



Impact of Automation and AI on HR Functions and Job Roles

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ABSTRACT:

The increasing pace of Artificial Intelligence (AI) and allied technologies is happening in almost every field of expertise and area of research & development, from Agriculture to Zoology, thanks to the day to day advancements in science & technology. Every business is looking forward to replace Manpower to AI because it has the ability to generate better yield & can work tirelessly unlike Humans. So this research paper focuses on whether the speculations of AI are true and are they capable of replacing the Humans from Work or not, in terms of present and future times. Apart from that, this study focuses on the balance of AI and Human Workforce, the Impact of Work due to charging AI, Reactions of People to AI force being introduced in Workplaces, etc. This paper also focuses on the good and dark side of the AI and how we can make the best out of both and coordinate the balance of AI and Human in the Work. This study is prepared to help organizations and people to create an equilibrium of Artificial Intelligence tools and gadgets with Human Intellect to achieve finest results with growing business outcomes and betterment of our planet, its living beings.

Keywords: Artificial Intelligence, Manpower, Management, Human Resource, Business

1. Introduction

With day to day rapidly increasing developments in the field of Science & Technology, especially Post Covid Era, almost every organization in the globe wants everyone to access to as much digital tools as possible because there are many reasons why they want to:

- 1) It saves Money on transferability of Physical Goods
- 2) Reduces the Risk of Destruction & High Chances of Retrieval
- 3) Access to anywhere in the World (Increasing Mobility of Information)
- 4) Reliability of the Information along with its Safety (Blockchain Technology)
- 5) Rapid & Quick Analysis of Trends along with Improved Surveillance (Tracking Changes or recent edits & Estimations in the Data)
- 6) Improves Sustainability Approach & significantly reduces the Wastages as well as the unwanted things which costs extra for the firm.
- 7) Leads to new development & change in the order to manage things easily

And many more ...

The Important thing here to note is Artificial Intelligence is so good to replace humans with its peak performance and high mobility of work, delivering constant outcomes without any requirement of breaks or pause like humans, as we tend to get tired the more we work and get stressed about it. So the question here is, can Artificial Intelligence replace Human Work and by how much percentage it can take on its own. The bigger question is "Can AI manage and Handle the Entire Process all by itself?" The Artificial Intelligence shows much promises because of its limitless capabilities, that's why some of the prominent companies and MNCs have hired Robots to do the work, for example, Amazon uses Robotic Equipments and Processing channels for its Fulfilment Centres because of the Rapid and less error work plus additionally, they work for longer hours as they just need to be charged and maintained timely so there are no other big costs associated with them.

But we can't ignore the contributions of Humans in terms of development of the World, setting up the Industries and Running it. We become the Heads of Nations and handle important things for the people, we take decisions which impacts the entire globe, living and non-living things, our way of thinking, analysis and actions leads us to a new dimension of living which decides the future of the planet and living conditions of the upcoming generations to live. Even though Robots come in handy or they can analyze better, it is always us who makes the decision and takes the call to action. So, on the one hand, Robots and AI have a good working methodology with modernistic 'lean' approaches, on the other side, Humans have been quite good with management procurement & decision making from situations, sometimes very much critical that People look for the 'Best in the Worst' as we resort to 'Gain Many for Lose Some' Approach with Positives on Big side and Negatives on the smaller edge.

Let's look at the Recently Developed Tools in the field of Artificial Intelligence & Allied Technologies in the Human Resource Management Background (Department):

Chatbot for HR tasks such as answering employee queries (Resolving Conflicts as well as Doubts in a matter of time), scheduling interviews and providing constant smooth onboarding support to the firms.

AI-powered resume screening technical tools that completely automates and initiates the initial screening process, which saves a lot of time and improves efficiency.

Predictive analytics tools that use machine learning algorithms to analyze HR data, identify patterns and predict future outcomes, such as employee turnover and performance.

Virtual reality and augmented reality for immersive training and development programmes along with stagnant onboarding experiences.

Natural language processing (NLP) for employee feedback analysis and Detailed Performance Assessments to gauge employees' satisfaction and engagement.

Digital assistants, commonly referred to as the VA (Virtual Assistant) to manage administrative and managerial tasks such as scheduling appointments for Meetings, reminders, and managing to-do lists.

Predictive scheduling tools that use machine learning tech to create optimized work schedules based on availability of the Employees, their workload and preferences also creating Minutes of Meetings (MOM) so that it helps absent employees get an idea of the occurred discussion or meeting.

Employee sentiment analysis tools that use NLP (Natural language processing) and machine learning (ML) to analyze employee feedback and drives employee satisfaction, engagement, and sentiment into records to formulate policies accordingly and also getting an idea about the current workplace scenario.

Robotic process automation (RPA) for automating repetitive and time-consuming Human Resources' tasks such as payroll processing and benefits administration, along with the complicated data entries.

AI-powered HR analytics dashboards that provide real-time insights and data visualization for HR metrics and KPIs.

And there are many more forward which makes the time consuming HR Tasks in a matter of minutes along with detailed analysis, including more parameters which makes it easy to handle business needs and quickly, ensuring lead in the competitive market along with helping employees of their needs plus some innovative incentives or benefits administration which makes them happy and satisfied for a long period of time. It greatly helps businesses to retain employees and cut the additional recruitment expenditures on the other side and can manage those expenses for the welfare of the firm and employees (Building Bridge and Ensuring Employee Engagement plus driving Business Growth and Earn Profits to stay in the competition).

Pros of AI in the Business management or Lead Position:

- Quick Decision Making
- Constant or Progressive Growth
- Balancing bridge of Business Success and Employee Engagement
- Increase Employee Satisfaction
- High probability of achieving Desired Outcomes
- High Yield or Marginal Growth in Business Turnovers

Cons of AI in the Business management or Lead position:

- Lack of Human Touch in the Business
- Miscalculations in Emotional Display to Employees
- Replacing Humans to AI and Robots
- Analytical Decisive Factors (Some Decisions are to be taken considering Emotional, Social, Logical and Other Factors which the AI can't be able to think or take up after a certain level, no matter how much advanced it becomes)
- Too much technicalities and formalities in Work leading to increased Attrition Rates
- Unbalanced Business Conditions due to lack of Human Cooperation (Non participation of Humans makes it very much difficult for AI to handle and manage entirely on its own alone)
- There will be significant in work performance and delivery when referred to AI in Large as compared to Humans, leading to severe complications and tensions

2. Impact of Automation and AI on HR Functions and Job Roles

There will be one possible impact or the effects of both in the Business and Human Society in terms of AI and Automation technology, Positive and/or Negative (Can be both if the impact or affect is at the low level of consideration), just like the two sides of a same coin. But the most important thing will be, is it really good for the Human kind or the living beings associated with our planet or not? This question should be raised before doing anything 'advanced' or simply when we talk about prospecting 'Higher Intelligence' then humans or similar beings for the wellness of the Mankind, not only with the Business Motives or Office of Profits. If it is really positive for all of us, then it should be considerable for the organizational premises for proper handling and usage with strict orders for using it in the right direction so that no one will misuse the same for wrongful needs.

Let us talk about the Positive Effects of AI for Organizational Uses, some of them can be generating higher profits or increasing business margins, analysis of the data and retrospection of past information to make better decisions (Also to make sure that we won't make the same mistakes again and again), stay financially and economically sound (Maintaining Liquidity, Allocation of Big tasks to the Intelligence, Higher Intellect Tasks Considerations, etc.), Client Interactions, Email and Proposal Writing, Detail and deep researching in various fields or exposure and many more. It helps Head Managers and Leaders to ensure that the Flow of Work, Authority and Responsibility is maintained throughout the Organizational Existence.

On the other hand, talking about the probable negative effects resulting into fall of business ventures can be Mismanagement, Overuse of the Technology, Over-dependency, Inconsistent Work Prologue of Employees, Increase in Attrition rates (because of the Increasing dependency as well as Expectations for AI, instead of giving Employees the Opportunity) and some more which may result into inconsistencies in the Workplace, Feeling of the Dominance of the Intelligence instead of Humans in the Organization, Opportunity Costs, Huge Technological Maintenance Coverages to ensure that the Robots or Electrical Devices are constantly working right, Service Costs (Time to time maintenance depending on the type and nature of the machinery), Upgradations of the Machineries and Layout Structuring, etc. and many more. In the Point of View of Society, it looks more like an AI run organization than human running it so there may be legal conflicts due to higher or more dependency on the Artificial Intelligence and Allied Technologies leading to closure of the firm as well (As Possibility of Preference of People for other people to work instead of Artificially run intelligence beings)

Now talking about the Impact of introducing Artificial Intelligence in the Workplace (For the HR Functions and Job Roles):

- Positive Impact on the Employees
- Negative Impact on the Employees
- Neutral Impact on the Employees
- Positive Impact on the Organization
- Negative Impact on the Organization
- Societal Impact

These are the various impacts as considering multiple work heads in the organizations like Employees, Management Heads (Leader of the Firm as Considering the Organization as Whole) and the Society to be considered, including various factors i.e., External and Internal both

1) Positive Impact on the Employees: This case is possible when the use of AI and Technology is at a certain limit at which we can say that Humans are given more value than the Technology, both considered, resulting into good work performance delivery of the Employees, increased Employee Satisfaction due to increased value as well as support of the Handy Technology for making complicated things look easy and completing in the matter of minutes.

This helps the Employees as well as the Organizations to make sure that the work happening is going according to the flow discussed in the earlier business stages or meetings. It causes to:

- Higher Retention Ratios in the organization
- Increase in the Performance and Work Satisfaction of the Employees
- Value of the Employees increases in the Firm
- Maintenance of Good Physical and Mental health
- Better Productivity of the People working
- Higher Incentives and Better benefits administration
- And many more

Leading to:

- Increasing Employee Participation
- Confidence in the Organization of People

- Better management and decision making (considering the inclusion of emotional intelligence along with logical and analytical)
- Less additional costs for the organization
- Better Employees' facilitation
- Work Longevity of the Employees
- Loyalty to the Firm

The Positive impact on Employees makes the Organization build a strong brand, attracting more people (Talent and brilliant minds towards it) along with clients to work with apart from the factor of potential to earn money from it (It also increases significantly because of the Human Connection and Interactions between Client and the Servicing Firm.

2) Negative Impact on the Employees: This case happens mostly when Organizations or Firms prefer to go more inclusion of Artificial Intelligence than the Human Engagement in the Organization because of the less physical touch, Human-Artificial Intelligence Conversation Turnovers (In Negatives), Overlying Dependency on the technological advancements and many more. This definitely may be good for the organization in terms of money but not good for the manpower working in it.

This does helps the firms to get more money but fails to reach the desired outcomes because of the sole reliability on technology and not giving enough opportunities to the human workforce, making them feel invaluable there and causes:

- Improper Work Flow
- Increasing Conflicts
- High Short term Growth and Profits
- Attrition rates in the rise
- Uncomfortability to the Manpower Working there
- Improved Technological Surveillance
- And many more

It leads to:

- Damage to the Brand Reputation or Goodwill
- Losing Talent overtime (Less Human Concentration)
- Long term absence of the Firm
- High Reliability of Technology
- Higher maintenance costs (To Update and Manage Technological Outcomes)

This case occurs when the Organization prefers to rely on the technology more than preference of humans in the workplace, which in the beginning starts with low level conflicts to higher rates of resignation due to over reliance on the technological development and improvisations over time, if the decision to maintain the balance of human and tech doesn't works.

3) Neutral Impact on the Employees: There are two different impacts of this happening, either the employees accept the firm using technological equipments at large but they still have to work there due to some conditions like less availability of jobs or that maybe a high paying position due to less human positions available in the organization or market, scarcity of the requirements of the humans for job, etc. and many more whereas the other is firms tend to change the increasing reliance in technology to a neutral balance (Equilibrium in the utilization of tech and manpower) after hearing probable issues surrounded due to tech and the firm feels the important of presence of humans in the workforce, while the first one talks about the forcefulness of working, the second talk about the coordination and collaboration which we will focus on this part.

This causes:

- Balanced Performance
- Equilateral Delivery of Work
- Better Work-Life Management
- Coordination in the Workforce
- Balance in the Work (Not very less, not heavy workload)
- Speedy Delivery of Tasks (Increased Productivity and Enthusiasm)

- And many more

It leads to:

- More and more people joining or taking interest in the Workplace formulations
- Increased Brand Building and Goodwill
- Belief of People in the Work
- Multilateral support (Technology and Employees)
- Higher Client Retention and increasing profits
- Good Societal Image

This happens when firms understand the increasing pitch of technology and overusing it causing discomfort to the employees in working with due to many factors like Technology makes work easier but lack physical and emotional contact of being, feeling of isolation, etc. and frame policies to increase more manpower in the workforce as part of continuation of human interaction because many people believe office as their second home so it is important to hear them as well.

4) Positive Impact on the Organization: After discovering the impact of people (Employees) as on the introduction of AI and tech in the workforce can be mixed, balanced, positive or negative; similarly exploring the background of organization in terms of the impact reflected on balance sheet (financial impact), attrition/retention rates (Social impact), people's talk on the firm (Humanly/societal impact) and many more in the consideration.

The introduction and reliance of Technology and Automation can cause a better shape of the firm in the market or industry because it makes things (tasks) look easier, solves complications and difficult issues, helps and coordinates in research and analysis, and acts as a proper substitution of the manpower in the workforce. It causes:

- Better Work Functioning
- Lesser carbon footprint on the planet
- Less pollution caused
- Smart work focused
- Lesser cost in the Work
- Tireless working without any breaks
- No leaves in work or holidays (Just Maintenance breaks only)

It further leads to:

- Increase in the Work attraction (More people prefer to hand their work to get it done quickly and error proof)
- No manual error risks associated
- Continuous process of Work
- Significant development of the Organization
- Increase in Profits
- Increased Sustainability supporting the global cause

If any organization adopts the automation model (reliability of technology) leading to higher work achievements and over time developments in the organization because with the help of technology, firms can build a better product, detect errors before productions, reduce wastages, produce more, market it better and many more.

5) Negative Impact on the Organization: Apart from the positive impact and overall development of the firm, negatives also happen if the management takes a bad move in terms of automation and technological development. Technology is very important because it simplifies things and solves complications easily in order to move forward and do something more

It causes:

- Over reliance in Technology
- Higher Developmental Costs
- Higher labour turnover ratios

- Imbalanced focus of Work
- Lack of Human Touch in the Work (Personal Feel)
- Directed Work only

It Leads to:

- Lesser Preference of Work in such firms
- No Human Direction or Focus
- Employees' Absenteeism
- No Emotional Attachment in the Work assigned
- Lack of Collaboration

6) Societal Impact: Apart from the views of the employees and organization as a whole, it is also important to speculate the views of common people and the society in large because it may include the firm's customers, investors, government, agents, developers, navigators and associated people of which their decision makes a lasting impact on the business flow and movements.

And in this way it is equally important to think as a society because:

- They are interconnected in nature
- They help us building a better world
- They help us integrate every piece of development
- They help in the formation of venture
- They stay and support, provide feedback for the work
- They are the developers and help in framing decisions
- And many more

The most important thing is to think development as a real progress, Human progress along with other factors like Financial, Economic, Social, etc.

3. Conclusion

Humans are irreplaceable, no matter how much developed the automation comes in handy or how better it handles a task because either a new job opportunity opens up in the market or the industry or the technology needs a human hand (assistance) to perform and handle better in coordination because it is the humans who built them and they need to control as well as pacify it, so that they move in the right direction with right speed of work and the right balance of power and energy. Humans have enough power to make something and destroy the same, so that should be maintained and checked time to time because of possible mishandling and misdirection or cause of errors in the technology and interpretation of automation as it is not always necessary that automation outperforms the Human Work.

The AI is truly significant, exploratory and highly innovative, only if the right balance of Humans and Virtual Intelligence is found, which definitely depends on many factors like Business Needs, Goals, Impact of Business in the Societal Needs (Social or Non Social Organizational Participation), Vision of the Organization, Its Future Plans (Including Expansions or Diversifications), Probable Threats and Opportunities, etc. and many more. But why is the balance necessary? Won't the AI and Robots be a Powerful Combination, sufficient enough to take up everything, including all the work stuffs on its own? The Answer to this is a Complete No, or yes in only one case, if it will be the Robotic Kingdom where Human won't exist (Everything will be handled by AI or the allied technological sustenance) because we humans or significantly animals with higher thinking levels or senses prefer to control the situation and prevent their lead going to another's hands, in such case imagine if we could exist if there were Robots all around as they prefer to maintain their domination or lead and couldn't see comparatively lesser intelligent beings to take control in their presence so that's why they don't prefer to carry humans with them. Hence as mentioned earlier it will be good for the organization, Employees as well as their technical upgradations to ensure smooth business transactions.

On the other side, it is also to bring note that Over Dependency on the Artificial Intelligence over longer course of time may even led to a New Revolution, the Race of AI, eliminating Humans and other beings which may not happen if we depend on them only if necessary tasks, like for sewage or drainage cleanings where generally it is safe for humans if we avoid but something has to be done to clear the garbage or clean it, or it can be saving people immediately from high buildings on fire where the Robots can save people instantly causing almost no or very less damage, in terms of economically as well as Humanly as well. So it is very important to keep the increased balance of the Human Force to prevent Robotic or Artificial Intelligence Dominance and many more, keeping a note that "History Repeats Itself" because no matter what or how much advanced we become, we tend to make same mistakes again and again, so ensuring that we better not make a mistake ending our own civilization. Tony Stark said it right "We create our Own Demons", hence it is better to stay comparatively less advanced than ending up creating our own villain beings.