A STUDY ON IMPACT OF ARTIFICIAL INTELLIGENCE TOWARDS THE EMPLOYEE NT IN PRIVATE SECTOR

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Abstract: *Humans are known for their adoption nature, particularly when it comes to embracing new technologies. As all we know, technologies play a very important role in every industry, regardless of whether it be Marketing, Sales, Advertising or others. In the recent times, Artificial Intelligence and automation is used in many industries. However, the adoption and use of these technologies have the both attributes and that is positive and negative impacts on the employees, while artificial intelligence and automation offer benefits for the organizations, the same cannot be said for the employees as they experience both positive and negative effects.so the study has been made to know to what extent AI has lightened the employee's workload. And to analyze whether AI has transformed the work force by taking over human roles. The secondary data collected to fill the gap between the studies.*
Keywords: Artificial intelligence, employment, private sector, Impact, Technology

Introduction

Technology plays a vital role in this world. It may be for interacting with others, watching videos, learning things or sharing funny videos with our friends, etc and technologies like AI and Automation have made our life easy. Likewise, AI and Automation are widely used in many organizations, it may be like (chatting with customer to enquire and clarify the doubts (chat bots) helping with packaging the goods or data analysis. We can say that "AI and Automation are very effective and they make less mistakes than humans. Although AI and Automation are of high cost, it is one time investment, therefore we can say that AI and Automation are highly beneficial for the organization.it is time saving and make of less mistake than employees. This paper will examine whether AI and Automation is boon or bane to the employees and has positive or negative impacts on employees.

Review of Literature

Jawad Abbas, Asif Muzaffar, Hassan Khawar Mahmood, Muhammad Atib Ramzan and Syed Sibt Ul Hassan Rizvi (2014) In this article they figured out, that technology has greatly enhanced the employee's productivity and saved their time. It reduces the mistakes and affects the employee's workload. They have found that the bank employees can easily access

the information and provide quality services through AI.

Muhammad Imran, Nadeem Maqbool, Huzaifah Shafique (2014) To complete this document they have totally enquired 140 various bank sectors in which only 100 banks have responded. The purpose of their study is to check the impact level of AI on employees. After analysing, they found that AI has a significant impact on motivation and training the employees.

Dr. S Yuvaraj, R Nadheya (2018) The present study is focusing on the role of AI towards the employee's behaviour and their performances. They also gave a clear idea of how AI influences the inter-personal relationships of the employees. The interviewed organizations have informed that performance of employees has increased but it has minimized human interactions.

YC Sharma, A Seetharaman (2022) Critical review of this article informs about the study conducted on the factors of AI that affects the employee's decision making in the organization. AI has provided advance supportive work culture, systems and leadership to the employees. They also informed that AI influences the overall job satisfaction. They had suggested to provide the advance trainings to the employees.

A Bhargava, M Bester, L Bolton (2021) The findings of this study reveal the different perceptions about AI on varies employees. Employees prefer AI as an assistant to guide them. The findings also states that employee's perception towards AI is similar but not in same manner.

KVS Reddy, D Jagadeesan, TS Rao (2020) Under this article they have ensured a complete report about the AI rewards and recognition to the employees and its effectiveness on employees. Under a secondary methodology data, they had found that AI makes the data available to employees whenever they require. The emotions of the employees at workplace is identified by the AI with face recognition feature.

Dhaya Sindhu Battina (2018) The study of this article is aimed to know the impact of AI on staff recruitment process in Human Resource Management.AI has a greater impact on employee's recruitment process. The author suggests to prepare employees for digital future and manage the challenges faced by them in using AI.

Jordanian market (2020) the study findings shows that Jordanian high-tech companies have joined the AI into their operations successfully. AI improves the job process but at the same time led to job displacement. Thus, they state that it has both opportunities and challenges for employees.

Objectives

The present study has been taken up with the following objectives.

1) To Examine the perceptions of employees towards an Artificial Intelligence

2) To know whether Artificial Intelligence has replaced the workforce by taking human roles.

3) To Analyze how Artificial intelligence has lightened the employee's workload

Research Questions

1) How do employees are adopted to the Artificial intelligence?

2) Which are the factors influencing to replace the workforce by taking human roles?

3) Which are the factors influencing employees to lighten the workload?

4) Does Artificial intelligence cause zero employment level in the future?

Research Methodology

Research Design: The Present study is taken from the social science technique tracing out the present situation relating to the Artificial intelligence towards the employment in the private sector.

Sources of data: Data is obtained from the secondary sources. The secondary data has been collected by the review of the articles. secondary data is also collected through referring many real time situations and as well as magazine.

To Know the Employee's Perception Towards AI and Automation

As we all know, AI and Automation are widely recognized as both positive and negative perceptions among individual employees. Therefore, the finding of this objective is to conduct a study focusing on employee's perceptions of AI.
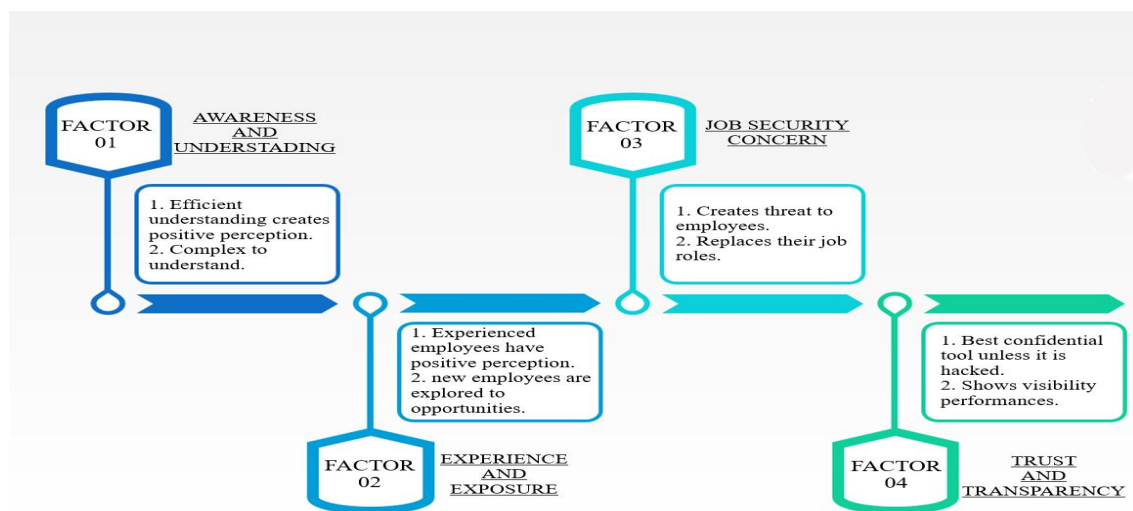
Some key factors that can shape employee's perception about AI:

I. Awareness and Understanding Power: Employees' perception may vary from one individual to another or one organization to another. If the employees are well understood and aware on accessing the AI, they seem to have positive perception. If not, if they feel complex in understanding the AI, they might have negative perception.

II. Experience and Exposure: Even though experienced employees feel difficult to switch to AI, they might have positive perception because it reduces the work load, resolve complex tasks. Whereas the new employees might feel stressed to adjust on it but seek the opportunity.

III. Job security concern: As we already know, AI replaces the human work to an extent. So, this promotes employees to have a threat of whether AI would replace their jobs, which leads to threat to their job security. Therefore, employees have negative perception on AI.

IV. Trust and Transparency: If the AI constantly gives the accurate results or performance, the employees tend to build trust on AI and we are also aware that AI is best confidential tool unless it is hacked. The AI performs are visibility to the employees, this enables the employees to have positive perception on AI

**To Know Whether AI Has Replaced the Workforce by Taking Over Human Roles**

In this modern era, AI and Automations are the recent trends. We rely on them to assist us in completing tasks rather than doing everything manually. In this objective, our aim is to study the impact of AI and Automation on the workforce and determine whether they have resulted In the replacement of human resources.

Some key factors of whether AI has transformed the workforce by taking human roles:

1) Job Replacement: AI and Automations can take over the job or task which were before done by humans. This means some employees may find their roles being changed or replaced.

2) Skill Shift: Skill needed for jobs may change due to AI and Automations introduced in the organizations. So, employees may need to learn new skills or improve their skills.

3)Employments Changes: It refers to the shift in the job opportunities that arise due to implementation of AI and Automations.

4)Economic Impact: Has AI and Automations can do the task fast and also be cost saving for business. There can be job displacement in some areas as the task is automated.

To know how ai has lightened the employee's workload

In this generation we all know that AI and automation become the most recent trends and, AI and Automations has made our work lighting so in this objective, we aim to study on how AI Has lightened employee's work.
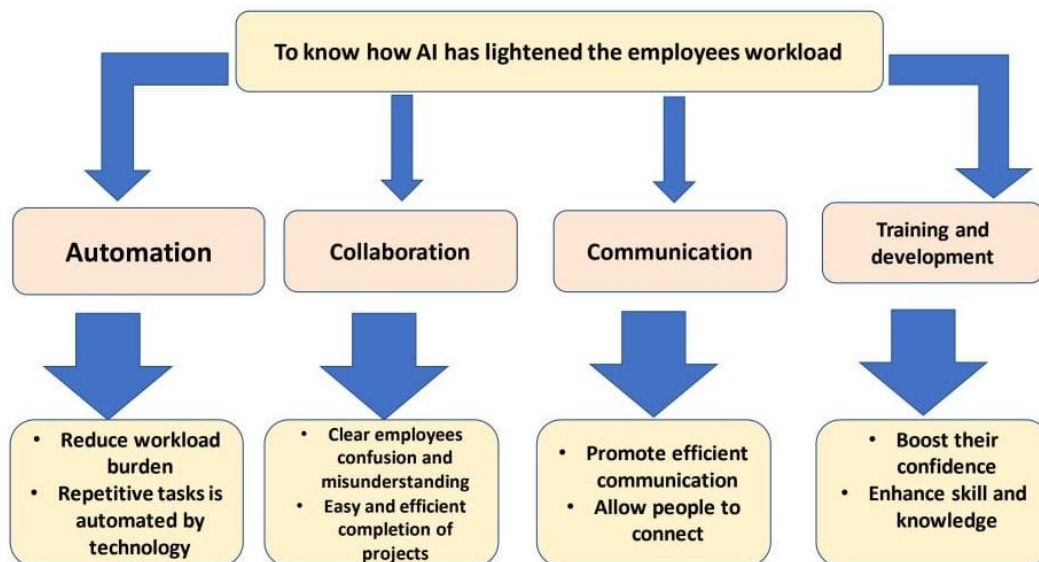
1) **Some key factors to know how AI has lightened the employee's workload.**

   Automations: Before the inventions of technology the work was completely dependent on the labours. They are supposed to carry out every work which increases workload burden of the labours, but after the invention of technology many manual and repetitive task were automated by the technology.

2) Collaborations: By clearing the employee's confusions and misunderstanding that who has the carry which work. Technology has helped the employees to collaborate easily to complete the given project.

3) Communications: Technology has made employees to communicate their innovative ideas, opinion through various channels including emails, chat, video conferencing, video call and promote efficient communication and allow people to connect with each other from any place in the world.

4) Training and Development: Due to technology training and development helped the employees to boost their confidence, enhance the skills and knowledge also increase job performance which benefits both the employees as well as organizations.

Findings

1) The employee's perception on AI varies. Some employees appreciate and seek the benefits using AI tool whereas some employees refuse to change, as they want their traditional tool in workplace.

2) As the AI advancement is increasing, the skills and knowledge of employees are also expected to be advance.

3) AI and Automation has impact on employment in high-tech companies.

4) It also found the adoption of AI can lead to job automation and reduction of employees.

5) Through this finding we can say that AI can impact the future work roles of employees.

6) The technology has greatly increased the productivity of employees along with the time saving. Such as AI and Automation reduced the workload of the employees and makes less mistakes. As compared to the employees

7) In many organizations, Employees still facing Lack of proper training facilities and opportunities.

8) Demand for the employees in the organization has reduced Because single employee can perform multiple tasks.

Suggestions

1) Every organization should provide paid trainings by which employees may get benefited and may have urge to get trained.

2) The organization can grant the access to simple beneficial AI tools initially and then gradually increase its level of advancement rather than providing access to complex AI tools initially.

3) The organization can inform the benefits of AI so that they choose the AI as an opportunity and not as a threat.

4) The organization should always be updated on industry trend and should always be learning new skills to remain in the job market.

5) The organization should be open to adopt new roles and should always encourage employee's creativity.

6) The organization should collaborate human work and AI together to improve the work efficiency and productivity.

7) Providing training program to Employees such as Workshop, online course. So employees get familiar with technology.

8) Providing rewards such as (bonus, incentive, and "benefits") to those employees who properly utilize and adopt technology in their job role.

9) Providing day to day updates, new features and advancement in Technology to the employees.

10) Creating feedback channels where employees can share their experience regarding technology.

Conclusions

AI which had created a vast demand in the manufacturing industries slowly evolved its presence to other sectors like Banking & finance, Human Resources, Recruitment, etc. AI will create a huge demand in the organizations by next few years. AI and Automation has reduced the workload of the employees and made the employees to enhance their performances.

Even though AI has replaced the employee's job roles to a certain extent, it cannot replace the employees entirely. Therefore, the organization should try to collaborate human and AI for effective, productive and creative performance.

A Successful adoption of technology requires a Combination of training, Communication, Support, motivation and Encouragement. By implementing these, employees can adopt and adjust Comfortably with technology and get benefitted in their job Role.

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