

The Integration of Artificial Intelligence in Online Food Delivery Apps

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Abstract: *The advantages of online food delivery (FD) became evident during the worldwide COVID-19 pandemic in 2020, as it enabled clients to participate in planned meals and allowed food providers to continue their operations. Online FD is not immune to criticism, as there have been reports of both buyer and restaurant blacklists. Hence, it is an opportune moment to assess the current circumstances and contemplate the broader ramifications of online financial data and the implications they have for the involved stakeholders. This paper presents the latest research in this field, uncovering a wide range of positive and negative consequences by using the three pillars of manageability as a central point of analysis. Online food delivery (FD) platforms have faced financial criticism because to the substantial fees they charge cafés and the challenging working conditions they impose on delivery personnel, despite offering job and business prospects. Online food delivery has a significant impact on traffic patterns, general health results, and the customer-food interaction from a sociological standpoint. The substantial quantity of waste and its significant carbon emissions have ecological consequences. In the future, partners should consider strategies to efficiently promote and govern the advantageous aspects of online FD to ensure its overall manageability.*

Keywords: online food delivery (online FD); sustainability; economic impacts; social impacts; environmental impacts Introduction