

CHALLENGES IN THE ADOPTION OF ARTIFICIAL INTELLIGENCE FOR EMPLOYEE TRAINING WITHIN ORGANIZATIONS IN COLOMBO, SRI LANKA

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The adoption of artificial intelligence (AI) in the training methods in human resource management (HRM) is changing the way in which business organizations operate presenting multiple innovative solutions to develop the workforce. However, even though the adoption of AI in training would generate a multitude of benefits, organizations face many challenges when integrating AI in employee training modules. Through this research the challenges related to the adoption of AI in employee training will be explored within companies based in Colombo, Sri Lanka. This study mainly focused in a qualitative data collection approach where data was gathered through a mixed methods questionnaire which was distributed to five companies which constituted three large scale and two small-scale companies spanning across multiple industries. Further a quantitative approach was also used in order to gather data which was generated using the Likert scales from the mixed-methods questionnaire. The findings of this study focus upon four critical challenges organizations encounter when adopting AI in training namely, cost constraints, infrastructure limitations, employee resistance, and knowledge gaps. Smaller companies displayed higher significance with the challenges related to costs and infrastructure, whilst larger companies reported moderate significance to issues related to infrastructure and employee resistance. Further differences were also observed regarding the significance of these challenges across different industries. Through generating valuable insights of these critical challenges, the study provides logical and practical data for organizations when adopting AI in their employee training systems. Through this study organizations would be able to understand the various challenges related to the adoption of AI in employee training therefore can use the findings in order to ensure a smoother and successful transition towards AI-driven training methods.

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