

AI Robotics and the Revitalization of HR

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Competitiveness in the AX Era

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A Proposal for the Dartmouth Summer Research Project on Artificial Intelligence

August 31, 1955

*John McCarthy, Marvin L. Minsky,
Nathaniel Rochester,
and Claude E. Shannon*

We propose that a 2 month, 10 man study of artificial intelligence be carried out during the summer of 1956 at Dartmouth College in Hanover, New Hampshire. The study is to proceed on the basis of the conjecture that every aspect of learning or any other feature of intelligence can in principle be so precisely described that a machine can be made to simulate it. An attempt will be made to find how to make machines use language, form abstractions and concepts, solve kinds of problems now reserved for humans, and improve themselves. We think that a significant advance can be made in one or more of these problems if a carefully selected group of scientists work on it together for a summer.

Anniversaries:

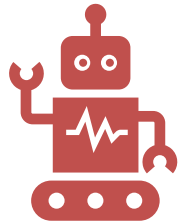
AI (70 Y)

Diplomatic
relations (65 Y)

Personal relations
with scholars/
practitioners in
Korea (25+ years)



Motivation to be interested in "AI Robotics and the Revitalization of HR"



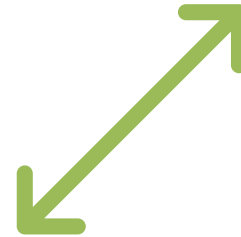
Opportunity to solve multi-faceted problem

Demand-side

Shrinking workforce

Cost-cutting

Innovation services (availability, content, scope, format)



Maximize the return of investment in the "new technologies"

Enhancing Talent

Global Competitiveness

Liase with industry partners

System integration



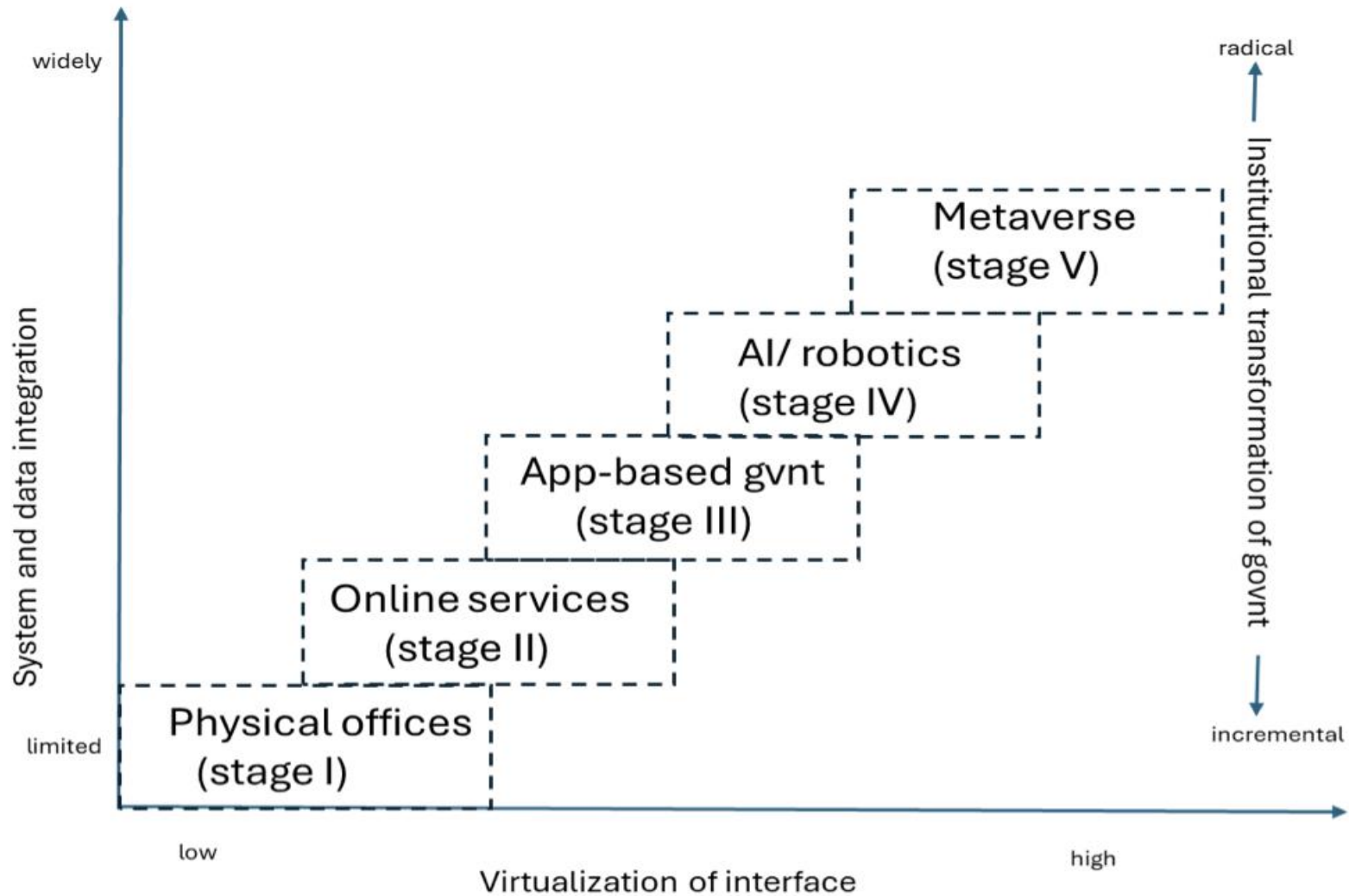
Mitigate the downside

Ethical dilemmas

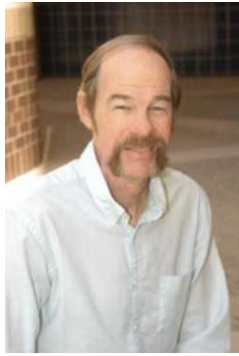
Legal challenges

Security

Stagemodel of Interface Levels to Government (SMILE)



Source: Anderson, et al., 2007; & Kim, et al., 2017; Metaverse in South Korea and Denmark: Snapshot in 20th Annual International Conference on Digital Government (2007); Rowley, 2018.



FRUSTRATION

What will the future landscape of work and management entail?

To what extent might AI and robotics displace jobs, and could this render traditional HR functions obsolete?

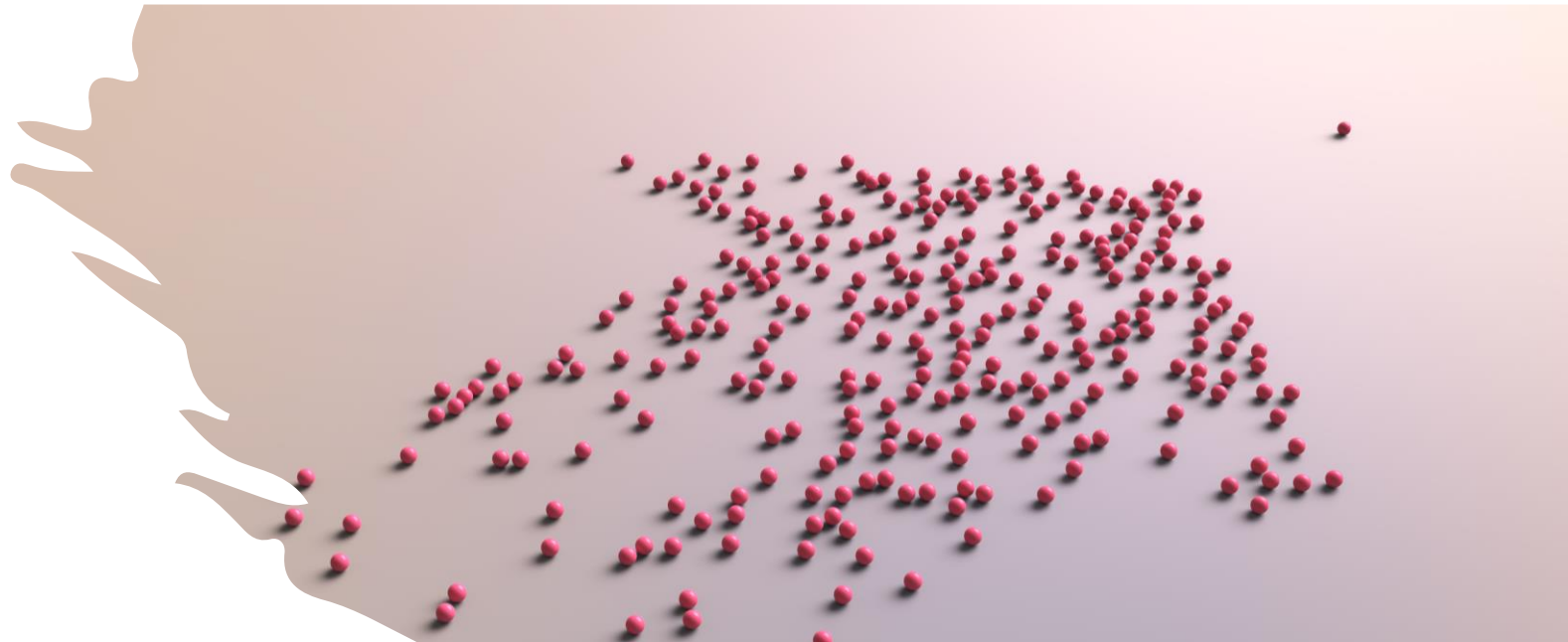
In which contexts and timeframes are these impacts likely to manifest?

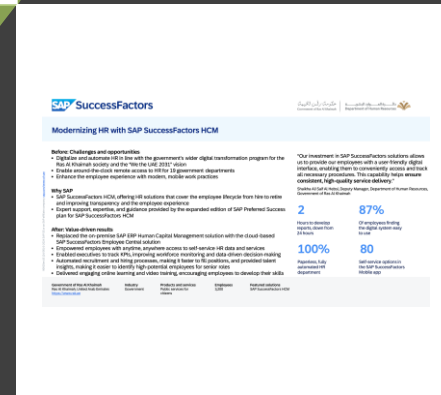
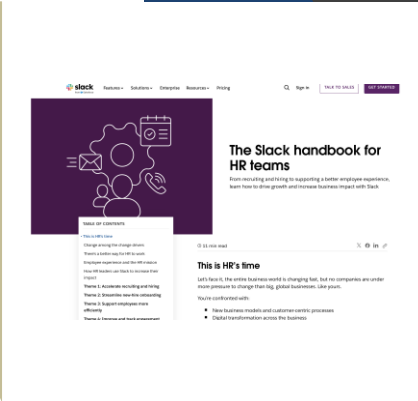
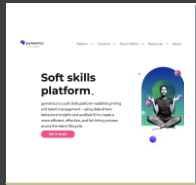
What strategies can be employed to effectively integrate AI within existing back-office systems?



The Challenge of Predicting Impact of AI on HR

- Technology
- Structures
- Tasks
- People





KakaoWork, SAP, Slack, Classum, Pymetrics

CC-TRAC

Capacity,
Collaboration,
Training,
Recruitment,
Augmentation,
Certification

Capacity

Training

Augmentation

C C - T R A C

Collaboration

Recruitment

Certification

Proposition 1: Capacity

AI and robotics increase the capacity of HR to handle tasks more efficiently.

AI-driven decisions can reduce staff needed for administrative routine work, allowing HR professionals to focus on strategic initiatives like employee empowerment and cultural development.



Proposition 2: Collaboration

Collaboration across borders is made easier with AI and robotics. HR departments can leverage AI to connect teams, ensuring smooth communication and efficient project management across different departments and regions.



Proposition 3: Training

TRAINING WITH AI-POWERED TOOLS OFFERS PERSONALIZED LEARNING EXPERIENCES, ENABLING CONTINUOUS FEEDBACK AND DEVELOPMENT.


EMPLOYEES CAN ENGAGE IN SELF-PACED, CUSTOMIZED LEARNING, FACILITATED BY AI, IMPROVING SKILLS FASTER AND MORE EFFECTIVELY.

Proposition 4: Recruitment & Promotion

AI enhances recruitment and promotion processes by removing bias and providing data-driven insights.

Algorithms can analyze employee performance, helping identify promotion opportunities.





Proposition 5: Augmentation and automation

AI Robotics is a magic sword that can lead to automation of some processes and augmentation of others – to capture these benefits the right dosis of technology needs to be applied and aligned with culture, mindset, rules, and behavioral aspects.



Proposition 6: Certification & Badges

AI can automate the certification process, allowing employees to earn badges for skills acquired through AI-powered training.

This motivates employees to engage in continuous learning and upskilling, fostering a culture of lifelong learning.

Concerns



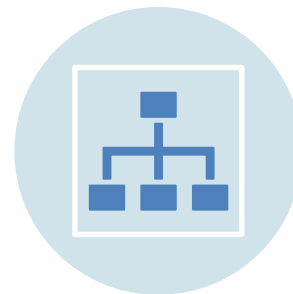
Data Privacy and Security: Given that public sector HR deals with sensitive employee information, ensure that any AI tool complies with relevant data protection regulations



Ethical AI Use: Prioritize tools that focus on fairness, transparency, and inclusivity to avoid biases in AI-based decision-making (**Dandi, Entelo: BM Watson AI OpenScale; FairHire**)



Integration with Existing Systems: Ensure that AI tools can integrate with your existing HR platforms and software for smoother transitions and workflows.



Organizational change management: cultural issues, mindset, rules, behavioral factors at individual, teams, and organizational level



THANK YOU!

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