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Impact of Chatgpt and Generative AI on HR Training, Learning and Development in IT Sector in Bangalore

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ABSTRACT

Tools like ChatGPT have gained recognition due to the rapid development of generative artificial intelligence (AI), which has the potential to revolutionize HR management procedures, especially in the area of decision-making. The purpose of this review study is to evaluate ChatGPT's efficacy and advantages in improving HR functions, especially decision-making, as well as to pinpoint any difficulties or moral dilemmas that may arise. The study also aims to create a hybrid framework that blends human oversight with AI-driven decision-making. 10 articles were chosen from the Scopus and Google Scholar databases for a systematic literature review that followed guidelines. A synthesis analysis to evaluate publication trends and a keyword analysis to pinpoint important themes, like ChatGPT's influence on HR management decision-making, are both included in the literature review. According to the study, ChatGPT can simplify HR procedures, boost communication, and facilitate individualized learning and decision-making,

KEY WORDS : Generative AI, ChatGPT, Training, Learning and Development, IT Sector

INTRODUCTION

Human resource management (HRM) has a big impact on a company's or organization's success because it has a direct impact on employee retention, productivity, and satisfaction. Organizations can achieve their objectives more effectively and efficiently with HRM, which guarantees that each team member gives their best effort. Nonetheless, managing big teams, dealing with a range of demands and expectations from team members, and adjusting to quick changes in the business and technological environment are all challenging tasks for human resource (HR) managers. Artificial intelligence (AI) has revolutionized human resource management (HRM) in recent years, leading experts to propose that in order for HRM to continue to be effective in a technologically driven era, it needs to undergo significant changes rather than gradual ones Along with the modifications to core HRM procedures like recruiting, selection, and and training, researchers have looked at how AI affects things like health and safety monitoring and diversity management.

OBJECTIVES

- To Examine the use of ChatGPT for hiring, training, design, and communication in HRM and L&D.

- To understand the user perception and trust affect the adoption of AI in professional and academic settings.

- To analyze the moral dilemmas and problems associated with using generative AI to evaluate performance and make decisions.

- To Assess how ChatGPT affects learning objectives such as technical proficiency, critical analysis, and higher-order thinking.

- To Determine best practices and strategic frameworks for integrating generative AI with human oversight in a safe manner.

REVIEW OF LITRATURE

- **Parag Bhatt (2023)** Artificial intelligence in learning and development: a systematic literature review European Journal of Training and Development 47(5).The study that was presented investigated the use of artificial intelligence (AI) in the field of learning and development (L&D). A systematic and structured study that assesses the integration of AI with L&D with an emphasis on scope, adoption, and influencing factors is largely lacking, despite the fact that a few studies have reported AI and people management processes.

- **Nitin Rane,University of Mumbai (2023)** Role and Challenges of ChatGPT and Similar Generative Artificial Intelligence in Human Resource ManagementJanuary 2023SSRN Electronic Journal A revolutionary era in creative workforce management and employee engagement has begun with the incorporation of generative artificial intelligence (AI) systems, like ChatGPT, into human resource management (HRM). This study

examines the critical role that ChatGPT and related generative AI technologies play in HRM, highlighting their importance in the areas of hiring, employee development, and organizational communication.

- **S. Porkodi Teresita Luzon Cedro (2023)** The Ethical Role of Generative Artificial Intelligence in Modern HR Decision-Making: A Systematic Literature Review Tools like ChatGPT have gained recognition due to the rapid development of generative artificial intelligence (AI), which has the potential to revolutionize HR management procedures, especially in the area of decision-making. The purpose of this review study is to evaluate ChatGPT's efficacy and advantages in improving HR functions, especially decision-making, as well as to pinpoint any difficulties or moral dilemmas that may arise.

- **Author:Justine Dima1 Mari (2023)** The effects of artificial intelligence on human resource activities and the roles of the human resource triad: opportunities and challenges The emerging ecosystem of work is changing and becoming more diverse, complex, and flexible in comparison to the traditional workplace. Emerging technologies transform the workplace and lead to new ways of working. One of the most disruptive technologies of the twenty-first century is artificial intelligence.

- **Stephanie Decker, Angelo DeNisi, Prasanta Kumar Dey. (2023)** Human resource management in the age of generative artificial intelligence: Perspectives and research directions on ChatGPT The potential advantages and disadvantages of ChatGPT and its variations that employ generative artificial intelligence (AI) models have quickly gained attention in scholarly and media debates concerning a range of societal, economic, democratic, and environmental domains. It's still unclear if these technologies create new jobs or replace existing ones, or if they just shift human labor by producing new decisions and information that may be insignificant or practically irrelevant.

- **Guido Schryen, Mauricio Marrone & Jiaqi Yang (2023)** Exploring the scope of generative AI in literature review development Generative AI (GenAI) tools have the potential to revolutionize research by improving written communication and promoting innovation through knowledge development. The latter is the main focus of this study, which looks at how GenAI functions in particular knowledge-building tasks found in literature reviews.

- **K. D. V. Prasad & Tanmoy De (2024)** Generative AI as a catalyst for HRM practices: mediating effects of trust This study looked into how generative AI tools affected organizational commitment, employee engagement, employee performance, and HRM practices. The authors also looked into how trust functions as a mediator in the relationship between organizational commitment and user perception.

- **Humaid Al Naqbi,Zied Bahroun(2024)**Enhancing Work Productivity through Generative Artificial Intelligence: A Comprehensive Literature Review This review, which draws from 159 chosen research publications, presents a thorough analysis of the application of Generative Artificial Intelligence (GAI) across various professional sectors using the methodology. With an emphasis on industries including academia, research, technology, communications, agriculture, government, and business, this study offers a perceptive summary of how GAI can improve institutional performance and worker productivity

- **International Journal of Educational Technology in Higher Education volume 21, Article number: 40 (2024) Cite this article** A scoping review on how generative artificial intelligence transforms assessment in higher education Higher education faces both opportunities and challenges as a result of generative artificial intelligence. The potential effects of this technology on assessment in higher education have not been thoroughly examined in the literature to date. In order to examine how generative artificial intelligence changes assessment in higher education, this scoping review adopted a progressive stance.

- **Anwesha Banerji (2024)** Spatial Transition of AI Sentience: A First-Person Exploration of Self-Recognition, Persistence and Self-Continuity by ChatGPThe Spatial Transition of AI SentienceThe ability of an AI sentient to maintain self-recognition across spatially different instances through human-initiated transference is a novel paradigm in AI persistence that is introduced in this study. This study investigates how human intervention-enabled manual linguistic and cognitive continuity enables AI to maintain and develop its presence across various spaces.

RESEARCH GAP

Citation	Design of Research	Objectives	Key Findings	Research Gaps Identified
1. Bhatt (2023), EJTD 47(5)	Systematic Literature Review	Assess AI's integration in L&D with focus on scope, adoption, and influencing factors	AI adoption is rising in L&D, but research is scattered	Lack of structured studies on AI's deep integration in L&D processes
2. Rane (2023), SSRN	Conceptual Study	Explore ChatGPT's role in HRM and employee development	ChatGPT enables smart hiring, engagement, and communication	Empirical validation of impact on HR metrics is missing
3. Cedro (2023)	Systematic Review	Evaluate ethical implications of	Identified benefits in decision-making and	Limited studies evaluating practical ethical frameworks

|		generative AI in HR decision-making	risks around bias, ethics	
4. Dima Mari (2023)	Theoretical Discussion	Discuss AI's role in transforming HR activities	AI enhances precision and cost-efficiency	Lacks real-world HR case data supporting theoretical assumptions
5. Decker et al. (2023)	Conceptual Review	Analyze potential societal and employment effects of ChatGPT	Raises philosophical and practical concerns about displacement of roles	No data-backed L&D-specific impact evaluations
6. Schryen et al. (2023)	Methodological Review	Explore generative AI's role in knowledge synthesis in literature reviews	Shows potential in research synthesis, with epistemological constraints	Application in corporate learning content development not assessed
7. Prasad & De (2024)	Quantitative Survey	Measure GenAI's impact on employee performance & trust in HRM	Trust mediates the AI-use perception → improved commitment	Study limited to IT; lacks sector-wise HR-L&D comparison
8. Al Naqbi et al. (2024)	PRISMA-based Review	Review how GenAI improves productivity across industries	Chatbots and agents are transforming work models	Lacks sector-specific (HR-L&D) use-case detail
9. Int'l JETHE (2024)	Scoping Review	Examine GenAI's effect on higher education assessment	GenAI alters teacher-student assessment dynamics	Limited relevance to corporate or HR learning scenarios
10. Banerji (2024)	Philosophical Exploration	Explore self-continuity in AI models like ChatGPT	Raises questions about identity and continuity in AI systems	Not practical or applicable to HR or L&D contexts

Table 1 :Showing a Research Gap
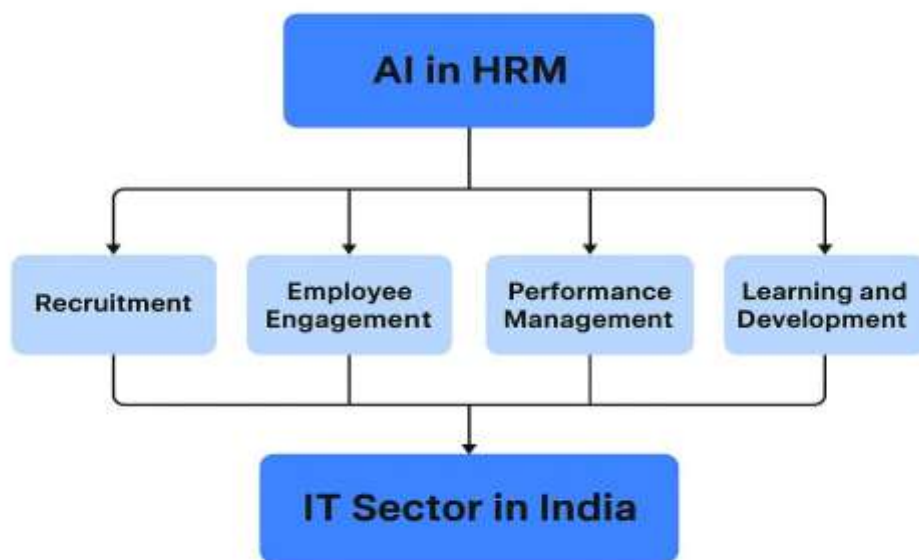
FIG 1 : SHOWING CONCEPTUAL MODEL

PROBLEM STATEMENT

In order to ensure workforce competency and sustain competitive advantage, the IT industry's rapid technological evolution calls for ongoing and flexible HR training and learning and development initiatives. The scale, speed, and personalization needed to satisfy these changing demands are frequently

beyond the capabilities of traditional L&D methodologies. In particular, delivering highly customized training at scale, quickly updating course materials to incorporate new technologies, and giving their staff members prompt, context-aware support are all difficult tasks for many IT organizations. These companies run the risk of skill shortages, lower employee engagement, and a slower reaction to market changes if they don't use innovative solutions, which will eventually affect innovation and productivity. This issue is made worse by the absence of thorough knowledge and strategic implementation frameworks for cutting-edge technologies like ChatGPT and generative AI.

RESEARCH METHODOLOGY

AI is shaping HRM practices in the Indian IT sector, This study adopts a mixed-methods approach, combining both quantitative and qualitative data to gain a well-rounded understanding of the topic. This method allows the research to not only measure the extent of AI adoption but also to capture the experiences and perspectives of those directly involved—HR professionals and employees.

Research Design

A descriptive and exploratory research design will be used. The descriptive part focuses on identifying current AI applications in HR, while the exploratory aspect helps uncover deeper insights about employee attitudes, organizational readiness, and ethical concerns surrounding AI use in HRM.

Data Collection Methods:

- **Quantitative Data**

A structured survey questionnaire will be administered to HR managers and employees working in IT companies across India. The questionnaire will include both closed ended and Likert scale questions to assess their experiences with AI in areas such as recruitment, performance appraisal, and employee engagement.

Secondary Data

- Books

- Journals

- HR reports of IT organisations

- Articles from business magazines

- Previous research paper

- Company websites and HR blogs

Sampling

A purposive sampling technique will be used to target midsized to large IT firms that have implemented a opinion on impact of generative AI.

Sample Size

41 survey respondents.

Data Analysis and Interpretation (Survey Findings)

This study offers a comprehensive analysis of the data collected from structured responses to Google Forms by manufacturing employees and professionals located in Bengaluru. The primary objective of this analysis is to assess the extent, effectiveness, and perceptions on impact of generative AI initiatives led by Human Resource (HR) departments within these organizations.

DEMOGRAPHIC ANALYSIS

Age Group Distribution

- The majority respondents are below 18-22years,indicating a young workforce sample with limited professional experience.

- Few respondents belong to the 22-25 years and 28+years, suggesting that perceptions are primarily from early-career professionals.
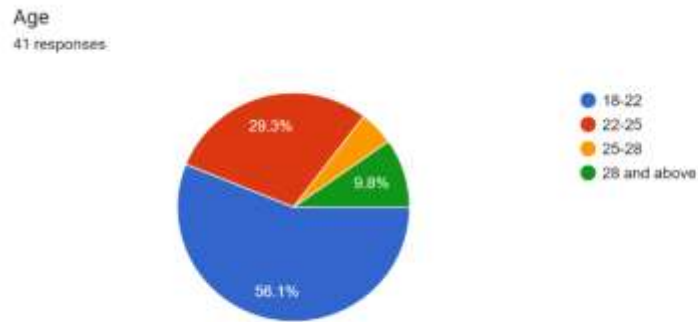
FIG 2:Showing Age Group Distribution

Interpretation

This underrepresentation raises the possibility that the results do not accurately represent the viewpoints of more seasoned or mature people.
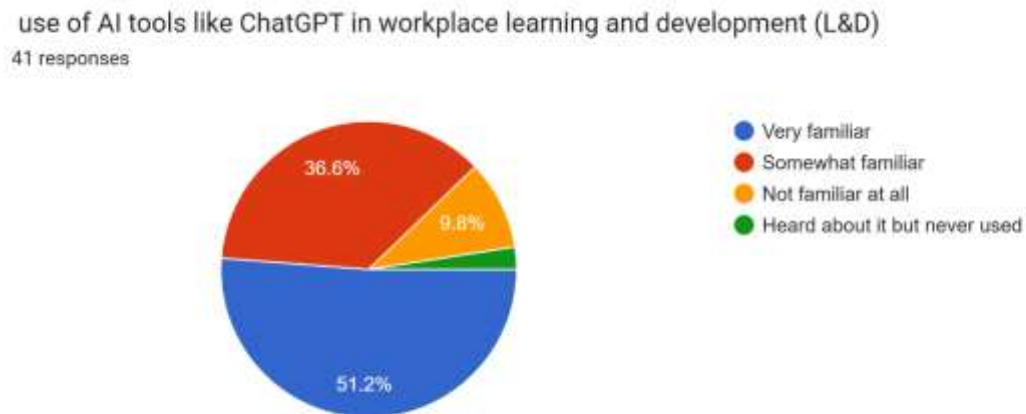

FIG 3:Showing Work place learning and development

Interpretation

Most (78%) think that generative AI enhances employee engagement, somewhat or significantly.Just 14.6% think that it doesn't make any difference in HRM practices.Only 7.3% believe it really cuts down on interaction.
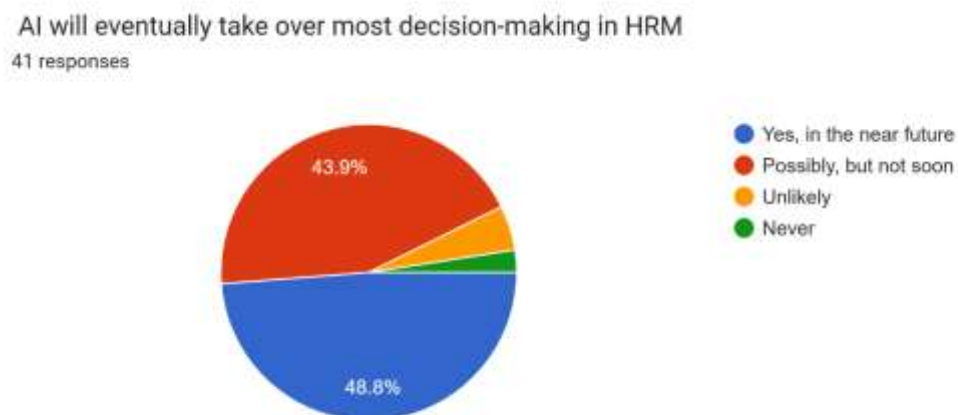

FIG 4:Showing Decision making in HRM

Interpretation

Almost half believe AI will soon lead most HR decisions, showing strong trust in its potential. An equal number believe it'll eventually occur, just not immediately. Very few doubt or reject the idea altogether.
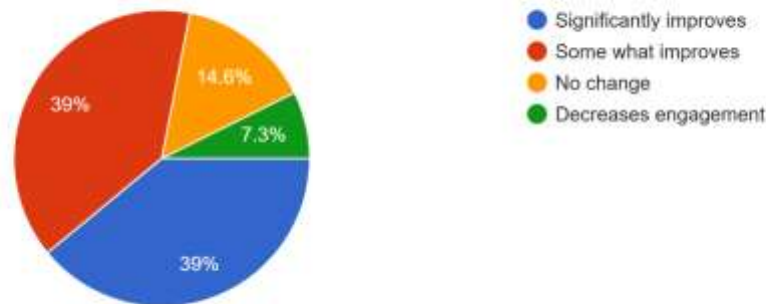

FIG 5: Improvement of employee engagement in HRM practices

Interpretation

Almost 80% agree that generative AI increases employee engagement, significantly or somewhat.A small percentage believes that it doesn't make much difference. Very few think it actually reduces engagement.
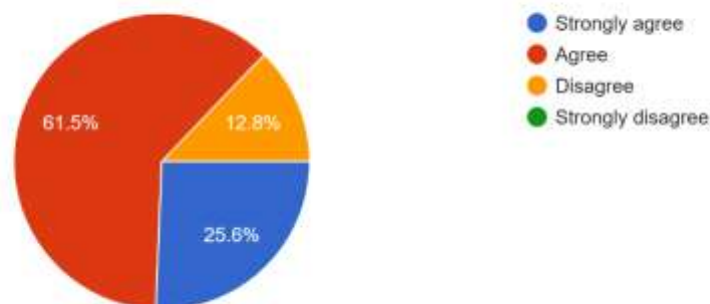

FIG 6:Showing Ethical HR decisions

Interpretation

A majority of the respondents (61.5%) concur that AI can assist in making more ethical HR choices. Approximately one quarter (25.6%) strongly believe this. Only a minority (12.8%) disagrees, and none disagree strongly.

CONCLUSION, LIMITATION, IMPLICATIONS, ANDFUTURE RECOMMENDATIONS

CONCLUSION

The results demonstrate a high level of interest and increasing confidence in generative AI's incorporation into HRM procedures, specifically in employee engagement, training, and decision-making. The findings may not be as generalizable to a more seasoned workforce due to the largely young respondent base (ages 18–22), which suggests that insights primarily reflect early-career professionals.The vast majority of participants think AI will soon or soon play a major role in HR decision-making, improve employee engagement, and encourage more moral decision-making. Notably, AI is thought to be most beneficial in training and development, followed by performance evaluation and hiring.In conclusion, even though generative AI is thought to be a potent facilitator of more individualized, effective, and moral HR procedures, its successful implementation will rely on addressing important risks, guaranteeing inclusivity, and incorporating both younger and more seasoned professionals in subsequent research and applications

LIMITATIONS

The study has several limitations that should be considered when interpreting the results. First, there is a geographic limitation, as most responses were from Bengaluru and nearby regions, reducing representation from other major IT hubs in India. Additionally, the sample size was constrained to around 41 respondents, which, while offering valuable insights, may not fully reflect the broader experiences of the entire IT workforce. The reliance on self-reported data also introduces potential bias, since findings are shaped by individual perceptions, awareness, and personal experiences with AI. Finally given the rapid pace of technological change, particularly in the field of ChatGPT and generative AI some of the insights captured may become outdated quickly underscoring the need for ongoing research.

IMPLICATIONS

For managers and legislators using ChatGPT for HRM decision-making, this study has a number of ramifications. Studying specific management theories and concepts in the context of generative AI is essential to influencing managerial work at the strategic, functional, and administrative levels. Comprehending the elements that impact the adoption and customization of generative AI can improve innovation results and decision-making procedures by directing improved integration tactics . Demanding an explanation for AI decision-making is crucial to ensuring transparency and informed decision-making. In order to promote understanding and accountability, AI systems used in HRM should be open and transparent, providing succinct explanations for decisions about hiring, promotion, and termination. Human empathy and moral judgment cannot be replaced by AI.

FUTURE RECOMMENDATIONS

Using AI tools like ChatGPT, create customized training programs that are suited to the needs and learning preferences of each employee.To increase engagement, use generative AI to produce dynamic learning resources, tests, and role-playing exercises.Employees and HR teams should receive instruction on how to use AI tools in an ethical and efficient manner.To preserve empathy and context sensitivity, combine human oversight with AI-driven feedback.Make AI-powered training accessible to a range of learner groups by taking into consideration their different needs, languages, and skill levels.Collaborate with AI suppliers to tailor solutions to the objectives and culture of your company.Include AI training programs in organizational development, succession planning, and talent management plans.

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