

# Chapter 9


## Skill Development Challenges in the Era of Artificial Intelligence (AI)

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### **ABSTRACT**

*Artificial Intelligence (AI) is taking us by storm, and Human Resources functions are no exception. Future of work for nearly 40% of the companies are in the algorithms of Artificial Intelligence (AI). AI is the most powerful acronym that pulls every human resource professional into challenge. Almost 33% of the employees' jobs, roles, tasks are to be augmented by AI in the near future is the prediction by Deloitte. This paper analyses the Skill development challenges for the developing countries like India to handle AI related training by conducting meta Analysis and presents suggestive measures to counter these challenges. The aim of the paper is to comprehend the issues surrounding vocational education and training by putting the Learner first. It suggests measures for implementation of planned activities with the augmentation of training initiatives to reskill, right skill and align those skills for the emerging jobs.*

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## **INTRODUCTION**

AI is impacting our daily life. It is transforming all work areas and the HR managers and office supervisors are no exception. AI has come a long way in transforming HR and the workforce. Examples include reducing the Human bias, increasing the efficiency for candidate assessments prior and post interview for jobs, improving the compliance system, increasing the adoption of metrics and improving the workplace learning are some of the benefits of the organizations that are working particularly on the digital platforms today. Any industry in India, like healthcare, advertising, transportation, finance, legal, education and in as many kinds of workplaces including our place of work to the maximum possible extent, reduction of redundant tasks are possible. The rapid advancement of artificial intelligence (AI) is reshaping the landscape of skill development across various sectors, introducing both opportunities and challenges. As organizations increasingly integrate AI technologies into their operations, the demand for new skill sets is becoming critical. This transformation necessitates a comprehensive understanding of the evolving skill requirements and the implications for education and workforce training.

## **BACKGROUND & RATIONALE**

One of the foremost challenges in skill development is the need for a strategic approach to workforce training that aligns with the integration of AI. Companies are recognizing the importance of investing in skill development strategies to harness the benefits of AI effectively. For instance, organizations are actively adopting comprehensive skill development frameworks to prepare their workforce for the AI-driven future (Babashahi, 2024). This proactive approach is essential, as it enables employees to adapt to new technologies and enhances their productivity. However, the challenge lies in ensuring that these training programs are accessible and relevant to all employees, not just a select few.

Moreover, the integration of AI in business organizations necessitates a shift in the skill set required from employees. The future workforce will need not only technical expertise but also strong interpersonal and cognitive skills to collaborate effectively with AI systems (Bobitan, 2024). This dual requirement underscores the complexity of skill development in the AI era, as employees must cultivate both hard and soft skills to thrive in an increasingly automated environment. The challenge for educational institutions and training programs is to design curricula that encompass this broad spectrum of skills.

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