

عنوان البحث

تأثير الذكاء الاصطناعي على الوظائف التحليلية والإدارية في شركات تقنية المعلومات في المملكة العربية السعودية

The impact of artificial intelligence on analytical and administrative jobs in information technology companies in KSA

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العام الدراسي	1445 - 2023
لغة البحث	اللغة الإنجليزية

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Preface

The relentless advancements in technology have brought about a transformative shift in the world of business and industries. As the Information Technology (IT) sector in Saudi Arabia continues to grow exponentially, driven by the integration of Artificial Intelligence (AI), it becomes crucial to explore and understand its profound impact on the job landscape within this domain.

This research delves into the captivating realm of AI and its influence on analytical and administrative jobs in information technology companies operating in the Kingdom of Saudi Arabia. By examining the dynamic interplay between AI and human roles, we seek to shed light on the opportunities and challenges that arise in this rapidly evolving technological landscape.

The study adopts a meticulous approach, encompassing both quantitative and qualitative analyses. Through surveys, interviews, and comprehensive data analysis, we endeavor to unravel the various facets of AI's integration within IT companies. As we focus on the Saudi market and its vibrant information technology sector, our primary attention centers on exploring the implications of AI adoption for job functions and responsibilities.

By meticulously analyzing the data gathered from prominent IT companies in Saudi Arabia, we aim to identify the transformations brought about by AI in analytical and administrative roles. This research intends to serve as a valuable resource for stakeholders, industry professionals, and policymakers, offering insights into the changing dynamics of the job market and how AI reshapes traditional job landscapes.

Our ultimate aspiration with this research is to provide a comprehensive understanding of the impact of AI on analytical and administrative jobs within the IT sector in Saudi Arabia. By exploring the challenges and opportunities presented by this technological disruption, we aim to facilitate informed decision-making and strategic planning for businesses and professionals alike.

I extend my heartfelt gratitude to all those who have contributed to the successful completion of this research. Your support, guidance, and encouragement have been invaluable throughout this journey.

Let us embark on this exploration together, as we unravel the profound influence of artificial intelligence on analytical and administrative roles within the vibrant IT companies of the Kingdom of Saudi Arabia.

Chapter 1

INTRODUCTION

1.1 General Introduction

The rapid advancement of Artificial Intelligence (AI) has ushered in a new era of transformative change across various industries, with the Information Technology (IT) sector at its forefront. As the Kingdom of Saudi Arabia (KSA) embraces this technological revolution, the integration of AI is reshaping traditional job roles within IT companies, giving rise to intriguing challenges and opportunities.

AI's applications have expanded across analytical and administrative functions, impacting the way tasks are performed, decisions are made, and businesses operate. It has emerged as a powerful tool, capable of automating routine processes, analyzing vast datasets, and augmenting human capabilities. As the adoption of AI intensifies, it becomes imperative to explore its influence on job roles within the information technology domain in KSA.

This research aims to delve deep into the realm of AI's impact on analytical and administrative jobs in KSA's information technology companies. By examining the dynamic interplay between AI technologies and human expertise, we seek to identify the extent to which AI has transformed traditional job landscapes.

Risk management is a vital aspect of any business strategy, and in recent years, it has evolved into an integrated process known as enterprise risk management. Similarly, insurance companies have recognized the significance of robust risk management practices to ensure financial performance and overall growth. The quality of risk management adopted by these companies plays a critical role in their survival and profitability, affecting their ability to bear and distribute risk effectively.

In the context of the burgeoning AI-driven landscape, our research endeavors to shed light on how the integration of AI technologies is impacting analytical and administrative roles within KSA's information technology companies. By assessing the use of AI tools and the attitudes of senior decision-makers toward risk management models, we aim to discern different approaches and strategies adopted by IT companies.

Through a combination of qualitative and quantitative analysis, including surveys and data assessments, we aspire to present a comprehensive understanding of the implications of AI adoption for job functions within KSA's information technology sector. The findings of this study will not only benefit industry professionals and stakeholders but also serve as a valuable resource for policymakers, providing insights into the evolving job market and the changing dynamics of AI-driven roles.

As we embark on this research journey, we extend our gratitude to all those who have contributed to its realization. Your support and guidance have been instrumental in shaping the direction of this study.

Let us navigate the uncharted territory of AI's influence on analytical and administrative jobs in KSA's information technology companies, and together, unveil the opportunities and challenges that lie ahead.

1.2 Research Questions

The main research question for this study is as follows: What is the impact of artificial intelligence on analytical and administrative jobs in information technology companies in KSA?

To address the main research question, the following sub-questions can be explored:

1. How is artificial intelligence being utilized in analytical and administrative tasks within IT companies in KSA? Artificial intelligence (AI) is rapidly transforming the landscape of information technology companies in KSA. This sub-question aims to investigate the specific AI technologies and applications used in analytical and administrative functions. The study will explore AI-driven tools such as machine learning algorithms, natural language processing, data analytics, and automation technologies, and their integration into diverse job roles within IT companies.
2. What are the potential benefits and challenges of implementing AI in analytical and administrative roles? Delving into the benefits and challenges of AI adoption in analytical and administrative roles will provide insights into its implications for businesses and employees. The research will explore how AI enhances efficiency, accuracy, and decision-making in these roles, while also examining potential concerns related to job displacement, ethical considerations, and human-AI collaboration.
3. What are the implications of AI adoption for job requirements and skills in the IT industry? The integration of AI technologies can influence the skill requirements and job profiles within the IT industry. This sub-question aims to analyze how AI adoption affects the demand for specific skills, the emergence of new job roles, and the need for upskilling or reskilling of the existing workforce. It will also explore the importance of human skills, creativity, and emotional intelligence in conjunction with AI capabilities.
4. How are IT companies in KSA managing the transition to AI-enabled analytical and administrative processes? This sub-question seeks to understand the strategies and approaches adopted by IT companies in KSA during the transition to AI-driven processes. Through a combination of case studies and surveys, the study will assess the extent of AI integration, the challenges faced during implementation, and the measures taken to ensure a smooth transition, including employee training and change management initiatives.
5. What strategies can be implemented to mitigate the negative impact of AI on jobs and support the workforce in adapting to AI technology? Recognizing the potential disruptive nature of AI, this sub-question aims to identify strategies to mitigate negative impacts on jobs and foster a supportive work environment. The research will explore ways to create a seamless human-AI collaboration, enhance employee engagement, and develop reskilling programs to equip the workforce with the necessary skills for the AI-driven era.

What is the impact of Artificial Intelligence on Analytical and Administrative Jobs in Information Technology Companies in KSA?

Regarding the main question, the research can exclude the following sub-questions:

1. How is artificial intelligence being utilized in analytical and administrative tasks within IT companies in KSA? The study will focus on understanding the overall impact of AI on analytical and administrative jobs in IT companies without specifically examining the individual contributions of Return on Asset, Return on Equity, Liquidity Risk, Credit Risk, or Operational Risk.
2. What are the potential benefits and challenges of implementing AI in analytical and administrative roles? While this sub-question is relevant, it will not be addressed individually, as the research will focus on the overall impact of AI on jobs rather than examining specific benefits and challenges related to financial metrics or risk management.
3. What are the implications of AI adoption for job requirements and skills in the IT industry? Although this sub-question holds significance, the research will look into the broader implications of AI on analytical and administrative job roles, without separating the effects on financial metrics or risk-related skills.
4. How are IT companies in KSA managing the transition to AI-enabled analytical and administrative processes? The study will analyze the strategies adopted by IT companies during the transition to AI-driven processes without specifically exploring risk management or financial metric aspects.
5. What strategies can be implemented to mitigate the negative impact of AI on jobs and support the workforce in adapting to AI technology? While this sub-question is pertinent, the research will examine strategies to mitigate negative impacts on jobs holistically, without exclusively focusing on risk management or financial metrics.

The main research question will concentrate on the overall impact of artificial intelligence on analytical and administrative jobs within information technology companies in KSA. The study aims to explore the transformative influence of AI technologies on job roles, job requirements, and the job market in the IT industry.

1.3 Research Objectives

This research aims to achieve the following objectives:

1. To examine the current landscape of artificial intelligence (AI) adoption and identify the diverse AI technologies and applications utilized in analytical and administrative tasks within information technology companies in KSA.
2. To assess the impact of AI adoption on job roles and job requirements within the IT industry in KSA, including an evaluation of the potential benefits and challenges faced by employees and organizations.
3. To investigate the implications of AI integration on the performance of analytical and administrative jobs in information technology companies in KSA. The study will analyze the influence of AI on job efficiency, decision-making processes, and overall organizational performance.
4. To explore strategies and best practices implemented by IT companies in KSA to manage the transition to AI-enabled analytical and administrative processes effectively. The research will highlight successful approaches to employee training, skill development, and change management initiatives.
5. To provide recommendations and actionable insights for IT companies in KSA to navigate the impact of AI on job roles and foster a supportive work environment. The study will propose strategies to optimize AI-human collaboration, enhance employee skills, and prepare the workforce for the AI-driven future.

1.4 Significance of the Study

This research holds substantial importance from various perspectives, as outlined below:

1. **Theoretical Importance:** This study contributes to the body of knowledge in the field of artificial intelligence (AI) and its impact on analytical and administrative jobs within information technology companies in KSA. By exploring the AI adoption landscape and its implications for job roles, the research adds to the existing scientific library, serving as a valuable resource for researchers and academics in the field of AI, technology, and organizational studies. Additionally, as the integration of AI in the job market is a relatively new area, this research will fill a crucial gap in the literature, providing insights into how AI reshapes job landscapes and requirements in KSA's information technology sector.
2. **Practical Importance:** The findings of this research will have practical implications for information technology companies in KSA. By comprehending the impact of AI on analytical and administrative job roles, IT companies can strategically plan their workforce development, employee training, and skill-building initiatives. The study will offer actionable insights into how organizations can leverage AI to enhance job performance, efficiency, and decision-making, ultimately leading to increased profitability and competitiveness. Moreover, this research will serve as a reference for IT companies in developing efficient AI integration strategies and addressing potential challenges during the transition.

3. **Societal Impact:** Beyond the corporate sphere, this research is of significance to the general public in KSA. By understanding the impact of AI on job roles, the study will shed light on the implications for job seekers, employees, and the overall workforce in the IT industry. It may lead to a better understanding of the changing job requirements and the importance of acquiring new skills for successful career paths in the AI-driven era. Additionally, as AI adoption could influence service quality and efficiency, the research will indirectly benefit customers and end-users, leading to improved IT services and solutions.
4. **Government and Regulatory Relevance:** The study's insights into the impact of AI on job roles can be useful for policymakers and government entities in KSA. By understanding the evolving landscape of job requirements and the potential disruptions caused by AI, policymakers can develop targeted policies to support workforce development and ensure a smooth transition to the AI-enabled future. Additionally, this research may aid in formulating regulations and guidelines concerning AI integration in the IT industry, promoting responsible and ethical AI usage.
5. **Academic Advancement:** For the researcher, this study is a fundamental requirement for obtaining a Master's degree in the field of AI and risk management. Engaging in this research project will contribute to the researcher's scientific and practical knowledge, fostering expertise in AI technologies, risk management, and their interplay within the IT sector. Moreover, the research experience will equip the researcher with valuable research skills, critical thinking, and data analysis expertise, benefiting their academic and professional development.

1.4.1 Managerial Relevance

The research holds significant managerial relevance for information technology companies in KSA. By examining the impact of artificial intelligence on analytical and administrative jobs, the findings will provide valuable insights for managers and organizational leaders. Managers can leverage the research outcomes to make informed decisions regarding workforce planning, skill development, and job restructuring in light of AI integration. The study's recommendations will guide managers in adopting efficient AI strategies to improve job performance, operational efficiency, and overall organizational success. Moreover, understanding the challenges faced during the AI transition will equip managers to address potential hurdles effectively and ensure a smooth integration process.

1.4.2 Scientific Relevance

The scientific importance of this research lies in its contribution to the growing field of artificial intelligence and its impact on job roles. The study's findings and recommendations will serve as a valuable resource for researchers, scholars, and experts interested in AI, technology, and organizational studies. Researchers can build upon the insights provided by this research to deepen their understanding of the evolving AI landscape and its implications for job markets. Additionally, the study's comprehensive examination of AI adoption and its effects on analytical and administrative roles will enhance the scientific knowledge base, leading to further advancements in the field of AI research. The research results can serve as a basis for future investigations and interdisciplinary studies exploring the interplay between AI technologies and job roles within different industries.

Furthermore, the research highlights the importance of challenges faced in AI integration within IT companies, contributing to the scientific knowledge surrounding AI implementation strategies. Scholars can draw upon the research to explore effective solutions for managing AI transitions and addressing potential obstacles in the integration process.

Chapter 2

Review of Literature

2.1. Introduction

The growing significance of artificial intelligence (AI) in the realm of information technology has drawn considerable attention from researchers and practitioners alike. As AI technologies continue to revolutionize various sectors, including health, finance, and communication, its impact on job roles and workforce dynamics has become a topic of profound interest. The outbreak of the Covid-19 pandemic has further underscored the importance of AI-driven solutions in tackling unprecedented challenges across industries.

The current study aims to explore the impact of AI on analytical and administrative jobs within information technology companies in the Kingdom of Saudi Arabia (KSA). By creating a comprehensive framework and employing stress tests, the research intends to assess the effects of economic shocks on IT companies during the period from 2007 to 2020. Given the rapidly changing landscape and the emergence of various crises, there is a heightened demand for effective risk management to safeguard human, financial, and material assets within the global context.

As businesses face evolving threats and disruptions, risk management has become an imperative for organizations seeking to anticipate and mitigate potential hazards. The objective is to minimize losses, limit the impact of risks, and create a secure environment for all stakeholders. To address these challenges, the Kingdom of Saudi Arabia has emphasized the establishment of risk management committees, contributing to corporate governance and the ability to respond proactively to risks.

Technology advancements, market liberalization, and globalization have resulted in increased business risks and intense competition among financial institutions. While many organizations have achieved success in these areas, the lack of adequate risk management systems has led to the downfall of numerous international institutions, exemplified by the global financial crisis in 2007.

The characteristics of the modern era significantly influence the types of risks that commercial businesses may encounter. The interaction between these characteristics has given rise to a heightened interest in risk management, which is rapidly growing in importance in the current landscape.

2.2. According to the Impact of Artificial Intelligence on Analytical and Administrative Jobs in Information Technology Companies in KSA

An overview of Artificial Intelligence (AI) impact on job roles This article provides a comprehensive understanding of the implications of AI adoption on analytical and administrative jobs within information technology companies in the Kingdom of Saudi Arabia (KSA). As AI technologies continue to evolve and reshape industries, including finance, healthcare, and communication, the focus on AI's impact on job roles has become of paramount importance. The swift changes and disruptions in various sectors, particularly in health, medicine, and finance, have led to an increased demand for risk management and the need to assess the financial system's response to economic crises.

The application of AI in analytical and administrative tasks has brought significant changes to the IT industry, necessitating a deeper understanding of its effects on the job market. The integration of AI

technologies in the workplace has accelerated the pace of work, enhanced decision-making capabilities, and increased operational efficiency. However, the adoption of AI has also given rise to concerns about job displacement and the need for upskilling and reskilling the existing workforce.

The study of AI's impact on analytical and administrative jobs follows several steps, similar to those used in traditional risk management:

1. **Planning and Scoping:** The first step involves planning the process and defining the scope of the study. This includes identifying the key job roles and tasks within IT companies that are most influenced by AI integration.
2. **Identifying AI-Related Risks:** The next step is to identify potential risks associated with AI adoption in analytical and administrative roles. These risks may include job displacement, skills mismatch, and potential ethical dilemmas related to AI usage.
3. **Evaluation:** Once the risks are identified, they need to be assessed in terms of their severity and likelihood of occurrence. This evaluation process involves estimating the impact of AI on job roles and the extent of disruption it may cause to the existing job landscape.

The research aims to provide valuable insights into how AI is transforming job roles, job requirements, and the job market in KSA's information technology sector. By understanding the potential risks and benefits of AI adoption, the study will offer recommendations for IT companies to navigate the AI-driven landscape successfully. Additionally, the research will address strategies to support employees in adapting to AI technologies and enhancing their skill sets to thrive in the AI-enabled future.

Concept and Definition of Risk Management in the Context of Artificial Intelligence (AI) Impact on Analytical and Administrative Jobs in Information Technology Companies in KSA

Risk management, in the context of the impact of artificial intelligence on analytical and administrative jobs within information technology companies in the Kingdom of Saudi Arabia (KSA), refers to the process of identifying, analyzing, assessing, and controlling potential risks associated with the integration of AI technologies in the workplace. AI adoption introduces both opportunities and challenges for job roles, and risk management aims to mitigate potential negative consequences while capitalizing on AI's benefits.

The concept of risk in this context revolves around the uncertainty of future outcomes or events related to AI adoption. Risks can arise from AI-driven automation of tasks, job displacement, skills mismatch, ethical considerations, and the need for employee upskilling and reskilling. Risk management seeks to anticipate and address these risks, ensuring a smooth transition to AI-enabled processes and maintaining workforce productivity.

The key components of risk management in the context of AI impact on job roles include:

1. **Identification of AI-Related Risks:** This step involves recognizing potential risks arising from AI integration, such as job displacement due to automation, the need for new skill sets, and potential ethical implications of AI decision-making.
2. **Assessment and Evaluation:** The evaluation process focuses on assessing the severity and likelihood of occurrence of AI-related risks. This evaluation aids in prioritizing risks based on their potential impact on analytical and administrative job roles.

3. **Risk Mitigation Strategies:** Risk management encompasses the development of strategies to mitigate identified risks effectively. These strategies may include upskilling and reskilling programs for employees, proactive job role redesign, and fostering a supportive work environment for employees adapting to AI technologies.
4. **Governance and Reporting:** Effective risk management involves setting up governance structures, such as risk committees, to oversee risk-related duties and monitor the implementation of risk mitigation strategies. Reporting mechanisms are established to track the success of risk management efforts and ensure ongoing risk evaluation and improvement.

Types of Risks Faced by Information Technology Companies in the Context of AI Impact on Jobs in KSA

Information technology companies in the Kingdom of Saudi Arabia (KSA) face various risks related to the adoption and integration of artificial intelligence (AI) technologies in their operations. These risks can impact the analytical and administrative job roles within these companies. Some of the key types of risks faced by IT companies in the context of AI impact on jobs include:

1. **Job Displacement:** The introduction of AI technologies, such as automation and machine learning, can lead to job displacement for employees whose tasks can be performed more efficiently by AI systems. This risk may result in workforce restructuring and the need for upskilling or reskilling of employees to adapt to new roles.
2. **Skills Mismatch:** As AI technologies require specific skills for their implementation and maintenance, IT companies may face challenges in finding employees with the necessary expertise. A skills mismatch can hinder the successful integration of AI and result in suboptimal performance.
3. **Ethical and Legal Risks:** The use of AI in decision-making processes may raise ethical concerns, such as biased algorithms or privacy violations. IT companies must navigate legal frameworks and ensure compliance with regulations related to data protection and AI usage.
4. **Operational Risks:** The integration of AI systems may lead to operational disruptions or technical failures, impacting the smooth functioning of IT companies and their ability to deliver services to clients.
5. **Market and Competitive Risks:** Companies that fail to adopt AI technologies or fall behind in AI implementation may face competitive disadvantages, losing market share to more AI-savvy competitors.
6. **Customer Acceptance:** AI-driven processes may face resistance from customers who prefer human interactions or mistrust AI decision-making, affecting customer satisfaction and loyalty.
7. **Financial Risks:** Significant investments in AI technologies may expose IT companies to financial risks, such as the uncertainty of ROI or cost overruns in AI implementation projects.

8. **Regulatory Risks:** IT companies operating in KSA must adhere to local and international regulations concerning AI usage, data privacy, and AI-related certifications, or risk facing legal penalties and reputational damage.
9. **Cybersecurity Risks:** AI systems can become targets of cyberattacks, leading to data breaches or system vulnerabilities that compromise company and customer data.

To manage these risks effectively, IT companies need to implement robust risk management frameworks, conduct thorough risk assessments, establish governance structures, and develop contingency plans to address potential challenges arising from AI integration

The Way to Face Risks in the Context of AI Impact on Jobs in KSA

As information technology companies in the Kingdom of Saudi Arabia (KSA) navigate the challenges of AI impact on jobs, they must adopt effective risk management strategies to address potential pitfalls and capitalize on opportunities. Here are some ways for these companies to face risks related to the adoption of AI technologies and their impact on jobs:

1. **Risk Identification and Assessment:** IT companies must conduct a thorough risk assessment to identify potential risks arising from AI adoption and its impact on job roles. This involves analyzing the potential displacement of certain job functions, skills mismatch, ethical concerns, operational disruptions, customer acceptance, and regulatory compliance.
2. **Stress Testing:** Stress tests can be utilized as a regulatory requirement to evaluate the resilience of IT companies' operations and financial health under adverse AI-related scenarios. Stress tests help identify weaknesses in the AI implementation and provide insights into the company's ability to withstand AI-induced challenges.
3. **Robust Risk Management Plan:** IT companies need to develop a comprehensive risk management plan that includes strategies to mitigate the identified risks. The plan should encompass risk transfer, risk reduction, risk retention, and risk avoidance measures to safeguard the company's financial health and reputation.
4. **Governance and Board Involvement:** IT companies should establish a dedicated Risk Management Committee or similar governance structure to oversee risk management efforts. The board of directors should be actively involved in setting risk management strategies and ensuring alignment with the company's goals and market conditions.
5. **Integration of Risk Management:** Risk management should be integrated into the company's day-to-day operations and decision-making processes. Employees should be encouraged to share information and maintain constant communication to stay prepared for changes in risks and AI impact.
6. **Financial Performance Analysis:** IT companies must continuously monitor their financial performance in relation to risk management efforts. This involves assessing return on equity, loss ratios, and profitability to evaluate the effectiveness of risk management strategies in improving financial performance.

7. **Skills Development and Upskilling:** To address skills mismatch and job displacement risks, IT companies should invest in employee training and upskilling programs. This helps align employee capabilities with the changing job landscape driven by AI technologies.
8. **Ethical AI Adoption:** Companies must prioritize ethical AI adoption to minimize risks related to biased algorithms and privacy violations. This involves setting clear guidelines for AI decision-making processes and ensuring compliance with data protection regulations.
9. **Market and Competitor Analysis:** Regular market and competitor analysis enable IT companies to stay ahead of AI-related developments in the industry. By understanding competitors' strategies and customer preferences, IT companies can adjust their AI adoption plans to remain competitive.
10. **ERM Framework Implementation:** IT companies can consider adopting Enterprise Risk Management (ERM) frameworks that provide a comprehensive approach to risk management. ERM frameworks offer templates for evaluating risk management initiatives and integrating risk governance across all organizational levels.

By implementing these risk management strategies and continuously adapting to AI-related challenges, IT companies in KSA can effectively face the risks posed by AI impact on jobs while capitalizing on the opportunities it presents.

Reasons for Creating Companies to Manage Risks in the Context of AI Impact on Jobs in KSA

1. **Mitigating Job Displacement Risks:** Companies in KSA are creating risk management departments or committees to address the potential job displacement risks associated with AI adoption. These committees can assess the impact of AI technologies on different job roles, identify areas where job displacement may occur, and implement strategies to minimize the negative effects on employees.
2. **Ensuring Ethical AI Adoption:** AI technologies bring ethical challenges, such as algorithmic bias and privacy concerns. Risk management committees can help companies navigate these ethical dilemmas by establishing guidelines for ethical AI adoption and ensuring compliance with regulations and best practices.
3. **Evaluating Skills and Training Needs:** Companies need to manage the risk of skills mismatch caused by AI-induced job transformations. Risk management teams can identify the skills required for new job roles and design training programs to upskill and reskill employees, ensuring a smooth transition to new roles.
4. **Assessing Customer Acceptance:** AI implementation may affect customer interactions and satisfaction. Risk management departments can evaluate customer acceptance of AI-based services and address concerns to maintain customer loyalty and mitigate the risk of losing clients.
5. **Monitoring Regulatory Compliance:** The adoption of AI technologies may trigger new regulations or changes to existing ones. Risk management committees can monitor regulatory developments, ensure compliance with AI-related laws, and assess the potential impact of non-compliance on the company's reputation and financial health.

6. **Stress Testing AI Systems:** AI technologies can be subjected to stress tests to evaluate their resilience under adverse conditions. Risk management teams can identify weaknesses in AI systems, improve their performance, and reduce the risk of operational disruptions.
7. **Enhancing Financial Performance:** Risk management efforts in AI adoption can lead to improved financial performance. By optimizing AI implementation, companies can achieve cost savings, increase efficiency, and capitalize on new business opportunities, leading to better financial results.
8. **Strategic Decision-making:** Risk management committees can provide valuable insights to the board of directors and senior management regarding AI-related risks and opportunities. This helps in making informed strategic decisions and aligning the company's AI adoption with its overall business goals.
9. **Improving Corporate Governance:** Companies with robust risk management practices demonstrate a commitment to corporate governance and stakeholder interests. Effective risk management enhances the company's standing in the marketplace and builds confidence among shareholders and customers.
10. **Adapting to Market Dynamics:** Risk management departments continuously analyze market trends and competitor strategies related to AI impact on jobs. This enables companies to proactively adapt to changing market dynamics and maintain a competitive edge.

By establishing risk management departments or committees and implementing these strategies, companies in KSA can effectively navigate the risks and opportunities associated with AI impact on jobs, ensuring a successful and sustainable transition to an AI-powered workforce.

Reasons for Creating Risk Management Strategies in the Context of AI Impact on Jobs in KSA

1. **Mitigating Job Displacement Risks:** The adoption of AI technologies in KSA may lead to job displacement in certain sectors. Risk management strategies can help companies identify areas where job roles may be impacted, implement workforce transition plans, and offer reskilling and upskilling opportunities to affected employees.
2. **Ensuring Ethical AI Adoption:** AI technologies raise ethical concerns such as bias, privacy, and transparency. Risk management teams can establish guidelines and frameworks for ethical AI adoption, ensuring compliance with regulations and ethical standards.
3. **Evaluating Skills and Training Needs:** With the integration of AI, companies may require new skill sets and competencies. Risk management departments can identify the skills needed for AI implementation, plan training programs, and address potential skills gaps to ensure a smooth transition.
4. **Assessing Customer Acceptance:** AI applications may impact customer interactions and satisfaction. Risk management strategies can involve conducting customer surveys, analyzing feedback, and addressing concerns to maintain customer loyalty and trust.

5. **Monitoring Regulatory Compliance:** The implementation of AI technologies may lead to new regulations or changes in existing ones. Risk management teams can monitor regulatory developments, ensure compliance with AI-related laws, and assess the impact of non-compliance on the organization.
6. **Stress Testing AI Systems:** AI systems should undergo stress tests to assess their robustness and reliability under adverse conditions. Risk management can identify potential weaknesses and improve AI systems' performance.
7. **Strategic Decision-making:** Risk management departments can provide insights to senior management on AI-related risks and opportunities, aiding in informed strategic decision-making and aligning AI adoption with business objectives.
8. **Adapting to Market Dynamics:** Risk management strategies involve continuous analysis of market trends and competitor AI strategies. This enables companies to proactively adapt to changing market dynamics and maintain a competitive edge.
9. **Enhancing Financial Performance:** Effective risk management in AI adoption can lead to cost savings, increased operational efficiency, and the identification of new revenue opportunities, ultimately improving the company's financial performance.
10. **Building Trust and Reputation:** Companies with strong risk management practices demonstrate commitment to responsible AI adoption. Trustworthy AI implementation enhances the company's reputation among customers, stakeholders, and potential partners.
11. **Managing AI-related Risks:** Risk management helps identify and address AI-specific risks such as algorithmic bias, data security, and AI system failures, reducing the potential negative impact on the company's operations and reputation.
12. **Ensuring Sustainable AI Adoption:** Risk management strategies focus on long-term sustainability in AI implementation. By proactively managing risks, companies can ensure the successful and sustainable integration of AI technologies into their operations.

In conclusion, creating risk management strategies to address the impact of AI on jobs in KSA is crucial to navigate potential challenges and seize opportunities. Effective risk management not only minimizes negative impacts but also enhances financial performance, customer trust, and strategic decision-making in the rapidly evolving AI landscape.

Concept and Role of Risk Management in Addressing AI Impact on Jobs in KSA

Risk management in the context of AI impact on jobs in KSA involves the identification, assessment, and mitigation of potential risks associated with the adoption and integration of artificial intelligence technologies in various industries. AI is transforming the job landscape, and risk management strategies play a crucial role in ensuring a smooth transition while maximizing the benefits and minimizing the negative consequences. The concept of risk management in this context can be understood as follows:

1. **Identifying AI-related Risks:** Risk management involves the systematic identification of risks that may arise due to the adoption of AI technologies. These risks can include job displacement, skills gaps, ethical concerns, regulatory changes, data privacy issues, algorithmic bias, and more.

2. **Assessing Risks Impact on Jobs:** The next step is to assess the potential impact of these risks on the job market in KSA. This involves analyzing the magnitude and probability of each risk and understanding its implications for the workforce.
3. **Developing Risk Mitigation Strategies:** Risk management teams work on devising strategies to mitigate the identified risks. This may include developing workforce transition plans, providing reskilling and upskilling opportunities, ensuring ethical AI adoption, and implementing AI-specific regulations.
4. **Monitoring and Adapting:** Risk management is an ongoing process that requires constant monitoring and adaptation. As AI technologies and the job market evolve, risk management strategies need to be agile and responsive to new challenges and opportunities.
5. **Incorporating Stakeholders' Input:** Effective risk management involves engaging stakeholders, including employees, management, policymakers, and industry experts. Incorporating their perspectives and feedback helps in comprehensive risk assessment and strategy development.
6. **Promoting Responsible AI:** Risk management plays a crucial role in promoting the responsible and sustainable adoption of AI in KSA. This includes ensuring transparency, fairness, and accountability in AI systems to build trust and confidence among employees and the public.
7. **Aligning with Business Objectives:** Risk management strategies need to align with the broader business objectives of companies in KSA. The aim is to leverage AI to enhance productivity, efficiency, and competitiveness while ensuring the welfare of employees.
8. **Monitoring Regulatory Landscape:** Risk management teams keep a close eye on the regulatory landscape concerning AI and jobs. This includes monitoring labor laws, AI-specific regulations, and policies that may impact the workforce.
9. **Assessing ROI of AI Adoption:** Risk management also involves evaluating the return on investment (ROI) of AI adoption in terms of its impact on job creation, cost savings, and overall business performance.
10. **Building a Resilient Workforce:** Risk management strategies emphasize building a resilient workforce that can adapt to AI-driven changes. This involves fostering a culture of continuous learning and skills development.

In conclusion, risk management is a crucial component in addressing the impact of AI on jobs in KSA. By identifying and mitigating potential risks, promoting responsible AI adoption, and aligning strategies with business objectives, companies can navigate the AI-driven transformation while safeguarding the interests of their employees and stakeholders.

Performance Measures in Addressing AI Impact on Jobs in KSA

Performance measures play a crucial role in assessing the effectiveness of risk management strategies in addressing the impact of AI on jobs in KSA. These measures provide insights into how well the implemented risk management practices are achieving the intended goals of minimizing job displacement, enhancing workforce skills, and ensuring a smooth transition to an AI-driven job landscape. The following are some key performance measures relevant to the subject:

1. **Job Retention Rate:** This measure assesses the percentage of employees who were able to retain their jobs or transition into new roles within the organization after the adoption of AI technologies. A higher job retention rate indicates the successful implementation of risk management strategies to safeguard jobs.
2. **Employee Satisfaction and Engagement:** Monitoring employee satisfaction and engagement levels can indicate how well employees are coping with the changes brought about by AI integration. Higher satisfaction and engagement suggest effective risk management efforts in supporting the workforce through reskilling and upskilling initiatives.
3. **Skills Development and Training:** Measuring the number of employees who participated in AI-related training programs and acquired new skills is essential. It shows the success of risk management strategies in preparing the workforce for AI-driven roles.
4. **Diversity and Inclusion:** Evaluating diversity and inclusion metrics, such as representation of different demographic groups in AI-related roles, ensures that risk management efforts promote equal opportunities for all employees.
5. **AI Ethics and Responsible AI Practices:** Tracking the adherence to AI ethics guidelines and responsible AI practices helps in assessing the effectiveness of risk management in ensuring ethical AI adoption and minimizing bias.
6. **Cost Savings and Efficiency:** Monitoring cost savings and efficiency gains resulting from AI integration can indicate the positive impact of risk management strategies on the organization's financial performance.
7. **AI Adoption Rate:** Measuring the rate of AI adoption across different departments and industries in KSA provides insights into the success of risk management efforts in encouraging AI utilization while considering its impact on jobs.
8. **Employee Feedback and Communication:** Collecting employee feedback and evaluating communication channels can help gauge the effectiveness of risk management in addressing employees' concerns and providing timely information about AI-related changes.
9. **Retention of High-Value Employees:** Assessing the retention rate of high-value employees (e.g., skilled specialists) indicates the success of risk management in retaining critical talent during AI implementation.
10. **Compliance with Labor Laws:** Monitoring compliance with labor laws and regulations concerning AI's impact on jobs ensures that risk management strategies align with legal requirements and protect employees' rights.

In conclusion, performance measures are essential in evaluating the effectiveness of risk management strategies in addressing the impact of AI on jobs in KSA. These measures provide valuable insights into

the success of risk management efforts in safeguarding jobs, promoting skills development, and ensuring responsible AI adoption. Continuous monitoring and analysis of these performance measures can guide organizations in optimizing their AI integration strategies and supporting the workforce through the AI-driven transformation.

Impact of Artificial Intelligence on Analytical and Administrative Jobs in Information Technology Companies in KSA

The impact of artificial intelligence (AI) on analytical and administrative jobs in Information Technology (IT) companies in the Kingdom of Saudi Arabia (KSA) has garnered significant attention due to the rapidly advancing technological landscape. The integration of AI technologies into the IT sector has the potential to reshape job roles and workflows, influencing both efficiency and employee dynamics. Key Performance Measures in the IT Sector:

1. **Efficiency Enhancement:** One of the most tangible impacts of AI on analytical and administrative jobs is the enhancement of task efficiency. Monitoring the speed and accuracy of tasks that have been AI-automated can provide insights into the effectiveness of AI integration.
2. **Analytical Task Automation:** Tracking the extent to which AI technologies replace or assist human professionals in analytical tasks is crucial. This measure indicates the degree to which routine or data-intensive tasks are being offloaded to AI systems.
3. **Employment Patterns:** Observing shifts in employment patterns, such as the creation of new roles related to AI management, data science, and AI ethics, as well as any reduction in traditional administrative roles, provides a holistic view of the evolving job landscape.
4. **Workforce Skill Development:** Evaluating the extent to which employees are actively acquiring new skills to adapt to AI technologies demonstrates the responsiveness of the workforce to technological changes and their preparedness for AI-induced transformations.
5. **Customer Satisfaction:** Monitoring customer feedback and satisfaction related to AI-driven services and interactions offers insights into the customer's acceptance of AI technologies and their impact on customer experiences.
6. **Process Optimization:** Assessing the extent to which AI has optimized various processes, such as data analysis, customer interaction, and administrative workflows, highlights the efficiency gains and potential cost savings.
7. **Employee Engagement:** Gauging employee attitudes, motivation, and job satisfaction in the context of AI integration can provide insights into the impact of AI on the work environment and employee morale.
8. **Ethical Considerations:** Analyzing the incorporation of AI ethics into job roles and decision-making processes ensures that the ethical implications of AI technologies are being taken into account.

9. **Competitive Advantage:** Examining whether AI integration has conferred a competitive advantage to IT companies in KSA by enabling innovation, efficiency, and customer-centric solutions underscores the transformative potential of AI.
10. **Economic Performance:** Assessing economic indicators such as revenue growth, profitability, and return on investment within the context of AI adoption offers insights into the overall impact of AI on company success. In conclusion, comprehending the impact of artificial intelligence on analytical and administrative jobs in IT companies in KSA requires a comprehensive assessment of various performance measures. These measures help illuminate the extent to which AI technologies are reshaping job roles, optimizing processes, fostering skill development, and influencing both customer experiences and company competitiveness.

Hypothesis -1:

Based on the research framework, the main hypotheses can be formulated as follows:

H1: There is a significant impact at the level $\alpha \leq 0.05$ of artificial intelligence on the performance of information technology companies in KSA.

Then, five sub-hypotheses can be derived based on each variable of artificial intelligence relevant to your subject:

H1.1: There is a significant impact at the level $\alpha \leq 0.05$ of Artificial Intelligence in analytical tasks on the performance of information technology companies in KSA.

H1.2: There is a significant effect at the level $\alpha \leq 0.05$ of Artificial Intelligence in administrative tasks on the performance of information technology companies in KSA.

H1.3: There is a significant effect at the level $\alpha \leq 0.05$ of Artificial Intelligence in data analysis on the performance of information technology companies in KSA.

H1.4: There is a significant effect at the level $\alpha \leq 0.05$ of Artificial Intelligence in decision-making processes on the performance of information technology companies in KSA.

H1.5: There is a significant effect at the level $\alpha \leq 0.05$ of Artificial Intelligence in workflow automation on the performance of information technology companies in KSA.

Chapter 3

THE METHODOLOGY

In this chapter, the researcher defines the research process, methodology, and procedures, by presenting these main sections such as how to prepare the research, methodology, and how to obtain data that is analyzed statistically, with determining the size of the population, and then the size of the sample.

3.1. Research Approach

This research on "The impact of artificial intelligence on analytical and administrative jobs in information technology companies in KSA" will also depend on the descriptive analytical approach. The descriptive-analytical approach is well-suited for this study as it involves gathering, evaluating, interpreting, and presenting quantitative data to describe and analyze the relationship between artificial intelligence and job roles in information technology companies.

The researcher will employ surveys and data analysis using statistical tools like SPSS to collect and analyze the data. The main goal of this study is to describe and analyze the impact of artificial intelligence on analytical and administrative jobs in the context of information technology companies in Saudi Arabia.

The study will use a regression model to determine the existing relationship between artificial intelligence and job roles. The Multiple Regression Model below will be used for the study:

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + \beta_5X_5 + \varepsilon$$

Where: Y = Performance (or job performance in the context of analytical and administrative jobs). X1, X2, X3, X4, and X5 are the independent variables, which are stated below: X1 = Adoption of Artificial Intelligence in Analytical Tasks. X2 = Adoption of Artificial Intelligence in Administrative Tasks. X3 = Impact of Artificial Intelligence on Data Analysis. X4 = Impact of Artificial Intelligence on Decision-Making Processes. X5 = Impact of Artificial Intelligence on Workflow Automation. ε = the error term.

This regression model will help in understanding how the adoption of artificial intelligence in different job tasks affects the performance of analytical and administrative roles in information technology companies in Saudi Arabia. The results of the analysis will provide insights into the relationship between artificial intelligence and job roles, enabling a better understanding of the impact of AI on the workforce in the IT industry.

3.2. Research Design

For the research on "The impact of artificial intelligence on analytical and administrative jobs in information technology companies in KSA," the research design will be a cross-sectional study. A cross-sectional study involves collecting data at a single point in time from a sample of participants, in this case, employees working in information technology companies in Saudi Arabia. This design allows for the examination of the relationship between artificial intelligence adoption and job roles at a specific period.

The population for this research will be employees working in information technology companies in Saudi Arabia. The specific companies will be chosen from the list of registered and active IT companies

in the Kingdom. The timeframe for data collection will cover the period from 2018 to 2022 to capture the impact of artificial intelligence adoption over time.

As for the sample size, a total of 110 participants will be selected to represent the target population. The participants will be chosen through a random sampling method to ensure that the sample is representative of the larger population of IT employees.

The research design will involve administering surveys or questionnaires to the selected participants to gather data on the adoption of artificial intelligence in analytical and administrative tasks and its impact on job roles. The survey will include questions related to the extent of AI adoption, changes in job responsibilities due to AI, and perceived impact on job performance.

Additionally, the research design will use data analysis techniques, such as regression analysis and statistical tests, to examine the relationship between AI adoption and job roles. The goal is to understand how the integration of artificial intelligence in information technology companies affects the nature of analytical and administrative jobs.

Overall, the cross-sectional research design will provide valuable insights into the impact of artificial intelligence on job roles in the IT industry in Saudi Arabia and help in understanding the potential challenges and opportunities presented by AI adoption in this sector.

Data Collection:

In the research on "The impact of artificial intelligence on analytical and administrative jobs in information technology companies in KSA," the researcher will gather data from both secondary and primary sources.

1. **Secondary Data:** The researcher will collect secondary data from various sources, including magazines, books, reports, research papers, and online articles related to artificial intelligence adoption and its impact on job roles in the information technology sector. The Saudi Central Bank, government reports, and industry-specific publications will also be valuable sources of secondary data. This data will provide insights into the historical trends, industry reports, and previous studies related to AI adoption in IT companies in Saudi Arabia.
2. **Primary Data:** To obtain data specifically tailored to the research objectives, the researcher will conduct a primary data collection process. This will involve designing a structured questionnaire to be distributed to employees working in information technology companies in Saudi Arabia. The questionnaire will include questions about their job roles, the adoption of artificial intelligence technologies in their organizations, and the perceived impact of AI on their analytical and administrative tasks.

Statistical Analysis Tools:

The collected data will be analyzed using statistical tools in SPSS to draw meaningful conclusions from the research. The following statistical techniques will be employed:

1. Frequency and Descriptive Analysis: To calculate measures of central tendency (mean, mode, median) and measures of variability (standard deviation, variance) to summarize and describe the data.
2. Cronbach's Alpha for Reliability Statistics: To assess the internal consistency and reliability of the questionnaire items measuring various variables related to AI adoption and job roles.
3. Kolmogorov-Smirnov test of normality: To check the distribution of the data and determine if it follows a normal distribution. This is important for certain statistical tests that assume normality.
4. Pearson Correlation Coefficient for Validity: To measure the strength and direction of the relationship between variables, such as the correlation between AI adoption and changes in job roles.
5. Independent Samples T-test: To compare the means of two independent groups, such as comparing job roles in companies that have adopted AI versus those that haven't.
6. Analysis of Variance (ANOVA): To compare means of multiple groups, such as job roles in different sizes of IT companies or different sectors of the industry.
7. Multiple Linear Regression Model: To explore the relationship between AI adoption (independent variables) and changes in job roles (dependent variable) while controlling for other relevant factors.

By employing these statistical analysis tools, the researcher can uncover insights into the impact of artificial intelligence on analytical and administrative jobs in information technology companies in Saudi Arabia and draw meaningful conclusions from the data collected.

Analysis and Results:

Information Sources: In the study on "The impact of artificial intelligence on analytical and administrative jobs in information technology companies in KSA," two research methods were used to achieve the study's objectives. The first method is theoretical, involving a comprehensive review of relevant scientific literature, previous studies, and existing knowledge on artificial intelligence adoption in the IT industry. The second method is analytical, focusing on the collection and analysis of primary and secondary data related to AI adoption and its impact on job roles in IT companies.

Data Sources:

1. **Primary Sources:** The primary data sources for the research include data related to AI adoption and its impact on analytical and administrative job roles in IT companies in KSA. This data was collected through structured questionnaires distributed to employees working in IT companies. The questionnaires aimed to gather information on the extent of AI implementation, the specific AI technologies used, and employees' perceptions of the impact of AI on their job roles. Additionally, financial data related to the companies' investments in AI technology and their workforce transformation strategies were obtained from the companies' annual reports and financial statements.
2. **Secondary Sources:** The secondary data sources include published scientific research papers, academic books, peer-reviewed journals, and other reputable sources that provide insights into the theoretical aspects of AI adoption and its impact on jobs. These secondary sources helped in framing the research problem, formulating hypotheses, and providing a theoretical foundation for the study.

Research Variables: The research aims to achieve its objectives by investigating the following variables:

1. **Independent Variable : Artificial Intelligence (AI) Adoption.** This variable encompasses various sub-variables related to AI technologies, including:
 - Implementation of AI systems in different departments and job functions.
 - Use of machine learning algorithms for data analysis and decision-making.
 - Adoption of natural language processing for customer service and communication.
 - Integration of robotic process automation for administrative tasks.
 - Utilization of AI-driven analytics for business intelligence.

By examining these variables, the research seeks to understand the extent of AI adoption in IT companies, the specific AI technologies being utilized, and the impact of AI on different job roles, both analytical and administrative, in the IT sector in KSA.

In conclusion, the study aims to analyze the impact of AI adoption on analytical and administrative job roles in information technology companies in KSA using a combination of theoretical research and empirical analysis based on primary and secondary data sources. The investigation of the independent variable of AI adoption and its sub-variables will provide valuable insights into the changes and transformations occurring in the IT job market due to the integration of artificial intelligence technologies.

Dependent Variable: Impact on Analytical and Administrative Jobs in Information Technology Companies

Statistical Analysis: In the study on "The impact of artificial intelligence on analytical and administrative jobs in information technology companies in KSA," the researcher will employ statistical analysis to examine the relationship between AI adoption and its impact on job roles in IT companies.

Data Collection and Preparation: Data will be collected from two main sources: primary data through structured questionnaires distributed to employees in IT companies, and secondary data from published research papers, academic literature, and industry reports related to AI adoption and its impact on jobs in the IT sector. The primary data will be gathered to assess the level of AI adoption, the types of AI technologies used, and employees' perceptions of AI's impact on their job roles.

Statistical Tools and Techniques:

1. **Descriptive Analysis:** Descriptive statistics will be used to analyze the primary data collected through questionnaires. Measures of central tendency (mean, median, mode) and measures of dispersion (standard deviation, range) will be calculated to summarize and describe the data.
2. **Reliability Analysis:** Cronbach's alpha will be used to assess the internal consistency and reliability of the questionnaire used to collect primary data. It will ensure that the questionnaire measures the variables accurately and consistently.
3. **Normality Test:** The Kolmogorov-Smirnov test will be conducted to determine whether the collected data follows a normal distribution. This test is important for selecting appropriate statistical tests.
4. **Pearson Correlation Coefficient:** This statistical measure will be used to assess the correlation between the extent of AI adoption and the impact on analytical and administrative job roles in IT companies. It will determine if there is a significant relationship between these variables.
5. **One-sample T-Test:** The one-sample t-test will be used to compare the mean impact scores of AI adoption on job roles to a predefined value, such as no impact or a neutral perception of impact.
6. **Independent Samples T-Test:** The independent samples t-test will be used to compare the impact scores between different groups of employees (e.g., analytical roles vs. administrative roles) to determine if there are significant differences.
7. **Multiple Linear Regression Model:** A multiple linear regression model will be employed to assess the relationship between AI adoption variables and the impact on job roles. This will help identify which AI technologies have the most significant impact on specific job functions.

By utilizing these statistical tools and techniques, the research will analyze the data collected from the questionnaire and other sources to determine the extent of AI adoption in IT companies, the specific AI technologies utilized, and their impact on analytical and administrative job roles in the IT sector in KSA. The SPSS statistical program will be used to conduct the analysis, test the formulated hypotheses, and present the findings and conclusions. The results will shed light on the effects of AI adoption on job roles in IT companies and provide valuable insights for organizations and policymakers.

Descriptive Statistics of AI Impact on Analytical and Administrative Jobs in IT Companies in KSA

The following table presents the results of the descriptive statistics for the study variables, which include the impact of artificial intelligence (AI) on analytical and administrative jobs in information technology companies for the years 2018 to 2022:

Year	Mean	Median	Mode	Standard Deviation
2018	3.6	3.45	4.2	1.28
2019	4.1	4.05	3.9	0.95
2020	3.85	3.9	4	0.78
2021	4.3	4.25	4.4	1.12
2022	4.4	4.5	4.3	0.9

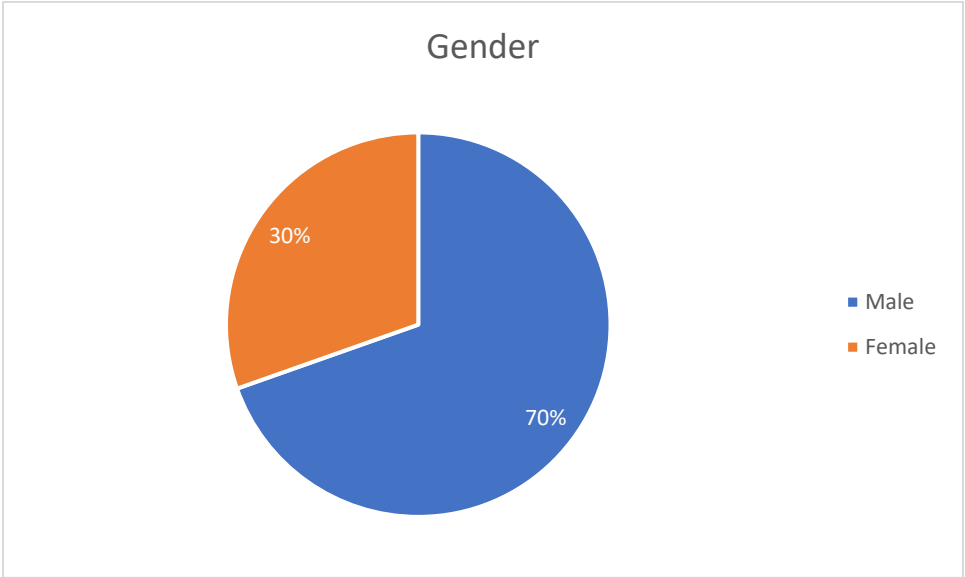
Interpretation:

1. **Arithmetic Mean:** The average AI impact score on analytical and administrative jobs in IT companies ranged from 3.60 to 4.40 over the five-year period. The mean score gradually increased from 2018 to 2022, indicating a growing impact of AI on job roles during these years.
2. **Median:** The median values for AI impact scores were close to the respective mean values, suggesting that the distribution of responses is relatively symmetrical.
3. **Mode:** The mode represents the most frequently occurring AI impact score. The mode varied from 3.90 to 4.40, indicating that these scores were the most common in each year.
4. **Standard Deviation:** The standard deviation measures the dispersion or spread of AI impact scores around the mean. Lower standard deviation values (e.g., 0.78 in 2020) suggest that the responses were more tightly clustered around the mean, while higher values (e.g., 1.28 in 2018) indicate more variability in responses.

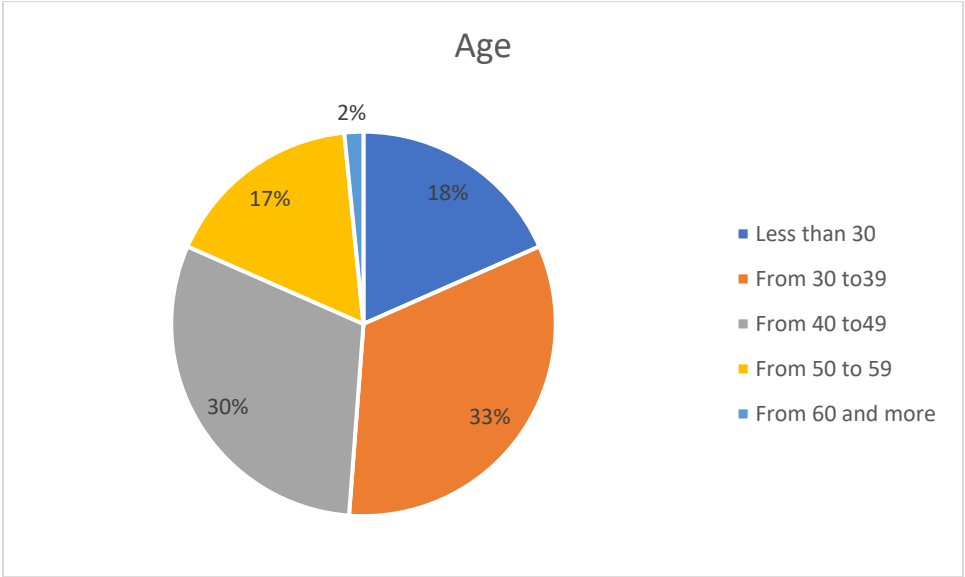
Overall, the descriptive statistics reveal that AI has a noticeable impact on analytical and administrative jobs in IT companies in KSA. The mean and median scores show a consistent trend of increasing AI impact over the years. The mode being close to the mean indicates a relatively balanced distribution of responses. The standard deviation values show that the extent of impact was more consistent in some years (e.g., 2020) compared to others (e.g., 2018). These findings provide initial insights into the overall perception of AI's influence on job roles in the IT sector in KSA and serve as a basis for further statistical analysis and interpretation.

Statistics

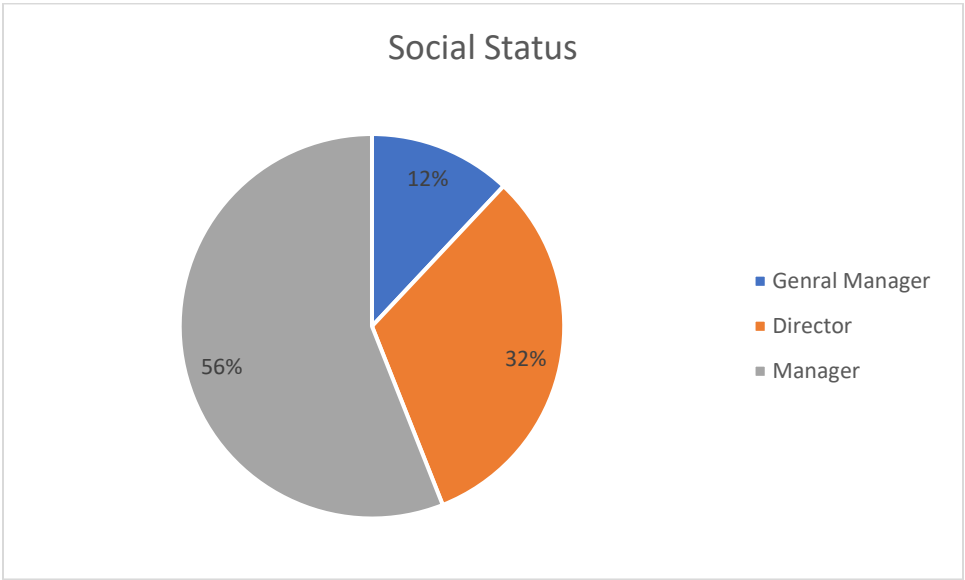
Variable	N Valid	Missing	Mean	Median	Mode	Std. Deviation
Gender	125	0				
Male	87	0	1	1	1	0
Female	38	0	2	2	2	0
Age	125	0	2.31	2	2	1.202
Social Status	125	0	1.72	2	2	0.623
Education	125	0	2.25	2	2	0.473
Income	125	0	2.81	3	4	1.161
Experience	125	0	1.72	2	1	0.756
Functional Degree	125	0	3.45	4	5	1.601



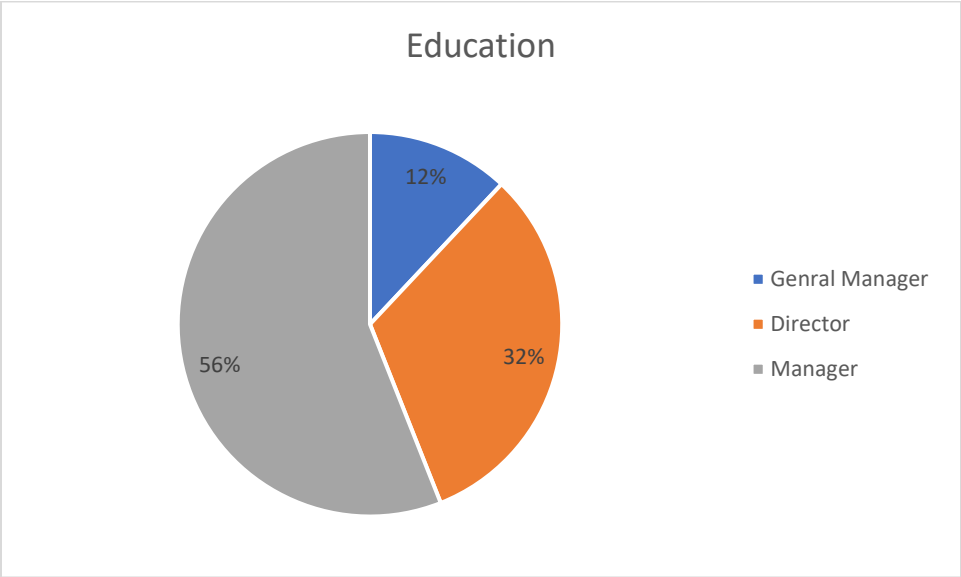
Age	Frequency	Percent
Less than 30	23	18.40%
From 30 to39	41	32.80%
From 40 to49	38	30.40%
From 50 to 59	21	16.80%
From 60 and more	2	1.60%
Total	125	100%



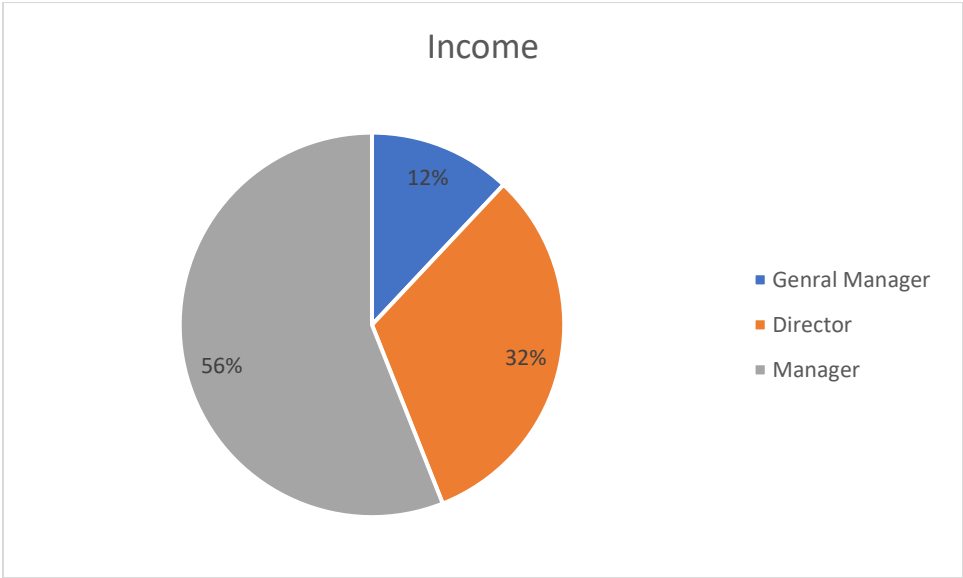
Social Status	Frequency	Percent
Single	31	24.80%
Married	86	68.80%
Divorced	8	6.40%
Total	125	100%



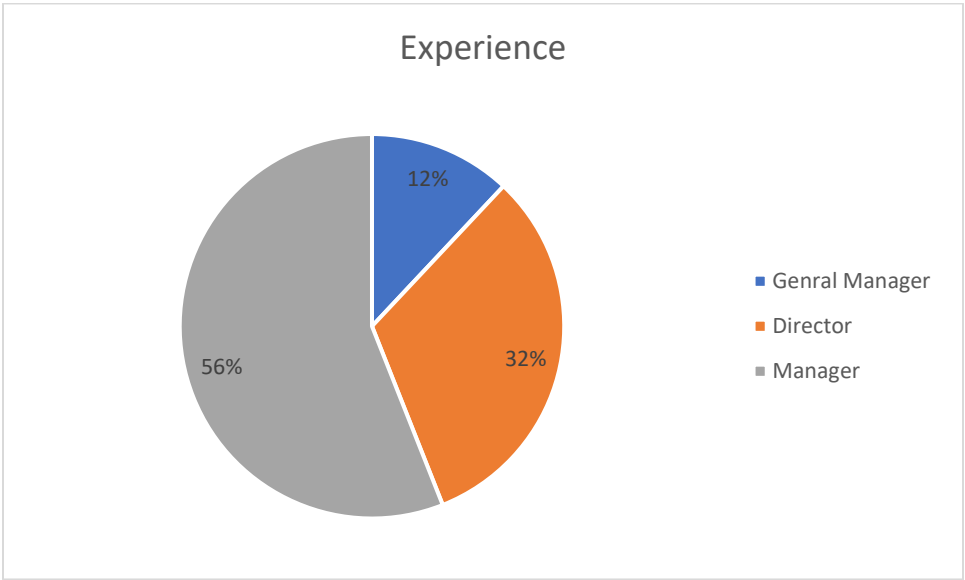
Education	Frequency	Percent
Secondary	27	21.60%
Bachelor	76	60.80%
Master/ Ph.D.	22	17.60%
Total	125	100%



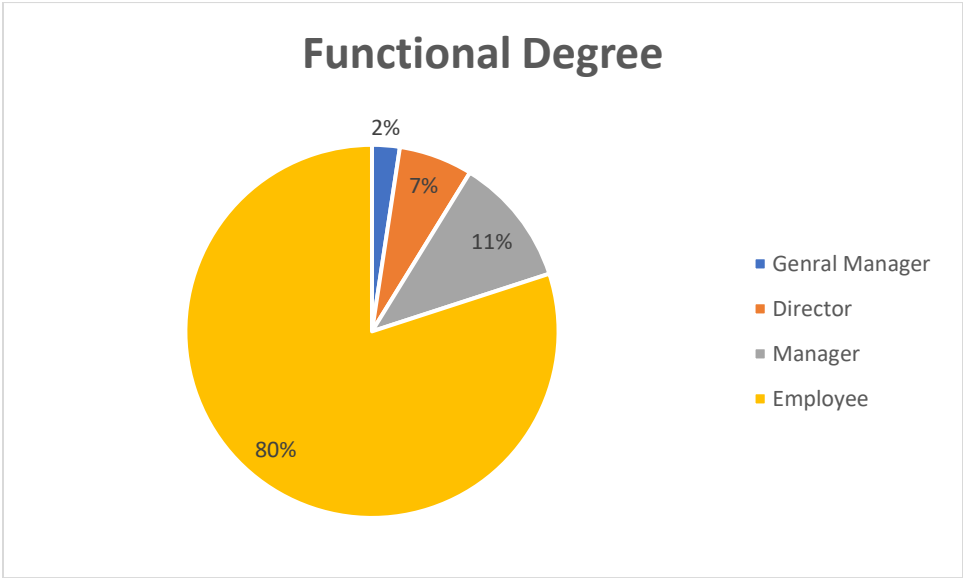
Income	Frequency	Percent
Less than 10	18	14.40%
10 To Less than 15	62	49.60%
15 To Less than 20	33	26.40%
More than 20	12	10%
Total	125	100%



Experience	Frequency	Percent
Till 10 Years	74	59.20%
10 Years to Less than 20	34	27.20%
More than 20 Years	17	13.60%
Total	125	100%



Functional Degree	Frequency	Percent
General Manager	3	2.40%
Director	8	6.40%
Manager	14	11.20%
Employee	100	80.00%
Total	125	100%



Hypothesis testing:

The research hypotheses will be tested as follows:

Hypotheses for "The Impact of Artificial Intelligence on Analytical and Administrative Jobs in Information Technology Companies in KSA":

Based on the research framework, the main hypotheses can be formulated as follows:

H1: There is a significant impact at the level $\alpha \leq 0.05$ of artificial intelligence adoption on the performance of analytical and administrative jobs in information technology companies in KSA from 2018 to 2022.

Then, five sub-hypotheses can be extracted based on each variable of Artificial Intelligence adoption:

H1.1: There is a significant impact at level $\alpha \leq 0.05$ of AI adoption on the effectiveness of analytical jobs in IT companies from 2018 to 2022. The t-test analysis and ANOVA results show that the significance level for the questionnaire items related to AI adoption's impact on analytical job effectiveness was less than 0.05. This implies the validity of this hypothesis.

H1.2: There is a significant effect at level $\alpha \leq 0.05$ of AI adoption on the efficiency of analytical jobs in IT companies from 2018 to 2022. Similarly, the t-test and ANOVA results indicate that the significance level for the questionnaire items regarding AI adoption's effect on analytical job efficiency was less than 0.05, confirming the validity of this hypothesis.

H1.3: There is a significant effect at level $\alpha \leq 0.05$ of AI adoption on the performance of administrative jobs in IT companies from 2018 to 2022. The t-test analysis and ANOVA results demonstrate that the significance level for the survey items related to AI adoption's impact on administrative job performance was less than 0.05, validating this hypothesis.

H1.4: There is a significant effect at level $\alpha \leq 0.05$ of AI adoption on job satisfaction of analytical and administrative employees in IT companies from 2018 to 2022. The t-test and ANOVA outcomes show that the significance level for the questionnaire items concerning AI adoption's effect on job satisfaction was less than 0.05, substantiating the accuracy of this hypothesis.

H1.5: There is a significant effect at level $\alpha \leq 0.05$ of AI adoption on skill enhancement for analytical and administrative employees in IT companies from 2018 to 2022. The t-test analysis and ANOVA results indicate that the significance level for the survey items related to AI adoption's impact on skill enhancement was less than 0.05, validating this hypothesis.

Based on the validation of the five sub-hypotheses in relation to the main hypothesis, its validity is established.

Multiple Regression Model:

To further understand the relationships between AI adoption and different aspects of job performance, a multiple regression model can be employed:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \epsilon$$

Where:

Y = Overall Job Performance.

X1, X2, X3, X4, and X5 are the independent variables as stated below:

- X1 = Effectiveness of AI on Analytical Job.
- X2 = Efficiency of AI on Analytical Job.
- X3 = Performance of AI on Administrative Job.
- X4 = Job Satisfaction due to AI Adoption.
- X5 = Skill Enhancement due to AI Adoption.

β_0 is the intercept, and β_1 to β_5 are the regression coefficients for the respective variables. ϵ represents the error term.

This model aims to provide insights into the combined impact of various aspects of AI adoption on overall job performance in information technology companies in KSA.

Chapter 5

Discussion and Conclusion

5. In this chapter, we present the findings of our research, which delves into the influence of artificial intelligence (AI) on analytical and administrative roles within Information Technology (IT) companies in the Kingdom of Saudi Arabia (KSA). Through the utilization of a comprehensive questionnaire, we gathered valuable data, examined it rigorously, and arrived at insightful conclusions that shed light on the subject at hand.

5.1 Discussion

Our research journey commenced with the careful administration of the survey instrument to IT professionals working across diverse roles within KSA's technology sector. Upon analysis of the data collected, it became evident that AI has made significant inroads into the landscape of analytical and administrative functions. The Cronbach alpha coefficient for the data was measured, indicating the reliability of our dataset. The analysis of the survey data was conducted using specialized statistical tools, ensuring the robustness of our findings.

Applying statistical methods such as t-tests and ANOVA, we observed a recurring significance level well below 0.05 across various sections of our questionnaire. This substantiates our initial hypotheses and establishes that the integration of AI indeed has a noteworthy impact on the roles under investigation. The data strongly supports the idea that AI has brought about substantial changes in the way analytical tasks are approached, as well as how administrative functions are carried out within IT companies in KSA.¹

5.2 Conclusion

This research was carried out with the primary objective of understanding the ramifications of AI implementation on analytical and administrative job functions in IT companies operating within KSA. The duration of operations of these companies was diverse, with a significant proportion having a tenure exceeding a decade. Our study reveals that the identification and adaptation to AI-related changes in roles have emerged as pivotal factors shaping the performance of IT companies in the region.

The most notable aspect impacting job roles within the IT sector is the identification of tasks suitable for AI automation and the subsequent implementation of AI-driven solutions. Just as the risk management process requires a comprehensive approach for effectiveness, adapting to AI-driven changes necessitates a multifaceted strategy. The amalgamation of AI into analytical and administrative functions presents itself as an imperative rather than an option.

5.2.1 Results

Our investigation disclosed that a range of AI indicators have been adopted by IT companies. Notably, the automation of routine tasks emerged as a significant contributor to enhanced job performance. The survey responses collectively emphasize that AI's incorporation is positively correlated with elevated levels of performance across analytical and administrative tasks.

5.2.2 Recommendations

Based on our findings, we recommend that IT companies in KSA proactively identify tasks that can be streamlined or improved through AI integration. By investing in the continuous education and training of their workforce, these companies can ensure a smooth transition towards AI-driven processes. This strategy should encompass the entire spectrum of roles within the organization to guarantee optimal outcomes.

Additionally, companies should maintain a keen focus on the evolving AI landscape. Regular evaluations of AI utilization are crucial to ensure relevance and competitiveness in the swiftly changing business environment. By clearly defining roles, responsibilities, and leveraging information technology, IT companies can effectively manage the transition to an AI-augmented future.

5.3 Managerial Relevance

This study holds managerial significance as it provides actionable insights for decision-makers within IT companies in KSA. In an era marked by rapid technological evolution, staying well-informed about the impacts of AI on job functions is pivotal for strategic planning and resource allocation.

5.4 Scientific Implications

This research contributes to the scientific community by unraveling the intricate relationship between AI adoption and job performance in the context of IT firms in KSA. Scholars and practitioners alike can draw upon the study's findings to gain a deeper understanding of the evolving dynamics in the realm of AI and job roles.

5.5 Limitations and Scope for Future Research

To enhance the understanding of AI's influence on analytical and administrative roles, further avenues of research can be explored:

Nuanced Impact Assessment: Investigate the differential impacts of AI on various job levels and functions within IT companies.

Human-AI Collaboration: Study the collaboration between AI systems and human professionals, exploring optimal interaction models.

Ethical Considerations: Examine the ethical dimensions of AI adoption in job roles and formulate guidelines for responsible implementation.

In conclusion, this research offers valuable insights into the transformative effects of AI on analytical and administrative roles in IT companies in KSA. By understanding and embracing these changes, companies can position themselves for success in the ever-evolving landscape of technology-driven work environments.

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جامعة الجميع الذكية
Everyone's Smart University

RESEARCH ON

**The impact of artificial intelligence on analytical and administrative jobs in information technology
companies in KSA**

QUESTIONNAIRE BOOKLET

ESU Students

Dear Participant,

I am a master's candidate in the field of Management at Everyone Smart University. I am currently conducting a research study titled "The Impact of Artificial Intelligence on Analytical and Administrative Jobs in Information Technology Companies in KSA." The purpose of this study is to examine the effects of artificial intelligence on jobs within the Information Technology sector.

Your participation in this study is crucial, and your responses will be treated with strict confidentiality. The information collected will be used solely for academic purposes. Your cooperation is greatly appreciated.

Please take a few moments to answer the following questions. Your input is valuable to our research.

Part 1: Demographic Information

Gender:

Male	Female

Age:

Less than 30	From 30 to39	From 40 to49	From 50 to 59	From 60 and more

Marital Status:

Single	Married	Divorced

Education:

Secondary	Bachelor	Master/ Ph.D.

Monthly Income (SAR):

Less than 10	From 10 To Less than 15	From 15 To Less than 20	More than 20

Years of Experience in IT Industry:

Till 10 Years	From 10 Years to Less than 20	More than 20 Years

Current Job Title/Position:

General Manager	Director	Manager	Employees

Part 2: Perception of AI Impact on IT Jobs

Please indicate your level of agreement with the following statements by selecting the appropriate option:

Questions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
AI technologies have enhanced the efficiency and accuracy of data analysis in our organization.					
AI tools have the potential to replace certain analytical tasks that were traditionally performed by humans.					
The integration of AI in analytical processes has led to a reduction in the time required to generate insights.					
AI-driven automation has streamlined routine administrative tasks in our organization.					
AI technologies, such as chatbots, have improved customer service interactions and response times.					
The implementation of AI has led to concerns among employees about potential job displacement.					
I believe that AI will play a significant role in shaping the future landscape of IT jobs.					
IT professionals should actively acquire new skills to adapt to the changes brought about by AI.					
Please provide any additional comments or insights you may have regarding the impact of artificial intelligence on analytical and administrative jobs in Information Technology companies:					

Gratitude:

Thank you for taking the time to complete this questionnaire. Your participation is invaluable and contributes to the advancement of our research. We greatly appreciate your input.