

DEVELOPING PEOPLE IN ORGANISATIONS



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AGENDA OF PRESENTATION

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INTRODUCTION

DWP (Department for Work and Pensions) is one of the most significant players in the social benefits system of the United Kingdom (**Shadiyev, 2024**).

AI adoption is essential for public service efficiency, aligning with the UK Government's 2025 AI Superpower Vision, which emphasises AI integration in national institutions (**Makarius et al., 2020**).

This presentation outlines a strategic workforce transformation plan for DWP to facilitate the ethical and structured adoption of Artificial Intelligence (AI).



AI ADOPTION AT DWP

AI has the potential to enhance service delivery, improve fraud detection capabilities, and streamline decision-making processes within DWP (**Roy, 2021**).

These are some of the key benefits that can be derived from the adoption of AI in any company's operations (**Ahmad and Gustavsson, 2024**).



KEY ELEMENTS OF THE WORKFORCE TRANSFORMATION PLAN

- *Reskilling & Redeployment Initiatives:*

- Restructure.
- Transform into AI supervisors and data analysts (**Arifin et al., 2024**).
- AI chatbots as first-level support (**Okatta et al., 2024**).

- *Role Redesigning & Workforce Adaptation:*

- Trained in data analysis, cybersecurity, and AI ethical considerations (**Babashahi et al., 2024**).
- Career growth and internal mobility (**Roy, 2021**).

- *AI Literacy & Training Programs:*

- The basics of AI, types of machine learning & AI-based decisions (**Amaleshwari & Shanmugapriya, 2024**).
- Compliance requirements like GDPR (**Barua et al., 2024**).
- Certification programs accredited by the government (**Ahmad and Gustavsson, 2024**).



IMPLEMENTATION PLAN -TIMELINE AND PHASES

Phase 1: Pilot Program (0-6 Months)

- Pilot AI training programs (**Babashahi et al., 2024**).
- Machine learning applications in public services (**Glazkova et al., 2024**).
- fraud detection and claims processing (**Barua et al., 2024**).



Phase 2: Scaling & Training Expansion (6-18 Months)

- 50% of the workforce (**Li et al., 2024**).
- Customer service automation will be integrated (**Shenoi et al., 2024**).
- AI's impact on workflow efficiency.



Phase 3: Full Integration & Governance (18-36 Months)

- Implemented across all operational units.
- Compliance, transparency, and workforce impact (**Umair et al., 2024**).
- Efficiency improvements and workforce adaptation.



ETHICAL & ORGANISATIONAL CHALLENGES

In the case of applying such a strategy at DWP, there are some worthy-of-consideration ethical and organisational dilemmas.

- ***AI Bias & Fairness:***

- AI does not bring bias in the allocation of welfare (**Makarius et al., 2020**).
- The compliance test used on GDPR and ethical usage of AI will be to continue monitoring and doing audits, as indicated by Roy (2021).
- Robust cybersecurity measures to protect sensitive government data (**Sharma et al., 2025**).



COST & ROI ESTIMATION

Costs for AI at DWP include technology, staff, and organisational alteration (**Woo et al., 2024**).

Investment Breakdown:

- AI Technology Implementation: £50-70 million.
- Employee Training & Reskilling: £10-15 million annually.
- Cybersecurity & Compliance: £20 million.

Projected Return:

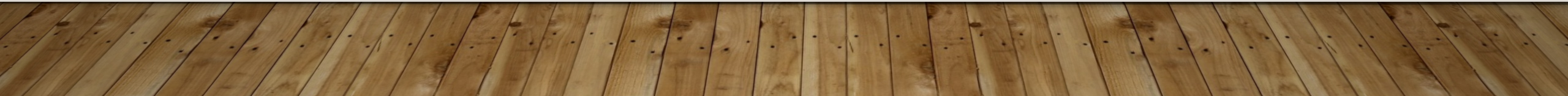
- AI-driven fraud detection and process automation.
- Increased workforce efficiency, leading to faster claims processing (**Babashahi et al., 2024**).
- Employment security for a long-term through transformation of skills and roles (**Roy, 2021**).



CONCLUSION & FINAL RECOMMENDATIONS

Key Takeaways:

- A structured approach is needed in terms of training, ethical AI governance, and strategies for the adaptation of the workforce (**Shadiyev, 2024**).
- It is therefore wise to implement its implementation in a phased manner to avoid interferences and maximise efficiency.
- Continuous reskilling programs protect employees from being laid off while boosting the organisation's AI incorporation (**Glazkova et al., 2024**).



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