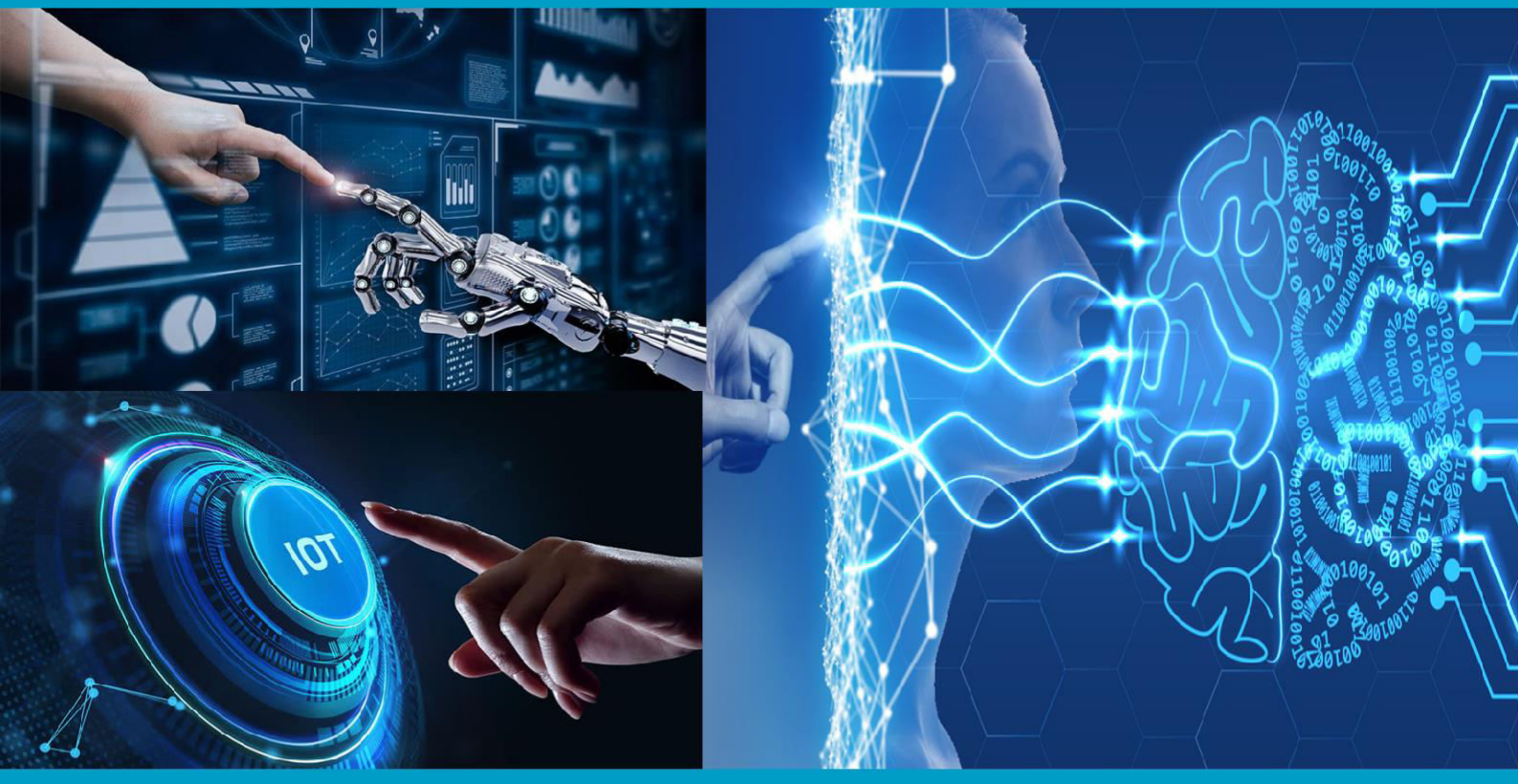
IJMRSETM

e-ISSN: 2395 - 7639



INTERNATIONAL JOURNAL OF MULTIDISCIPLINARY RESEARCH

IN SCIENCE, ENGINEERING, TECHNOLOGY AND MANAGEMENT

Volume 11, Issue 7, July 2024

INTERNATIONAL STANDARD SERIAL NUMBER INDIA

Impact Factor: 7.802

International Journal of Multidisciplinary Research in Science, Engineering, Technology & Management (IJMRSETM)

| ISSN: 2395-7639 | www.ijmrsetm.com | Impact Factor: 7.802 | A Monthly Double-Blind Peer Reviewed Journal |

| Volume 11, Issue 7, July 2024 |

Employee Performance Management through AI Integration at Quess Corp Ltd, Bengaluru

Showrya G N, Dr. Janmitha K L, Dr. Balu L

2nd Year MBA, BMSIT & M, Bangaluru, India

Assistant Professor, Department of MBA, BMSIT & M, Bangaluru, India

Professor, Department of MBA, BMSIT & M, Bangaluru, India

ABSTRACT: Performance management is an important activity within any organization conducted annually to evaluate each employee's accomplishments during the year. It directly implies employee compensation, including but not limited to salary adjustment, promotion, rewards & recognition, etc. Employee performance management is a dynamic and strategic approach to sustain a high-performance culture within an organization. Its goal is to bring out the best in every employee and align it with the organization's long-term vision and mission. The core idea of artificial intelligence systems integration is making individual software components, such as speech synthesizers, interoperable with other components, such as common-sense knowledgebases, to create larger, broader and more capable A.I. systems. Through AI integration Organizations can make decisions more quickly, react to changing markets immediately, work more efficiently, and automate tasks when the workforce supply cannot keep up with the demand. Using AI in performance management has the potential to create higher-level feedback. Not only can manager notes be entered, but programs can also analyze information from team members and customers on a wide variety of platforms to create a holistic view of employee performance. In this research work, authors have tried to suggest strategies to Quess Corp Ltd, Bengaluru on managing employee performance through AI integration.

I. INTRODUCTION

Quess Corp Ltd, headquartered in Bengaluru, is a leading Indian business services provider founded in 2007. Specializing in workforce management, operating asset management, and IT solutions, Quess serves diverse sectors like IT, retail, and healthcare globally. The company excels in staffing, facility management, and digital transformation services. Quess drives growth through innovation and strategic acquisitions, maintaining strong financial performance and a commitment to sustainability and corporate governance.Quess Corp operates through various segments:

1. **Workforce Management:** This includes staffing solutions, skill development, and recruitment process outsourcing. Quess provides both temporary and permanent staffing solutions, ensuring flexibility and scalability for businesses.
2. **Operating Asset Management:** This segment focuses on integrated facility management, industrial operations, and related services. Quess manages assets for enterprises, ensuring efficient operation and maintenance.
3. **Global Technology Solutions:** Quess offers IT services, including cloud computing, cybersecurity, application development, and IT infrastructure management. The company supports businesses in digital transformation and technological advancement.

Nature of business: Quess Corp Ltd operates in the business services industry, offering a diverse range of solutions. Its primary areas of focus include:

1. Workforce Management: Providing staffing solutions, recruitment process outsourcing, and skill development services for various sectors.
2. Operating Asset Management: Offering integrated facility management and industrial operations to ensure efficient asset maintenance.
3. Global Technology Solutions: Delivering IT services such as cloud computing, cybersecurity, application development, and IT infrastructure management.

These services cater to industries like IT, retail, healthcare, hospitality, and manufacturing, helping businesses enhance their operational efficiency and technological capabilities.

Products/ Service Profile: Quess Corp Ltd provides workforce management, including staffing and recruitment process outsourcing, operating asset management with facility and industrial operations, and global technology solutions like IT services, cloud computing, and digital transformation. These services cater to sectors such as IT, retail,

| ISSN: 2395-7639 | www.ijmrsetm.com | Impact Factor: 7.802 | A Monthly Double-Blind Peer Reviewed Journal |

| Volume 11, Issue 7, July 2024 |

healthcare, hospitality, manufacturing.

Achievements/Award

- Best Employer Brand Awards: Various years, including 2019, 2020, and 2021.
- Industry Recognition: Recognized in different years, such as 2018, 2019, and 2020.
- Corporate Social Responsibility (CSR) Awards: Received in various years, including 2017, 2018, and 2020.
- Leadership Awards: Honored in various years, including 2015, 2018, and 2021.
- Supplier Excellence Awards: Received over different years, such as 2017, 2018, and 2020.
- Best Managed Company Awards: Recognized across various years, including 2014, 2016, and 2019.

Theoretical Background of Study: The study aims to explore the theoretical underpinnings of maximizing employee performance management through the integration of Artificial Intelligence (AI). It delves into theories of human resource management, organizational behavior, and AI technology adoption. By examining concepts such as performance appraisal, feedback mechanisms, and AI algorithms, the research seeks to provide insights into how AI integration can optimize employee performance, enhance decision-making, and foster organizational effectiveness.

Meaning: Integrating AI in employee performance management improves evaluation and monitoring through data insights, personalized feedback, and predictive analytics. It automates reviews, ensures continuous tracking, reduces biases, aids decision-making, boosts engagement and retention, and identifies skill gaps, creating a more efficient and fair system.

Components of maximizing employee performance through AI integration

1. Work Environment

A work environment maximizing employee performance management through AI integration is data-driven, personalized, and efficient. It features automated performance tracking, continuous feedback, reduced biases, and proactive skill development. AI tools enhance decision-making, engagement, and retention, fostering a fair and supportive atmosphere that aligns employee growth with organizational goals.

2. Compensation and Benefits:

This includes more equitable and data-driven pay structures, personalized incentives, and timely rewards based on accurate performance insights. This leads to increased employee satisfaction, motivation, and retention, as well as optimized resource allocation for the organization.

3. Job roles and Responsibilities

Job roles in maximizing employee performance management through AI integration include AI specialists developing systems, HR managers using AI for tailored development plans, data analysts interpreting performance data, IT support maintaining AI tools, and employee relations ensuring fairness and enhanced engagement. These roles collectively enhance efficiency, accuracy, and personalization in performance management.

4. Work life balance

Maximizing employee performance management through AI integration improves work-life balance by automating tasks, providing personalized feedback, and enabling continuous performance tracking. This reduces administrative burdens, allows for flexible work arrangements, and ensures timely support for employees. AI-driven insights help maintain a balanced workload, fostering a healthier and more productive work environment.

5. Recognition and Appreciation

Maximizing employee performance management through AI integration enhances recognition and appreciation by providing real-time, data-driven insights into employee achievements. AI ensures timely, personalized recognition, reducing biases and improving fairness. This leads to increased motivation, job satisfaction, and a positive work culture, as employees feel valued and acknowledged for their contributions.

6. Career Advancement Opportunities

Maximizing employee performance through AI integration enhances career advancement opportunities by identifying skill gaps, predicting potential, and personalizing development plans. AI-driven insights enable targeted training, mentoring, and clear progression paths, ensuring employees receive the right support and opportunities to grow, leading to more effective and tailored career advancement.

AI's role in managing employee performance

1. Decreases human error: The managers are responsible for providing the staff with input during a traditional performance review, which can make or break their careers. The managers have a lot of work to do, including grading employee performance, identifying the best training opportunities, identifying the strengths of each team member, providing performance evaluation, establishing long-term objectives, and more. The foundation of AI-powered performance management is data. It doesn't have any preferences of its own. There is no possibility for inaccuracy in the data itself because it is collected from numerous sources. Thus, AI can assist managers in

| ISSN: 2395-7639 | www.ijmrsetm.com | Impact Factor: 7.802 | A Monthly Double-Blind Peer Reviewed Journal |

| Volume 11, Issue 7, July 2024 |

providing employees and the organization with objective feedback.

2. Produces estimates based on data: AI-powered performance reviews analyze a lot of data and generate predictions based on the employee's performance and career history as well as the review at hand.
3. Permits ongoing analysis and evaluation: Making the transformation from periodic to ongoing performance assessments has several advantages. It is possible to continuously enhance performance and make course modifications. The organization becomes adaptable and nimble as a result. Furthermore, studies indicate that up to 60% of workers favor continual feedback.
4. Motivates bosses to provide more constructive criticism: Managers can use AI to verify their choices and ensure that the feedback they provide is accurate. The managers will benefit from having access to additional data and information about the employees they are evaluating, which will help them develop.

Managers must rely on an employee's word and their own assessment of the employee's performance in conventional performance reviews. Simply put, there is more data to use when performance reviews are enabled by AI. Because they may use precise numbers to support their appreciation for an employee or to point out areas where they can improve their production and work performance, supervisors can now deliver feedback more effectively.

II. LITERATURE REVIEW

(Alsaif & Sabih Aksoy, 2023) This includes a survey of prior research highlighting the growing significance of artificial intelligence (AI) in contemporary human resource management (HRM), emphasizing its potential to automate tasks, improve processes, and provide personalized solutions. Existing research indicates AI's favorable impact on numerous HR tasks, cost efficiency, employee happiness, and streamlined candidate selection, offering a thorough overview of AI's role and potential in HRM.

(Arsawan et al., 2022) The provided abstract's literature review includes previous research on the relationship between knowledge sharing and innovation culture within organizations, emphasizing their positive influence on business performance and competitive advantage, and frequently drawing from studies conducted in larger companies. It also highlights the lack of attention paid to small and medium-sized enterprises (SMEs) in this regard, emphasizing the necessity for more research to assess the relevance of theories created for larger firms in the setting of SMEs.

(Cardwell et al., 2022) research acknowledges the prevalence of stochasticity in computing despite the dominance of the deterministic computing paradigm, recognizing challenges in random number generation within deterministic systems, exploring the utilization of emerging device stochasticity, and addressing the complexity of co-designing circuits and systems. This involves collaboration across several design disciplines as well as the incorporation of artificial intelligence to accelerate design processes. In addition, the paper presents practical examples of optimum circuits created with AI-enhanced co-design and refers to previous work on probabilistic neural circuits for random number generation.

(Devarajan R. et al., 2016) The offered abstract's literature analysis includes previous research on the historical evolution of performance management systems, established practices and their limits, and the creation of creative approaches to address modern difficulties. It also investigates the strategic influence of performance management on businesses, emphasizing the importance of internal communication and training in the design and implementation of effective performance management programs.

(Luckin & Cukurova, 2019) It includes prior interdisciplinary research in learning sciences that has improved our understanding of human learning and effective teaching methods, necessitating the application of these insights to inform the development of AI technologies for education and training. The paper also includes case examples demonstrating how learning sciences research may evaluate varied educational data to benefit students and instructors, ultimately facilitating the building of AI algorithms for speedy and effective data analysis. Furthermore, it emphasizes the existing gap between AI developers' limited knowledge of learning sciences and the education field, emphasizing the importance of inter-stakeholder partnerships among AI developers, educators, and researchers, with examples such as the EDUCATE Educational Technology (EdTech) program demonstrating such collaborative approaches.

(Prentice, 2023) This analysis includes earlier research, such as the Service Profit Chain theory, which explains the interaction between employee and customer happiness, engagement, and loyalty in service sectors. It also explores the suggestion of an integrated model, supported by existing theories, to investigate the influence of AI and emotional intelligence (EI) on satisfaction, engagement, and loyalty. This review acknowledges empirical investigations undertaken in Australian hotels, as well as their results about the importance of AI service quality, customer engagement, and the moderating influence of EI. It focuses on the practical consequences and insights that these discoveries have for both scholars and practitioners.

| ISSN: 2395-7639 | www.ijmrsetm.com | Impact Factor: 7.802 | A Monthly Double-Blind Peer Reviewed Journal |

| Volume 11, Issue 7, July 2024 |

(Ismail et al., 2023) The research recognizes the critical necessity for prompt COVID-19 detection, particularly in medical settings, and emphasizes the critical role of deep transfer learning (TL) in automating this process. It also examines the application of ensemble deep transfer learning models for chest X-ray interpretation, with a focus on COVID-19 detection, and emphasizes the significance of real-time Internet of Things (IoT) systems. Comparative comparisons with different algorithms are given, emphasizing the practical usefulness of this study in assisting radiologists in making quick and accurate COVID-19 diagnoses, finally highlighting the importance of combining IoT with deep transfer learning for early case detection.

(Mrazovac et al., 2021) highlights continuing worldwide trends towards Industry 4.0, resulting to new cost-effective services and process breakthroughs. It highlights the need of artificial intelligence (AI) in future smart maintenance systems, with the goal of achieving zero-failure activity through automated predictive innovation. It also discusses the difficulties in gathering anomalous sound data for failure detection and presents the paper's approach, which focuses on training a machine-learning model with typical functioning noises to detect anomalies in a factory environment.

(Johan, 2021) This highlights the financial industry's rapid transformation as a result of the rise of FinTech companies, as well as the need for traditional financial firms to use technology in order to compete. It introduces the research goal of determining how technology affects the labor processes of established financial firms, with a focus on business model comparisons. The qualitative study method adopted incorporates multi-purpose finance companies. AI, automation, chatbots, and face recognition are among the technical options considered for improving work processes, which are followed by digital transformation activities. To address the significant expenditure necessary, the assessment also advises collaboration as a realistic option for traditional financial organizations to adopt technology, including working with FinTech startups.

(Yellu et al., 2022) Acknowledges the widespread usage of artificial intelligence (AI) in homeland security, but emphasizes the computational intensity barrier for real-time solutions. It proposes approximation computing as a solution, highlighting the importance of secure deployment in high-security homeland security applications. The review identifies stealthy attacks as a concern and proposes the Intermediate Node Evaluation-Based Attack Detection (INEAD) method, which is demonstrated through case studies with significant performance improvements, such as an 80% increase in attack detection speed for Finite Impulse Response (FIR) filters and a 52.7% reduction in compile time for artificial neural networks (ANN).

(Hooi, 2021) presents the study's purpose, which is to investigate the impact of the Management Development Index, Human Resource System (HRS), and Employee Engagement (EE) on business performance. It describes the research technique, which included stratified random sampling from multinational firm management and the use of structural equation modelling for analysis. The paper also highlights the major findings, which show links between Management Development, HRS, and company performance, with EE serving as a partial mediator in the HRS-firm performance relationship.

(Kulshrestha et al., 2023) The review of literature provides a research study inspired by portfolio optimization that employs technical analysis and artificial intelligence. It compares a technical trading strategy with AI to a typical buy-and-hold technique using technical indicators and global stock market indices. According to the study's findings, the technical strategy with AI surpasses the buy-and-hold strategy in terms of higher returns and reduced risk across chosen indexes.

III. NEED FOR STUDY

The study on maximizing employee performance management through AI integration is crucial to explore how AI can revolutionize workforce management. By leveraging AI, organizations can enhance productivity, streamline processes, and gain data-driven insights for informed decision-making. This research aims to identify the benefits, challenges, and best practices of AI implementation, helping businesses optimize employee performance, engagement, and overall organizational efficiency in a competitive and rapidly evolving business landscape.

IV. SCOPE OF STUDY

The study explores how integrating artificial intelligence (AI) into workplace processes can enhance employee performance. It examines AI's impact on productivity, decision-making, training, and workflow efficiency, aiming to identify best practices and potential challenges in leveraging AI to maximize human capital in organizations.

The research methodology involves a mixed-methods approach, including quantitative surveys to measure AI's impact

| ISSN: 2395-7639 | www.ijmrsetm.com | Impact Factor: 7.802 | A Monthly Double-Blind Peer Reviewed Journal |

| Volume 11, Issue 7, July 2024 |

on productivity and engagement, and qualitative interviews with industry experts to gather insights on best practices and challenges. Case studies of organizations successfully integrating AI will be analyzed. Data will be collected from diverse sectors to ensure comprehensive results, followed by statistical analysis to validate findings and formulate actionable recommendations for optimizing employee performance management through AI integration.

Reliability Test

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.759	0.759	5

The reliability statistics indicate that the scale, consisting of 5 items, has a Cronbach's Alpha of 0.759. This value suggests an acceptable level of internal consistency, meaning the items on the scale reliably measure the same underlying construct. Cronbach's Alpha values above 0.7 are generally considered acceptable in social sciences, indicating that the scale is sufficiently reliable for research or assessment purposes. The consistency is further confirmed as the value remains the same (0.759) when based on standardized items, underscoring the robustness of the reliability across the items measured.

Correlation Analysis

Correlations			
		How familiar are you with AI applications in HR functions within your organizations?	How often do you receive feedback through AI driven systems?
How familiar are you with AI applications in HR functions	Pearson Correlation	1	0.085
	Sig. (2-tailed)		0.398
	N	100	100
How often do you receive feedback through AI driven	Pearson Correlation	0.085	1
	Sig. (2-tailed)	0.398	
	N	100	100

The correlation table presents the relationship between two variables: familiarity with AI applications in HR functions and the frequency of receiving feedback through AI-driven systems. The Pearson correlation coefficient for these variables is 0.085, indicating a very weak positive correlation. This suggests that there is a slight tendency for those familiar with AI applications in HR to receive feedback through AI systems more frequently, but the relationship is not strong.

The significance value (Sig. 2-tailed) is 0.398, which is higher than the commonly accepted threshold of 0.05 for statistical significance. This implies that the observed correlation is not statistically significant and could have occurred by chance. With a sample size of 100 respondents, the data does not provide strong evidence of a meaningful relationship between familiarity with AI in HR and the frequency of AI-driven feedback the table suggests that there is no significant correlation between familiarity with AI in HR functions and how often feedback is received through AI systems in this sample

| ISSN: 2395-7639 | www.ijmrsetm.com | Impact Factor: 7.802 | A Monthly Double-Blind Peer Reviewed Journal |

| Volume 11, Issue 7, July 2024 |

Regression Analysis

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	15.983	1	15.983	15.035	.000
	Residual	104.177	98	1.063		
	Total	120.160	99			

The ANOVA table provides insights into the regression model's ability to explain the variability in the dependent variable. The regression model shows a Sum of Squares of 15.983, with 1 degree of freedom (df), leading to a Mean Square of 15.983. The Residual Sum of Squares is 104.177 with 98 degrees of freedom, resulting in a Mean Square of 1.063.The F-value of 15.035 is used to test the overall significance of the regression model. A high F-value indicates that the model explains a significant portion of the variability in the dependent variable. The significance value (Sig.) is .000, which is well below the commonly accepted threshold of 0.05. This indicates that the regression model is statistically significant, meaning there is a very low probability that the observed relationship occurred by chance the regression model significantly explains the variability in the dependent variable, as evidenced by the F-value and the very low significance level.

V. FINDINGS

1. The correlation between familiarity with AI applications in HR functions and the frequency of receiving feedback through AI-driven systems is very weak (Pearson correlation coefficient of 0.085). This suggests a slight tendency for those familiar with AI in HR to receive feedback through AI systems more frequently, but the relationship is not statistically significant.

2. There is no significant correlation between communication effectiveness and employee job satisfaction at Quess Corp Ltd. This suggests that other factors may play a more critical role in determining job satisfaction.

3. The reliability statistics indicate that the scale used in the study has a Cronbach's Alpha of 0.759, suggesting an acceptable level of internal consistency. This means the items on the scale reliably measure the same underlying construct.

VI. SUGGESTIONS

1. To enhance the effectiveness of AI applications in HR functions, Quess Corp Ltd should invest in comprehensive training programs for employees. This will ensure that staff are well-versed and comfortable with these advanced systems, potentially improving the integration and acceptance of AI-driven feedback mechanisms.
2. Fostering a collaborative approach where AI tools complement human judgment rather than replacing it can address qualitative aspects of performance that require human insight.
3. Robust data privacy and security measures are essential to protect employee data, thereby building trust and acceptance of AI systems.
4. Implementing continuous monitoring and feedback mechanisms will allow the company to assess the long-term impact of AI on employee performance and job satisfaction, facilitating necessary adjustments over time.
5. Finally, regular reviews and calibrations of AI algorithms are crucial to prevent biases, ensuring fairness and equity in evaluations and feedback, which will maintain trust in AI-driven HR processes.

VII. CONCLUSION

The study reveals that while AI applications in HR functions are becoming more prevalent, their impact on employee performance and job satisfaction at Quess Corp Ltd may not be as significant as anticipated. The weak correlation between familiarity with AI and the frequency of receiving feedback suggests that being more acquainted with AI systems does not necessarily lead to more frequent feedback. These findings underscore the complexity of integrating AI into HRM, highlighting the need for a more nuanced approach. To fully realize the potential benefits of AI-driven HR processes, it is essential to consider multiple variables and address various factors that influence the effectiveness

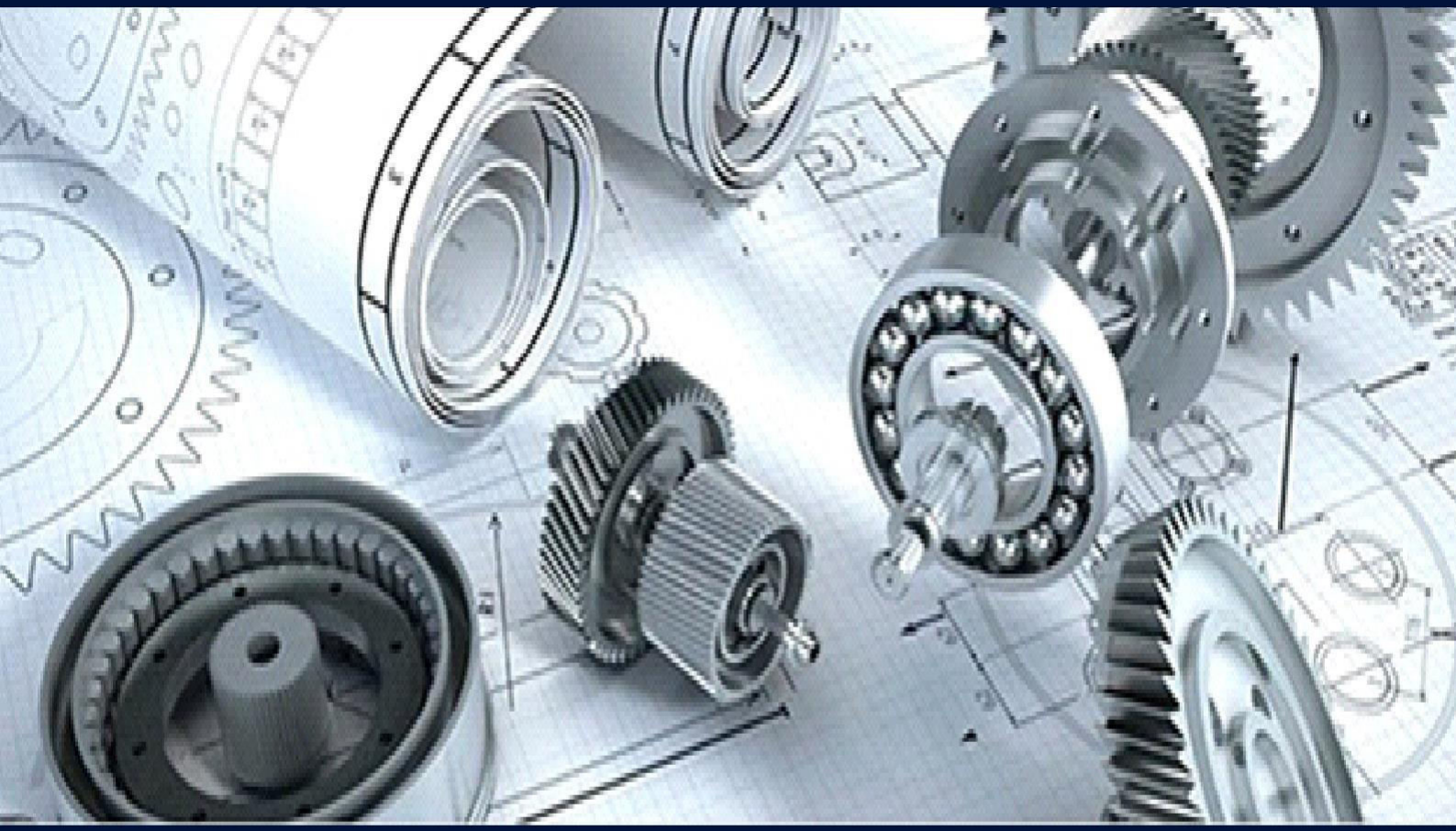
| ISSN: 2395-7639 | www.ijmrsetm.com | Impact Factor: 7.802 | A Monthly Double-Blind Peer Reviewed Journal |

| Volume 11, Issue 7, July 2024 |

of AI. This comprehensive approach can help in better understanding and leveraging AI's capabilities to enhance HR functions, ultimately leading to improved employee performance.

REFERENCES

1. Alsaif, A., & Sabih Aksoy, M. (2023). AI-HRM: Artificial Intelligence in Human Resource Management: A Literature Review. Journal of Computing and Communication, 2(2), 1–7. https://doi.org/10.21608/jocc.2023.307053
2. Arsawan, I. W. E., Koval, V., Rajiani, I., Rustiarini, N. W., Supartha, W. G., & Suryantini, N. P. S. (2022). Leveraging knowledge sharing and innovation culture into SMEs sustainable competitive advantage. International Journal of Productivity and Performance Management, 71(2), 405–428. https://doi.org/10.1108/IJPPM-04-2020-0192
3. Budhwar, P., Malik, A., De Silva, M. T. T., & Thevisuthan, P. (2022). Artificial intelligence – challenges and opportunities for international HRM: A review and research agenda. The International Journal of Human Resource Management, 33(6), 1065–1097. https://doi.org/10.1080/09585192.2022.2035161
4. Cardwell, S. G., Schuman, C. D., Smith, J. D., Patel, K., Kwon, J., Liu, S., Allemang, C., Misra, S., Incorvia, J. A., & Aimone, J. B. (2022). Probabilistic Neural Circuits leveraging AI-Enhanced Codesign for Random Number Generation. 2022 IEEE International Conference on Rebooting Computing (ICRC), 57–65. https://doi.org/10.1109/ICRC57508.2022.00008
5. Cascio, W. F. (2014). Leveraging employer branding, performance management and human resource development to enhance employee retention. Human Resource Development International, 17(2), 121–128. https://doi.org/10.1080/13678868.2014.886443
6. Chatterjee, S., Rana, N. P., Tamilmani, K., & Sharma, A. (2021). The effect of AI-based CRM on organization performance and competitive advantage: An empirical analysis in the B2B context. Industrial Marketing Management, 97, 205–219. https://doi.org/10.1016/j.indmarman.2021.07.013
7. Chowdhury, S., Budhwar, P., Dey, P. K., Joel-Edgar, S., & Abadie, A. (2022). AI-employee collaboration and business performance: Integrating knowledge-based view, socio-technical systems and organisational socialisation framework. Journal of Business Research, 144, 31–49. https://doi.org/10.1016/j.jbusres.2022.01.069
8. Choy, K. L., Chow, H. K. H., Tan, K. H., Chan, C.-K., Mok, E. C. M., & Wang, Q. (2008). Leveraging the supply chain flexibility of third party logistics – Hybrid knowledge-based system approach. Expert Systems with Applications, 35(4), 1998–2016. https://doi.org/10.1016/j.eswa.2007.08.084
9. Devarajan R., Maheshwari, S., & Vohra, V. (2016). Implementing New Age Performance Management System in IT MNC: Leveraging Communication and Training. South Asian Journal of Business and Management Cases, 5(2), 189–197. https://doi.org/10.1177/2277977916665983
10. Dutta, D., Srivastava, Y., & Singh, E. (2023). Metaverse in the tourism sector for talent management: A technology in practice lens. Information Technology & Tourism, 25(3), 331–365. https://doi.org/10.1007/s40558-023-00258-9
11. Fischer, I., Beswick, C., & Newell, S. (2021). Rho AI – Leveraging artificial intelligence to address climate change: Financing, implementation and ethics. Journal of Information Technology Teaching Cases, 11(2), 110–116. https://doi.org/10.1177/2043886920961782
12. Gelle-Jimenez, M., & Aguiling, H. M. (2021). Leveraging human resources management (HRM) practices toward congruence of values. International Journal of Research in Business and Social Science (2147- 4478), 10(1), 85–94. https://doi.org/10.20525/ijrbs.v10i1.987
13. Guler, N., Kirshner, S., & Vidgen, R. (2023). Artificial Intelligence Research in Business and Management: A Literature Review Leveraging Machine Learning and Large Language Models. SSRN Electronic Journal. https://doi.org/10.2139/ssrn.4540834
14. Hooi, L. W. (2021). Leveraging human assets for MNCs performance: The role of management development, human resource system and employee engagement. The International Journal of Human Resource Management, 32(13), 2729–2758. https://doi.org/10.1080/09585192.2019.1590443
15. Ismail, M., Binti Mustaffa, S. N., & Abed, M. (2023). AI-Enabled Deep Learning Model for COVID-19 Identification Leveraging Internet of Things. Wasit Journal of Computer and Mathematics Science, 2(2), 33–39. https://doi.org/10.31185/wjcms.146
16. Johan, S. (2021). Enhanced Financial Business Competitiveness by Leveraging Technology and Innovation. CommIT (Communication and Information Technology) Journal, 15(2), 79–89. https://doi.org/10.21512/commit.v15i2.6968
17. Kulshrestha, N., Kamra, V., & Aggarwal, S. (2023). Leveraging technical analysis and artificial intelligence—Optimization of global portfolio management through world indices. International Journal of Public Sector Performance Management, 12(3), 445–461. https://doi.org/10.1504/IJPSPM.2023.133588
18. Lakshman, C. (2014). Leveraging human capital through performance management process: The role of leadership in the USA, France and India†. The International Journal of Human Resource Management, 25(10), 1351–1372. https://doi.org/10.1080/09585192.2013.870310



INTERNATIONAL STANDARD SERIAL NUMBER INDIA

INTERNATIONAL JOURNAL OF MULTIDISCIPLINARY RESEARCH

IN SCIENCE, ENGINEERING, TECHNOLOGY AND MANAGEMENT

+91 99405 72462 +91 63819 07438 ijmrsetm@gmail.com