Human-Artificial Intelligence Interactions: Redefining Knowledge Creation and Sharing for Sustainable HRM

(HARK Sus-HRM)

Abstract

Despite organizations increasingly leveraging artificial intelligence (AI) and traditional training mechanisms to enhance employees' performance in mechanical and analytical tasks, a sustainable HRM framework is still lacking. Such a framework is essential to address challenges related to knowledge creation, sharing, distrust, ethical concerns, and sustainability within the human-AI ecosystem As a result, this project aims to understand, develop, and redefine Human Resource Management (HRM) by exploring the integration of human-AI ecosystems within knowledge-intensive organizations across India, Poland, the UK, Malaysia, and Italy for cross-country comparisons. We examine how counterproductive knowledge behaviors such as knowledge hoarding, hiding, and withholding manifest in knowledge-intensive, international organizations and how an integrative set of HRM mechanisms can foster greater effective and efficient knowledge creation and sharing practices for organizational sustainability by using a Sustainable HRM (Sus – HRM) Framework. Therefore, the absence of such a framework for human-AI collaboration, addressing organizational, societal, and environmental goals is this study's focus. While previous research on AI – Human interactions demonstrate HRM professionals' reliance on traditional training and development mechanisms to upskill employees, their utilization has ironically produced more disengagement, lack of commitment, lack of knowledge sharing, and trust deficit problems. Our innovative model addresses these counterproductive behaviors by incorporating a challenge-resolution set of steps supported by a range of HR initiatives to enhance organizational efficiency, human agents and AI systems' collaboration and pave the way for strong societal and Management impact.