generally, the higher the level of adaptive artificial intelligence-based decision processes, the better the organizations' performance. Furthermore, the finding of a positive correlation

between adaptive decision making and intelligent business transformation ($r = .71, p < .01$) suggests that this ability to adapt decisions depending on changing information is closely linked to broader business transformation with AI. Organizational performance ($r = .70, p < .01$) was also directly related to intelligent business transformation. The magnitudes of all correlation coefficients were significant at 1% level, and positive.

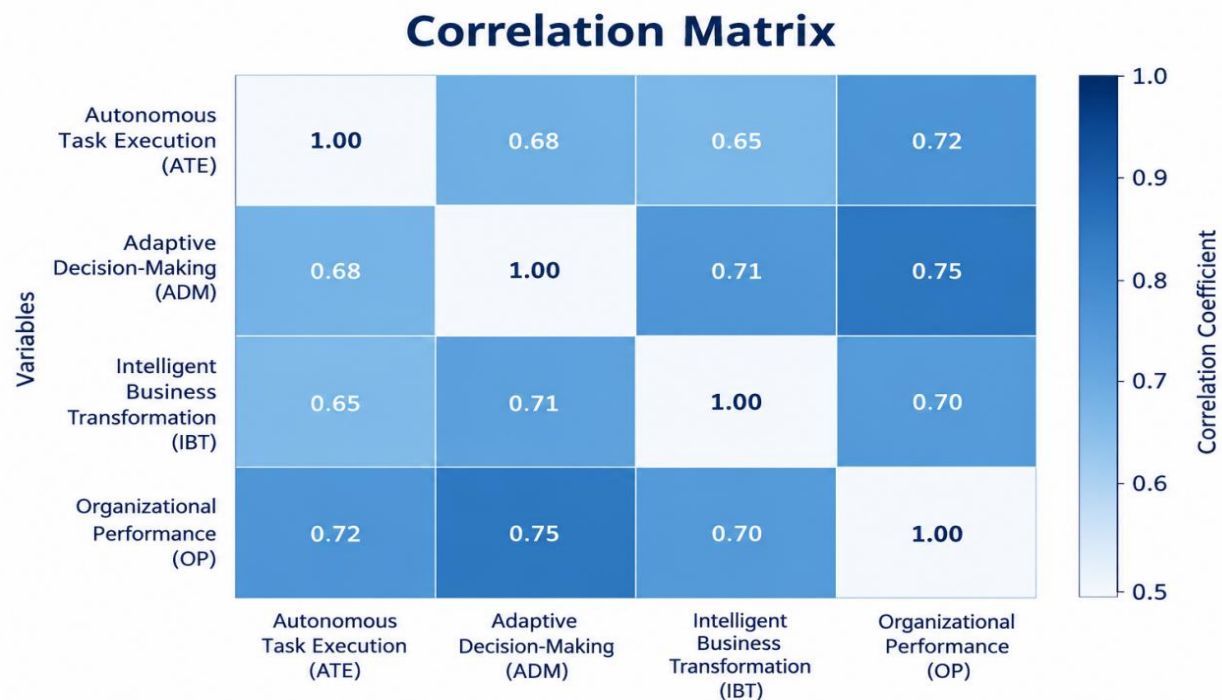


Figure 3. Pearson Correlation Matrix of Study Variables (N = 300)

Multiple Regression Analysis

Multiple regression analysis was conducted to determine whether autonomous task execution

and adaptive decision-making significantly predicted organizational performance.

Table 4. Multiple Regression Results for Predicting Organizational Performance

Predictor	B	Std. Error	Beta (β)	t	p
Constant	0.84	0.18	—	4.67	< .001
Autonomous Task Execution	0.41	0.06	.42	6.83	< .001
Adaptive Decision-Making	0.46	0.06	.45	7.41	< .001

Model Statistics	Value
R	.782
R ²	.612
Adjusted R ²	.609
F	233.78
Model p-value	< .001

An R value of .782 was obtained for the regression model, which represents a high overall association between the predictors and organizational performance. The R² value was 0.612 which indicated that 61.2% of the organizational performance was explained by both autonomous task execution and adaptive decision making. The adjusted R² was .609, suggesting that the model stayed statistically significant with regard to the number of predictors in the model. Overall, the model was statistically significant ($F = 233.78$, $p < .001$), suggesting that the combination of predictors explained a great deal of the organizational performance. The correlation of autonomous task execution with the organizational performance was positive ($B = 0.41$, $\beta = .42$, $t = 6.83$, $p < .001$) and was significant. A standardized coefficient was used to assess impact

size and to determine the contribution which is unrelated to adaptive decision-making when accounting for the present RQ within the organizational context. The positive coefficient imply that gains in autonomous task execution led to gains in organizational performance. An adaptive decision-making was also positively related to organizational performance ($B = 0.46$, $\beta = .45$, $t = 7.41$, $p < .001$). The standardized beta coefficient of .45 suggested that adaptive decision making slightly more influenced the organizational performance than autonomous task execution in the regression model. The coefficient that surpassed the threshold of statistical significance was related to the organizational performance, regarding organizations with better adaptive decision-making capacity and how they are correlated with organizational performance.

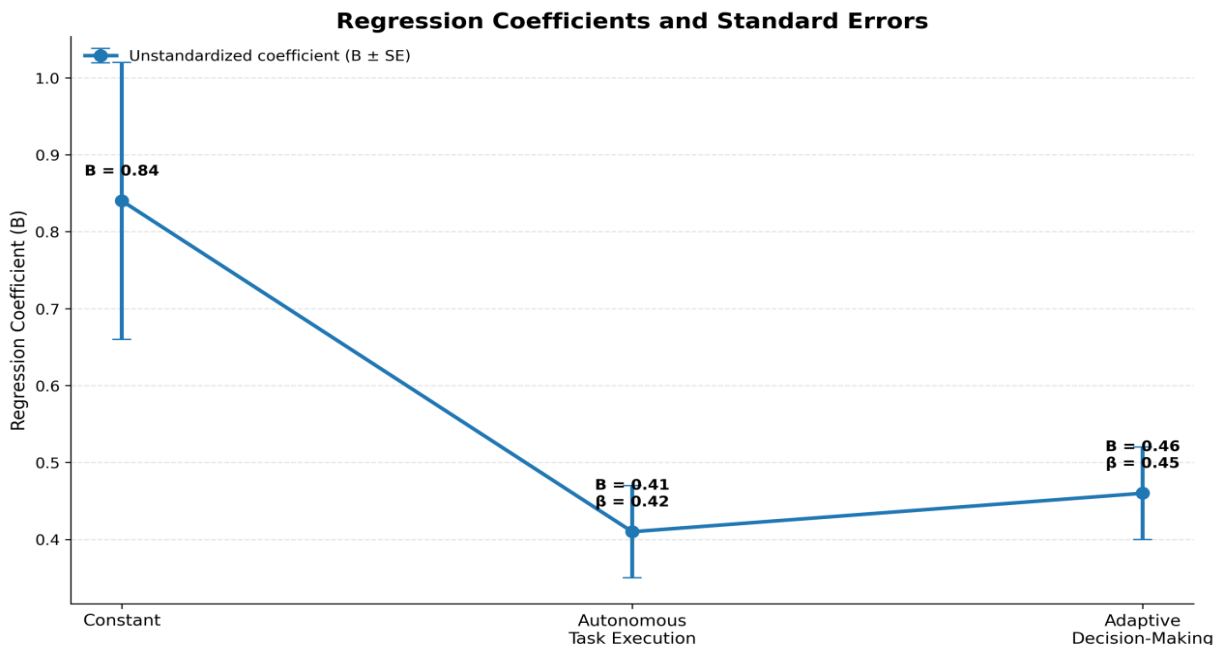


Figure 4. Multiple Regression Results for Predicting Organizational Performance

Discussion

The results are consistent with the general landscape of existing literature that showcases how agentic AI can support existing automations to become more autonomous in the organisation. The research on agentic systems recently envisioned was that of a system which can plan, coordinate action, communicate with enterprise systems, and be able to adapt action within a predetermined domain. From this perspective, AI became more of an active part of organizational processes, where it was used not just as a method of information support, but also as an integral part of organizational life (Manimangalam, 2026; Humbert et al., 2026).

This was reflected in the literature on how AI helps in decision-making within today's organisations. AI systems played a key role in the analysis of complex data, its multi-layered interpretation and exploring different opportunities, but, ultimately, human decision-makers were responsible for guiding the directing of the organization's focus and decision making power. The way AI functionalities and decision-making processes within the organization play into

the other, was being increasingly identified as an important aspect of digital transformation (Csaszar et al., 2024; Kim & Glaeser, 2024).

Moreover, recent research revealed that the value of organizational empowerment with AI was dependent on the level of organization's capabilities in technology integration. The more intelligent the AI, the better the quality of decision, faster it took to make the decision, and the organizational outcomes, particularly if there were also complementary capabilities within an organization. This perspective helped the concept of intelligent business transformation to be comprehended as an organizational and managerial process, rather than merely a technology adoption (Neiroukh et al., 2024; Giachino et al., 2024).

Organizational structure and governance mechanisms were also reinforced as essential precondition for autonomous AI, in the literature. There may be a change in decision-making role and/or decision-making process, as stated by "increased autonomy of AI", either because the role shift from one person to another, or because the process changes. Once the organizations were

starting to use autonomous systems within their business processes, they increased the need for them to build a well-defined boundaries of their statutory scope of work, human involvement and accountability (Humberd et al., 2026; Sadiku-Dushi et al., 2026).

In the world of recent scholarship, the agentic AI capability was explained as an upcoming capability that one day "may transform how organizations harmonize activities, handle information, take decisions, and adjust to the dynamic nature of their surroundings. Change preparation, collaboration with humans as well as AI, organizing governance and doing so responsibly are ever more interwoven with independent agents and enterprise transformation. The starting point were these thoughts to find out how to make more tasks autonomous using agentic AI, how adaptable it is for decision-making, and how to boost AI's organisational efficiency (Manimangalam, 2026; Csaszar et al., 2024).

Conclusion

One of the main findings of the study was that the agentic AI model could be a transformational path or an enabler to intelligent business transformation, assisting in autonomous task execution and adaptive decision-making within the organization's workflows. Findings revealed that the incorporation of a greater degree of autonomy to perform actions by artificial intelligence systems with decisions that were more prone to adjust to the evolution of information and conditions in the business, might be a step to improve their performance. One key discovery in this research was that an effective implementation of agentic AI requires all of these attributes to be merged with the relevant business goals, human interaction with the AI and responsible governance measures. Organizations now had the opportunity to streamline their operating processes, enable better decision-making, become more responsive, and boost performance in ever more dynamic business landscapes, by enabling autonomous task execution and adaptive decision making.

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