

Artificial Intelligence : Role in Workforce Training

Ruchika Malik

1st year, MBA(HR), Amity Business School, Noida

Dr. Shikha Mishra

Associate Professor, Amity Business school, Noida

ABSTRACT

Artificial Intelligence (AI) innovations are evolving, with various potential focal points for economies, social requests, systems, and individuals. During segmentation, AI assures progress effectiveness and enhancing new things and organizations. In not so distant future, HRM is moving away from its traditional role like recruitment, training, assessing to further developed advancement like Automation, Increased Intelligence, Robotics and Artificial Intelligence that are totally re – defining and re – molding the method of their workforce attributes and organizations. At present the popular expression is AI and how it is totally changing the HR , and how AI is holding onto a huge number of employments internationally in every single segment. This paper would throw some light on how AI is being used in the organizations for their employee training and development. It would also highlight the challenges that are faced in deploying the AI based employee training programs. Data was collected from various past research papers, HR blogs, company's websites, internet sites, articles.

Key words:- Artificial Intelligence, Workforce training.

INTRODUCTION

1.1 Artificial Intelligence

In the last years, Artificial intelligence has gone from a science fiction dream to being the critical part of humanity's daily life. Artificial intelligence is a technology which helps machines to find solutions to complex problems in a more humane manner. Artificial Intelligence uses various algorithms and based on these algorithms it performs its action in a computer friendly way. Artificial intelligence is a tool that uses human intelligence in various fields and increases profitability. It is developing rapidly and is used in all industries to increase productivity. AI has digitally transformed all major operations in organizations. Organization's software developers are working on Artificial Intelligence (AI) to save organization's time, human resources and cost of operations.

Artificial Intelligence VS Human Intelligence

Factors	Artificial Intelligence	Human Intelligence
origin	It is originated by the innovation created by human intelligence	It is the creation of God with innate ability to recall, think, reason etc.
Speed	It can process more information at the faster rate.	It process the information at the slower rate as compared to Artificial Intelligence.
Accuracy	It produces more accurate results as it functions on the set algorithms.	Human Intelligence is more vulnerable to errors and biases as some may be missed at some point or the other.
Decision making	AI makes the decisions that are objective in nature as its analyzes are purely based on the collected data.	Subjective elements that are not based on figures alone influence the decision of humans.
Adaptation	AI takes more time to adapt to the new changes as it is	Human intelligence can adapt to the changes more flexibly which makes people learn

	trained on the set algorithms.	and develop various skills.
Multi-tasking	AI machines can perform one task at a time. They are designed to do one particular task.	Humans can do multi-tasking. They can perform diverse and simultaneous roles.
General function	The main function of AI is optimization because it efficiently performs tasks depending upon it is programmed.	Innovation is the main function of the human intelligence as it can create, collaborate, implement and brainstorm.

1.2 Workforce training

Workforce training is concerned about improving skills and knowledge of the employees to carry out an explicit lesson. At the end of the day, the training courses provide an office for staff working to increase specialized information and learn new skills to perform specific tasks. Training is important for both current and new employees. This offers new employees the opportunity to learn their profession and also to expand the information and skills associated with the activity. This training improves their overall performance and, consequently, increases the effectiveness of the organization. Some employees may have shortcomings in the abilities of their work environment. A comprehensive and organized training program helps strengthen the skills that employees need to improve.

1.3 Artificial Intelligence in Workforce Trainings

Artificial Intelligence (AI) has become a big boon to the training industry. From computerizing certain authoritative tasks to empowering adaptive learning stages that provides really customized learning. The potential of AI is being perceived progressively by organizations. In fact, 47% organizations had embraced in any event one AI ability in their business in 2019. Artificial intelligence is today facilitating business tasks, client benefits and even worker onboarding and training. Artificial intelligence is likewise being utilized for absorbing recently recruited employees consistently and rapidly. Actually, 96% recruiters accept that AI can incredibly improve talent acquisition and retention.

As indicated in a study by Oracle, approximately 27% of HR pioneers believe that Artificial Intelligence in corporate trainings will positively affect learning and development. With aptitude holes widening each day, it is becoming basic (or even unavoidable) for associations to use AI's capability for corporate L&D. Although mechanical advances over the last decade have troubled official L&D, there are still some regular difficulties observed by L&D experts, one of which the major difficulty is the absence of customized learning. L&D experts are often blamed for delivering a traditional or non-tweaked realization regarding overall preparation or representative preparation. One reason for this may be that time is a factor related to content creation.

In addition, with regards to e-learning content, most conventional learning agreements offer preparation for long groups, such as PowerPoint presentations, home preparation, seminars and so on. Although numerous business associations despite everything inclined towards the instructor-led method of transmitting learning, it is still a time and resource consuming task that limits the worker prepare for a specific time and technique, eliminating the ability to learn and keep information according to the inclination. Furthermore, estimating the learning effect and preparing the ROI has consistently been a very despicable aspect of L&D, which includes a really long time of sorting and examining information (some of which are not humanly conceivable); while the results are largely unsuitable and wrong.

REVIEW OF LITERATURE

2.1 Artificial Intelligence

Buzko et al. ,(2016), One of the most challenging tasks in staff development is to determine the viability of training costs due to its stretching and complex feedback caused by improved staff production that was part of this. The meaning of the concept of personnel development is to make information, skills and experience of personnel comparable with ideal indicators at different levels: movement in branches, job responsibilities. The specifics of the employee who needs this training, its essence and duration is an assumption about the effective work of the personnel development system. The period during which learning outcomes affect an organization's performance depends on numerous external factors related to the organization.

Rathi, (2018), HR offices are helped by AI programs in the manners to train their staffs, procure certification, broadly educate and learn new abilities. An AI program permits individuals to work at their own rates, yet an extremely incredible program can support quicker improvement by presenting prizes and motivating forces dependent on every employee's profile. Individuals who are missing with an ability or idea can be alluded to outside resource or a human mentor. Various new arrangements are coming into the commercial center with developing the intensity of AI. A striking case of a developing AI answer for selecting is a calculation which assesses applicant discourse examples and searches for indications of delicate abilities like compassion.

Ahmad, (2018), Simulated intelligence isn't some mystical modernized persona; it is a wide scope of algorithms and AI devices that can quickly inject information, recognize designs, and upgrade and predict patterns. The frameworks can understand speech, distinguish photographs, and use design coordinating to get signals about mood, genuineness, and even character. These algorithms are not "natural" like individuals, however they are quick, so they can break down a huge number of bits of data like a flash and rapidly correspond them against pattern. Factually AI frameworks can "foresee" and "learn," by plotting curves of possible results and afterward improving choices dependent on numerous models. So you could envision an AI framework that takes a look at all the conceivable demographics, work history, and inquiries with a competitor and afterward "predicts" how well they will perform at work. (HiredScore, Pymetrics, HireVue, IBM, and others are chipping away at this.) Each of these applications are new, and no matter how energetic they appear, there are many dangers worth paying attention to. The greatest is that AI can't work without "training information." at the end of the day, the algorithms benefit from an earlier time. If you have no chance that your current administration rehearses are unilaterally, harmful, punitive, or excessively various leveled, you may just end up systematizing all the things you hate. We need simple and customizable AI so we can review the algorithms and make sure they're doing the correct things.

Premnath, (2019), AI is reshaping the way that organizations deal with their work power and make the arrangements which expands profitability and worker commitment in general. talent acquisitions are primary significant thing, we can expel huge amounts of unpleasant and repetitive work from HR administrators in particular talent acquisition programming can examine, peruse and assess candidates and rapidly wipes out 75% of them from the selecting

procedure .AI can design, sort out also, can give such a significant number of training programs to the recently joined workers through online courses and computerized class rooms. Artificial intelligence can predict the prerequisites of workers at that point maintenance will be more for the workers in the association it assumes a significant job in the association since work is impossible physically so with the assistance AI the work will be done without any problem.

Sirisha, (2019), Artificial intelligence is an apparatus that can be trained so that people can do. As to AI in HR, it decreases the human work and it will spare spending plan additionally and through this AI can approve the individual who can see all the information yet the outsiders can't see all the insights about to organization. By the utilization of AI, it mostly diminishes the HR tasks and also the decision making will become simple in regards to various tasks. New representatives don't have the foggiest idea where to proceed to contact in the organizations this AI will help them by addressing inquiries of employees through the chatbot. Manager can see the data of an employee in a made sure about manner.AI utilizes natural language processing to get to know the employee and regardless of whether employee need to apply for a leave then this chatbot will show the leaves that are available and on that day if anybody is on a leave it will dissect all the information and gives clear arrangement. The primary advantage of this chatbot arrangement is that it tends to be available at any place and at any time. The arrangements will be conveyed through secure web or intranet convention. By utilizing AI, it gives us genuine advantages and improve the advancement procedure of an organization.

Chernova and Chernova, (2019), it was cited that with the fast development of AI employee market structure will genuinely change, however, it won't have the option to totally replace a manager since it is difficult for AI to gain individual judgment abilities and social skills. It won't have the option to settle on choices dependent on a natural way. In any case, it will take control over routine job functions from managers and will assist them with making the correct choices in time by methods of Big Data analysis. This implies the prerequisites for managers will stay unaltered - they should reexamine their way to deal with work, thinking, and deciding.

Matsa and Gullamajji, (2019), There are repetitive and low worth tasks in daily work life. So by using the AI, robotization of these repetitive works can be done so this will spare the time what's more, causes the HR authorities to more focus on key, helpful, innovative work to accomplish the organization's objectives and goals. For instance, organization spends a ton of time for some

standard continuous procedure for new workers and so on., so via mechanization of such tasks will spare the time.

Shekhar, (2019), Artificial intelligence is being utilized in organizations to make customized training programs. A few organizations could have immense information bases that take staff weeks or even a long time to learn. Artificial intelligence has been appeared to slice this down in half by introducing content to the learner in the manner that best suits them. This could incorporate the request they learn things in, the period of time between when learners are given recurrent data or the sort of material, for example, written, visual and sound. Training is both progressively helpful and pleasant. As one can imagine the, the expense of training a human in any normal errand will be recurring. the organization has to deal with employee turnover, give time for slow understanding and skill advancement as well as bring about vocational expenses. In contrast, a machine is trained just a single time and that too with positively no cost associated with.

Mpu,(2019), As AI frameworks become bigger and progressively obvious, the opportunities for outside organizations to affect their developments and deployment increases. AI moved from research laboratories into organizations. Notwithstanding the expansion of the technology, managers and designers see minimal about the viable issues related with the interaction of AI, management and associations. This is a significant point in light of the fact that the accomplishment of an AI framework relies upon there solution of an assortment of specialized, administrative and authoritative issues; yet scholarly research is limited. Many individuals accept that the rise of AI astute calculations and creation of robots prompts mass unemployment though by method of some examination, the creators show how AI will change the universe of work fundamentally as it will bring improvement for those whose employments is to make hierarchical decisions. Continuous cooperation and the inclusion of information, calculations and use cases contribute to the promotion of AI. Artificial intelligence reduced positions, broke the bottleneck of human productivity, reduced normalized and tedious work, changed the nature of work and improved its skills. At the same time, he made new discoveries. Simply put, artificial intelligence technology will change the world of business from three perspectives: robotics, knowledge and creativity. In the financial segment, this will lead to the excess of several professions, while increasing qualifications and creating jobs.

Shankari and Suresh, (2020), Artificial intelligence is utilized in almost all the areas of management and also it is linked with the risk that will occur when it is not used appropriately. AI-based machines are human-made machines that are constrained by humans, they run in view of the directions given by humans. The frameworks with algorithms and some learning devices are utilized in AI since they have the ability to examine a large number of data and they are extremely fast as compared to human beings. These frameworks cause us to see all the potential results for any issue and suggests alternatives and encourages us to choose the best possible solution. some of the areas that can get the best outcomes by utilizing AI in HR are as per the following

Recruiting: - In the recruitment process, sometimes hiring of a manager can be wrong while selecting the suitable candidate for the job but this can be avoided by using the systems with algorithms that can check the candidate's profile and recommend the right person for the right job.

In training and development: - AI is also helpful in training and development of the employees as it enhances their skills and increase the performance. There are various algorithms that provide personalized training to the employees which helps them to perform better.

There are various risks also that are associated with AI. The results of the AI algorithms are not transparent as they are trained on the past data. But the organizations need the transparent algorithms so that they are sure that the results are accurate. The AI in HR can only function successfully if it has the correct data to train its systems and get the accurate result.

Vaishni.,(2020), The organizations structure their training programs with no pre-characterized parameters and, in the genuine sense, the majority of the organizations don't have the idea how to train their workers impeccably. The vast majority of the learning Professionals contended that whatever the trainees master during the learning programs at least half is squandered. Be that as it may, presently, the utilization of AI in training has become a ground-breaking road in organizations and the T&D programs are increasingly powerful by the use of AI-based Algorithms that screens and studies the personality, behavior, and talents of the workers performing at different levels. Different individuals have different levels of learning so by utilizing the AI, customization of training programs is done regularly. After the training has been

done, the trainee's feedback is taken in order to shape any ad libs in the program. The AI helps both the business and along these lines the representative to comprehend about the holes in their skills, performance, character, information, and so forth and encourages them to improve and give their best in their work.

2.2 Employee trainings

VEMIC,(2007), It was stated that to understand the process of employee training and development, it requires an understanding of the considerable number of changes that happen because of learning. As the generator of new information, employee training and development is put inside a more extensive key setting of HR executives, for example, global organizational management, as an arranged staff instruction and improvement, both individual and group, with the objective to profit both the organization and employees. Hence the ceaseless employee training and has a noteworthy role in the improvement of individual and organizational performance.

Farooq and Khan, (2011), Training spouts the ability to work in any kind of employee, even in non-professional and new employees; it pushes up the capacities of professionals to a higher stage from where they presently stand. significance of training characterizes it not as an impetus for the improvement of employee performance, yet it completely includes with its various substance overcoming weaknesses in various areas of their work. Moving either independently or together training and feedback helps in achieving the organizational goals by making its employees more work focused and goal-oriented.

Nda and Fard, (2013), The training and development of employees ultimately increases the productivity of both employees and the organization. It is correctly stated that staff training is the path to the sustainable development of the organization. Organizations should also have employees who can quickly adapt to an ever-changing global market. Organizations need to devote resources to ongoing employee training and development in order to retain employees and be effective. The 21st century will be great for those organizations that can learn faster and adapt to change than their competitors. Training increases the motivation of employees and the nature of their work, thereby helping them to pay more attention to achieving organizational

goals and objectives and, thus, increasing the level of adequacy of employees within the association.

Jehanzeb and Bashir, (2013), It was observed that training tends to benefit both the individual and the organization. These benefits depends on the individual and organization performance. The benefits of training can be increased by paying attention to training delivery, design and transfer of training. If there is a systematic employee training and development program the organizations will reap their profit from the market and will also remain competitive in the market. An efficient and well organized training program will help in retaining the most valued employees of the organization. Other important thing for the organizations is to periodically evaluate the success of the training programs.

Fiza et al. , (2015), It was found that in order to give effective training, trainers must be aware of the needs of their trainees. Managers and trainers should have the information about the abilities and the weaknesses of their staff. With the right research, trainings can be modified to the necessities of learners. For most of the time, managers who do not associate with their employees on the regular basis finds it hard to evaluate the need for the training. One of the barrier to the effective training is lack of the data. Businesses cannot gain from the successes of its trainings, without the sufficient information about the previous training programs in the form of employee feedback, provides details regarding progress. After training is complete a formal evaluation of training is necessary to get the data and this data has to be maintained. In the future if the organization plans for the new training program, access to these data can help in saving time and money.

Ibrahim and Dahie ,(2016), It was found that there is a strong positive relationship between training and development of employees and their performance. To improve the performance of the employees, training and development was found beneficial. It is important for the management to focus towards the T&D in order to improve the required skills of the employees which are important to increase the organization's performance. It was noted that when training and development of the employees was not appropriate the performance level of the employees was also low.

Usha et al. ,(2016), It was noted that the management must consistently find the true reasons behind the employees' dissatisfaction towards the job or towards the organization. It must take all the necessary steps to improve these condition through well-developed training program. In this study the E-Learning platform was adopted to improve the employee satisfaction and morale. Training programs must be developed in accordance with the type of organization, employees, or the organizational goals, then only skilled employees can perform efficiently in their job. This will also increase the number of job satisfied employees in the organization.

Darshnani, (2018), It was noted that the main purpose of each and every training and development program is to add values to their employees' performance. And as a result every organization makes the training and development as one of the continuous activity for their employees. Also every organization design their training program keeping in mind their goals and objectives. Particular needs of both the individuals and the organization are taken care off. It was found in the study that the training and development has a significant and a positive impact on the job performance of the employees.

RESEARCH METHODOLOGIES

3.1 objectives

- To understand how Artificial intelligence is transforming the employees training.
- To find out how Artificial Intelligence can improve the workforce learnings.

3.2 Research design

The research was carried out using secondary method as many past researches were collected on the basis of which review was put forward and following paper was created. And also, the analytical and logical aspects are gathered from various sources like research papers, published materials, online websites, HR blogs, Books, Articles and newspapers, etc.

FINDINGS

4.1 Role Artificial Intelligence play in Learning and Development

L&D experts need to keep steady over quick changing innovation to advance the learning experience and results, developing new learning procedures and systems that take advantage of these upgrades, particularly with regards to AI.

AI will have large impact on L&D industry. Organizations contain huge amount of data, which they analyze and use it to make better training programs and learning curriculums. In traditional method every employee has to learn the same course content. Now the course content can be personalized as per the learner's needs, focus on the weaker areas of the learner, suggest appropriate content based on past conduct. For AI to be fully utilized, organizations have to analyze the huge data using machine learning, AI programmers, data analyst and others. The output of this data will help L&D department to gain insights into the journey of the learner and help them to create the more adaptive training programs.

1. Personalize the learning experience

Each employee has a different learning style and learn more effectively using a specific method. This could be done through in-person training, written content, video tutorials, gamification or something else. AI enabled training programs are more adaptive, where modules are modified as per the needs of each employee. The LMS might suggest the video tutorials to some employees, but transcribe the videos to written text articles for other employees. It could also create visuals based on the written text and suggest the employee to take in person training on the part of the course they are having difficulty with.

2. AI enabled onboarding programs

Taking onboarding into consideration, AI-empowered chatbots are present tool of the choice. They help the new hires to settle into their respective roles and get familiar with the various aspects of the organization they have joined. In a study of IBM, officials discussed how AI can link with the employee's onboarding program. New employees are eager to meet people in the organization and gather information but they don't know where to proceed. They may enquire their neighbor. But what if the neighbor belongs to different department? What if the new employees are welcomed with the new hiring information on their cell phones that

are configured for their first assignment. IBM was looking to develop a system that would answer the new employee's important job-centric questions to give them a pace. For example, AI could give the training advice, location or the contact information of the people the new employees could connect on their first day or so.

3. Enhancing the employee training

Artificial Intelligence improves the employee training experience and provides the feedback on the areas which are to be improved.

For example, using tool speech-to-text which is completely based on AI and ML, an employee can receive feedback on his/her presentation performance in areas such as number of hesitation words used, pace of voice, whether the specific keywords are mentioned or not and so on.

4. Accessible to all employees

AI plays a vital role in accessibility to the people with disabilities. A lot of time is invested in developing a training program that is accessible to everyone, so that the differently abled people are benefitted most from training. AI opens up training to more and more learners, enabling functional senses despite any disability.

For example, Microsoft's seeing AI app gives us an idea of what is about to come. The application tells the world around you. This particular application is designed for a low-vision community. In fact, it makes the phone as the third eye for the partially sighted people. With such AI growth, learning developers will eventually be able to design courses that are more widely accessible.

5. Collecting and analyzing the data

Performance data can be collected when employees do their job in the workplace and during training courses. Once collected, this data can be analyzed and AI is applied to obtain some insights. When analyzing data in the workplace, L&D professionals get information on which specific training program should be assigned to certain employees to improve the effectiveness of their work. Data analysis highlights areas in which employees need to improve and the

artificial intelligence system can therefore recommend appropriate courses to bridge the knowledge gap.

Analysis of training data shows which types of training materials should be assigned to employees based on their preferred learning styles. This can help compare employees to each other with assessments and provide adequate training material difficulty to challenge the learner.

The collection and analysis of employee data must be continuous, so that the system is updated with current trends and artificial intelligence models with the latest trends.

6. Virtual mentoring

AI based digital mentors uses the AI technology to track the learner's performance, as it assesses the numerous psychological steps on a learner's path in the overall training. Feedback and guidance can also be provided by these systems, improving the productivity of learning as well as suggesting targeted training programs to a learner.

7. Up-skilling the employees with AI based mentoring software

In our quick evolving world, the L&D and HR professionals need to be proactive. They have to make sure that the most significant training tools and knowledge resources are accessible to their employees whenever they want to learn. This reaches out to the UK- based mentoring software Guider, which uses the AI to coordinate workers with mentors and deal with the whole mentoring process. Guider connects the AI technology and industry leading expertise to match and develop mentoring relationships within an organization. Guider can also customize the training and coaching programs to improve the diversity and inclusion, women in leadership, high potentials and much more.

8. Online Assessment

Quizzes, test and assessments are turning into a significant part of e-learning. They help in measuring the effectiveness of learning and strengthen the learning program. Artificial Intelligence helps to design the adaptive assessments that go past the static Q&A format. AI is capable of assessing the individual ability and progression, developing the subsequent course content as per the result of these assessments. An example to this can be Iris, developed by the

technical training provider PluralSight. It is a new way to measure and evolve technology skills. It strengthens the assessment algorithms and directs the student to the skills that they need for development. She uses data to create a smarter, personalized way of developing skills.

4.2 Challenges

1. Algorithm bias

A major issue with AI system is that their degree of goodness or badness relies upon the data they are trained on. Bad data is frequently connected with communal, ethnic, racial or gender biases. If a hidden bias in an algorithm that makes important decisions becomes unrecognized, this can lead to unfair and unethical results. In the future, such biases are likely to be more noticeable, as artificial intelligence systems will continue to prepare on incorrect data. So, the most important thing is to train these systems with unbiased data and develop algorithms that can be easily explained. If there is a hidden bias in an algorithm that makes important decisions, becomes unrecognized, it can lead to unfair and unethical results. In the future, such biases are likely to be more noticeable, as artificial intelligence systems will continue to prepare on incorrect data. So, the most important thing is to train these systems with unbiased data and develop algorithms that can be easily explained. For this, a tool is being developed by Microsoft that will automatically identify biases in the AI algorithms. It is an important step towards the detection of the unfairness by automation that may find their way into machine learning. It is an incredible opportunity for organizations to take advantage of AI without unintendedly discriminating against some specific group of people.

2. Provability

Organizations that are engaged with AI finds it difficult to demonstrate clearly what it does and why it does. There is no wonder that AI is a “Black Box”. People are far-fetched with this technology, as they fail to understand how it takes decisions and whether it’s all decisions are correct or not. There is no way they can guarantee or prove that the decision making process of AI systems is fine or accurate. The only solution to this is making AI more provable, explainable and transparent.

3. Creating trust

The issue with AI is that it resembles as a black box to people. People don't feel satisfied as they don't know how the decision was made. Somewhere AI is unable to create trust among the employees of the organizations. And the only solution that can be applicable to this issue is to make the employees aware of the fact that this technology really works. But the reality is something different. And it shows that there are lot of chances to improve things by having the more accurate predictions.

4. Data scarcity

It is true that in present time organizations have access to more data than ever before. The data sets that are material to AI applications to learn are extremely rare. The most effective AI machines are those trained or trained in supervised lessons. This type of training requires labeled data. Labeled data is data that is necessary for machines to understand and teach them. Another fact about tagged data is that it has a limit. In the future, the automatic creation of a progressively complex algorithm will only exacerbate the problem. But there is a solution to this problem. Today, organizations are investing in design methodologies, trying to figure out how AI models learn, despite the lack of tagged data. Examples of next-generation AI algorithms that can help solve this problem are Active Learning, Transfer Learning, and Uncontrolled / Semi-Controlled Learning.

5. Data privacy and security

Many of the AI based applications depends on the large volumes of data, to learn and make effective decisions. AI frameworks rely upon the data which is often personal and sensitive in nature. These frameworks learn from the data and as a result improve themselves. Due to systematic learning these AI frameworks becomes vulnerable to serious issues like identity theft and data breach.

4.3 Outcomes

In the era of modernization every organization benefits from having a well trained workforce and AI Technology can help to make sure that they can develop and maintain one. The AI could also analyze which section have the highest and lowest level of public dealing and test different

distinctions. And it could help a company to measure its return from investment on training and development of employees, based on outcomes such as productivity profitability and turnover. AI helps people to work more acute and become more active in their jobs. AI increases the productivity of the employees by handling most of the common and boring tasks at the workplace, and employees are free to invest their efforts to more important tasks thus increasing productivity. When AI involves some of the time-consuming tasks, HR specialists who find themselves engaged in hiring, training, etc., can now spend their time on other aspects of the company. Topics such as corporate culture, working conditions, continuing education, training and development are areas of professional development that require more attention than before. By deploying right AI technology, faster business decisions can be made based on the output of intelligence technologies. At last, AI is a broad positive phenomenon that reinforces organizations through customized training, engaging workers and increasing standards for dependability and efficiency. To be sure, AI can never replace humans, but can be used to replace some of HR's featureless tasks. Essentially, AI can help people do their job better than ever before.

CONCLUSION

From the following study it can be said that AI doesn't generally perform best all alone. AI technology either drive or replace the lower level, repetitive tasks, but organizations often achieve the best results when humans and machines work together. To get the best out of this powerful technology, organizations must take AI as a means of augmenting rather than replacing human efforts. The one-size-fits-all methodology doesn't work any longer. Personalized learning prompts higher commitment levels. Traditionally, employees needed to go for tedious classes with fixed calendars, which affected the productivity without upgrading learning results. In any case, with AI platforms, workers can get to data that is generally significant for them.

With the assistance of the robust analytics, AI accumulates insights about the learning patterns of the employees. This aids in the creation of individual learning paths, most appropriate to the knowledge and the skills of the learner. This at the point implies more immersive learning experiences, leading to higher retention and better commitment levels.

Artificial Intelligence can emulate the positive characteristics of humans in corporate trainings, without including the negatives. One of the positive is that AI doesn't become tired of being posed with the same question more than once. Corporate trainings can be a long procedure, leading to the loss of energy. In any case, with the AI driven chatbots no such issue exists. An AI chatbot can be utilized to respond to any query, continuously, at any place and at any time. The bot monitors the employee's progress and proposes the best strategy. Employees can learn at their own pace and style, on the gadget of their preference and at an advantageous time, without affecting profitability. And at the end it can be said that the online learning takes 40% to 60% less time as compared to the traditional method. With the assistance of AI, the training assessments can be founded exclusively on robust data analytics instead of subjective assessments. This implies that it is critical to choose learning platform that fuses such analytics capabilities and customizable reporting. So, organizations adopt a powerful AI-operated corporate training system to engage employees and enhance their experience of learning and the development of the organization.

REFERENCES

1. Ahmad, O., (2018), "Artificial Intelligence in HR", *International Journal of Research and Analytical Reviews*, 5(4), 971-978.
2. Buzko, I., Dyachenko, Y., Petrova, M., Nenkov, N., Tuleninova, D. and Koeva, K. (2016), "Artificial Intelligence technologies in human resource development", *Computer Modelling & New Technologies*, 20(2), 26-29.
3. Chernova, A. and Chernova, V., (2019), "Artificial Intelligence in Management: Challenges and Opportunities", *38th International Scientific Conference on Economic and Social Development*, 133-140.
4. Darshani, R.K.N.D and Thenakoon, S.M., (2018), "The Impact of Training and Development on Employee Job Performance", *International Journal of Research Publications*, 2(1), 1-19.
5. Farooq, M. and Khan, M.A., (2011), "Impact of Training and Feedback on Employee Performance", *Far East Journal of Psychology and Business*, 5(1), 23-33

6. Fiza, S.R., Farooq, M., Mirza, F.I., Riaz, F., and Din, S.U., (2015), "Barriers in Employee Effective Learning", *Mediterranean Journal of Social Sciences*, 6(3), 240-250
7. Ibrahim, A.A., and Dahie, A.M., (2016), "Impact of Training and Development on Employee Performance in Mogadishu-Somalia", *International Journal of Multidisciplinary Research*, 2(10), 45-50.
8. Jehanzeb, K., and Bashir, N.A., (2013), " Training and Development Program and its Benefits to Employee and Organization: A Conceptual Study", *European Journal of Business and Management*, 5(2),243-252.
9. Matsa, P. and Gullamajji, K., (2019), " To Study the Impact of Artificial Intelligence on Human Resource Management", *International Research Journal of Engineering and Technology*, 06(08), 1229-1238.
10. Mpu, Y. and Adu, E.O., "Organizational and Social Impact of Artificial Intelligence", *American Journal of Humanities and Social Sciences Research*, 3(7), 89-95.
11. Nda, M.M. and Fard, Y.Y., (2013), "The Impact of Employee Training and Development on Employee Productivity", *Global Journal of Commerce & Management Perspective*, 2(6), 91-93.
12. Premnath, E. and Chully, A.A., (2019), "Artificial Intelligence in Human Resource Management: A Qualitative Study in the Indian Context", *Journal of Xi'an University of Architecture &Technology*, 11(12), 1193-1205.
13. Rathi, R.A., (2018), "Artificial Intelligence and the future of HR Practices", *International Journal of Applied Research*, 4(6), 113-116.
14. Shankari, S. and Suresh, J.A., (2020), " Artificial Intelligence on Human Resource Management and it's Impact", *Studies in Indian Place Names*, 40(29), 424-433
15. Shekhar, S.S., (2019), "Artificial Intelligence in Automation", *Research Review International Journal of Multidisciplinary*, 04(06),14-17.
16. Sirisha, K., (2019), "Impact of Artificial Intelligence on Human Resource Management", *Complexity International Journal*, 23(03), 388-395
17. Usha, M., Nandhini, M. and Palanivelu P.,(2016), "Effective Training Programmes and its Impact on Employee", *International Journal of Advanced Research*, 4(8), 1549-1554.
18. Vaishni, V. and Atluri, N., (2020), "A Study on Impact of Artificial Intelligence on Human Intelligence", *Studies in Indian Place Names*, 40(58), 119-122.

19. Vemic, J., (2007), “Employee Training and Development and the Learning Organization”, *Economics and Organization*, 4(2), 209-216.