AI-POWERED WORKFORCE MANAGEMENT

Shaping the Future of Government Hiring and Productivity in Dubai

WHY WORKFORCE MANAGEMENT IS A GLOBAL CHALLENGE

Globally, demographic shifts are impacting the public sector, with Gen Z expected to make up about 30% of the workforce by 2030, necessitating adjustments in workforce composition and service delivery. Employee retention remains a challenge, with career development, leadership, and compensation being the top reasons for public sector employees leaving their jobs [1]. In addition, upskilling and training are crucial yet challenging due to limited budgets and resources, which restrict the ability to offer comprehensive training programs. Addressing these challenges requires focused efforts to improve career development, enhance workplace conditions, and invest in continuous learning, ensuring the workforce remains capable and motivated despite these ongoing obstacles.

KEY STATISTICS

The market for workforce management solutions is expected to reach

USD 9.3 billion

by 2026, driven by the increasing demand for automation and AI-powered tools economy.[2]

65%

of the **skills required to perform jobs** will change by 2030. [3]

A study by McKinsey & Company found that **AI-powered hiring tools** improve hiring efficiency by up to

20%

AI's ability to learn and adapt over time is a massive benefit in talent acquisition.[4]

THE DUBAI CONTEXT

Dubai is a city that relentlessly pursues innovation and excellence in public sector efficiency, beginning with its dedicated public sector employees. The Dubai Government Human Resources Department (DGHR) embodies this commitment through the launch of the Future of Work initiative. This forward-thinking program is designed to equip Dubai's government employees and talent with cutting-edge methodologies aligned with global best practices, which also helps to prioritise strategic hiring and upskilling activities. However, there are significant challenges in these areas due to various factors, including the evolving expectations and working styles of newer generations, such as Gen Z, who require a much more tailored approach to development and engagement.

HOW AI WILL SOLVE THIS CHALLENGE

AI is revolutionising workforce management in the public sector by leveraging advanced technologies to address recruitment, retention, and upskilling challenges. **Machine learning algorithms** streamline recruitment processes through talent intelligence systems that analyse large datasets, automating resume screening and candidate matching. **AI-driven talent management systems** use natural language processing and data mining to create personalised career development paths, improving employee retention by identifying internal job opportunities and aligning them with individual aspirations.

In the realm of upskilling, **AI-powered personalised learning pathways** utilise deep learning to assess skill gaps and recommend targeted training programs, ensuring employees stay aligned with organisational goals and technological advancements. Additionally, AI enhances organisational agility by integrating into HR processes such as workforce planning and performance management, using decision trees and reinforcement learning to optimise efficiency and inform structural redesigns. Collectively, these AI applications foster a more engaged, adaptable, and future-ready public sector workforce.

THE IMPACT OF USING AI FOR DUBAI

The integration of AI into Dubai's workforce management strategies is setting new benchmarks for public sector efficiency. By harnessing AI, Dubai can streamline its recruitment processes, improve the quality of its hires, and create a more agile and responsive workforce. These advancements are crucial for maintaining high standards in public service delivery and ensuring that Dubai's government remains a leader in innovation and efficiency.

Strategically, AI in workforce management aligns with Dubai's vision of becoming a global leader in smart governance. By adopting AI-driven workforce management systems, Dubai is not only optimising its talent pool but also preparing its government entities to meet the challenges of the future. This approach ensures that Dubai's government workforce is equipped to navigate the complexities of a rapidly changing world, ultimately contributing to the city's long-term success and global standing.

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CITATIONS

[1] McKinsey & Company, "Shaping Tomorrow's Talent Agenda for the Public Sector," www.mckinsey.com/industries/public-sector/our-insights/shaping-tomorrows-talent-agenda-for-the-public-sector, accessed 2024.

[2] MarketsandMarkets, "Workforce Management Market," www.marketsandmarkets.com/Market-Reports/workforce-management-market-27548173.html, accessed 2024.

[3] Hari Srinivasan, "Reimagining Hiring and Learning with the Power of AI," LinkedIn, www.linkedin.com/pulse/reimagining-hiring-learning-power-ai-hari-srinivasan-hdfof/, accessed 2024.

[4] McKinsey & Company, "The State of AI in 2022 and a Half Decade in Review," www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai-in-2022-and-a-half-decade-in-review, accessed 2024.