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The Effect of AI/ML Employee Development Tools on Job Satisfaction

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Abstract

This study investigates the impact of Artificial Intelligence (AI) and Machine Learning (ML) career development tools on employee job satisfaction. With advancements in AI/ML posing potential disruptions in the workforce, this research specifically focuses on how these technologies are integrated into Human Resources (HR) functions and their influence on job satisfaction within corporate America. The study employs a crosssectional design with a sample of 60 employees across various industries, using a quantitative questionnaire to collect data. The relationships between AI/ML tool usage and job satisfaction are explored, considering factors like tool awareness, frequency of interaction, and industry-specific impacts. Key findings reveal no significant correlation between the use of AI/ML tools and increased job satisfaction, challenging the presumed utility of these tools in career development. However, a significant positive impact on job satisfaction was noted among users of generative AI tools like ChatGPT. This study concludes that while AI/ML tools in HR are gaining traction, their role in enhancing job satisfaction and career development remains ambiguous. The lack of a one-size-fits-all impact of these tools suggests a need for more targeted and industry-specific applications. Future research is recommended to focus on the use of generative AI tools and their potential in career development. The study offers valuable insights for HR practitioners and policymakers in balancing technological integration with employee satisfaction and development.

Keywords*:* artificial intelligence (AI), machine learning, (ML), generative AI