Role of Artificial Intelligence in Corporate Training and Development - A Conceptual Paper

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Abstract : These Human Evolution is one part of Nature. The development in the surroundings increases the value of life and living. We have crossed several ages in this Nature, and Today we are standing in the Information Age. It is the era where knowledge is shared through various valuable sources. Artificial Intelligence is an emerging platform that aims to change the world's technology system. The application of Artificial Intelligence is progressively increasing in Today's world routine life. UNESCO has approved this platform and is in the race to develop and train individuals with Artificial intelligence to change this society into digitalization. Similarly, Artificial Intelligence has dignified its importance on each corporate world stage. Learning the importance of this technology, many firms are incorporating it in full force. Our study emphasizes the importance, impact, and conceptual study of Artificial Intelligence in corporate firms. This research explores the massive opportunities that discover the organization's potential for digital transformation. During this transformation, it is obvious to face numerous challenges and impacts in Business. Therefore, this study will reveal the importance implementing Artificial Intelligence into Training and development process in the organization. Every Business is impacted while in the transformation phase. Similarly, AI is also proven to impact business operations. However, enhancing market leadership and sustainability while implementing AI is challenging.

Keywords: Artificial Intelligence, Training and development, Implementation. Business, Organization.

1. Introduction

Every generation brings up an incredible technology. Some are already invented and running successfully, while some are yet to be developed. Artificial intelligence is one such upcoming technology discussed in several fields. Artificial Intelligence aims to implement Human Intelligence in the smart system using machines. In short, AI plans to merge computers and Human Intelligence to form a unique and smart process in every field. AI does not have any specific definition. Though several firms claim that they have implemented several programs having AI, an author of Forbes disagrees with this claim. It is because the author believes that a simple Artificial Intelligence system is learned by experience, the genuine AI helps to improve getting smart with more awareness and enhance the knowledge and capability [1].

Many industries are involving themselves in a much smarter system to compete in the developed market. As per research, it was noticed that around 83 % of companies had increased their annual budget for the implementation of Artificial Intelligence (AI). This highlights the belief that each organization keeps in AI-powered products for a better future. Artificial Intelligence benefits each field of interest in society. For instance, there is an application named Climate Basic, which helps the farmers to monitor the climate regularly, which means they can increase their yield [2].

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In the coming days, we can expect AI to be used for problem-solving, scheduling, Training, etc. Business in the corporate world had already implemented Artificial Intelligence, and it has a vast impact on business intelligence. Business Intelligence apps identify trends and firms' external inputs and databases. For the last 10 years, business intelligence has been expected to grow fast with the support of Artificial Intelligence Technology [3].

As we discussed earlier, several organizations are urging to develop artificial intelligence in their Business. However, the employees' Training and development through Artificial intelligence become an essential requirement for fast and cost saving business. Hence organizations are eager to invest their time and money to groom their capable employees with the support of Artificial Intelligence. The gap in skills related to AI must be improved to get a long-run advantage. The existence of Training and development are expected to fulfill the demands for running a successful business with Artificial intelligence technology.

Our aim in this study is to provide a conceptual study for understanding the need for Training and development in the companies. Our objective also aims to explore the methodology to overcome the challenge of Training and develop the skilled employee of AI. The study helps identify different approaches for acquiring the relevant Training to tackle the competitive co-operate world. This study will explore the relevant details through conceptual research on Training and development through Artificial Intelligence in the corporate world.

The Literature Review of this study will support the development of this conceptual study. The literature study helps to develop the significant research and acquire the aim. This study emphasizes

the Significance of Training and development of AI in the corporate world.

Training is gaining essential knowledge of skills and enhancing the competency level of the employees. Training supports achieving the target and developing the capability, capacity, productivity, and performance. [4] observed that training and development goal at emerging capabilities such as human, technical, conceptual and managerial for the persistence of organization and individual growth [4]. Likewise, [5] specified that the practice of training and development is an endless one. [6] proposed that the aims of training are to provide the knowledge, skills, and aptitudes which is essential to assume prerequisite job proficiently.

Training and development in any organization are essential to increase the firm's efficiency, flexibility, and liability, reduce the work of supervision, and many more advantages are availed. Hence, Artificial intelligence is a novel technology that needs to be explained to all the employees in the organization. After going through this, our study also aims to seal the gap identified between current Training. Thus, we can expect multiple benefits for the corporate world staff, but it should be correctly planned and implemented.

2. Literature Review

The Literature review for this study is important and studied completely for a successful result.

In their research, [7] discuss the effect of the latest automated technology that increases the demand for a skilled job. This is not a routine job with low pay. However, it is a non-routine job with good pay, which requires manual skills. [3] also stress their study and firmly notify that technology will replace the human labor tasks. However, it cannot replace a non-routine task. [8] stated that Organizations mostly capitalizes a lot on their human investment to achieve their training requirements and progress their expertise usually by organizing training programs or modules to mark their capabilities in accord with the requirements of changing world which lastly funds to gain the competitive advantage for an organization.

Moving forward, a new wave was introduced for advance and automation techniques. It is the smart and intelligent technology that increases the ease of high-skill tasks. Artificial Intelligence is the latest trend that all companies prefer to acquire for fast development. The investigators in McKinsey Global Institute found through their study that Artificial Intelligence will grow ten times faster in the society and three hundred times faster in the revolution of organization and will have three thousand times impact on the profit [8].

[9], found that numerous firms face infinite capacity challenges for applying AI in the HR function and adopting Artificial Intelligence in their work process. Firms including Tesla, IBM, Apple, Amazon, etc., all accept AI in the HR work process by overpowering all the hurdles of employees. Furthermore, many organizations are still uncertain and reluctant to accept AI globally. However, few organizations in the Business of finance, marketing, etc., are ready to adopt this technology.

The organization that is ready to accept AI for their growth in Business are now urging towards the next level of Training and development through Artificial Intelligence for all their potential employees. [10] explains Artificial Intelligence appearance. His research claims that AI first appeared after developing an electronic digital system [10].

Today, Machines that work on Artificial Intelligence are performing the high task with ease. However, Machines do have limitations like specific data sets are stored. Hence, Artificial Intelligence becomes more essential in Training and development for all the employees. This is a challenging task but can be achieved through proper understanding and learning. Learning in the corporate world is not a new task for most organizations. Many skillful employees accept the change to improvise their skills through learning programs organized by the firm. In this way, organizations are also benefited from skilled, capable, and productive employees.

[11], in his research, explains that Training and development is one activity that all the organization performs and keep goal for better outcome through the performance of the group and individual. Training and development is one part of Human Resource management. Training supports the development of the employees in their present jobs by making the employees ready for future responsibility. The value added to their skill can effectively be used to succeed in the corporate world.

[12] investigate and learn the theoretical framework with models that relate to employee development through development and training programs. They notice the impact of employee performance through the present evidence and note it in the form of a checklist. It is appropriate to check employee performance, identify the real issues while working, and provide a relevant training program.

[13] explains the necessity of improvising technology, work culture, and the system. It has to be accepted that effective and efficient Training is an apparent outcome for the organization. Therefore, employee training and development can be emphasized for a long.

Many studies in the market explain the implementation of the latest technology in the corporate world. The application of Artificial intelligence in the proper way will work with good benefits to the organization and also the employee. Training and development of Artificial Intelligence play an essential role in a successful business in an organization. This study will attempt to understand the proper methods for implementing AI through theoretical and conceptual study.

3. Conceptual study to implement Artificial Intelligence in Training and development in the Corporate World

Training is the methodology to offer the present and updated skills to the employees to enhance their performance and uplift the organization's business. Therefore, Training is the essential function that contributes to human resources development in an organization [14]. Technology always gets outdated as time is passed. The discoveries in all the aspects, including behavior, managerial and technical, would develop the system of an organization at a faster rate. As a result, Training is the essential process for implementing and developing upgraded knowledge in the market. Research explores that firm investing in Training shows the highest sales and gross profit per employee [15]. Fig.1. represents the Phillips model that helped to determine the Investment in Human resource development.
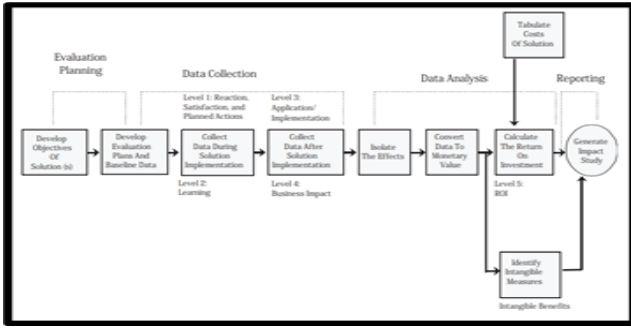
Figure 1. Phillips' Model to determine the Return to Investment in Human Resource Development (HRD) And Training (Source: Phillips ,1997).

Artificial Intelligence gives support for implementing successful process of Training and development for better workflow in the system of an organization. However, the process of doing so is a challenging task. This research framework helps gather the information that will support preparing the firm's conceptual study.

[16], in his study, explains that Training and development alone will not improvise the engagement and relations among the people in an organization. The firm needs to improvise the thought process among the employee to learn and accept the upcoming technology. Fosway Group states that the learner's involvement plays a vital role in improvising the approach of an organization for learning digitally. Many such factors are challenging to encourage the employees to get trained and develop the organization's expectations. Artificial Intelligence plays a vital tool in sustainable and profitable organizations in this struggle [17]. Figure 2 represents the process in which Artificial Intelligence helps to detect a learning strategy.
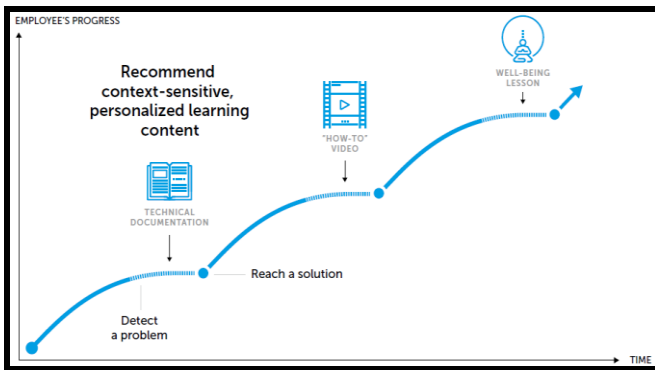

Figure 2. Artificial Intelligence process to detect the requirement of Training (Source: Wilson, David, Fosway Group (2019).

3.1 Artificial Intelligence application process to improve Training

In the current scenario, Artificial Intelligence is vastly used in varied Business to communicate with customers and enhance their Business. It is useful for detecting fraud and analyzing a transaction. There are many tools in Artificial Intelligence that are already in use for expanding the Business through Training and development. However, Employees must be involved and co-operate for learning the changes as part of growth through several Training programmers. Hence, Artificial Intelligence needs to be implemented to optimize training techniques and strategies. Following is the methodology of Artificial Intelligence that

supports to improve the Training and development in the corporate world.

3.2.2 Integrated Training in a Workflow pattern

Employees in every organization dedicate atleast one percent of their time to training the updated technology. This is not sufficient for the growth of Business in higher rate. Hence, it is a very depressing reality for many employees. In this case, Artificial Intelligence plays a crucial role and improving the situation. Artificial Intelligence provides bits and small chunks of Training by breaking it automatically [18]. Simple and computerized Training presentations can be scheduled in daily routines. Both these processes had successful outcomes in fulfilling the target and improving employees' skills at a faster rate.

3.1.2 Searching and Finding

Employees need to refer to relevant knowledge to implement in their routine work in any circumstances. Artificial intelligence help to sort the data immediately and present the answer to all the queries fast. Artificial Intelligence implies the content tagging process to save time and learning [19]. Keywords are interconnected in the content tagging process, which minimizes the burden of searching and finding the relevant file. This supports the learner with quick answers in their training process.

3.1.3 Training and learning impact measurement

Evaluation and interpretation of the understanding of the Learners in training programs are essential. However, it is a challenging task for implementation. Artificial intelligence supports an evaluation of an integral part of the data in the training program while comparing it with the historical and real-time data [20]. The Training outcome can be evaluated by referring to learner performance, program performance, and learning object performance linked to business outcome.

3.1.4 Artificial Intelligence improves training Completion Rates.

Attending any training programmers in the busy schedules does not grab the attention and hence learners tend to miss the training programmers. Artificial Intelligence will support to increase the interest levels of the learners. It is through Virtual Rewards. Artificial Intelligence Program suggests connecting the virtual rewards like Badges at every level of Virtual Training programs will grab the attention. This will increase behavior change with Business Outcomes.

3.2 Issues in Implementing AI for Training and Development

Artificial intelligence is a program developed to tackle the hurdle that comes across for the upliftment of the organization's business. Similarly, Artificial intelligence is used to evolve the current process of Training and development. Progress of AI is a continuous process in the current situation. In this scenario, we need to identify the problems with implementing AI in Training and development.

3.2.1 Algorithmic Bias

The algorithm plays a key role in the function of implementing Artificial intelligence. It is an Autonomous system. Artificial Intelligence may find the concern algorithmic bias. The AI plays a smart role until the data is nourished from the external force. If the data is fed inappropriately, the outcome after implementing AI may also be erroneous. It is not specific to any status, race, or gender. These issues can be overcome by utilizing the machine learning system and anti-bias features [22].

3.2.2 False Information

Artificial Intelligence may face severe consequences while the information updated is not correct. Therefore, Artificial Intelligence works smoothly only when the employees feed the required data correctly. When data is updated incorrectly, the machine will provide with wrong results. Hence, for acquiring clean, sorted, and accurate results, handling correct and detailed data is essential for implementing Artificial Intelligence successfully in corporate life.

3.2.3 Transparency

Transparency in any work is essential, encouraging the learners to give an accurate outcome. Similarly, to get good and accurate results by Artificial intelligence the employee needs to be fully transparent regarding his work process. For instance, the employee should reveal the algorithm work, and should also disclose the available data of the employee. This kind of disclosure may impact in large manner in future. Hence, this is the raising concern among the employees in the corporate world.

3.2.4 Privacy and Security

In general, Artificial intelligence requires enormous data for effective and efficient work. The data needs to be acquired from the learners involved in the organization's training and development. The data provided here is sometimes private information, and it should be maintained as confidential data. Therefore, the data should have adhered to all the required privacy measures and regulations. Moreover, this data should not be given access to any person, whether external or internal. It should be designated to a specific individual to prevent the relevant data. Safeguarding this data becomes an essential part of the work. Hence, Artificial intelligence increases the concern of data leakage.

3.2.5 Trust

Gaining Trust while applying Artificial Intelligence makes the process smooth and easy. Therefore, to gain trust, employees first need to be comfortable and experience the trust in the organization. This trust makes the employee provide the data for implementing Artificial intelligence. However, when the system fails to do so and aggressively uses the data, it may lead to the collapse of the application process of AI in Training and development.

3.3 Benefits of Training and development incorporation.

The combination of Technologies and data collection brings personalized and automated learning strategies. Hence, making the Artificial Intelligence responsive to the Trainee. This process makes the corporate employee efficient in providing productive work. Below are a few points that highlight the beneficial part of the Artificial Intelligence incorporate

3.3.1 Application of AI support the learners proactively:

Virtual learning is progressively increased in each field in an organization. The trainers imply with Artificial Intelligence and train the employees virtually in an organization. This is beneficial to be responsive and work smarter. It is becoming the process of personalized Training and development [21]. Practically, when the Training is applied in an organization in a routine manner without the application of AI, it may be a loss of time and money. However, the application of Artificial Intelligence may enhance the training process giving a productive and efficient result. Invite and watch is one such feature that works smartly and aims to support the learners with social experience. The learning content is well prepared with the help of AI that gives attractive features, thereby ensuring responsiveness from the learners. AI also

benefits from sorting the list of attentive learners and have shown an interest in the specific topic.

3.3.2 Closure of Skill gaps:

Artificial Intelligence supports the trainer in identifying the skill gap among the learners. It also recommends the method to overcome it using Artificial Intelligence. Machine learning is one of the parts of Artificial Intelligence. The algorithm predicts the outcome that allows the learner to provide a certain content from their individual goal and past performance.

3.3.3 AI used to interpret advanced analytics:

Artificial Intelligence can collect and interpret enormous amounts of information from past data. It has the unique feature of analyzing all the past data immediately within no time. The algorithm in Artificial Intelligence can store all the previous data, which can be referred to anytime. The data available can be a historical pattern of learning or new content. An increase of data available in the algorithm will increase the outcome accurately. Hence, artificial intelligence exploration is beneficial to experience socially effectively.

Artificial Intelligence Technology is the prompt analysis that enables the information of an individual with special skills and sorts them out for the betterment of the organization. The most problematic task for every organization in the Human Resource department is the training cost. The Artificial Intelligence study works in a very sophisticated manner with renowned user feedback. It, therefore, improvises the organizational system and the employees' work pattern. The main objective of Training and development is to build skills, experience, and knowledge of each working in the organization. This is correspondingly a desire to achieve the goal at varying levels. This includes branch activity, organization strategy, and work duties [23]. Though Artificial Intelligence explores varied ways to improve the Human Resource Management. There are many external factors for successful training and development that show the impact on organization performance growth. It also comprises of financial crisis for investing in Training and development that may affect the parameters that synchronize the training factor.

4. Methodology

In this study, we aim to explore the effect, benefits, and issues that come across while incorporating Artificial Intelligence for Training and development in the organization's Human resource management. To explore all the points, it is required to find out the dependency amid the organization and the characterization of the particular employee while using Artificial Intelligence in the Training and development department. While starting to study various factors, we characterized the process of investigating Artificial Intelligence applications. We decided to determine the effect caused on the performance of an organization during the incorporation of AI in Training and development [24]. The performance study may comprise profit, labor cost per person, income, and profit per person. All these are characterized and marked with indicators for exposing the personnel training process to analyze the results. Our analysis was initiated using Watson Analytics [25]. In this process, we learnt that this Watson Analytics technology platform is the process in which our simple language is used for processing and learning in machines. This process will be easy for us to find accurate results by incorporating the data and finding the answer without even downloading the software.

Therefore, after completing the process, we noticed that the organization's Training and development are influenced by the company's net income for last year. However, it was also identified that the decision to implement Artificial Intelligence (AI) in Training and development is essential for better fortune, profit, and growth of the organization. Our findings also noticed that the decision to incorporate AI depends on the income received by the organization in the past year.

5. Artificial intelligence Implementation Strategy in Training and development

We aimed to develop unique strategies to get an accurate outcome and develop a successful impact in measuring the employee's competencies. This strategy will support the development of novel techniques and tools with prolonged application. This identifies the success factor after applying artificial intelligence in an organization. It will help identify problems and the barriers that withhold their adaption in the companies. Subsequently, it helps to develop awareness that is aligned with business goals.

Implementation of the system involves three major elements

- Availability of Evaluation tools
- Evaluation Workshop
- Provision of support service

Different types of programs are chosen to evaluate the competency of an individual. It helps to recognize the expertise and segregate the genuine talent in different criteria of Artificial Intelligence. It thereby supports enhancing the group of individuals in the specific category. Therefore, experts are prepared to give an enormous outcome to the organization economically.

A baseline data helps to overrule the non-expertise and urge the specialized personnel to move forward with their talent and enhance the organization's growth in the field of Artificial Intelligence. Baseline data of the evaluation for implementing Artificial Intelligence plays a significant role. Overall lack of Baseline data may result in facing significant challenges in concluding the evaluation effectively. This gap requires to be overcome on an immediate basis.

Data Collection of the evaluation needs to be noted down promptly. Evaluating the trainees for implementing Artificial Intelligence should consider Action Plans of Trainees, Performance and monitoring records, Follow-up interviews, Follow-up surveys, Follow-up Questionnaires, and follow of Group sessions. All these records will be essential to finalize the successful AI implementation process.

Subsequently, Artificial Intelligence implementation techniques to overcome impact in Training and development are as follows:

- Cross-contamination is possible while making records. Hence, different shifts need to be considered while evaluating.
- A proper Trend line should be maintained for proper and accurate data.
- Estimations of the performance level of each trainee.
- Estimation of the performance level of each manager. The use of a Focus Group will make this process simple.
- Estimation of Customer input for implementing Artificial Intelligence.

6. Discussion

In this investigation, Artificial Intelligence has made it evident that it plays a significant role in the corporate world. It proves that it will be growing continuously in the future. Artificial Intelligence has the capability to connect varied tasks and bring an effective outcome from the automated system. However, AI cannot be the solution for the higher training program. The difficulty in detecting humor, insincerity, and disrespect among the employees is noticeable in various attempts, and hence, it becomes a barrier to fulfilling the requirement of AI in the training and development Section. It reduces the superpower outcome on the basis of the algorithm used, which has the capacity to even remove the use of capital letters and repetitive use of punctuation [26].

'Black Box Society' is a spectacular book that points out the AI automated technology system. Its days that, decisions made in any field it can, be a corporate life or in higher education, is made on the basis of automated service; instead, it is not reflected by a human in any case [27]. Similarly, Artificial Intelligence plays a significant role in the organization. Thereby changing the system operated by humans to a totally automated system. In terms of impact, Artificial Intelligence has acquired an evident increase in the economy of any organization. Hence, Investment in implementing Training and development has increased the opportunity to enhance the development of every organization. In recent times our study identified that Google in the European Union had invested around $ 400 million in accomplishing its implementation of Artificial Intelligence. They had accomplished a London-based AI start-up named DeepMind Technologies to specialize the system with advanced algorithms and learning. Apart from this, they had also invested in another Artificial Intelligence named German Research Centre for Artificial Intelligence [28].

In Today's scenario, Artificial Intelligence is continuously enduring its effect on corporate life. Human resource management (HRM) had a substantial effect after implementing of Artificial Intelligence. Hence, the learners are expected to be ready to apply AI significantly and support the organization's transformation to digitalization. This study investigates the details of Training and development and the need for the implication of AI in this process. The study presented assurances of the organization's growth after implementing AI in Training and development.

In Future our goal would be to improvise the Human resource department system that will ease the training and development program in an organization. We also aim to acquire the innovation to provide accurate outcomes and identify the error with alarming power. However, our goal is to mark some implications while implementing AI to alert future studies. Furthermore, our study describes the impact of Artificial Intelligence on Training and Development that represents the evidence for successfully incorporating AI. Therefore, we answered the query about the acceptance of digital transformation among the various organization.

7. Conclusion

In Conclusion, we interpret that implementing Artificial Intelligence technology in Training and development can be successful after a complete analysis of the skilled workers' work. This employee's trials and Training had played a crucial role in establishing the substantial change. Similarly, investment in

Training and development also plays an important role in incorporating Artificial intelligence. Our investigation also reveals the process of identifying the capability of the employee.

As a result, we claim that Artificial Intelligence is in the urge to transform each organization with the help of updated technology and innovations. Many Businesses worldwide is accepting the Artificial Intelligence methodology due to its efficiency and quality outcome. Also, AI has a perceptive impact on society, people, and governments. Therefore, the opportunity to grow the implementation process becomes faster and smooth. Additionally, during the process of implementing AI in the Training and development portions, it was identified that AI would acquire an essential impact on the growth of Business economically. Also, the grooming section of employees through AI had evidently proved that it gives beneficiary outcomes in various factors like the expansion of sales through AI implementation, reduction of cost and time, raising productivity, quick decision making, and decrease in human errors.

Several implications are noticed while researching. The problems like missing skilled and professional talent can be overcome with the help of Artificial Intelligence. Moreover, it is believed that human error is the most vulnerable error found in the corporate world. This gap can also be filled with the application of AI in the system. Hence, Artificial Intelligence behaves as an intelligent technology in the corporate world. Therefore, we can now conclude by saying that Artificial Intelligence is a significant part of Training and development of the employees in the corporate world. Consequently, this helps to develop an excellent business model with great economic growth and assures the income equality system in an organization. Additionally, we can say that Artificial Intelligence will be growing enormously, and we need to be ready for its future demands in the tech world.

Author contributions

Anjali Sabale: Literature data collection, Processing, Analysis, Writing original draft.
Dr. Gomathi. S: Supervision, Writing-Reviewing and Editing.

Conflicts of interest

The authors declare no conflicts of interest.

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