
IMPACT OF ARTIFICIAL INTELLIGENCE ON EMPLOYMENT

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vijayalaxmi.gaikawad@gmail.com**ABSTRACT**

Artificial Intelligence (AI) is a rapidly advancing technology that holds significant potential to enhance productivity and efficiency in the workforce, as well as drive innovation in various sectors. Artificial Intelligence (AI) has rapidly evolved, becoming an integral part of various sectors, and revolutionizing the way we live and work. However, the increasing integration of AI has sparked debates about its impact on employment. The AI's impact on employment may be good or bad or both depending upon various circumstances. Hence it is need of hours to identify whether AI is a threat, for replacing jobs and leaving a trail of unemployment, or is it a catalyst for creating jobs and new opportunities.

Keywords: Artificial Intelligence, Employment, AI-driven

1.0 INTRODUCTION

Artificial Intelligence is at the technological innovation, promising unprecedented advances in productivity, efficiency and decision-making. As artificial intelligence systems develop and proliferate in various industries, their impact on the global labor market becomes ever more profound. The integration of artificial intelligence technologies has initiated a paradigm shift in business operations that presents both opportunities and challenges for employment worldwide. The emergence of artificial intelligence has sparked heated debate about its impact on the workforce. On the other hand, proponents argue that AI will transform industries, create new jobs and boost economic growth. On the other hand, critics express concern about the large-scale displacement of jobs and the deepening of existing inequalities. Among these different perspectives, there is an urgent need for a comprehensive analysis of the impact of AI on employment.

India, known for its developing population and technological landscape, faces the challenge of Artificial Intelligence (AI) integration and its impact on job creation. As industries adopt AI technologies like machine learning and robotics to boost efficiency, concerns arise about employment. While AI can create new roles and transform existing ones, there are fears of job displacement as AI automates tasks traditionally done by humans. Hence, this study focus on the positive and negative impact of AI on employment. Furthermore, it will also focus on How AI will affect Society and the Future.

2.0 OBJECTIVES OF THE STUDY

- To examine the Impact of Artificial Intelligence on Employment.
- To identify a need for Reskilling and Upskilling of employees
- To understand AI impact on Society and the Future.

3.0 REVIEW OF LITERATURE

An attempt has been made to put forward a brief review of literature based on a few of the related studies undertaken worldwide in the area of the Impact of AI as follows.

Accenture's (2017)¹, study pointed out that the recent technological developments, especially related to automation technologies such as AI may increase unemployment in India. However, many studies stated that there will be the creation of new jobs in light of the deployment of AI in workplaces which is highlighted further. The NASSCOM-FICCI-EY (2017)² study reveals that due to AI, 9 percent of the workforce in India would be deployed in new jobs that do not exist today. While 37 percent would be deployed in jobs that have radically changed skill sets and 54 percent will fall under the unchanged job category. The same is highlighted in this research paper also "Emerging Technologies and the Future of Work in India" (2018)³, this paper states that the world of technology is changing rapidly, with advanced intelligence machines like robots, and this progressive technology replacing simple human activities with Artificial Intelligence (AI). The paper further pointed out that AI will kill few jobs in the future and few jobs will remain as it. But, AI can be a big platform of job creation for youth and skilled employees. Manufacturing and Services Industry in India Published Report on the 'Impact of AI in the Manufacturing and IT and Services Sector in India' (2019)⁴ This report reveals that AI provides ample of job opportunities to skilled workers. The report further highlighted that AI is disrupting traditional business but this advanced technology is fruitful to skilled workers and may generate several new job opportunities for skilled workers but unfortunately, it may alarming condition for unskilled workers.

4.0 RESEARCH METHODOLOGY OF THE STUDY

To undertake the present study the information has been collected through secondary sources only. The secondary data were gathered from different sources such as Journals, Articles, Reports, Books, Newspapers, and the Internet.

5.0 IMPACT OF ARTIFICIAL INTELLIGENCE ON EMPLOYMENT

AI's integration into various industries has heralded a wave of transformative opportunities, creating new avenues for job creation and enhancing productivity. Here are some of the positive impacts of artificial intelligence on employment.

5.1 Positive Impact of Artificial Intelligence on Employment:

➤ Automation of Routine and Repetitive Tasks:

One of the foremost benefits of AI on employment is its ability to automate routine and repetitive tasks. If organizations can delegate these responsibilities to machines, then human workers can redirect their efforts toward more creative and value-added endeavors. Moreover, if organizational employees collaborate with AI systems then, it will enhance productivity and efficiency.

➤ Enhanced Decision-Making:

The Analytics power of AI empowers businesses to make data-driven decisions swiftly and accurately. This is not only helpful for making appropriate decisions but will also help achieve organizational tasks.

➤ The Job Creation Perspective:

As industries adopt AI, the demand for experts in these fields continues to rise from AI engineers to data analysts. The growing AI industry has encouraged demand for skilled professionals proficient in data science, machine learning, and AI-related fields.

➤ Improved Customer Experience:

AI-driven technologies, such as virtual assistants and chatterbots, enhance customer service by providing instant support and personalized recommendations. This increases customer satisfaction and fosters loyalty, sustaining employment in service-oriented sectors.

➤ AI-Powered Entrepreneurship:

AI technologies enable entrepreneurs to explore new business opportunities such as customization of AI solutions for niche markets, AI consulting, and AI-driven innovations, this results in fostering economic growth and job creation.

No doubt AI has transformative potential But, the rapid advancement of AI's is also increase concerns regarding its adverse effects on employment. So let's move on to discuss the negative impact of AI on employment.

5.2 Negative Impact of Artificial Intelligence on Employment:

➤ Economic Inequality:

The impact of AI on jobs is uneven, making economic inequality worse. Skilled workers may do well in an AI-driven technology. Unfortunately, low-skilled workers may lose their jobs and might find difficult to adjust with AI technology. It means skill workers will get good job opportunities & good salary but low-skill worker may not. This will increase the gap between rich and poor.

➤ Job Displacement:

Automation driven by AI may reduce certain jobs, mainly those involving routine tasks which we can shift to mechanization. As a result, AI could lead to job displacement of clerical work and from the manufacturing sector.

➤ Ethical Concerns:

Using AI's autonomy in decision-making may raise ethical questions regarding accountability and bias. The unethical use of AI can have far-reaching consequences. This will impact trust in AI systems and potentially stifle their adoption, and thereby limiting their potential to generate employment opportunities.

➤ AI as a Productivity Booster:

AI acts as a force multiplier, allowing humans to focus on higher-order tasks that require critical thinking, creativity, and emotional intelligence. Rather than replacing workers, AI acts as a tool for enhancing human capabilities, leading to a more dynamic and productive workforce.

The impact of AI on employment is profound, but with the right strategies and mindset, it can lead to a more dynamic and inclusive job market. However, to minimize the negative impact of AI on employment, there is a pressing need for reskilling and upskilling the workforce, as AI can be a big platform of job creation for youth.

6.0 THE NEED FOR RESKILLING AND UPSKILLING

According to a report by the World Economic Forum⁵, 50% of all employees will need reskilling due to the adoption of new technologies by 2025.

Organizations, educational institutions, and the Government should collaborate to provide training programs that equip workers with the skills needed in an AI-driven economy. Companies can also play a crucial role by investing in employee development and creating a culture of continuous learning.

The ongoing evolution of AI necessitates a commitment to lifelong learning and upskilling. Organizations and individuals investing in reskilling initiatives can adapt to the changing job landscape, ensuring sustained employability.

AI is undoubtedly reshaping the employment landscape, bringing both opportunities and challenges. While it has the potential to create millions of new jobs and boost economic growth, it also poses a risk of significant job displacement.

By investing in reskilling and upskilling, developing ethical policies, and fostering a culture of innovation, we can navigate the complexities of AI-driven transformation and ensure a future of work that benefits all.

7.0 IMPACT OF ARTIFICIAL INTELLIGENCE ON SOCIETY AND THE FUTURE

Artificial intelligence (AI) will change society and the future in many ways. It will help industries by automating tasks, making better decisions, and working more efficiently, which will generate new jobs and boost our economy. Unfortunately, AI will also cause problems like skill gaps and job loss, which will result in more economic inequality.

However, artificial intelligence will bring optimistic changes in several sectors such as health, manufacturing, retail, sports, space, banking, etc. AI can help in accomplishing many tasks related to human life. From completing day-to-day chores to doing research in science education and medicine. AI may bring tremendous optimistic changes in medical research such as X-ray reading, detecting disease, and even performing surgeries on humans. Moreover, this technology we can also use in sports. It helps in capturing images predict and understand playing conditions and helpful to make the ideal strategy for many ideal games. Moreover, this advanced technology may be helpful to Infrastructure and manufacturing sectors, it can bring a lot of improvement in the said sector. Besides this, AI can be useful in space-related searches also.

It exhibits that AI can benefit society a lot, but we need to solve its challenges to make the future fair and balanced. Due to AI implementation in India, new opportunities will be creating in next few years, and as well as it will help the country uplift its economic status. However, to implement this technology, at the initial stage high investments have to do by the Government of India. After a few years of implementation, the economic and social status of the country will be upgraded. Consequently, AI may bring a big revolution in India.

8.0 CONCLUSION

In conclusion, artificial intelligence effect on employment is in many ways, offering various opportunities and challenges. AI can boost productivity, create new jobs, and improve customer service. However, AI impact on employment can also cause job loss, skill mismatches, and increased inequality. The future of work depends on how we handle these changes. We need to train people for new jobs, make fair job policies, and use AI ethically. By doing this, we can use AI for economic growth and make sure the job market is fair for everyone. This balanced approach is key to making the most of AI's benefits for all and catering to the negative impact of artificial intelligence on employment.

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