DEVELOPMENT OF THE HUMAN RESOURCE STRATEGY FOR ORGANIZATIONAL REFORMATION FOR OPTIMUM IMPACT ON ORGANIZATIONAL EFFECTIVENESS

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Abstract:
The world has been shaken up due to the pandemic situation throughout the world. Public sectors, including government bodies and facility providers like healthcare systems, electricity boards, civil services, and allied facility providers, are most impacted. The less impacted areas remained IT sectors that molded themselves utilizing online working systems. However, it is specific to public sector services; providing total online support is difficult due to the pandemic. Hence, it implies the need for human resource structure reformation, presented in this paper as a new segregation of services and human resource utilization for optimum gain of an organization. This paper presents the utilization-based methodology for the execution of multiple responsibilities by the identification of employee strength using a new artificial intelligence system. The system analyzes employee strengths, identifying employee competencies for a particular sector. The proposed system also focuses on employee proficiencies, and the proposed methodology can suggest employee responsibilities.

Keywords: Human Resource Development, Employee Satisfaction, Employee Absenteeism, Post-Covid-19 Recruitment, Employee relation management

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1. Introduction

Because of the previous outbreak of COVID-19, corporations confronted a grand struggle of unequaled amounts, one particular that makes them plunge into and straightaway control freakish terrain as they transform their employees in technological, physical, and socio-psychological means not seen just before [1]. The requirements for electricity have been diminished drastically because of the recent COVID-19 outbreak. Governments around the globe were forced to decrease their organization processes in response to limiting the risk of corona virus. Subsequently, there is a vital boost in domestic load demand despite significantly reducing industrial and commercial loads. This distressing circumstance brings about new problems in the power sector. Hence, many of the resources worldwide have begun a disaster management strategy to deal with these kinds of recurring challenges/threats [2].

Knowledge can be a tactical tool for corporations, especially for knowledge-intensive establishments. Focusing on social exchange principles, there is a demand for the review to investigate the immediate association between human resources management (HRM) procedures and work environment knowledge-hiding patterns [3]. Leadership research always bundles with many leadership tactics of the organizational framework. Since the worldwide monetary crisis began, stalwarts in leadership research have called for a new version of leadership that can guarantee that organizations are adequately strong and well-equipped to cope with unanticipated adversities. Many of these strategies generate a self-reinforcing leadership system that boosts organizational efficiency and endurance [4].

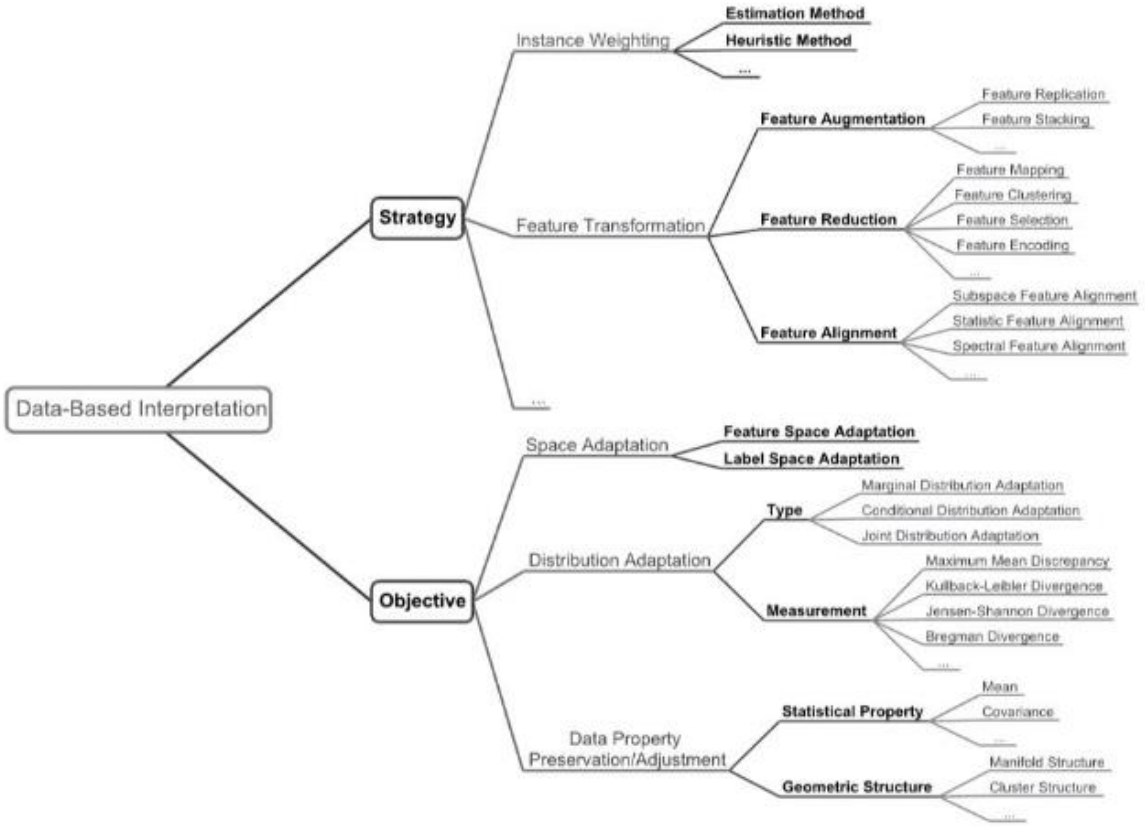

Fig. 1: Representation of Strategic Artificial Intelligence Modeling (Source: Fuzhen Zhuang, Artificial Intelligence, Beihang University)

The digital transformation of HRM is among modern educative research's most reviewed subject areas. In that situation, this analysis investigates the transformation of tactical HRM by big data and artificial intelligence (AI) solutions and the effect on organization effectiveness [5]. On the other hand, public sector reformation can be opened up by investigating the numerous managerial, technical, and accounting management responsibilities. The most crucial factor in the competitiveness of powerful corporations is the capability to deliver and apply numerous alterations that primarily consist of inconsistency among the aspiration for equilibrium and ought to develop human resources and establishments. Among the key motives of

poor performance or the inability to ongoing organizational transformation is employee resistance [6].

Through digitalization [7] and process automation, we can coordinate team-building actions to reinforce interpersonal associations. Foster a collaborative culture where employees feel appreciated and recognized by their co-workers. It is also essential to offer opportunities for ongoing learning and skill development. Set up transparent career paths and offer mentorship programs to guide professional improvement [8]. Such elements can be a secret to organizational reformation for improving organizational effectiveness. As a preliminary application of AI, the benefits proved in the hiring technique which comprises of determining AI vendors as well as firms that have bought AI in the hiring process, analyzing the present state of AI to accomplish the hiring process, and the impact of embracing AI in the hiring process [9].

The importance of AI systems through the business ecosystem has considerably improved as a result of the contentious scientific innovations and the trend of the Internet of things that have been enforced in business conditions, which formed it essential for organizations to retain swiftness with these kinds of advancements and work with them to produce an effective and viable business model [10]. Subsequently, this paper examines the Human Resource (HR) strategy for employee satisfaction. It is essential for cultivating a positive work ecosystem, boosting employee productivity, and holding onto talented individuals structured on higher managerial elements, technical/engineering obligations, and account department workload management. The proposed Artificial Intelligence model benefits from the strategy for streamlining responsibilities by merging the multiple-task execution.

2. Literature Review

Corresponding to the author, although the usage of AI for many of these assignments can give various gains, research implies that devoid of cautious and planned execution, its use also has the potential to create critical negative effects. This heightens multiple moral issues relating to the appropriateness of AI deployment to fields such as HRM, which occasionally handles facets of individuals' lifecycles [11]. The author's study contributes to the literature with a complete discussion of the recent state of the domain, the level of AI application in HRM, and it's present-day and identified future influence on HRM capabilities. A primary moral framework and an intensive future research intention are developed to open new research strategies [12].

According to the author, it is essential to optimize the methods and cut down the workload of human resource management (HRM), strengthening the working efficiency and then bettering system efficiency. Deep learning (DL) methods can be applied to develop a neural network HRM system model [13]. Multidisciplinary knowledge is important to gather all sectors' understanding for better model development. Lately, AI has become an essential concern in the goal of governments worldwide. AI in government may be categorized into five groups: government offerings, work and social conditions, law and order, integrity, and government policy. Several confident effects of AI in governments are linked to encouraging outcomes and developments in efficiency, transparency, improved services, and public value. AI is also used in Public Administration. AI in the public sector covers various sectors, incorporating AI in health care [14]. Accordingly, State Electricity Boards can design internal processes using the proposed model.

HRM embodied utilizing scientific developments are progressively becoming the target of internationally driven HRM research. Astonishingly, analyses point out how data solutions are evolving HRM-related strategies by bringing out e-recruitment, e-training, or e-competence management, making contributions favorably to HRM service quality in local and international organizations. As these technologies present new actors like social robots to HRM practices, they uncover several opportunities and support various HRM services [15]. HR Tech is one of the sectors where AI has the potential to restructure a business sector. According to the author, there are four dimensions of responsible innovation/technology: anticipation, reflexivity, inclusion, and responsiveness [16].

HRM enhances results and impacts collaborative success. HRM supports companies in policymaking. All these policies control staff performance. HRM deals with employee relations. HRM boosts workplace culture. The culture beliefs, goal-setting, and teamwork affect business. HRM resources, rewards, and support increase effectiveness, employee well-being, and endeavors. Singapore has good HR. Singapore's HRM rewards top-rated achievers. Government competency-based tactical training and development pursuits support employees to flourish [17]. Undoubtedly, there are excessive issues in handling the changeover to the digitalization of work. Scholars still must identify

a logical theory or analytical-normative framework with which we can assess just how digital technologies influence work characteristics, social associations, and structures [18]. Nowadays, many leading organizations comprehend that artificial intelligence will perform well in human resource attributes. HR professionals use artificial intelligence to improve the work and efficiency of the employed pool. Implementing artificial intelligence in HR elevates the workforce's experience and enables HR to hire talented people. It streamlines the procedures of human resource professionals, which further contributes to innovative work and enhanced decision-making [19].

3. Research Methodology

According to the rigorous literature study conducted, we identified research gaps in artificial intelligence strategy development. Numerous types of research are visible. However, technical and human resources-oriented blended studies are rare. We considered observation-based and exploratory research methodology, which is optimum for the targeted study site, i.e., Baramati, Maharashtra, India. We observed that within State Electricity Board operations, employees of higher management, technical departments, account departments, and allied services departments could benefit from artificial intelligence human resource management automation. As a primary analysis, we identified key variables of the proposed research conceptual framework, as shown in Fig. 2 below. As this article focuses on organizational reformation to enhance organizational effectiveness, we omitted a few variables that lead to organizational profit and loss.

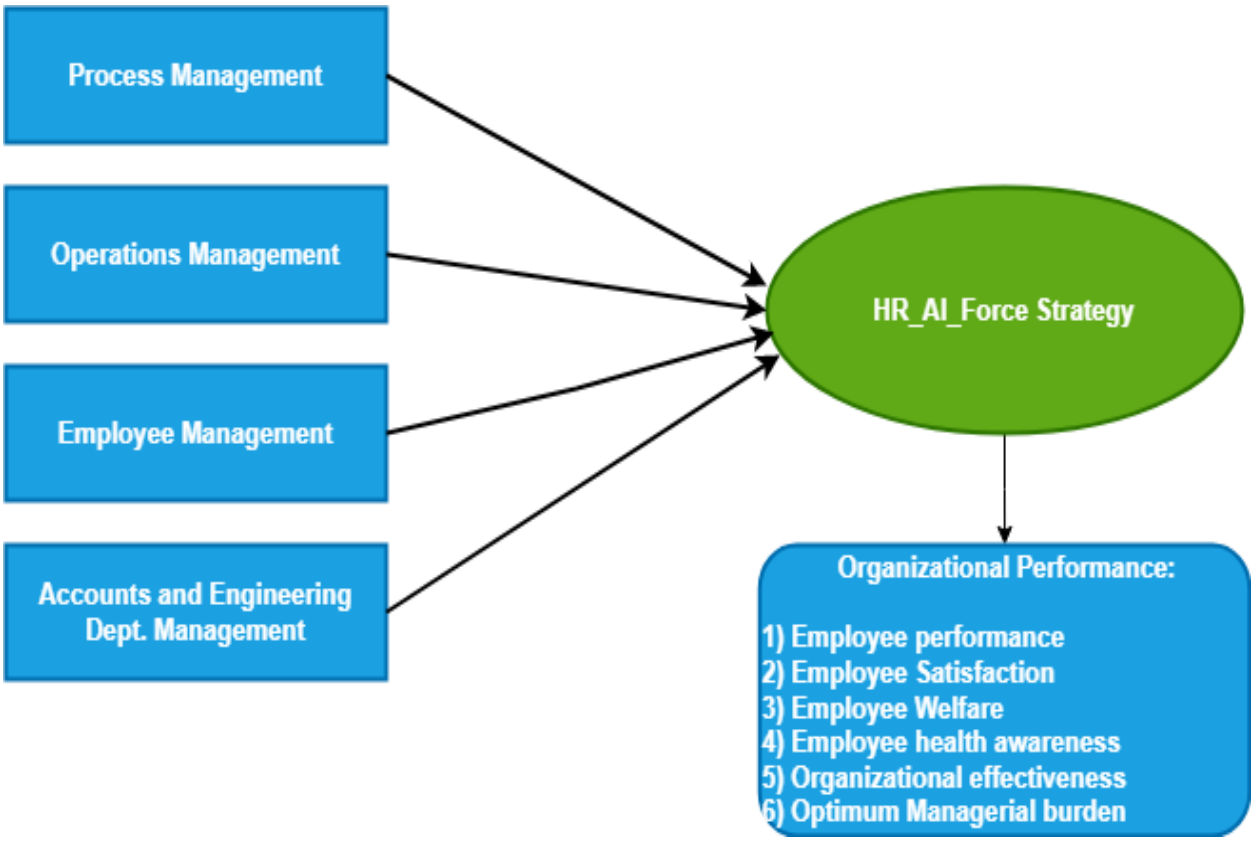

Fig. 2: Conceptual Framework (Author's Contribution)

The key output variables that can be expected using the proposed Artificial Intelligence Strategic model are employee performance, satisfaction, welfare, health awareness, organizational effectiveness, and optimal managerial burden.

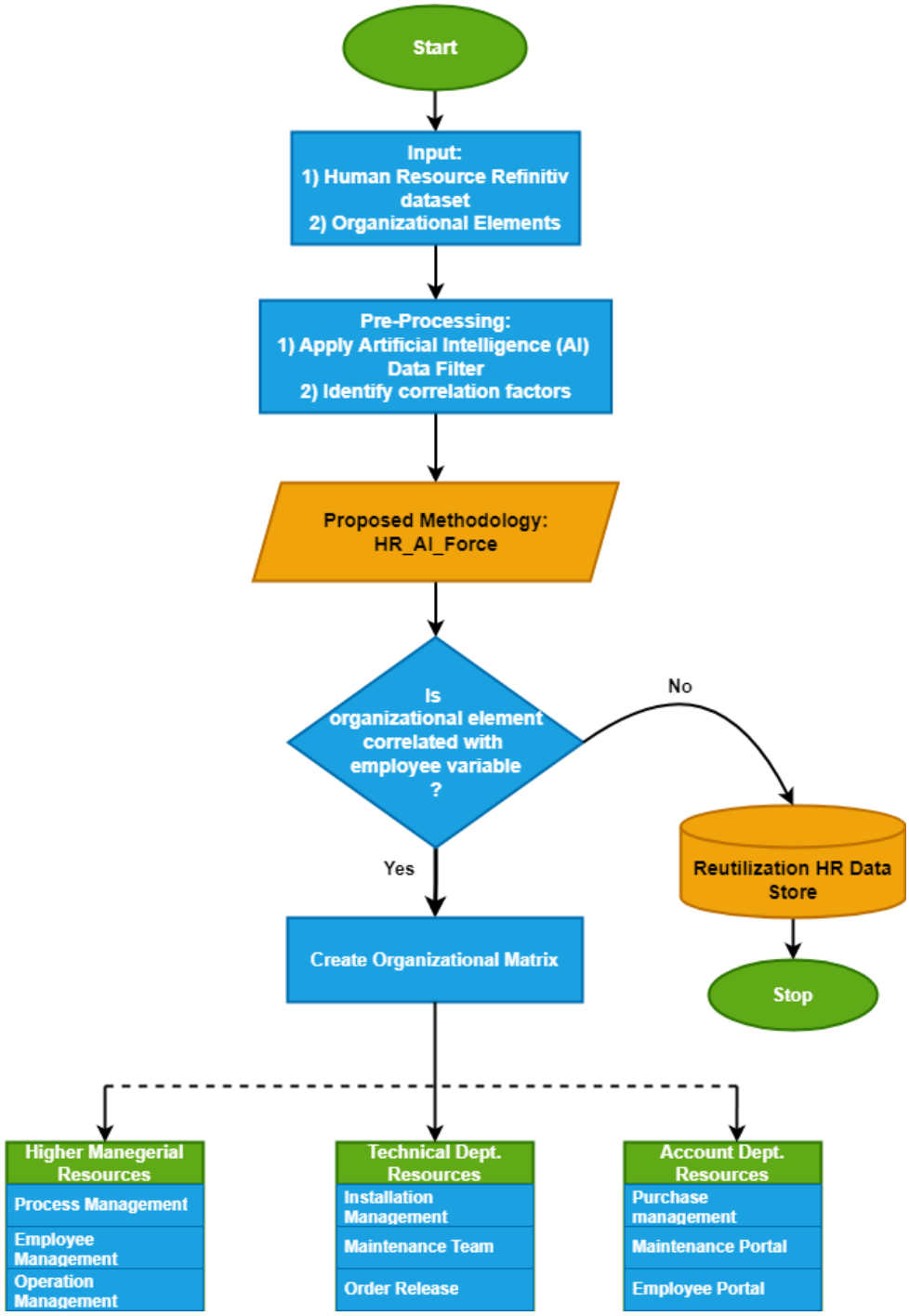

Fig.3: Proposed "HR_AI_Force" Artificial Intelligence Model (Author's Contribution)

The centralized human resource management structure can be executed in the hybrid mode, i.e., few resource management can be de-centralized, and specific operations monitoring can be suggested. This means the responsibility sharing model can lower the burden on higher management teams so that those teams can focus on employee engagements besides the multiple operations management.

Further (refer to Fig.3 above), with the execution of the proposed model, we can identify the correlation between organizational elements and employee variables mentioned earlier. For strategic execution of the proposed HR_AI_Force, we preprocessed the observational data using AI-Data-Filter, which enabled useful variable separation. For example, the input data for preprocessing is given as age, gender, work competency, level of experience, employee opinion index (about work satisfaction), working hours, etc. We omitted personal information sharing as per the data confidentiality rule.

4. Result Analysis

Based on the proposed HR_AI_Force model, we identified key variables that can be applied to any

department employee. The overall organizational transformation needs all employee variables, which can be segregated at the end of the execution of the proposed model. The unused data is also stored in the reusable dataset, which can be used in the case of contingency plans where the competency factor is not required. Such unused data contains contractual employees, external vendor data, etc. We discussed the outcome-based results as key variables segregated for the matrix formation.

Table 1: Proposed Strategic Model Outcome Matrix

Key Variables	Organizational Provisions	Mutual Benefit Variables
Employee Engagement	•Implement regular surveys and feedback mechanisms to gauge employee satisfaction levels. •Foster open communication channels to understand concerns and suggestions. •Create opportunities for employees to provide input on decisions that affect their work.	**Professional Development**
Team Building and Collaboration	•Organize team-building activities to strengthen interpersonal relationships. •Foster a collaborative culture where employees feel valued and supported by their colleagues.	**Inclusive Culture**
Communication and Transparency	•Communicate organizational goals, changes, and updates transparently. •Ensure that employees are aware of the company's mission, vision, and values.	**Employee Assistance Programs**
Employee Involvement in Decision-Making	•Involve employees in decisions that impact their work and the overall organization. •Create avenues for employee representation in decision-making processes.	**Work-Life Balance**

5. Conclusion

Remember, a successful HR strategy for employee satisfaction is an ongoing process that requires adaptability and continuous improvement based on feedback and changing organizational dynamics. The proposed research suggests the observation and opinion-based analysis, which can be used as an input to the proposed HR_AI_Force model. Though the proposed strategy segregates the department-level analysis, the overall organizational reformation must execute an umbrella activity considering "Employee" as a human quality cluster. The proposed research can be very useful in private and public sector human resource management where sub-sector complexity is greater. As a future development, a separate AI model can be developed based on regional requirements. The proposed model can be a great tool with technical plug-in development.

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