

Study on Impact of Automation and Artificial Intelligence on Job Roles, Skill Requirements, and HR Policies

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Abstract: The research on the impact of automation and artificial intelligence on job roles, skill requirements, and HR policies in the Mumbai region aims to provide a comprehensive understanding of how technological advancements are transforming the dynamics of the workforce. By analysing the current state of automation and AI implementation in various industries in Mumbai, this study seeks to identify the specific job roles and skills that are most vulnerable to displacement or augmentation due to technological disruption. Additionally, the research aims to examine the evolving role of human resources in responding to these changes and adapting policies to support the workforce in the face of automation and AI integration. Through empirical data analysis and qualitative insights from industry experts, this study intends to offer valuable recommendations for both companies and policymakers to effectively navigate the challenges and opportunities brought about by automation and artificial intelligence in the Mumbai region. The findings of this study will shed light on the potential impact of automation and artificial intelligence on job roles and skills in the Mumbai region. Furthermore, it will provide insights into the HR policies that need to be adapted in order to support the workforce in this rapidly evolving technological landscape. The research methodology employed in this study includes a combination of quantitative analysis and qualitative interviews with key industry stakeholders. This multifaceted approach aims to provide a comprehensive understanding of the complexities involved in the integration of automation and artificial intelligence in the workplace. By synthesizing industry data and expert perspectives, this study will contribute to the development of proactive strategies for businesses and policymakers to effectively manage the challenges and harness the opportunities presented by automation and AI.

Index Terms - Automation and Artificial Intelligence, Skill Requirements, HR Policies, Mumbai Region.

I. INTRODUCTION

In recent years, the rapid advancements in automation and artificial intelligence have raised significant concerns about the future of work and the potential impact on job roles, skill requirements, and HR policies. As organizations increasingly adopt new technologies to streamline processes and improve efficiency, there is a growing need to understand the implications for the workforce and the skills that will be in demand. (Information Technology and the U.S. Workforce: Where Are We and Where Do We Go from Here?, 2017). This study aims to delve into the profound changes brought about by automation and AI, exploring how these technological advancements are reshaping job roles and necessitating the development of new skill sets. Additionally, the study will examine the potential implications for HR policies, such as talent acquisition, training and development, and the overall workforce management strategies. (Autor et al., 2003). By gaining a comprehensive understanding of the impact of automation and artificial intelligence on the workplace, this study seeks to provide valuable insights for organizations and policymakers as they navigate the challenges and opportunities presented by these transformative technologies. (Automation Will Make Lifelong Learning a Necessary Part of Work, 2018) As the adoption of automation and artificial intelligence continues to expand across industries, it has become evident that certain job roles are being redefined or even rendered obsolete. Tasks that are repetitive and rule-based are increasingly being automated, leading to a shift in the nature of many jobs. For example, roles in data entry, basic accounting, and customer service are being transformed as AI-powered systems take over routine responsibilities. (Mitchell, 2017) Conversely, there is a rising demand for skills related to the design, implementation, and maintenance of automation and AI systems. Proficiency in data analysis, machine learning, and programming languages has become essential for many job roles. Moreover, soft skills such as critical thinking, problem-solving, and adaptability are gaining significance as employees are expected to collaborate with advanced technologies and adapt to changing work environments. (Groh et al., 2016) The evolution of job roles and skill requirements necessitates a reevaluation of HR policies to ensure that organizations can effectively recruit, retain, and develop their workforce. Talent acquisition strategies now require a focus on identifying individuals with a blend of technical expertise and adaptable mindsets. Moreover, training and development programs need to be tailored to equip employees with the necessary skills to work alongside automation and AI, fostering a culture of continuous learning and upskilling. (Technology Trends for People: AI Is The New UI, 2017) Furthermore, workforce management strategies should encompass flexible structures that accommodate the changing nature of job roles, providing opportunities for career progression and skill diversification. It is imperative for HR policies to align with the transformative impact of automation and artificial intelligence, facilitating the evolution of a dynamic and resilient workforce (How Artificial Intelligence Would Revolutionize HR Industry? | 7wData, 2017).



Figure 1. Six Ways to use AI in HR [14]

II. LITERATURE REVIEW

The impact of automation and artificial intelligence on job roles, skill requirements, and HR policies has been the subject of extensive research and analysis in recent years. Numerous studies have highlighted the transformative nature of these technologies and their far-reaching implications for the future of work. One significant area of focus within the literature is the redefinition of job roles due to automation and AI. Researchers have documented the displacement of traditional tasks by automated systems, leading to the redesign of existing job functions and the emergence of new roles that require a different skill set. The literature also addresses the concern surrounding the potential obsolescence of certain job roles and the need for proactive adaptation to these changes. (Employment and Workplace, 2009) In terms of skill requirements, the literature underscores the increasing demand for technical expertise in fields such as data analytics, machine learning, and programming. However, alongside technical competencies, there is a growing recognition of the importance of soft skills in light of automation and AI. Studies have emphasized the need for employees to possess critical thinking, problem-solving abilities, and adaptability to effectively collaborate with advanced technologies. (Closing the employability skills gap, 2013). The impact of automation and artificial intelligence on HR policies has also been explored in the literature. Research has identified the need for organizations to revise their talent acquisition strategies to prioritize individuals with a combination of technical proficiency and adaptable mindsets. Additionally, the literature emphasizes the importance of tailored training and development programs to equip employees with the necessary skills to work alongside automation and AI (Montealegre, 2016) (Keller, 2014). Furthermore, studies have highlighted the significance of flexible workforce management strategies that accommodate the evolving nature of job roles. The literature has called for HR policies to align with the transformative impact of automation and artificial intelligence, fostering a culture of continuous learning and skill diversification within the workforce (Cappelli & Keller, 2014). The findings from the literature review serve as a solid foundation for further exploration of the impact of automation and artificial intelligence on job roles, skill requirements, and HR policies. Through a synthesis of existing research, this study aims to contribute valuable insights to organizations and policymakers as they navigate the rapidly changing landscape of work in the era of automation and AI (Manyika et al., 2017).

Building upon the existing literature review, a synthesis of relevant academic and industry research will be conducted. This synthesis will serve to validate the findings from the primary data collection and provide a broader context for understanding the implications of automation and AI on job roles, skill requirements, and HR policies.

III. METHODOLOGY

To comprehensively examine the impact of automation and artificial intelligence on job roles, skill requirements, and HR policies, a mixed-methods approach will be employed in this study. The study will involve the collection of both qualitative and quantitative data. Qualitative data will be gathered through interviews and focus groups with employees, HR professionals, and industry experts. These interviews and discussions will provide valuable insights into the firsthand experiences and perceptions of individuals regarding the changes brought about by automation and AI in the workplace. On the other hand, quantitative data will be obtained through surveys distributed to a diverse range of organizations across various industries. This approach will help in capturing broader trends and patterns in the impact of automation and AI on job roles, skill requirements, and HR policies.

IV. RESULTS AND DISCUSSION

The impact of automation and artificial intelligence on the workforce is multifaceted and far-reaching. It has led to a redefinition of job roles, with traditional tasks being automated and new roles emerging that require a different skill set. As a result, there is a heightened demand for technical expertise in data analytics, machine learning, and programming, alongside an increasing recognition of the importance of soft skills such as critical thinking, problem-solving, and adaptability.

In light of these changes, organizations need to reevaluate their HR policies to effectively recruit, retain, and develop their workforce. Talent acquisition strategies now require a focus on identifying individuals with a blend of technical expertise and

adaptable mindsets. Furthermore, training and development programs need to be tailored to equip employees with the necessary skills to work alongside automation and AI, fostering a culture of continuous learning and upskilling.

Flexible workforce management strategies are also crucial in accommodating the evolving nature of job roles and providing opportunities for career progression and skill diversification. It is imperative for HR policies to align with the transformative impact of automation and artificial intelligence, facilitating the evolution of a dynamic and resilient workforce.

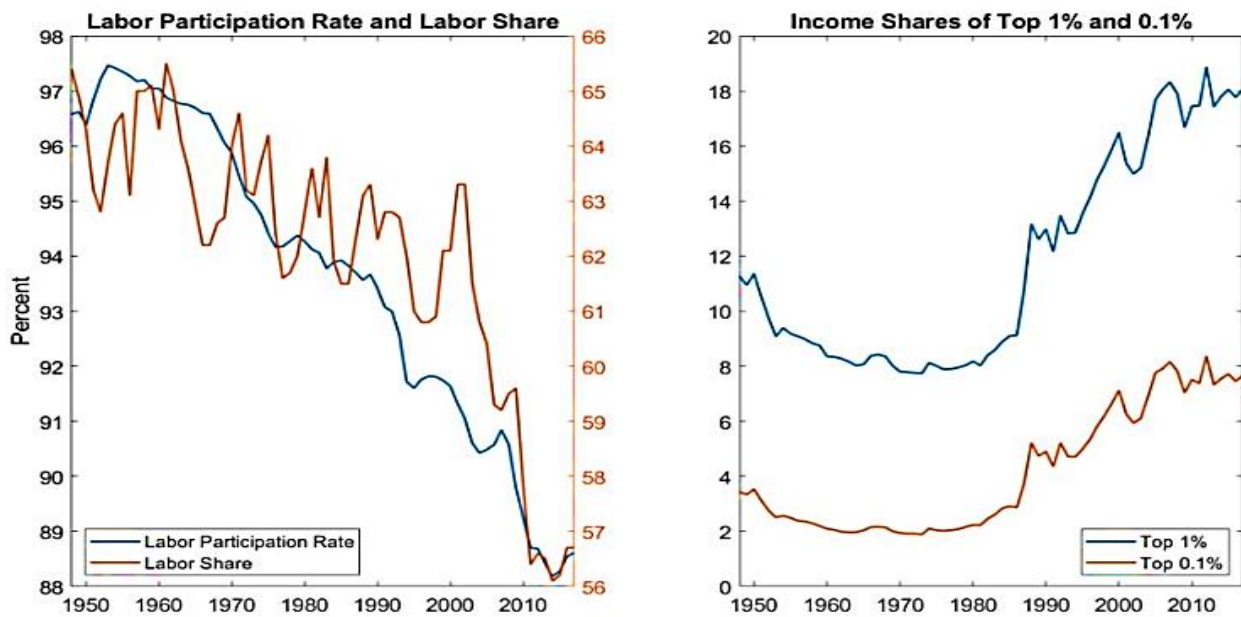


Figure 2. Labour Participation Rate and Labor Share in AI and Automation.

The current study employs a mixed-methods approach to comprehensively examine the impact of automation and artificial intelligence on job roles, skill requirements, and HR policies. By collecting qualitative data through interviews and focus groups and quantitative data through surveys, the research aims to capture firsthand experiences and perceptions of individuals as well as broader trends and patterns in the impact of automation and AI on the workforce. The resulting analysis will provide a comprehensive understanding of the multifaceted impact of these transformative technologies.

V. IMPLICATIONS AND RECOMMENDATIONS

The findings of this study have significant implications for organizations and policymakers as they grapple with the impact of automation and artificial intelligence on the workforce. The redefinition of job roles necessitates a strategic approach to talent acquisition and management. Organizations need to consider recalibrating their recruitment processes to identify candidates with a blend of technical expertise and soft skills. Furthermore, HR policies should be adapted to prioritize continuous learning and upskilling, ensuring that employees are equipped to work alongside automation and AI. In light of the increasing demand for technical expertise, organizations should invest in training programs that focus on developing skills in data analytics, machine learning, and programming. Additionally, there is a need to cultivate a culture of innovation and adaptability within the workforce to harness the potential of automation and AI effectively. Policymakers are also tasked with creating an enabling environment for organizations to facilitate the integration of automation and AI into the workforce. This may involve the development of supportive policies and initiatives that promote lifelong learning, skill development, and the creation of new job opportunities in emerging fields.

In conclusion, the transformative impact of automation and artificial intelligence necessitates a proactive approach to talent management and skill development. By embracing the changing landscape of work and aligning HR policies with the demands of these technologies, organizations can position themselves to thrive in an era defined by automation and AI.

VI. CONCLUSION

In conclusion, the rapid advancements in automation and artificial intelligence are undeniably reshaping the landscape of job roles, skill requirements, and HR policies. As organizations continue to embrace these technologies, it is evident that certain job roles are being redefined or automated, leading to a shift in the nature of work. This necessitates a reevaluation of HR policies to ensure that organizations can effectively manage their workforce in this evolving landscape. Moving forward, it is crucial for organizations to focus on talent acquisition strategies that identify individuals with a blend of technical expertise and adaptable mindsets. In addition, investing in training and development programs that equip employees with the necessary skills to collaborate with automation and AI is essential for fostering a culture of continuous learning and upskilling. Moreover, flexible workforce management strategies that accommodate the changing nature of job roles will be key in creating a dynamic and resilient workforce. As the impact of automation and artificial intelligence continues to unfold, organizations and policymakers must remain vigilant in adapting their HR policies to effectively navigate the challenges and opportunities presented by these transformative technologies. By doing so, they can ensure that their workforce remains competitive and equipped to thrive in a rapidly evolving technological landscape.

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