Approaches to human resources & skills required for DX promotion in the age of generative AI (Aug. 2023) <overview>

- Generative AI is expected to create business opportunities and solve various social issues
- To promote **DX through using generative AI, intensive discussions have been held** at "the Study Group on Human Resources Policy in the Digital Age" regarding approaches to human resources and skills for the appropriate and active use of generative AI since June this year to **"agilely" summarize measures to be currently taken**
- As generative AI and technologies for its use are constantly progressing, its impact on human resources and skills will be discussed on an ongoing basis

(1) Impact of generative AI

- Generative AI is **being used across different age groups due to its ease of use,** helping to replace professional tasks
- AI **contributes to productivity improvement and value addition,** particularly in white-collar jobs, and has the potential to create significant business opportunities
- From a business perspective, **the use of generative AI is expected to drive DX, which requires management commitment, the establishment of an internal organization, internal training, and design skills that differentiate customer value**

(2) Impact on human resource development and skills

- It should be noted **the difference in speed between human resources and technology development, and an attitude to learn proactively in a changing environment without hesitation is required**
- **Skills to appropriately use generative AI (proficiency in instructions)** and **conventional skills (e.g. critical thinking)** are **both essential**
- As automation significantly reduces the 'workload' and **requires more creative output from people,** including specialists, **skills such as human creativity (e.g., entrepreneurship) and business design become more important**
- **It should be aware that** using generative AI **may reduce the opportunities** for working people **to gain experience through their work**

(3) Approaches to human resources and skills (literacy level) required for DX promotion in the age of generative AI

- ①Mindset, attitude (learn proactively in a changing environment without hesitation) & digital literacy (e.g., ethics, systematic understanding of knowledge)
- ② Acquiring abilities to instruct (develop prompts), verbalize and communicate and other skills required as long as the means of human communication uses language
- ③ "Ability to ask questions", "ability to develop & test hypotheses," & other skills obtained through experience

(4) The use of generative AI to promote DX

- **Linking not only** partial **operational efficiency improvement but also company-wide business process, organizational, product, service and business model transformations are essential**
- The first **phase is to develop talents with generative AI literacy** and gain an understanding from management for AI, and establishing an internal organization to support them is essential
- **This is a significant opportunity to provide internal training for employees to develop and retain talent with generative AI skills to increase corporate value**

(5) METI's policy responses

- Review of the "Digital Skills Standards (DSS)"
- Posting of the use of generative AI courses on the "Manabi DX"
- Revision of the syllabus of the "IT Passport Examination" & release of sample questions, etc.

(6) Medium- to long-term issues to be discussed

- Ongoing review of the impact on human resource development & skills at a professional level
- Further review & consideration of "DSS"
- Review of the content of questions for "the Information- Technology Engineers Examination (ITEE)"