



LEVEL 7 ASSESSMENT SPECIFICATION

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Submission method:	All written assessments, where practical and possible, must be submitted via Turnitin unless otherwise instructed by the Lecturer. (Please DO NOT put this assessment specification into Turnitin or it will match many similarities with other students' submissions.) Alternative submission method (if applicable): Late submission of the assessment will result in a late penalty mark. Penalties for late submission: Up to one week late, maximum mark of 50%. Over one week late, 0%. Only the Extenuating Circumstances Panel may approve a change to submission dates.		
Academic honesty / referencing:	Academic honesty is required. In the main body of your submission you must give credit to authors on whose research and ideas your work is based. Append to your submission a reference list that indicates the books, articles, etc. that you have used, cited or quoted in order to complete this assessment.		

The Impacts of Digital Transformation to Human Resource Management (Artificial Intelligence)

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1. Introduction

In its broadest sense, digital transformation alludes to the use of digital technology for the purpose of solving conventional problems (Capelli et al., 2018).

Delving deeper, digital transformation can be defined as the insightful transformation of a business or an organization's processes, models, competencies and activities by the implementation of various digital technologies such as artificial intelligence for the purpose of accelerating positive organizational impact (Capelli et al., 2018).

Human resource executives as well as organizational leaders have the belief that merging artificial intelligence (AI) into various HR functions can work a great deal in improving employee experience.

2. How Organizations Adopt and Embrace Artificial Intelligence

Artificial intelligence has been used in numerous forms in the workplace. These include:

- ▶ Enterprise digital assistants. These work as virtual assistants that optimize the experiences of using phones and home devices. They help in tasks like collaborating with colleagues as well as purchasing contracts. Enterprise digital assistants also help to reduce the manual interaction of employees with multiple work applications.
- ▶ Machine-learning contract reviews. These are intended to read and interpret multiple complex documents as well as performing textual analysis for better understanding. Through these, employees do not have to manually peruse through stacks of documents.
- ▶ Call, meeting transcriptions. These help in conducting analyses on previous recorded meetings so as to draw key points.

3. Key Learnings from Available Research

Artificial intelligence as well as other technological means such as the use of specific software can be integrated into the on-boarding program of the employees.

The new employees who want to interact with people and obtain information may lack a sense of direction on who to seek the information from (Ravelli, 2018).

Cognitive engines are being used by organizations to help employees make day-to-day workplace decisions (Jain, 2018).

Artificial intelligence has enabled HR officials to automate repetitive tasks hence leading them into focusing more on more strategic tasks (Reilly, 2018).

4. Impacts in the workplace

5.1 Positive impacts:

- ▶ Personalized employee experience. Through the use of AI, new employees can be offered devices with pre-installed programs that give information on the most critical questions frequently asked by the new employees.
- ▶ AI supported decision making. Cognitive engines are being used by organizations to make decisions such as team training, the hiring process and vacation requests.
- ▶ Removing biases. Through the use of AI, managers now can screen employees with tendencies of unconscious bias. Upon identification, appropriate procedures such as counselling can be put in place to get rid of any workplace bias.

4.2 Negative Impacts

Change management - The change has brought various issues as well, like a decrease in the need for human resource in various organizations due to the increase in artificial intelligence and automation (Loewenberger et al., 2013).

Physical disconnection - The increase in the use of technology can be harmful, in the sense that the physical connection has been reduced and only the technological connection is left in the organization due to digital transformation, which could also cause anxiety and depression. From one another Deloitte articles, the negative impact of technology in HRM has observed Increases in anxiety and depression due to lack of social well-being and alteration in completely social structure (Smith, 2018).

5. Key Challenges in Using Ai in the Workplace

- ▶ The requirement of digital competence - The recruitment has completely changed with the digitalized era. However, It has been observed that due to digitalization the requirement for the digital competency has been increased to a higher extent. this has identified the problem for people searching for the job traditionally and is having various skills and competencies but unable to be recruited (Folger, 2017).
- ▶ Work-life balance - The digitalization has allowed the employees to enjoy work from home availability in most of the companies which turned out to be challenging for the employees regarding work-life balance. Keeping a balance in work life and personal life has been misbalanced and mixed up due to greater use of technology.

Additional Challenges

- ▶ Leveraging on digital technologies - The dependency of the employees and employers over digital technologies has come up with new challenges like the availability of updated technology. It has been observed that technology has been changing with a rapid pace, which makes the technology degradation quick as well, challenging for the technical team in an organization. Moreover, the risk of technological breakdown has been increased due to which the whole work would be stopped or would not be able to complete (Poole & Folger, 2017).

6. Recommendations

Going forward, there are various strategies that various organization so as to counter the undesired effects of using artificial intelligence. First, organizations should formulate policies to ensure that every technological advancement will be intended at augmenting the function of humans and for the common good. This will help eradicate the fear of uncertainty that faces existing workers in the event that a new technology is introduced.

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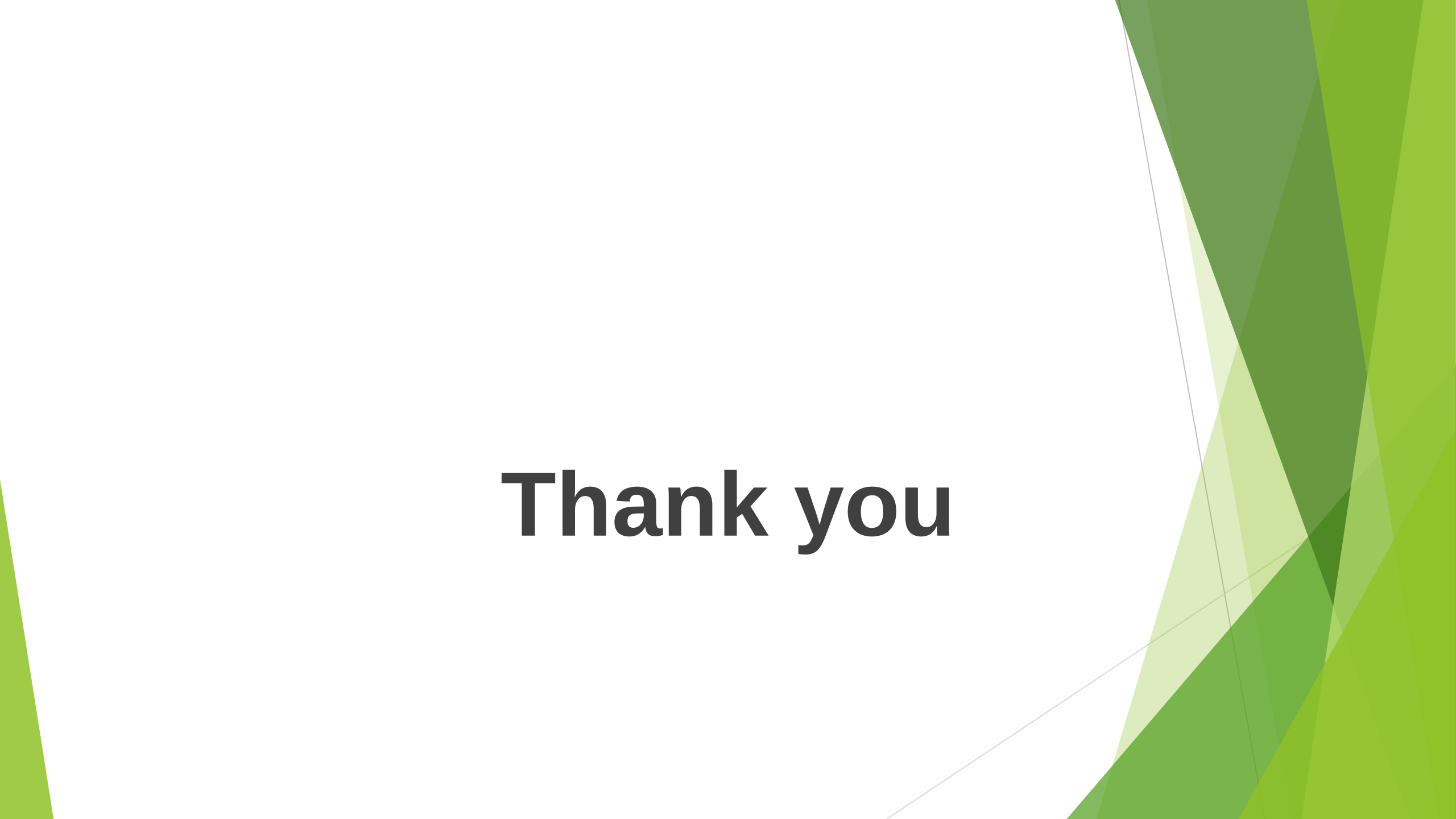
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Thank you