



Role of Artificial Intelligence in employee Training and Development

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ABSTRACT

These Natural processes include human evolution. The worth of life and living has increased due to environmental development. In this realm of nature, we have travelled through various periods, and we are now in the Information Age. It is a time when information is shared via a variety of reliable sources. A new technology platform called artificial intelligence seeks to transform the way that the world uses technology. UNESCO has recognised this platform. Like how AI has elevated its significance on the corporate stage. Many businesses are fully integrating this technology as they become aware of its value. Therefore, businesses are keen to spend time and money training their skilled workers with the use of artificial intelligence.

Keywords: Artificial Intelligence, Training and development, Implementation. Business, Organization.

I. INTRODUCTION

Incredible new technologies are developed with each generation. The goal of artificial intelligence is to incorporate human intelligence into machine-based smart systems. In order to compete in the developed market, several industries are implementing a much smarter system. According to data, 83% of businesses have raised their annual spending on artificial intelligence (AI) deployment. We can anticipate the employment of AI in the near future for scheduling, training, and other tasks. Artificial intelligence is already widely used, and it has a significant impact on corporate intelligence. Many organizations are pressing businesses to implement artificial intelligence. However, for quick and cost-effective business, training and development of the workforce using artificial intelligence become a must. It is anticipated that the existence of training and

development will satisfy the requirements for using artificial intelligence technology to run a successful business. Therefore, businesses are keen to spend time and money training their skilled workers with the use of artificial intelligence.

II. LITERATURE REVIEW

The Literature review for this study is important and studied completely for a successful result. Discussed how the newest automated technology affects the need for qualified workers in their studies. This is not an everyday profession with a pitiful salary. Even still, it is a well-paying, non-routine job that calls for manual abilities and strongly warns employees that technology will eventually take over activities that would otherwise require human labor. As time went on, a new generation of advanced and automated approaches emerged. High-skill tasks are becoming easier because of sophisticated and clever technologies. The newest breakthrough that all businesses seek to adopt for quick development is artificial intelligence. It was discovered that many businesses encounter unlimited capacity difficulties while implementing AI in the HR department and their work processes. Companies like Tesla, IBM, Apple, and Amazon, among others, all accept AI in the HR job process by overcoming all employee barriers. Additionally, a lot of businesses are still hesitant to accept AI on a worldwide scale. Few businesses in the financial, marketing, and other sectors are, however, prepared to employ this technology.

The organizations that are prepared to embrace AI for their business growth are now pushing all their potential employees towards the next level of training and development using AI. Artificially intelligent machines can do high-level tasks with ease nowadays. Machines do, however, have restrictions, such as the storage of particular data sets. As a result, artificial intelligence is



increasingly important for all employees' training and growth. According to studies, training and development are tasks that every organization carries out with the aim of improving outcomes through both group and individual performance. Human resource management includes aspects such as training and development. Training helps individuals grow in their current roles by preparing them for more responsibility in the future. Their skills additional value can be successfully applied to succeed in the business sector. It is appropriate to evaluate employee performance, pinpoint the true workplace problems, and offer a pertinent training programme. The requirement to adapt technology, workplace culture, and the system It must be acknowledged that efficient and successful training is a clear success for the company. Therefore, it is possible to continuously emphasize the importance of staff growth. When artificial intelligence is used correctly, it will be beneficial to both the employer and the employee. Artificial intelligence training and development are crucial for a successful business in an organisation. Through theoretical and conceptual research, this study will try to comprehend the best ways to deploy AI.

III. Conceptual study to implement AI in Training and development in the Corporate World

The method of providing employees with the most recent and up-to-date skills in order to improve their performance and advance the company's operations is known as training. As a result, training is a crucial activity that supports the growth of an organization's human resources. As time passes, technology inevitably becomes obsolete. The system of an organization would evolve more quickly as a result of discoveries in all areas, including managerial, technical, and behavioral factors. As a result, training is a crucial procedure for putting new information to use and growing it in the marketplace. According to research, companies that invest in training have the highest sales and gross profits per employee.

Artificial intelligence supports the implementation of successful training and development processes for improved organizational workflow. However, carrying it out is a difficult undertaking. This research framework aids in assembling the data necessary for creating the conceptual study for the company.

3.1 Artificial Intelligence application process to improve Training.

Artificial intelligence is currently being widely used in a wide range of businesses to interact with clients and advance their operations. It helps with transaction analysis and fraud detection. Numerous artificial intelligence (AI) solutions are already in use for business growth through training and development. Employees must participate and work together to learn about the changes as a necessary component of growth through a variety of training programs. In order to improve training methods and strategies, artificial intelligence must be used. The artificial intelligence methodology helps enhance training and development in the corporate environment.

- **Integrated Training in a Workflow pattern-**Every employee in a business spends at least 1% of their time getting trained in new technologies. This is insufficient to support a greater pace of business growth. Therefore, for many employees, it is a very gloomy reality. Artificial intelligence plays a significant role in this instance and helps to improve the issue. By automatically breaking things down, artificial intelligence offers bits and pieces of training.

- **Searching and Finding-** In each situation, employees must use pertinent knowledge to carry out their regular duties. Artificial intelligence enables quick data sorting and provides quick responses to all requests. Artificial intelligence suggests using content tags to streamline the learning process and save time.

- **Training and learning impact measurement-**In training programs, it is crucial to assess and interpret the learners' comprehension. However, putting it into practice is a difficult process that is supported by artificial intelligence. Review of a key component of the training program's data while contrasting it with historical and current data.

- **Artificial Intelligence improves training Completion Rates-** Due to their packed lives, busy workers find it difficult to attend any training programs; therefore, they frequently miss them. The use of artificial intelligence will help boost students' levels of interest.

3.2 Issues in Implementing AI for Training and Development.

A program called artificial intelligence was created to overcome obstacles in the way of improving an organization's business. Like this, the current process of training and development is



being improved through artificial intelligence. The development of AI is currently a continuous process. In this case, we must pinpoint the drawbacks of integrating AI into training and development.

- **Algorithmic Bias-** In the process of creating artificial intelligence, the algorithm is crucial. It operates autonomously. Algorithmic bias may be the cause of concern for artificial intelligence. If the data is supplied by an outside force, the AI plays an effective role.
- **False Information-** While the material is being updated, significant consequences for artificial intelligence may result. Because of this, artificial intelligence only functions well when employees accurately input the essential data.
- **Transparency-** Any task must be transparent in order to motivate students to provide the correct results. Like this, the individual must be completely upfront about his work procedures to receive good and accurate outcomes from artificial intelligence.
- **Privacy and Security-** In order to function effectively and efficiently, artificial intelligence generally needs a large amount of data. The information must be gathered from the students who are taking part in the organization's training and growth. The material supplied here, which occasionally contains private information, should be treated as confidential information. Therefore, all necessary privacy safeguards and laws should have been followed when collecting the data.

3.3 Benefits of Training and development incorporation.

Technologies and data collection work together to provide personalized and automated learning strategies. The Artificial Intelligence will now be receptive to the Trainee. The corporate employee gains increased productivity through this procedure.

- **Application of AI supports the learners proactively-**Each department in a business gradually increases its use of virtual learning. In an organization, the instructors teach the staff digitally using artificial intelligence. Being responsive and working more efficiently are advantages. It is becoming a tailored procedure. Educating and developing
- **Closure of Skill gaps-** The trainer may discover student ability gaps with the help of artificial intelligence. Additionally, it suggests a way to get around it by employing artificial

intelligence. Artificial intelligence includes several subfields, including machine learning.

- **AI used to interpret advanced analytics-** From historical data, artificial intelligence can gather and analyze a vast quantity of data. It has the special ability to analyze all of the previous data quickly and instantly. All past data may be stored by the artificial intelligence program and accessed at any moment. The data at hand may include recent material or learning patterns from the past. The accuracy of the result will grow as the amount of data accessible to the algorithm increases. Therefore, exploring artificial intelligence is useful for having productive social experiences.

IV. Methodology

This is to investigate the impact, advantages, and problems that arise when artificial intelligence is used for training and development in an organization's human resource management. Finding out the relationship between the organization and the characterization of a certain employee while utilizing artificial intelligence in the training and development department is necessary to investigate all the angles. We defined the investigation of AI applications as a process while beginning to research numerous elements. We made the decision to analyze the impact that the use of AI in training and development has on an organization's performance. Profit, labor cost per person, income, and profit per person may all be included in the performance study. All of these are described and tagged with indicators so that the staff training process can be exposed, and the results can be analyzed. Watson Analytics was used to start our analysis. It is discovered during this process that this Watson Analytics technology platform is the method by which machines process and learn from human everyday language. We can easily incorporate the data into the process to obtain the correct results, and we won't even need to download any software to do so. After the procedure was complete, we saw that the organization's training and development are influenced by the business's net income from the previous year. However, it was also noted that the organization's success, profitability, and growth depend on the choice to incorporate artificial intelligence (AI) in training and development. Our research also revealed that a company's decision to use AI is influenced by how much money it brought in in the previous financial year.



V. Artificial intelligence Implementation Strategy in Training and development

To obtain a precise result and create a positive impact while assessing an employee's competencies, we sought to develop novel ways. With continued use, this strategy will encourage the development of new methods and equipment. This points out the key to an organization's success after implementing artificial intelligence. It will assist in identifying issues and the obstacles preventing their adaptation in businesses. Consequently, it aids in creating awareness that is in line with corporate objectives.

Implementation of the system involves three major elements.

- Availability of Evaluation tools
- Evaluation Workshop
- Provision of support service

Different types of programs are chosen to evaluate an individual's competency, which aids in recognizing expertise and segregating genuine talent in different Artificial Intelligence criteria, thereby enhancing the group of individuals in the specific category. As a result, experts are prepared to provide an enormous economic benefit to the organization.

A baseline data set can help overcome non-expertise and encourage specialized individuals to use their skills to help the organization flourish in the field of Artificial Intelligence. The baseline data for the evaluation of adopting Artificial Intelligence is crucial. The overall lack of baseline data may result in major obstacles to effectively concluding the review. This chasm must be bridged as soon as possible.

The evaluation's data collection must be documented as soon as possible. Trainee Action Plans, Performance and Monitoring Records, Follow-up Interviews, Follow-up Surveys, Follow-up Questionnaires, and Group Sessions should all be considered when evaluating trainees for Artificial Intelligence implementation. All these records will be required to complete the AI implementation process successfully.

Following that, the following Artificial Intelligence application strategies to overcome impact in Training and development:

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- For correct and reliable statistics, a proper trend line should be maintained.
- Estimates of each trainee's performance level

- Estimation of each manager's performance level. The use of a Focus Group will simplify this process.
- Customer input estimation for AI implementation

VI. Discussion

Artificial Intelligence has shown in this inquiry that it plays an essential role in the corporate sector. It implies that it will continue to grow in the future. Artificial intelligence can connect disparate jobs and provide an effective result from an automated system. However, AI cannot be the answer for the advanced training program. The difficulty in recognizing humor, insincerity, and contempt among employees is visible in numerous attempts, and so it becomes a barrier to meeting the AI need in the training and development Section. It reduces the superpower outcome based on the algorithm used, which can even remove the use of capital letters and repetitious punctuation. 'Black Box Society' is a fantastic book that highlights the AI-automated technology system. Nowadays, judgements in any field, whether in business or higher education, are made on the basis of automated services; they are not mirrored by a human in any situation. Similarly, Artificial Intelligence is important in the organization. As a result, the system run by people has been transformed into a completely automated system. In terms of impact, Artificial Intelligence has made a noticeable improvement in the economy of any organization. As a result, investing in training and development has enhanced the chance of improving the development of every organization. According to our research, Google recently invested roughly \$400 million in the European Union to complete its Artificial Intelligence implementation. They had established DeepMind Technologies, a London-based AI start-up, to specialize in the system with advanced algorithms and learning. In addition, they had invested in another Artificial intelligence center called the German Research Centre for Artificial Intelligence.

In today's world, Artificial Intelligence is always having an impact on corporate life. The implementation of Artificial intelligence (AI) has a significant impact on human resource management (HRM). As a result, the learners are expected to be ready to use AI substantially and help the organization's digitalization transition. This research delves into the specifics of training and



development as well as the necessity of incorporating AI into this process. The research provided guarantees of the organization's growth following the implementation of AI in training and development.

In the future, we hope to improve the HR department's system to make it easier for businesses to implement training and development initiatives. We also want to develop the ingenuity needed to deliver correct results and spot errors quickly. However, we want to highlight certain issues when we use AI to warn other researchers. Our paper also discusses how AI has affected training and development, which serves as proof that AI has been successfully incorporated. As a result, we responded to the question of whether different organizations accept digital transformation.

VII. Conclusion

After thoroughly examining the work of skilled professionals, we conclude that incorporating artificial intelligence technology into training and development can be successful. Trials with this person and training were crucial in creating the significant shift. Similar to this, investing in training and development is crucial to integrating artificial intelligence. Our examination also indicates how the employee's capabilities are determined. Consequently, we assert that Artificial Intelligence is driven to change every company with the aid of new developments and technology. Due to its effectiveness and high-quality results, artificial intelligence is being used by many businesses globally. AI also significantly affects society, individuals, and governments. As a result, there is more potential for growth in the implementation process. In addition, as AI is being included in the Training and It was determined that AI will have a significant influence on the economic expansion of businesses during the development phases. Additionally, it has been clearly demonstrated that using AI to train personnel has positive results in several areas, including the expansion of sales through the use of AI, the reduction of cost and time, the increase in productivity, the speed at which decisions are made, and the reduction of human error.

While studying, some implications are discovered. Artificial intelligence may be used to solve issues like a lack of qualified and experienced people. Furthermore, it's thought that human error is the kind of mistake that businesses are most susceptible to. Applying AI to the system is another way to close this gap. As a result, in the

business sector, artificial intelligence functions as an intelligent technology. As a result, we can today state that artificial intelligence is a crucial component of employee training and development in the business sector. As a result, this promotes the creation of a superb company model with significant economic growth and ensures a system of income equality in an organization. We can also predict that artificial intelligence will develop rapidly, and we must prepare for its demands in the IT industry in the future.

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