

Implementation of Artificial Intelligence (AI) in Human Resources Development: Opportunities and Challenges with reference to Gulf region



Dr. Syed Aulia Mohiuddin

Senior Faculty & Researcher /Consultant

Department of Business & Management Studies

Gulf College – Muscat with Cardiff Metropolitan University UK

In the rapidly evolving digital landscape of Globalization, the world has taken one more shift with advancement of Artificial Intelligence (AI), which is taking up many routinely done tasks by people across the countries and handling the tasks in more efficient and effective manner in a fraction of time than if done manually. Multinational Corporations (MNC's) are rapidly adopting AI and in different departments and Human Resource (HR) is not an exception. AI enables the collection and analysis of data in HR processes and also eliminates biases and presumption, it guarantees that right candidates are recruited and placed on the right job in the nick of time. AI eliminates the discrimination during the processes and different task that are concerned with HR department and its development.

AI helps mining recruitment data that uncover challenges and the hindrances by addressing them objectively. AI does things in more comprehensive way by following the tools and techniques required to ease the task assigned. AI can do automated repetitive and time-consuming tasks as per the requirements of the organization, so that HR professionals can focus more on creating strategies and policies. AI helps in improving decision-making with valuable understandings of HR by using predictive analytics. AI can be handy in enhancing the efficiency of hiring by screening and selection process along with setting KPI's of employees in a proactive manner. AI can be an effective tool for HR department, provided it is used with little extra care. There are certain challenges in implementation of AI in HR department, it demands specialized knowledge and skill set that many organizations may not be possessing, without the necessary expertise and technical knowhow HR of businesses may struggle to exist and compete. Resistance from employees can be high and they may not be able to adapt to AI changes quickly and may limit their ability to benefit from it. Investing funds for technology and training, for relevant skills can be a constraint and acceptability can be a cause of concern.

Keywords : Globalization, Artificial Intelligence(AI), Multinational corporations, Human Resource(HR), Challenges.