

The Future of Work

Harnessing AI for Workforce Excellence

The transition of the workplace to hybrid mode and remote arrangements, with technology's advancement in AI, is a game changer in the way people approach their work. which offers a greater extent of flexibility along with supportive management, promotes a positive trend of happiness index among its employees within the organisation, which results in better overall performance, increased productivity, employee engagement, retention, and higher turnover.

Second-generation platforms are built on AI. Generative AI can compose proposals or outlines for reports, draft chat and email messages, automate repetitive tasks, buy you time to invest in something meaningful, create innovative ideas, practice strategic thinking, improve communication by 50%, and bump up intelligent quotations by 20%.

Generative AI will automate up to 30% of business activities by 2030 and could also be a \$1.3 trillion market by 2032. Advancement in AI will open the doors to new opportunities and projects; it is a great source to collaborate and exchange uniform information, thereby creating a room for better decision-making. Our job duties will be more focused on instructing, reviewing, and supervising than executing.

Key Challenges

- People might lose their jobs in certain sectors with AI automating repetitive tasks,
- Evaluating the quality of work by reducing biasness.
- Social biases emerge when models become large, there is probability of untapped potential of LLMS, which may include harmful behaviours that might be dormant but can be unleashed.
- Lack of resources, such as capital and powerful hardware required for upcoming innovations and improvements.
- Data privacy of user and copyright infringement, issues related to data. to protect data by restricting access, which would require permission
- Discontent among employee and employer's relationships, due to limited human interaction.

Analysis

Today's labour market and work ethics are significantly transforming with the advancement of technology. We collaborate with high-tech systems, where we get AI assistance as our everyday work buddy, to get our work done in a precise and accurate form before the timeline, which requires less human involvement, gives us an edge to redirect our focus to more sensitive issues, and allows us to adapt a better strategic approach as well as draw our attention to meaningful work. There will be a time when workers will be able to have a cloned version of AI work buddy, which will automate most of their tasks. People need not to be afraid of this technology but to openly accept it, as it will enhance the quality of life and give them time to discover other meaningful things in life. Surveys and research depict that AI capability is far greater than that of humans; they use more sophisticated methods than humans, which results in better productivity. We are still at the stage of the human-dominated labour market where most of the repetitive tasks consume most of the administrative, managerial, and worker's time, which results in discontent within the organisation.

The Advanced AI system recommends databases for relevant job application certification of candidates, fetches coding projects from Git hub, and uses performance ratings to integrate the data to make strong predictions. Generative AI has the expertise to discover new talents by examining adjacent skills that one has selected, which can be readily developed. AI will also help to promote fairness in promotion, pay equity, etc. HR must take a lead in promoting diversity, equity, and inclusion. AI impacts a variety of areas, such as finance, health, banking, and others. Each industry must approach AI in accordance with its own field requirements. To prevent it from being biased and maintain the quality of the match, a second generative AI system was built by highly skilled people with PhDs or serious academic backgrounds in computer science, mathematics, and AI.

There could be some untapped potential risks that come along with the other positive gifts of this technology. We have to reduce the risks while advancing this technology, as it will completely change the labour market. Market-related issues such as data privacy, bias prediction, job displacement, retaining happy employees, copyright data infringement, and the need for cutting-edge hardware to advance technology should be clearly addressed and taken into consideration.

Most employees and managers prefer a hybrid mode of working. In the future, hybridity would mean humans and AI working together to achieve a common objective. Our AI copilot can send emails, texts, listen to meetings and jot down vital notes, provide uniform information to all the team members, schedule meeting, and highlight key brainstorming topics to be discussed in the meeting. Most of the companies that sell software to their vendors will then sell services, as powerful AI creations will be capable of performing complex projects from start to finish. AI will also bridge the gap between onsite and remote workers by empowering them with seamless collaboration across different time zones and geographies, as we will have copilots that can engage in different time zones, summarise things for us in our absence, and provide the insights to take action. AI still needs human supervision for the error-free completion of projects without any bias.

Traditional, out-dated cost-cutting strategies, frequent layoffs, unfilled positions, and restructuring have resulted in disengagement and dissatisfaction among employees, costing businesses millions of dollars each year. There is also the fear of job displacement, which adversely impacts overall productivity. Our Talent Trends research revealed that employees consistently desire flexibility and meaningful work; heavy-generative AI users wish to leave the company as they prioritise cognitive and social-emotional skills. If executives realised that the true cost of turnover is often a multiple of an employee's annual salary, they would demand instant measures. HR should establish standard metrics to measure employee stress and put more weight on emotional wellbeing, evaluate results and financial numbers, and communicate with the CEO to improve senior management decisions. There is a need to follow a human-centric approach, invest in a more mental health programme, keep a gratitude journal, conduct frequent training sessions to upskill existing employees, and remove the fear of uncertainty in the job market with clear communication. We must lead by example; only a true confident leader can foster a healthy work environment and help employees reach their maximum potential, which also brings profit to this business. Happy employees bring prosperity to the business.

Proposed Recommendations

- ✓ Schedule training programme to reskill existing employees and open doors for more growth opportunities in various roles within organization.
- ✓ Second generation AI systems to be only built by people with Doctorate in philosophy having serious academic backgrounds with AI, mathematics or Computer science to remove bias.
- ✓ AI Engineers are working to overcome the issue of system requirements for future advancements.
- ✓ Adapt strict ethical AI guidelines that can ensure responsible and fair use of AI technologies.
- ✓ Adapt a human-centric approach, treating employees as first priority and taking care of their mental well-being.

Conclusions

The future of work is a hybrid arrangement where humans will partner up with AI assistance, where there is even a possibility to have our own cloned work buddy working for us who would listen to the recorded meeting, jot down notes for you, send mails, texts, generally limiting human interaction. Therefore, it is very important to adopt a human-centric approach, where we can prioritise employees' emotional well-being, adapt to AI technology in our HR procedures to streamline the process, create room for creative ideas and better projects, and highly value cognitive intelligence in the workplace. Technology skills such as basic coding will be the baseline for many jobs, but higher cognitive and social-emotional skills will be differentiators for creative collaborative work in the future.

The AI-driven labour market will have a great payoff if we take care of employees by giving them meaningful tasks, practicing gratitude journals, and scheduling comprehensive training for existing employees to keep them up-to-date with the latest technological advancements so they can overcome the fear of uncertainty and hype for AI in the labour market. It will also open growth opportunities for employees within the organisation for various roles. Executives that emphasise on the importance of human skills over a simple race for increased output are likely to earn employee's loyalty and higher profitability over the long run. Leaders need to give employees greater flexibility and create a healthy workplace environment with dependable supervisors and role models who lead by example.

Living in AI world is like a dream, and The Future is AI.



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