

# Artificial Intelligence In Training And Development For Employees With Reference To Selected It Companies

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## ABSTRACT

The scope of Artificial intelligence is expanding with today's technology. Organizations collaborate with holistic functions rather than isolated processes. As a result, AI can build teachable systems that can both evaluate content and take action. AI also make it easier for systems to pair and collaborate with one another. This is an excellent starting point for new and exciting opportunities. The present study focused on the adoption of AI and influencing factors in the effective implementation. The study has considered the convenient sampling method for the collection of primary data from the employees, who have gone through the training with the AI in the organization. The study has considered the Technology adoption model to understand the usability i.e. perceived ease of use and intention to adopt the AI with the support of statistical method of SEM. The study applied the machine learning statistical method of Neural network to identify the influencing factors for the effective implementation of AI in the IT companies for the training and development. The study result indicate that AI will make an employee adopt the AI and learn the usage, which will help them to take new decisions and plan for projects and will enrich the employee's development.

**Key words:** AI, Training and development, Machine learning, Neural networks.

## INTRODUCTION

Artificial intelligence (AI) is increasingly transforming every part of people's lives, including our workplaces and professional lives. In this paper, the study explains how AI will impact learning development and employee training. Today, almost every company and business is witnessing the spread of AI. AI-powered tools and applications are rapidly being available in the workplace. There is no question that Artificial Intelligence can play an important role in how we are recruited, on boarded, and inducted into an organization, as well as the professional testing and personal growth

services we obtain. This will eventually pave the foundations for us to pass on our knowledge and insights to the next generation.

Even now, AI-powered solutions silently crunch data in the context and include insights about how to improve efficiency. AI is changing employee recruiting and participation, especially in HR and training and development. With the US corporate training industry worth \$130 billion, companies stand to profit from Artificial Intelligence's potential for improved training

personalization and predictive analytics of learning patterns.

The majority of industry leaders and researchers believe that artificial intelligence (AI) is our future. However, if we consider it carefully, AI is not the future – it is the current! As an example, consider your email service. It employs artificial intelligence to filter emails so that you do not get spam. Amazon and other e-commerce platforms use AI to offer products to consumers based on the knowledge they have gathered. Siri, Alexa, and Google Assistant are turning to artificial intelligence to improve their users' experiences. Despite the fact that technology is still in its early stages of growth, several businesses have already invested large sums in AI, believing that AI-powered products have a bright future.

Why AI is Importance in Learning and Development: Artificial intelligence is the new normal, and it is here to change the way we have learned and developed for millennia. AI has evolved tremendously, paving the way for people to discover limitless ways of absorbing knowledge today. The role of AI in education and learning has revolutionized a learner's experience, and it has been one of the biggest tech trends since 2018. Artificial intelligence has infiltrated every aspect of human life, from social media to retail, coding to warfare. The relationship between humans and artificial intelligence is so interlinked that nothing is possible today without machine intervention. When it comes to learning and development, AI has brought about a lot of convenience and improvement. Today, the world's largest sources of learning are applications and websites that allow people to improve, upskill, and grow.

Learning (Training) and Development is one of the areas that AI has the potential to completely change in the immediate future.

Learning and development professionals must be mindful of constantly evolving technologies to utilize it to improve learning processes. In terms of AI, L&D professionals can investigate and incorporate AI advancements in order to establish innovative teaching methods and techniques. Gartner, a leading consulting and consultancy firm, estimated that by the end of 2020, approximately 85 percent of customer services will be provided by robots (bots) rather than humans. According to another study, AI will deliver approximately 20% of training materials. Furthermore, according to Bank of America, by 2025, AI would be the driving force behind \$14-33 trillion in annual industrial development. The present study focused on the role of AI in the employee training and development with reference to information technology companies. The study has considered the two major organizations, which are extensively utilizing the AI in large scale. The AI adoptability also viable in big size IT companies, as the tech companies always focus on the enhancement of skill set of employees to adopt the latest changes of the globe to serve the clients.

## **STATEMENT OF THE PROBLEM**

Artificial intelligence (AI) is transforming every area of people's lives, including our employment and professional life, at a breakneck pace. In this article, the study will explore how AI will change learning and development and employee training. Artificial intelligence is now present in practically every business and area. AI-powered products and solutions are becoming more common in the workplace. Artificial Intelligence will undoubtedly play a significant part in how we are employed, on boarded, and initiated into organizations, as well as in the skills training and personal development programs we get. This will progressively establish the foundation for passing on our knowledge to the next

generation of workers. (**Eric Premnath and Arun Antony Chully (2019)**)

Despite the fact that technology innovations have changed organizational Training and development over the last decade, Organizational leaders still face several common issues, one of which is the absence of individualized learning. When it comes to urgent skills training or staff training programs as a whole, L&D experts are often accused of providing generic and non-customized learning. The time factor connected with content generation is one element that may be blamed for this. Second, the majority of LMSs on the market have a complex user interface, making it difficult for employees to browse and adapt in the long term. As a consequence of the difficulty in looking for and discovering appropriate learning information, the User Experience suffers. **Richard D. Johnson, Hal G. Gueutal (2011), Sandeep Gandhi. (2017).**

## REVIEW OF LITERATURE

The review of literature collected various papers and articles, which have focused on the usage of artificial intelligence on training and development for employees in organizations.

The artificial intelligence (AI) progress has been made and continues to achieve long-term educational objectives. **Beverly Park Wool (2015)**. The article describes two educational problems that require AI: customizing education and mastering skills from the 21st century. First, this paper discusses AI and some of its history before arguing that AI is so important in the development of educational systems. Instructional programmes which utilize AI technologies, such as analytical resources to customize teaching, to improve student experience and to support new educational theories, are listed. Moreover, several intelligent tutors offer academics new ways to study and

understand large data sets for classroom activities. The teaching and learning environment has evolved unintendedly in the educational system, explained **Nitin Borge (2016)** about artificial intelligence management (AI). New technology can help students more efficiently achieve and maintain their educational goals. With AI, each student in a class that is either a bad student or is too lazy to understand the subjects the teacher has discussed will be better examined. The analysis would provide a good understanding of each subject by the student. If a pupil lags or cannot grasp certain topics in certain fields, this report will be presented to Professors, Tutors or Parents by the AI review to allow appropriate measures to be taken. The AI study can also propose topics for students with simple examples or in a way that is easily understood to develop their skills in the field where they are not sure. In addition to sparing resources, the author found that the ability of information systems to offer this degree of perspective could provide the details that teachers might not have a real face value to understand. **Stefan (2017)** explores the phenomenon of artificial intelligence development and use in the field of higher education and learning. It examines new technology's educational impact on how students learn and how organizations train and develop. In a new environment where artificial intelligence is woven into university fabrics, recent technological advances as well as the growing pace at which emerging innovations in higher education are adopted are being examined. In implementing these teaching, learning, student service and administration innovations and future directions, we identify several obstacles for higher educational institutions and student learning. The digital technology in education and related materials were discussed by **Maud Chassignol (2018)**. The aim of the present paper is to identify and learn about the potential impact of artificial

technology on the learning process. The current literature suggests that teaching approaches, technology assessment and student contact are all important. Artificial intelligence would reshape the educational environment, according to the conclusions.

The objective of this research is to create an innovative and accessible platform for adults to help scientist and researchers develop their own self-deployment or do-it-yourself DIY by means of the virtual reality learning system. By the year 2030, it was most likely that self-exploration was only possible for extremely valuable usage cases, which affected the value proposition against the provision of educational service, improved stakeholder and value focused proposals fostered through constant contacts with the Heutagogical strategy and stakeholders. **Silvia Pokrivcakova (2019)** focuses on the use in foreign language learning and teaching of artificial intelligence (AI) that covers a variety of tools and approaches such as computer learning, adaptive learning, natural language processing, data analysis, crowd-sourcing, neural networking and an algorithm. Firstly, the paper deals with the development of foreign language education resulting from the use of IA-powered technologies and addresses ICALL, as a subset of CALL. Second, it sums up eight forms of foreign language training IA-powered resources and limited relevant findings of the current study. Thirdly, the framework for effective teacher training in foreign languages is addressed, in order to make AI's resources more simple, time consuming and successful in their teaching. The author calls for the current qualification framework for CALL teachers to be rethought. **Paschal Jeannette (2019)** Clarify the technical phenomenon known as artificial intelligence and how can it assist with business-to-business knowledge-based marketing? In particular, this article examines the fundamental building blocks and inter-relationships of each

artificial intelligence framework. This paper discusses the consequences for business awareness in B2B marketing of the different building blocks and outlines the future directions for studies. The paper describes AI by the input-process-output prism and describes the six basic building blocks of every AI system. The interaction of components transforms data into facts and understanding is discussed even. In this article, the phenomenon of artificial intelligence, the way it works and how it relates to the knowledge marketing in B2bo companies are discussed, aimed at general marketing leaders rather than IP experts. The paper focuses on the examples of how B2B marketing functions can be affected by IA.

In the teaching of increased reality courses, **Alexandra Klimova (2020)** has conducted an examination of the present trend. The objective of the study is to assess students, scientists and policy makers to inform them on learning strategies, objectives, expertise and skills in the area of enhanced reality. Due to the rapid growth of Augmented Reality technology and the growing scope of its implementations, highly trained professionals in this industry are in strong demand. **Xieling Chen (2020)** has been investigating influential AIED studies in an exhausted and systematic way. The author has examined 45 publications, most commonly used terms and theories and innovations, in terms of annual circulation, top papers, organizations, countries/regions. We compare and explain the relationship between AIED, mining of information, computer-based education, and teaching analytics in general and narrow definitions of ITED. The findings indicate that AIED research has a greater interest in and impact; little has been done to incorporate deep learning technologies into educational contexts; traditional AI technology, like natural language processing, is commonly used in education

contexts, although advanced technologies are seldom used; and studies are lacking.

The study found that AI, especially by educational institutions, is widely used and widely adopted in education. In order to fulfil trainers' tasks and functions individually or in colliance with instructors, AI initiated computation and technology, went to web based and online intelligent learning, and subsequently to the use of integrate computer systems in conjunction with other technologies. Through the use of such platforms, educators have been able to perform a variety of administrative tasks with greater precision and reliability, for example, updating, evaluating and improving their teaching skills.

### **RESEARCH GAP**

The present study based on the above review of literature it is clear that Artificial Intelligence plays the vital role in every area including training and development. Many academicians and scholars have done extensive research in this aspect and few of them are in the following directions.

- Few studies have discussed on the usage of AI to test emerging design approaches and techniques that can be used to advance AI research, education, strategy, and practice in order to better the human condition.
- The study focuses on the AI in management, teaching, and learning Based on a narrative structure for evaluating AI defined from preliminary research.
- Papers discusses studies on the usage of AI to test emerging design approaches and techniques that can be used to advance AI research, education, strategy, and practice in order to better the human condition

Therefore, it is evident based on the above review of literature no study attempted by considering the Artificial Intelligence role in Training and development of employees. Thus, the present study attempted to fill the research gap with the proposed title “Artificial intelligence in training and development for employees with reference to select IT companies”. In this study adoption of AI for employee training and development and the factors which are influencing the AI implementation in training and development.

### **RESEARCH QUESTIONS**

Based on the research gap the following research questions are framed

1. Will the employees adopt the Artificial Intelligence for the training and development?
2. Does factors effecting the employee training and development in implementing the AI?

### **OBJECTIVES OF THE STUDY**

1. To understand the adopting of AI among the Employee for T& D of select IT companies
2. To know the factors effecting the employee training and development in implementing the AI by using the Neural Networking

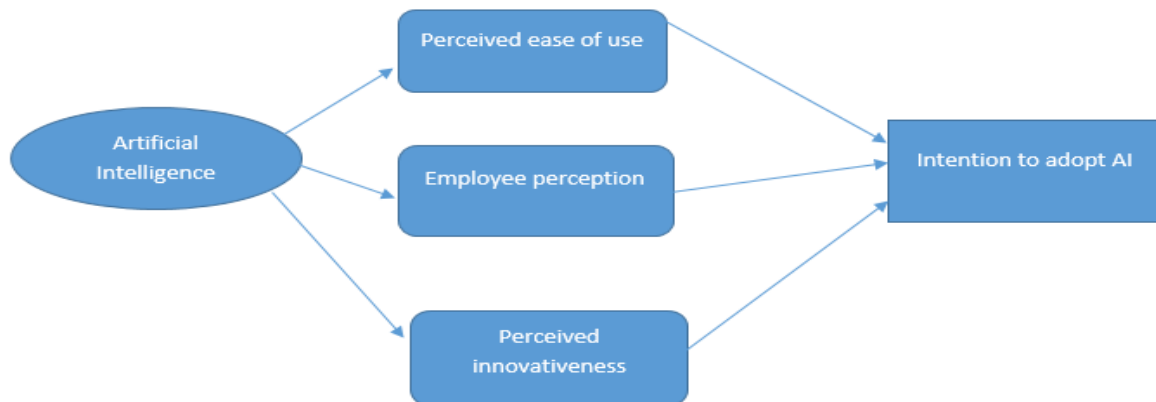
### **RESEARCH METHODOLOGY**

The study has adopted the descriptive oriented research to examine the AI role in the training and development of employees by the HR department in IT companies. The study has considered the IT companies located in Hyderabad region, which are effectively implementing for their employees training and development.

### **Parameters Support**

The present study has considered the Technology Adoption Model (TAM) developed by **Gurinder Singh et al, (2020)<sup>1</sup>**, to know the ease of use for the adoptability of AI in the IT companies. The authors have examined the Delhi-NCR region IT companies HR manager's opinion has been considered. The present study has focused on the employees who have undergone for the training in the organization with the AI support. The study has considered the TAM model variables to examine the employee intention to adopt the AI such as Perceived ease of use, Employee Perception, Perceived Innovativeness, and Intention to adopt AI.

### Research Framework



## HYPOTHESIS OF THE STUDY

### 1<sup>st</sup> Hypothesis

The study examines the influencing factors on the employees training and development with the implementation of Artificial intelligence. The study has considered the following factors, which were found to be influencing the effective implementation of AI in the organizations (**Bossam**)

**H0:** There is no significant difference between the factors influencing on the employees training and development with the effective implementation of AI

**H1:** There is a significant difference between the factors influencing on the employees training and development with the effective implementation of AI

### 2<sup>nd</sup> Hypothesis

The study has considered the TAM in adoption of AI in training and development of employees in the organizations. The study has considered the parameters based on the TAM model and examines the impact on the intention to adopt AI. The study has considered the TAM model variables to examine the employee intention to adopt the AI such as Perceived ease of use, Employee Perception, Perceived Innovativeness.

**H0:** There is no significant Impact of TAM parameters on the Intention to Adopt AI

**H1:** There is a significant Impact of TAM parameters on the Intention to Adopt AI

**Source of Data:** The study has considered the primary data for the examination of proposed objectives.

**Sampling method:** The study has taken primary data using Convenience Sampling method. Convenience sampling is a sampling method in

which the first available primary data source used without any additional study criteria.

**Sample Units:** The study has considered the respondents as those employees, who are undergone the training and development with the AI technology in recent past at their working place. The study has considered the Deloitte and Amazon India organizations. These two organizations are extensively utilizing the AI at various stages under the human resources management, such as, employees' selection process under the recruitment to training and development for the intake employees.

**Sample Size:** The questionnaire was distributed to 150 - 200 employees of Deloitte and Amazon.

**Questionnaire:** The study has framed the questionnaire relating to two objectives. The responses were collected in likert scale structured 1 to 5 points.

**Data Reliability:** The study applied the Cronbach's alpha for the primary data reliability for the questions. The calculated value observed to be 0.863, which greater than base value of 0.7. Therefore, the study can consider the primary data for the analysis.

### Statistical Tools

The statistical tools used in the study were using SPSS Statistics software. The study applied the following statistical methods for the examination of framed objectives:

**Structure Equation Model:** The Structural Equation Model (SEM) is a very general statistical modelling technique that is widely used in the behavioral sciences. It can be viewed as regression or path analysis. The interest in SEM is frequently focused on theoretical constructs, which are represented by latent factors. The relationships between the theoretical constructs are represented by

regression or path coefficients between the factors. Browne (1993).

**Neural Network:** The study has considered the factors, which are influencing the training and development of employees in effective

Case Processing Summary			
		N	Percent
Sample	Training	81	67.5%
	Testing	39	32.5%
Valid		120	100.0%
Excluded		0	
Total		120	

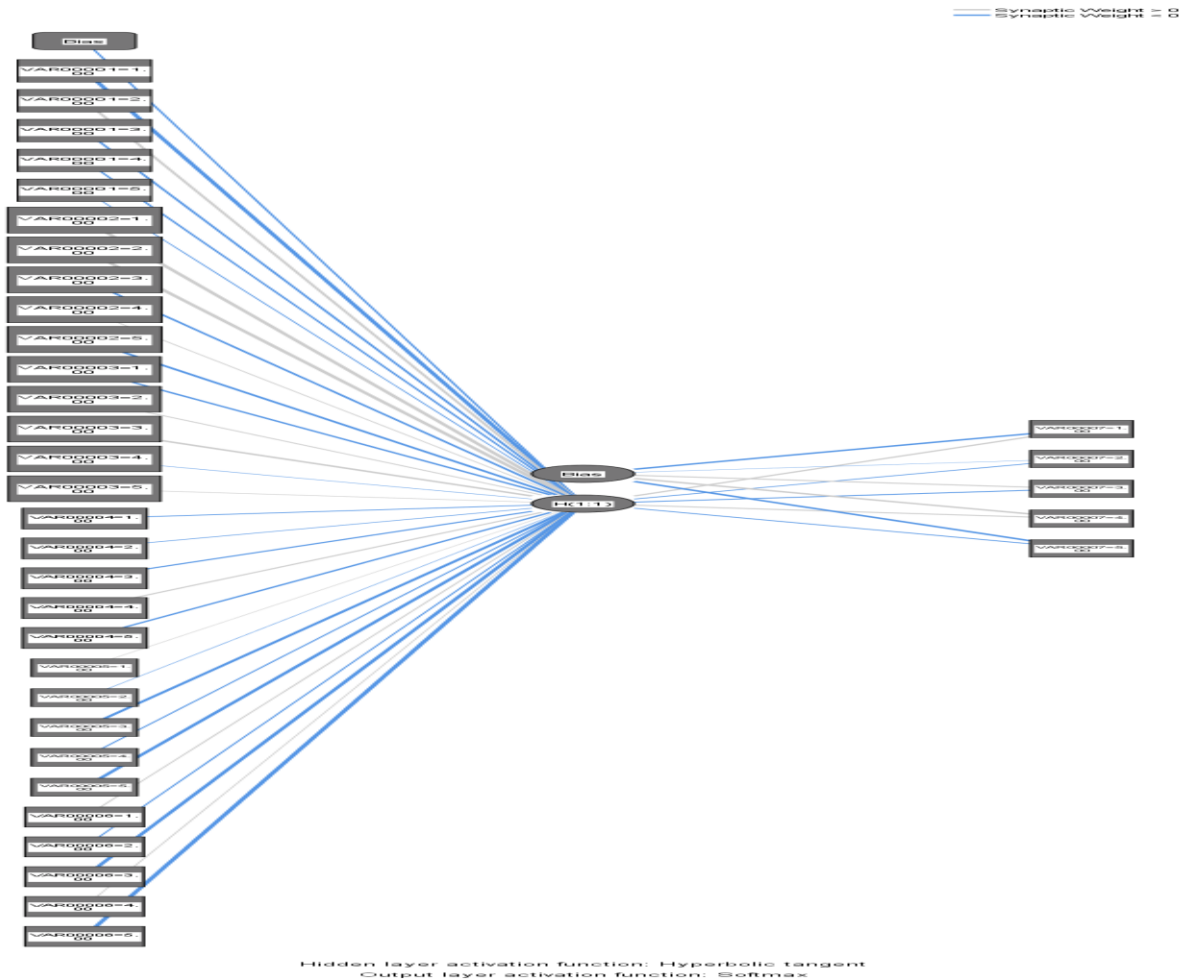
implementation. The study applied the neural network to identify the higher to lower influencing factors by prioritizing them with the importance level.

### TABULATION OF DATA ANALYSIS

**Objective 1: To know the factors effecting the employee training and development in implementing the AI by using the Neural Networking.**

The below study is witnessing regarding the Neural Network to know about the Adoption of the Artificial Intelligence in the training and development for the employees in IT sector.

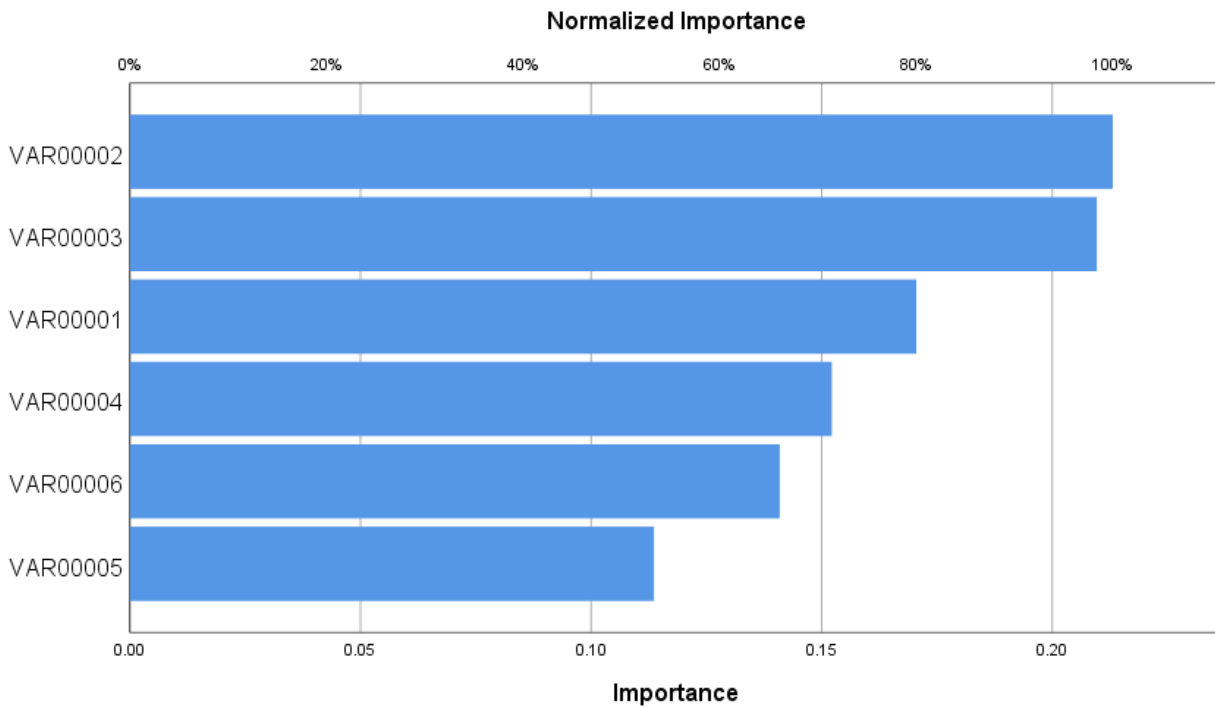
The study examines the case processing summary, to check the model fitness. Here, the training test has the 67.5% allocated and testing test have allocated 32.5%. Hence, this study results is to evaluate the Neural Networking





The study has considered one hidden layer in it with adoption of artificial intelligence to prioritize the influencing factors with the effective implementation in the organization from the perspective employees.

Independent Variable Importance		
	Importance	Normalized Importance
Machine learning through AI customized learning programs	.171	80.0%
Short and fast learning programs	.213	100.0%
Real time feedback available	.210	98.4%
Training cost is low	.152	71.4%
leads in time savings	.114	53.3%
uses statistical analytics in addressing employee's efficiency	.141	66.1%



The table represents the adoption of Artificial Intelligence in the training and development in

the IT sector. The highest importance level is seemed to be in “short and fastest learning

programs” with 100% meaning that these learning programs will increase the decision making capacity in the employees. The next importance level is “Real time feedback available”, seemed that this feedback will be able to improve the Artificial Intelligence adoption in the IT sector. “Machine learning through AI customized learning programs” is having the importance level as 80.0% through these programs by AI will be able to understand the employees easily. “Training cost is low” as the importance level as 71.4% meaning that this will reduce the cost of the organization expenses also. The factor “uses statistical analytics in addressing employee’s efficiency”, this factor will improve the employees’ efficiency through these AI adoption. The least factor which effects the adoption of AI is “leads in time savings” with 53.3%. Hence, by improving the short and fastest teach employees training will be certainly developed as well, organization and employees will improve the efficiency **Farah Zahidi (2020)<sup>2</sup>**. Therefore, null hypothesis has been rejected and accepted the alternative hypothesis. Thus, it signifies that influencing factors are having the significant difference between them in implementing AI.

### **Objective 2: To understand the adopting of AI among the Employee of select IT companies**

Structure Equation Modeling (SEM) is a set of statistical used to explain relationships between multiple variables. It aids in the analysis of interrelationships between multiple dependent and independent variables at the same time. To begin with, the reasons for selecting SEM for data analysis were that SEM has the ability to test causal relationships between constructs using multiple measuring objects. Second, it provides efficient and robust statistical

procedures for dealing with complex systems. The current study focuses on how Artificial Intelligence will improve Training and Development with specific reference to IT companies. In this study, the model attempts to consider the model-estimated goodness of fitness index first, followed by model consistency, indicating that the model is significant. Finally, the hypothesized model (SEM model) has been framed to test the estimated results, and the results are presented in detail below. The Goodness of Fit is implied by the table below, which includes Fit statistics, Recommended and Obtained values, and the result is explained below.

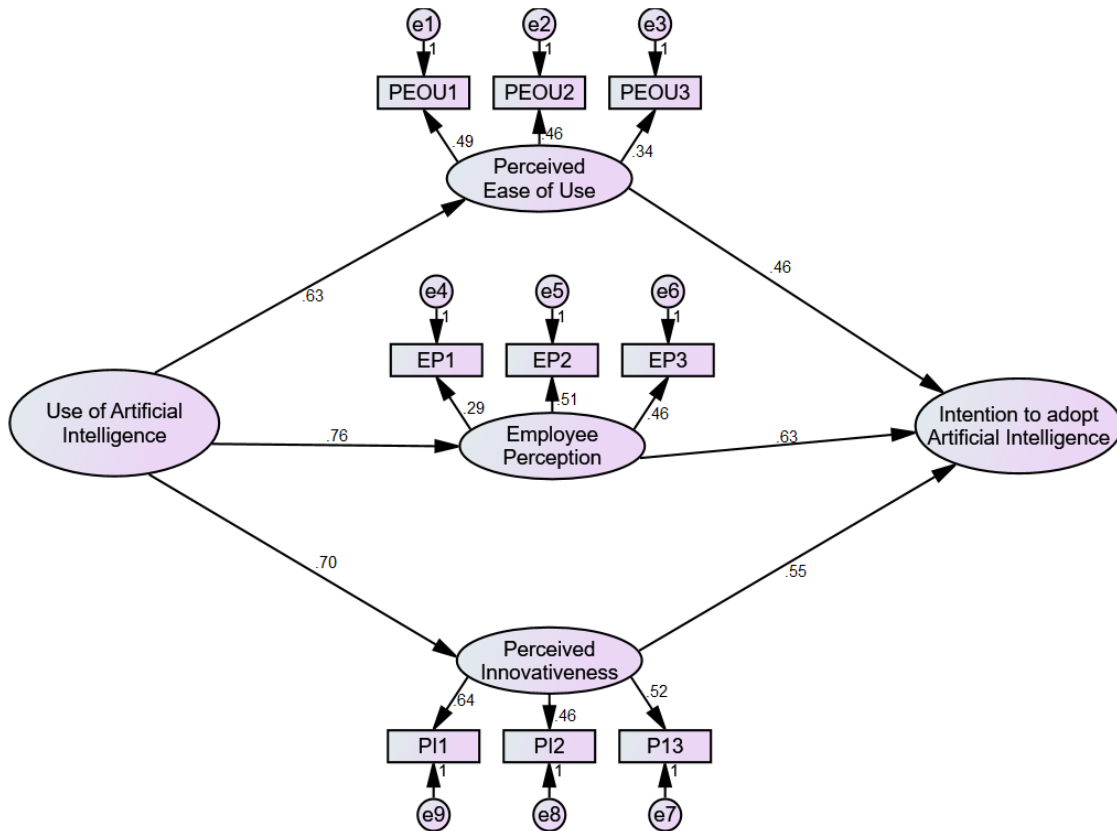
**Table-1: Goodness for Fit Index of SEM**

Fit statistic	Recommended Value	Obtained Value
Chi square		242.416
Df		4
Chi square significance	$p \leq 0.05$	0.000
Goodness Fit Index	$>0.90$	.985
Adj. Goodness Fit Index	$>0.90$	.992
Normed Fit indexes	$>0.90$	.741
Relative Fit Index	$>0.90$	.813
Comparative Fit Index	$>0.90$	.961
Tucker Lewis Index	$>0.90$	.900
RMSEA	$<0.05$	.008

Goodness of fit index indicates with respect to the fitness of hypothesized model. The result indicates usage of Artificial Intelligence in training and development for employees in IT sector. GFI (Goodness Fit Index) is 0.985 and Adjusted Goodness of fit Index is 0.992 that are observed to be above the recommended level. Normed fit Index seems to be greater than 0.741

and Relative fit index is 0.813. Goodness index like Comparative Fit index (0.961) and Tucker Lewis Index (0.900) are observe to be above the cut-off level. Root mean Square is 0.000, which implies that significant of the model. Therefore, goodness of fit index concludes that the model is satisfactory.

**Figure-1 SEM model with respect to identify the Artificial Intelligence in Training and Development with reference to TAM**



Source: Field data

Note: There are two basic requirements for the identification of any kind of SEM Model: (1) there must be at least as many observations as free model parameters ( $df \geq 0$ ), and (2) every unobserved (latent) variable must be assigned a

scale (metric).The below table examines regarding the Artificial Intelligence adoption in the IT sector by improving the employees training and development.

**Table- 2: Regression weights with respect to Use of Artificial intelligence**

			Estimate	S.E	C.R	P-value
Employee Perception	<---	Use of Artificial Intelligence	.760	.591	2.135	***
Perceived ease of use	<---	Use of Artificial Intelligence	.629	.903	3.147	***
Perceived innovativeness	<---	Use of Artificial Intelligence	.696	.421	3.113	***

The table attempts to describe how the use of artificial intelligence will affect employee

training and development in IT companies. According to the research results, the use of AI

has a significant positive impact on the Technological Acceptance Model scales. In which, with 0.760 units, the Employee Perception appears to be highly influenced, implying a favorable impact of employees on the adoption of Artificial Intelligence in their

Training & Development. It also reveals that AI in training and development programmes will increase employee innovativeness, and that understanding capability has increased with the help of Artificial Intelligence.

**Table- 2: Regression weights with respect to Measuring items of TAM model**

			Estimate	S.E	C.R	P-value
Using the AI product would be easy	<----	Perceived Ease of Use	0.491	0.162	3.030864	0.034
Interaction with the AI product would be clear and understandable	<----	Perceived Ease of Use	0.462	0.124	3.725806	0.026
I would find the AI product difficult to use	<----	Perceived Ease of Use	0.341	0.096	3.552083	0.016
Using the AI product would improve my work performance	<----	Employee Perception	0.292	0.089	3.280899	0.028
It would not be easy to operate the AI product	<----	Employee Perception	0.514	0.134	3.835821	***
It would not be easy to use the AI product technically	<----	Employee Perception	0.462	0.126	3.666667	0.022
I would like to try all kinds of new inventions or new ideas.	<----	Perceived Innovativeness	0.642	0.252	2.547619	***
I could often think of different ways to solve difficult problems	<----	Perceived Innovativeness	0.461	0.221	2.085973	0.032
I believe new technology devices can trigger my creativity	<----	Perceived Innovativeness	0.521	0.236	2.207627	***

Table illustrated that, majority of the respondents agreed that with the use of AI they are able to understand clear and easily, but few of them are states that AI product difficult to use. It reveals that use of AI has shown significant impact on their perception level towards the use of AI in their training and development program. The study also

suggesting Use of AI product will enhance the work performance of employee and it is more beneficial for cost reduction. Innovativeness is another step will lead to enhance the Employee productivity as well as Organizational Effectiveness. From the p-value, the study signifies that reject the Null hypothesis and accept the Alternative Hypothesis.

**Table – 3: Regression weights of Intention to adoption of AI**

			Estimate	S.E	C.R	P-value
Intention to adopt Artificial Intelligence	<---	Perceived ease of use	0.462	0.129	3.581395	***
Intention to adopt Artificial Intelligence	<---	Employee Perception	0.632	0.144	4.388889	***
Intention to adopt Artificial Intelligence	<---	Perceived innovativeness	0.552	0.162	3.407407	***

Table indicates that, three measuring items/scales are seeming to be significantly positively impact on the Intention to adopt of Artificial Intelligence. In which, Employee Perception is found to be highly impact with 0.632, followed by Perceived innovativeness and Perceived Ease of Use. The study suggests that implementing the AI in training and Development program in their organization will improve Employees in taking decision making, Quick work and eagerness to complete the work faster.

#### **FINDINGS OF THE STUDY:**

1. The study implies the Artificial intelligence usage through the training and development for the employees is through the Employee perception, they by giving their word of mouth or through any feedback will impact the AI to adopt in the IT sector.
2. The result witnessed the adoption of AI in IT sector is mostly due to the usage of technology, as the new generations are habituated to adopting new technologies. It will make an employee adopt the AI and learn the usage, which will help them to take new decisions and plan for projects, which will enrich the employees' development and enhance the adoption of AI. The study result validated with the author **Nitin Borge (2016)** findings that training on AI developed the skill set of employees that supported to meet the project timelines.
3. The study examined the factors, which are influencing for the adoption of AI in the IT organizations. The study applied the Neural network methodology and prioritized the factors, which reveals the factor of “short and fast learning programs” (0.213). Thus, it stated that AI would framed the content in less time as per the requirement of the employees.
4. The study found that in training and development for the employees' implementation of AI has given greater results. It indicates that “Real time Feedback available” (0.210). Therefore, it indicates that real time based feedback to each and every employee is possible without the support of AI.
5. The study observed that lower training cost factor (0.152) plays the vital role in adopting the AI in the organizations, where large pool of workforce involved for the training and development.
6. The study indicates the Artificial Intelligence adopted through the training and development for employees in IT sector by the shortest and the fast learning programs effectively, as these programs will create the awareness for the employees to know the AI and its usage. The study also found that through the feedback that has given genuinely is an added advantage for the improvement of the adoption of AI for the Employees in the IT sector.

7. Majority of the employee agreed that with the use of AI they are able to understand clear and easily, but few of them are states that AI product difficult to use.

### CONCLUSION OF THE STUDY

The present study has focused on the AI role in employee training and development in select IT companies located in Hyderabad region of Telangana state. The study has considered the Deloitte and Amazon India organizations, which are using the AI extensively in the organization including training and development. The study has considered the Technology Adoption Model and examined the perceived intention to adopt the AI in the organization for the employee training and development with the structural equation model and the result reveals that ease of use and employee perception significantly related to the adoption of AI in the organization. The study identified the influencing factors with the neural network of machine learning method and observed that AI will frame short and fast learning programmes for the employees and give the real time base feedback on the training and development to the employees. The study also stated that adoption of AI will reduce the operation cost and improves the operational efficiency in Training and development.

### FURTHER RESEARCH SCOPE

The present study has focused on the adoptability AI and usability in training and development in the select organizations located in Hyderabad. Therefore, the study suggests expand the study scope to focus on the non-IT sector organizations. The study also recommends focus on the AI usability for the education sector, so that students learning ability can be monitor and feedback to improve learning ability of the students.

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