



## the impact of artificial intelligence on staff training in organizations

**First Author** fateme keshavarz

**Affiliation :** Bushehr Persian Gulf University  
(marketing management Master's student)

**Second Author** zahra gheisari

**Affiliation :** Bushehr Persian Gulf University  
(marketing management Master's student)

**Third Author** fakhrieh hamidianpour

**Affiliation :** Bushehr Persian Gulf University  
(Assistant Professor, Business Management Department)

### Abstract

Nowadays, due to the increasing importance of human resources and the factors affecting them, organizations pay attention to various factors in their efforts to grow. Organizations, looking for improvement and higher efficiency, use every effective factor to achieve this important goal. Organizations, by tracking what factor can help them to achieve their goals May the characteristics that are related to strengths strengthen and turn weaknesses into opportunities. On the other hand, with the modernization of management systems in organizations, the system has gone out of the traditional mode. In the new era, various technologies have emerged following the progress of science, one of which is artificial intelligence. This new technology has great applications in various fields, one of these applications in the field There is also human resources and management. In this article, an overview of the application and role of artificial intelligence in the training of employees and human resources is discussed. The purpose of this research is to inform managers about the use of artificial intelligence and to examine the impact of this technology on Employee training. Through this study, we can understand the importance and application of artificial intelligence in employee training. It will also be a support for review studies by other researchers.

**Keywords:** Artificial intelligence, human resource management, staff training, human resource functions.



## Introduction

Today, due to the intense competitive behavior that prevails in the market, organizations are increasingly obliged to optimize and automate their human resources [1]. The interaction between companies, employees and customers is fundamentally changing and the automation of administrative implementation of human resource management activities and tasks is intensifying. Contemporary developments increasingly provide alternatives for human resources in functions that traditionally require human interaction and communication, thus the modality of work in organizations has changed [2]. Through artificial intelligence (AI), organizations can be informed about the existing performance on a daily basis, and since the pressure caused by the market competition is increasing, the elite managers will better understand the importance of this technology [3]. Therefore, in today's era, artificial intelligence has entered the overall system of an organization, and it is one of the areas of the human resources department, using which tasks in the human resources department, such as screening, recruitment, training, etc., are performed faster and more efficiently with artificial intelligence [3][4]. Due to the existence of traditional training in organizations, they face problems such as high costs for the organization, not having the expected efficiency of employees, and the mismatch of training content with the goals of the organization. The existence of the above causes the weakness of the organization [5]. Artificial intelligence as a new technology plays a role in reducing the factors that lead to the weakness of the organization and by providing suitable ways for every organization and by optimizing the training system in organizations, it improves the skills of employees in the right direction [5][6]. Educational devices containing artificial intelligence understand who teaches what and how, and therefore can adjust the content and method to the needs of a learner without being limited to a set of predetermined answers [7]. Finally, this research by further investigating artificial intelligence in employee training. It tries to improve the effective efficiency of strategic management of human resources.

## The theoretical background of the research

### artificial intelligence

Today, many technologies have emerged globally, one of which is artificial intelligence, which is used in various fields such as medicine, engineering, agriculture, organizational management, tourism, etc. and is evolving [6]. This technology was first proposed by scientists in 1956 and continues to evolve until today [8]. Artificial intelligence is a specialized stream of computer science that applies or creates intelligence in machines and systems and uses the big data available around. This technology allows humans, computers, and servers to collect massive amounts of data [9]. The goal of artificial intelligence is to make machines think like humans and surpass them; On the other hand, this concept works through equipping, collecting and independently processing information from its environment to make decisions, solve problems and take other actions for improvement [10]. Machine learning coupled with artificial intelligence and deep learning are creating a paradigm shift in every area of the technology industry, enabling organizations to make decisions based on priorities and deal with complexity and ambiguity [11]. Trust, interpersonal skills, relationship, huge investment are among the features that have affected humans in the field of artificial intelligence [9]. This technology has guaranteed opportunities to strengthen an effective and efficient governance system for any organization; In the age of information technology, people have a lot of dependence on new types of technologies and achieving goals and using them to perform daily tasks flawlessly [11].

### The role of artificial intelligence in human resource management

The role of artificial intelligence in human resources is steadily increasing and has changed the way human resources processes are performed in all key areas. The adoption of this technology in human resource management facilitates easier access to highly skilled people for organizations and leads to an efficient recruitment process [6]. In general, artificial intelligence has various benefits in human resource management control, including increased efficiency, effectiveness, employee improvement, performance control, and selection [12]. In addition to the mentioned advantages, this technology has a significant impact on companies' decision-making; In other words, artificial intelligence helps to improve their performance through the development of ability and motivation in employees and provides useful information for organizational decision-making [6][12]. The development of artificial intelligence robots not only promises to create new jobs and skill sets, but also solve social challenges by increasing efficiency, and with the integration of computers, human resource management has gone electronic [13]. Today, HR practice has progressed towards personalization. This process along with proper HR analysis enables companies to make good use of their employee databases to make the best decisions and strategic planning [14]. Artificial intelligence technology in human resources can be categorized as follows [6]:

- Accuracy; Artificial intelligence in all stages of human resources improves quality in different parts of human resources by increasing accuracy and making the process easier.
- Automation; Organizations use artificial intelligence to automate repetitive tasks, help make better decisions, and plan more accurately through extrapolation algorithms. It can also overcome some personal biases that occur in the recruitment process and influence the results.

- Real-time experience; AI chatbots enable employee engagement and digitization of HR processes such as candidate screening and interviews. Today, through artificial intelligence, organizations can collect and process data in real time and use that updated information in the decision-making process and better control of employees. Artificial intelligence systems open up opportunities to design an automated real-time employee feedback system that can receive timely employee feedback and hence help solve complex workplace problems. In this way, a real-time system can help enhance the learning process and the career development of employees.
- Personalization; Organizations use chatbots to help applicants and employees provide personalized instructions and support based on their needs. Today, traditional methods of pay and benefits are being replaced with personalized packages to meet organizational and individual goals. HR professionals, along with artificial intelligence, can manage flexible and personalized compensation systems.

### Benefits of artificial intelligence in HR functions

Artificial intelligence can bring opportunities and challenges to human resource management. Integrating human resource management processes with artificial intelligence can create more benefits for an organization [10]. The benefits of artificial intelligence and its impact on human resources functions are presented in a categorized manner as in the table below in this research [4]:

- Recruitment; Through AI, the hiring manager can review the application and the candidate can get a quick response. The chat box and automatic answering machine system plays a fundamental role in solving questions and problems related to the recruitment process in an organization.
- Screening and Interview Process; AI helps in automating the interview process and conducting digital interviews in improving the candidate experience.
- Reduce Administrative burden; AI provides solutions to problems and makes human resources more efficient.
- Selecting; Using artificial intelligence, the human resources manager can choose the right candidate for the desired job in the shortest possible time.
- Reduce Discrimination; Today, artificial intelligence is used to design jobs and create justice between employees and increase transparency in the workplace.
- Increase Efficiency; Artificial intelligence is used to reduce staff turnover and increase efficiency in the workplace. This is possible through data processing, archiving, etc.
- Enrich workplace learning; Through computers and modern technology industries can manage data analysis, provide quick feedback during training, and speed up the process of actions.

### Staff training

Today, employee training is a key and very important strategy to adapt to changing conditions, which is considered as a competitive advantage for organizations. This high competitive advantage makes education more and more important; Also, training as an important factor in the efficiency and effectiveness of the organization has a great impact. Employee training improves the status of employees in terms of knowledge, skills, abilities required for their job position which makes the employees more well-being and provides better conditions for their career advancement Employee training is a set of activities It is aimed at creating the necessary changes in the cognitive, emotional and psychological structures of the organization that between teaching and learning agents It is done reactively in order to improve job performance [7]. One of the important functions and Raised in human resource management models is the function of employee training There are different definitions of employee training has been Employee training refers to an organization's programs to facilitate employees' learning of job-related competencies. These competencies include knowledge, skills and behaviors that are vital for the success of employees in their jobs, and employee training emphasizes three categories [15]:

- Employee training is relatively stable changes that are created through experience in employees, and this part is taken from the concept of training in educational sciences and psychology.
- The performance of employee training is closely related to the environment of the business environment and the duties and jobs of the employees.
- Employee training is to improve the knowledge, abilities and skills of employees and this is considered as the main goal of employee training in organizations.

Currently, in organizations, the management of staff training planning is one of the most complex and important tasks of management Organizations' human resources planning. Employee training makes it possible that employees have deeper insight and higher ability To fulfill their duties, they have the ability to progress the organization in achieving its goals [16].

Staff training is a strategic measure that, at the individual level, increases the quality of the job at the organizational level and causes the development of the organization at the national level, increasing productivity [17]. Researchers

believe that training is a basic task that is continuously implemented in the organization; Employees at any level of the organization are looking for continuous training and learning to improve their performance [18].

### The role of artificial intelligence in staff training

The training of employees in organizations follows certain programs, the steps of which must be followed in the design of training programs, which are long and time-consuming. With the emergence of artificial intelligence that acts like human intelligence, the repetitive and boring steps of this planning will be reduced [19]. This technology helps the growth and development of the organization by solving human resource challenges in the organization in the field of employee training. Therefore, organizations that use artificial intelligence to train their employees, in implementing internal policies and informing employees, compared to other organizations, have made significant progress in human resource efficiency [5]. By using artificial intelligence and various technologies, companies that seek to develop a learning culture can be helped, and the promotion of a learning culture in companies provides grounds for the introduction of artificial intelligence in the field of employee training; In other words, an organization that seeks continuous training grows faster. Now, if this organization is looking for effective and efficient training through artificial intelligence, it can provide a new model for the strategies and duties of the employees, and this new model has the necessary competence to be implemented in human resources management [20]. Artificial intelligence is a new method and it has come to change the training we have learned in the past. This technology has advanced tremendously and is paving the way for people to discover new ways to absorb knowledge and train today's employees. The role of artificial intelligence has caused the transformation of the learner and has been one of the biggest technological trends since 2018. Artificial intelligence has coded in all aspects of human life, from social media to retail. The relationship between humans and artificial intelligence is so interconnected that today nothing is possible without the intervention of machines. When it comes to learning and development, artificial intelligence has brought a lot of convenience and progress. Tools and application programs based on artificial intelligence are quickly available in the workplace. Artificial intelligence can play an important role in the way of recruitment, membership in the organization, as well as our professional tests and personal development services. this Technology eventually paves the foundations for us to transfer our knowledge and insight to the next generation [21].

If we think about how artificial intelligence can be used in the fields of employee training be used effectively, we will realize that it is important to understand the impact of artificial intelligence in the field of future learning and education, as an alternative to current educational systems and new forms of learning. Therefore, analyzing the impact of artificial intelligence on education, Intrinsic perspective is related to learning [22].

### Conceptual model

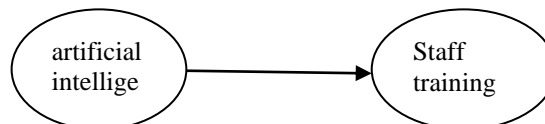


Figure 1

### Discussion and conclusion

According to the conducted studies, it was stated that artificial intelligence has many applications in organizations and also helps managers in running the organization. One of its fields of application is human resource management, where artificial intelligence helps and positively affects business growth. In this research, artificial intelligence is investigated in the training of employees, which is one of the functions of human resources. Therefore, this new technology has a positive effect on employee awareness and learning by speeding up employee training and also raising the quality of training. And this useful learning increases the quality of performance and efficiency of the organization's employees. This increase in quality in performance results in the improvement of human resources processes. So it can be concluded that the application of artificial intelligence in human resources functions, especially the training of employees, is very useful for organizations and the management of their human resources department. It is suggested that businesses consider this emerging technology. Take all necessary conditions for useful use and move towards faster progress.

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