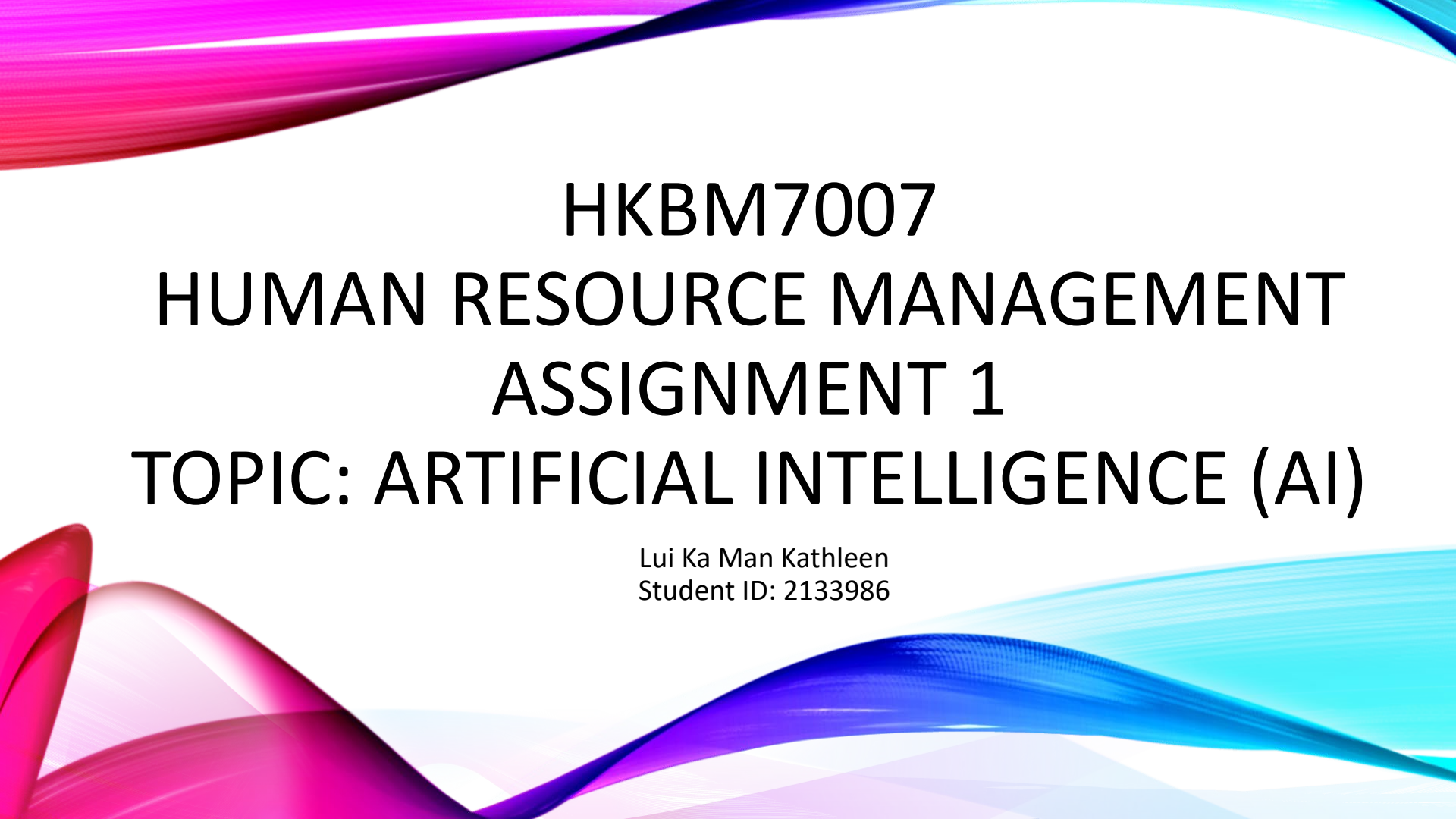




HKBM7007

HUMAN RESOURCE MANAGEMENT

ASSIGNMENT 1

TOPIC: ARTIFICIAL INTELLIGENCE (AI)

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Agenda

1. Background
2. Adoption of Artificial Intelligence (AI) in HRM
3. Impacts of AI in HRM
4. Key Reasons of the impacts
5. Key Challenges and Recommendations for HR
6. Summary
7. Reference

1. BACKGROUND

Importance of AI in HRM:

- Automate and complete the majority of **low-value HR tasks**
- Revolutionize **employee experiences** in a variety of ways
- Process massive amounts of data **quickly and accurately**
- Use pre-programmed algorithms to **make real-time decisions**
- Lessen the **manual burden** of the people working under human resources (Yawalkar, 2019)



AI application in learning and development:

- Managers can easily know the **learning gaps** of employees
- AI provides **personalised** learning materials
- Employees can **learn at own pace**
- Personalised assessment will be easily generated and provides **insights** (Malik, Srikanth and Budhwar, 2020)



1. BACKGROUND

Introduction of IBM:

- An American multinational technology corporation
- Founded in 1911 in Endicott, New York
- Produces and sells computer hardware, middleware and software, cloud computing and data analytics
- A research and development organization
- **One of the biggest technology company** in the world
- Operates in more than **170 countries** and **over 345,000 employees** worldwide (Fortune, 2022)



2. ADOPTION OF ARTIFICIAL INTELLIGENCE (AI) IN HRM

Challenge of Learning and Development (L&D) of staff by HR leader:

- Manage large amount of employees' L&D efficiently
- Instant L&D reports and insights are requested by managers time to time
- Complex learning management for employees from different function at different level
- Develop and retain talents to meet the business goal and drive business growth (Harrison, 2005)

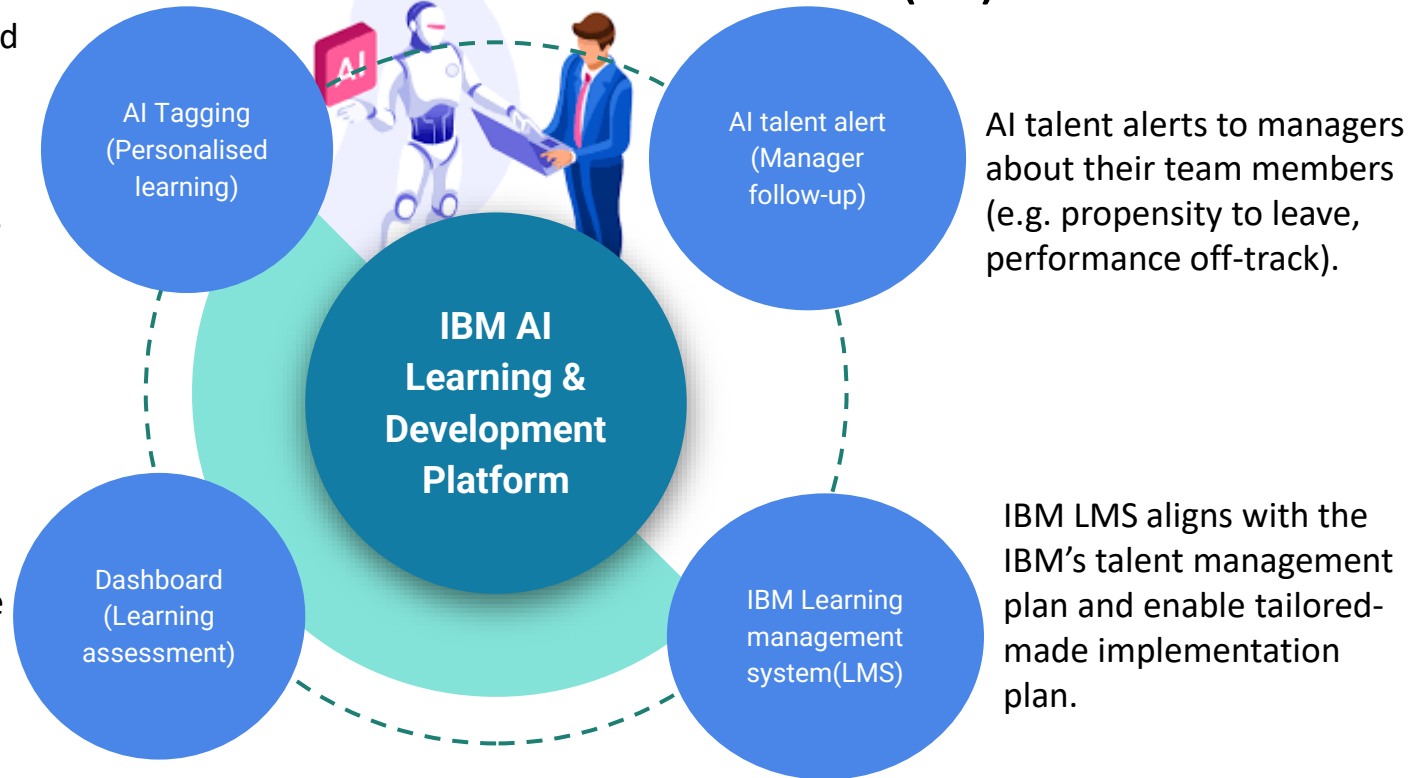


2. ADOPTION OF ARTIFICIAL INTELLIGENCE (AI) IN HRM

AI tagging of personalized learning that aligns with IBM learning management system.

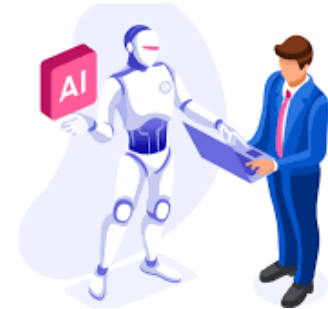
AI identifies key phrases, and creates tags for assets automatically to make learning content easier to find by using deep search.

Dashboards can show the process towards closing identified skills gap in a business.



3. IMPACTS OF AI IN HRM

	Positive impact	Negative impact
IBM AI Learning Platform	Personalised training to each individual employees.	AI may generate biased development plan based discriminatory assumption during machine learning process
	Notifications and reminders to employees and managers. Easy for managers to monitor the skills gap of the employees.	Some roles require niche and technical skills and may not be trained well by the limitation of the AI tools
	Managers can be reminded to develop or retain the talents and enhance the work motivation.	
	AI-powered bots are 24/7 available for employee to access. Trainings can be more agile (Vrontis <i>et al.</i> 2022)	



4. KEY REASONS OF THE IMPACTS

1. **Importance in capturing unbiased and clean data into the AI algorithm** (Berhil, Benlahmar & Labani, 2020)
 - ① Capture the changing training and development plan from managers
 - ② Be careful of the historical data which contains bias
 - ③ DE&I goals and Ethics issue should be considered
2. **Consideration of employee's training experience with AI tools**
 - ① AI-powered learning tools should be easy to use
 - ② Employee can take or continue the training at anytime (e.g. auto-saving the training progress)
3. **Quality of training needs to be monitored**
 - ① Digital interaction and assessment should be provided in the AI-powered trainings



5. KEY CHALLENGES AND RECOMMENDATION FOR HR LEADERS

Challenges	Recommendation
Error occur in AI ● Bias from the data input ● Biased suggestion for staff development plan ● Algorithm may not be programmed with ethics and cause discrimination by AI (Malik et al. 2020)	● Feed in unbiased and clean data into the AI-powered tools (Strohmeier and Piazza, 2015) ● Be careful of the historical data that has bias (e.g. Race and gender discrimination) (Reuters, 2018) ● Time-to-time training to the AI algorithm to make adjustment and improvement
Quality of training by AI-powered tools ● Some technical skills cannot be easily trained ● Some low-quality trainings may be overlooked by the completion rate	● The trainings should align with the business objective and the IBM Learning management system (LMS) ● Carefully choose the right engagement way in the training (e.g. AI instructor-led training, AI simulation employee training, AI Role playing)

5. KEY CHALLENGES AND RECOMMENDATION FOR HR LEADERS

Recommendations:

Feed in unbiased and clean data into the AI

Require AI expert to manage and adjust the AI algorithm

Align the AI L&D with the IBM LMS

Design the proper ways of AI-powered training to different skill set

AI Tagging
(Personalised learning)

AI talent alert
(Manager follow-up)

**IBM AI Learning
& Development
Platform**

Dashboard
(Learning
assessment)

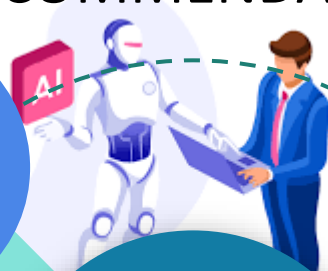
IBM Learning
management system(LMS)

Benefits:

Enhance the quality of trainings by AI and meet the learning objective

Unbiased and motivating employee development plan by AI

Company can develop and retain the talents



6. SUMMARY

- HR Leaders have to adapt to the **digital transformation** involving Artificial Intelligence (AI) in Learning and Development (L&D) of employees.
- The complex business environment requires HR leaders to **efficiently process the HR tasks** in L&D and provides insights and reports to managers timely.
- AI-powered L&D tools revolutionize **employee experience** with **personalisation**, release the work burden of HR leaders and efficiently provide **data insights** to managers.
- Future business environment requires **higher level of task automation** by AI tools and demand for **even higher efficiency in HR tasks**.





THE END
THANK YOU & WELCOME ANY QUESTIONS

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