

AI Transformation, Trust & Human Resources

Sira Maliphol, PhD

SUNY Korea – Stony Brook University

October 31, 2024



AI Transformation

- AI transformation leads to many opportunities to empower human resources
- AI enables new & improved capabilities
 - Automating HR processes
 - Optimizing HR outcomes
 - Analyzing vast amounts of data
- AI provides capabilities beyond the scale of human limitations
- AI improvements become transformative
- BUT positive transformation requires *leadership*

Navigating the Risks that AI Brings

- Job Displacement & Reskilling Imperative
- Bias in AI Systems
- Privacy & Ethical Concerns
- Erosion of Human Connection

The Path Forward through Trustworthy AI

- Human-centric Design
- Ethical Oversight & Transparency
- Investing in Continuous Learning & Reskilling
- Preserving the 'Human' in HR

The Role of Government Policymakers

- Establishing Clear Regulatory Frameworks
- Developing Ethical AI Standards for Trustworthy AI
- Encouraging Responsible Innovation
- Promoting Workforce Reskilling & Education

The Role of Business Leaders

- Developing & Implementing Ethical AI Policies
- Ensuring Accountability by Encouraging Transparency & Explicability
- Promoting Fairness & Inclusivity
- Building an Ethical AI Culture
- Collaborating with Government & Other Stakeholders

A Balanced Approach to Trustworthy AI in HR

- AI Transformation will provide powerful tools but those tools must be designed well to avoid negative unintended consequences
- Whether or not AI serves people depends on us
- We can harness the power of AI to create workplaces that are not only more efficient but also more human

Thank you

Questions & comments welcome at
sira.maliphol@sunykorea.ac.kr or sira.maliphol@stonybrook.edu