

Impacts of ai on the workforce



**ASSIGN
BUSTER**

Introduction

The dramatic changes induced by technological advancements have revolutionized the way of doing things in the modern world. This is because the application of artificial intelligence in the workplace has massively alienated the human labor that was used previously. Additionally, productivity has been boosted significantly, an aspect that has popularized it globally (Wood, 48). Therefore, this paper is set to explore the application of artificial intelligence in commerce and training of staffs and the impacts.

Application of AI in Commerce and the Impacts on the Workforce

It is critical to establish that commerce has utilized new technologies to boost trade. In that connection, the new technologies and especially the AI have set a landmark in the world of commerce directly because they have enhanced productivity significantly compared to the previous years when they were not utilized. To begin with, the electronic commerce has dramatically made use of the AI to facilitate communication between the vendor and the client. The chief of the matter is, the AI developers have designed systems that have been integrated with online applications to boost the exchange of information between the client and the seller. In correlation, real-time response to the client's requirements has been witnessed, which is advantageous. Furthermore, transactions have been secured by the use of encryption methods of securing data, not forgetting proper authentication, identification, and authorization of access to the database systems(Thomas, 24). Such benefits have seen the workforce get eliminated in workplaces as the AI designed algorithms which are integrated

with the computer systems are delivering quality services that are reliable and effective in a timely fashion. Besides, the investment of AI has been critical as it saves on cost and time for the organizations when giving services to their clients, and such events have necessitated the need to minimize the workforce.

Evidence

A significant number of organizations have automated their customer care services from the manual system to the computerized machine system. An excellent example is the banking sector where machines are replacing the customer cares and cashiers directly because machine offers a real-time response to clients enhancing efficiency which is a critical component in commerce (Thomas, 26). The fact machines integrated with AI exhibit accuracy of the highest order in contrast to humans who are vulnerable to making errors which induce severe losses in the long run. The previous action has led to the introduction of machine service where clients are served by the machine, which is integrated with AI components to function as a human.

The Outcome

The incorporation of AI in the workplaces has been pivotal directly because the machines have delivered quality work in contrast with humans. The automation of customers care services has been essential in giving directions and monitoring how things are done in the organization. Additionally, long ques which were experienced previously due to low productivity in human labor in a significant number of commercial places like <https://assignbuster.com/impacts-of-ai-on-the-workforce/>

the banks have been eradicated. This is because machines are quick in service, delivery (Thomas, 28). In a nutshell, the application of AI in commercial places has exhibited better outcomes that are incomparable with the human workforce an aspect that has seen a dramatic shift to their application and thus replacing human labor.

Application of AI in Training

The human resource management is the department designated with the roles of training personnel in a significant number of organizations. Unfortunately, the HR roles have been taken over by machines integrated with the AI systems. The previous undertaking has been found to be effective because new hires are trained by AI coaches who are available throughout the onboarding process. Furthermore, different schools of thoughts have come to the realization that AI coaches are instrumental in generating competent personnel in contrast with the conventional system, which comprised the use of HR department (Smith, 17). However, despite the positive impacts induced by the AI training, there exist some negative impacts which include massive loss of jobs. The chief of the matter is since the AI coaches have been found to exhibit quality results than the HR employees working in the organization, they have lost their jobs to AI coaches. Besides the companies have benefited from the top qualified personnel trained by AI coaches to utilize their tools and strategies effectively on service delivery.

Evidence

Chatbots have been used to train employees in a significant number of organizations (Smith, 19). The results have been impressive because they install the skills of time scheduling among the employees who turn out to be pivotal elements in the organization. Furthermore, the chatbots have been used to assist employees in managing vast amounts of data, which is essential as less time is lost when sorting data. Moreover, the chatbots have equipped the employees with the skills of answering common questions correctly. Excellent examples are questions like store hours, products, and shipping policies, among others.

Outcomes

The introduction of AI trainers has been fundamental in training competent employees, an aspect that has boosted productivity in various organizations where the technology is applied (Smith, 20). Additionally, the application of AI in training employees has saved the organizations cost incurred in paying employee trainers who are not as efficient as the AI coaches.

Conclusion

To sum having critically, analyzed the AI application in commerce and training, it is relevant to report that it has some impacts on the workforce. It is evident that AI application in commerce enhances productivity and minimal cost in labor, which is not the case with employee trainers. However, it is crucial to report that AI might replace human labor in the future. The dramatic changes induced by technological advancements have revolutionized the way of doing things in the modern world. This is because the application of artificial intelligence in the workplace has massively

alienated the human labor that was used previously. Productivity has been boosted significantly, an aspect that has popularized it globally.

Works cited

- Smith, Cameron. “ An employee’s best friend? How AI can boost employee engagement and performance.” *Strategic HR Review* 18. 1 (2019): 17-20.
- Thomas, Mino. “ Engaging the Changing Workforce.” *NHRD Network Journal* 11. 2 (2018): 24-28.
- Wood, Barbara A., and David Evans. “ Librarians’ Perceptions of Artificial Intelligence and Its Potential Impact on the Profession.” *Computers in Libraries* 38. 1 (2018).