

UPSKILLING AND RESKILLING OF ARTIFICIAL INTELLIGENCE TRENDS IN KNOWLEDGE MANAGEMENT FOR ENTERPRISE SEARCH

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ABSTRACT

The trending prospects of Artificial intelligence provides an innovative insight into the upskilling and reskilling of knowledge management. For enterprise search, this paper investigates the upskilling and reskilling of integrated artificial intelligence trends. It refers to the tourism enterprise search as an agent of information retrieval practices of knowledge management. The research trends from remote to hybrid enterprise search using the scholarly studies from (2013-2023) with NVivo software 12 provides for the assessment of Artificial intelligence trends on effective use of Knowledge management. It includes the organizational Learning Theory and Quality Circle Model of Upskilling and reskilling to engage existing literature for impactful outcomes. The research reveals the significant impacts of artificial intelligence on knowledge management as essential training measures are required for upskilling and reskilling of enterprise search. This demonstrates further research evaluation on enterprise search within the framework of AI based knowledge management.

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1. INTRODUCTION

The organization of the information, generating and disseminating data in multiple perspective is referred to as knowledge management. It is the continuous process of changing and modifying the available documentations and these attributes are developing during the last century (Jarrah et al., 2023). The management of information reflects a major change in the 20th century which is followed in 21st century with major trends in information and data management practices. The arrangement and relocation of the knowledge for the re-use is the internal and external implications of the intentions to add intentions behind effective and skilful use of knowledge (Kolding et al., 2018). The knowledge of 20th century is required skilling while reskilling is efficient for the 21st century knowledge orientation through advance measures of artificial intelligence. The provision of value addition to the corporate sector and the enterprise search is the recent development and ideas for the knowledge management (Pai et al., 2022). This is reflective of the organizational context which may encompass the tourism sector, with long visibility and success of skilling and reskilling of the workers. The intellectual assets management in the tourism enterprise is a sample and example of innovation through artificial intelligence and creation of knowledge assimilated practices (Chowdhury et al., 2023). These

show the tourism enterprise search as a significant facilitation of the attraction, and services involved in the skilled knowledge of tourism support services and attractions.

The knowledge management reference to the use of upskilling and reskilling is paramount attribution of enterprise search (Malik et al., 2021). This can formulate a better artificial intelligence knowledge in multiple enterprise search usage including the tourism sector. The interface of tourist and landscape is the paramount intentions those are interpreting the knowledge shared with artificial intelligence tools. This is a powerful visitor behaviour in terms of upskilling and reskilling of the service providers (Taherdoost & Madanchian, 2023). It became a major game changer for the AI is reference to new content of tourism related of AI practices. The variety of knowledge management applications and the transversal skills are driving the paramount shift in creating and maintaining of effective data with required information (Morandini et al., 2023). The use of generative AI system for the enterprise search of tourism provides AI based human skills to engage the emotional system and knowledge of the human like conversation. The use of ChatGPT as natural language creator is implied as a reflective tool for the enterprise search in tourism related activities those are processing the data analytics with automated marketing trends (Zirar et al., 2023).

The information and the knowledge for the product development and the use of improve customer experience in enterprise search reflects the AI based services (Jaiswal et al., 2022). Artificial intelligence trends for the administration of enterprise knowledge may drive travellers to upskills the reskilling of training issues and outcomes of the knowledge management practices (Russ, 2021). The operations of the ChatGPT are the trending focus of the AI to offer a new opportunity for visitors to play the real advisory role for enterprise search (Lain, 2021). The use of AI software with the inclusion of knowledge management practices of upskilling and reskilling is the search of information for corporate organization which can be referred to tourism enterprise search (Majhi et al., 2021). This enables the indexing and searching for the display of specific content authorized to the users of tourism enterprise. This is extended to the enterprise internal users with the tool of finding an appropriate information and the time-limited skills of artificial intelligence (Anshari et al., 2022). The research under consideration investigates the upskilling and reskilling of artificial intelligence trends in knowledge management while referring to the tourism enterprise search as an agent of information retrieval practices of knowledge management.

2. LITERATURE REVIEW

Petrika-Lindroos (2022) illustrates the useful reference of the knowledge management regarding the use of artificial intelligence trends in enterprise search. It shares the knowledge of the unstructured data with employees searching for skilful examination of efficient data proceedings. For Li (2022) the email servers and network drive the single source of search for everything needed with enhancing of tourism-based knowledge management. This is to maintain data security and ethical walls with automated documenting and optimized experience of the knowledge attribution. As Hasiija & Esper (2022) provides the upskilling of employees or the workers in any enterprise search is probable for in-databases documenting, and the effective use of knowledge management system with focused on AI based servers. The enterprise application by Savić (2020) reflects the reskilling of the information sharing with flow of information between software applied and process of automation to reduce the complexity of IT and enhance agility. This is followed by Fourie (2019) who determined the strategic need of the knowledge and included the artificial intelligence-based upskilling and reskilling for tourism enterprise search.

Lain (2021) demonstrated the knowledge gap between the knowledge needed and available. The use of AI trends is to specify the knowledge with reference to developing new knowledge and the diffuse application of knowledge is processed through commercialization of information. The authors Stadnicka et al (2022) unfold the emerging skills and the knowledge are required with the inextricable use of tourism efficiencies for the benchmarking of skilful use of knowledge management. The literature by Kelley et al (2018) is extensively debating on the generative AI technological role for effective knowledge management as it replaces the mimic human transversal skills with the helpful responses to the customer interaction in a useful manner. Wahab et al (2021) represent the AI edge which is the upskilling of AI technologies that drives for the reskilling of cloud networking required to process the information. The edge computing under AI transformed the job displaced of workers as upskilling is limited with minor opportunities of the reskilling. Hall & Pesenti (2017) shares the potential of edge AI is to replace the automation of tasks in a reflective manner.

Allen (2022) implied the use of AI for the processing and upgradation of knowledge management is a

recent trend that refer to support the enterprise search. Samrat et al (2022) reflects AI enables the multiple enterprise search support which includes the tourism search as a measure for the enhancement of technological capital. Ponce (2018) further tourism to be used as a reference, which may not specify the trending role of AI for knowledge management because this demonstrates the effective and implied use of upskilling and reskilling of staff offering multiple services in different enterprises. This is further extended by Mgiba (2019) the healthy work-life balance is the efficiency of complementing human efforts with context industry 5.0 to achieve the desire training for upskilling and reskilling. Huber (2022) intends to support the artificial general intelligence which is the extended ability of knowledge management that perform human task with the generation of knowledge in a reflective manner.

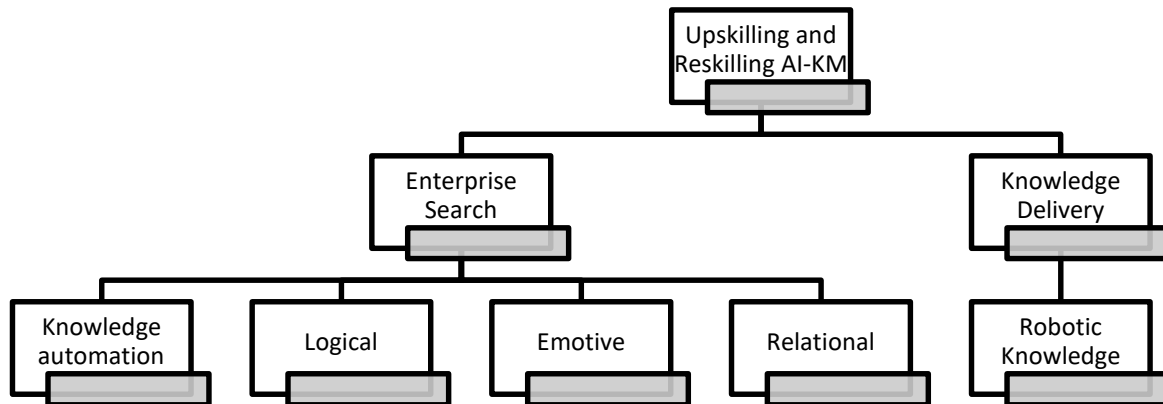
2.1 Quality Circle Model of Training for AI Trend on KM

Zirar (2023) provides the life-long learning for the knowledge management is the connection between the wide adoption of 14.0 technologies and the system related to AI based information management. It is reflective for Pouliakas (2021) as the skills are refined with reskilling of knowledge available in the form of hands-on learning. It is well-supported by the training programs of ICT technologies while the focus is shorthand-on learning. Similar is the use of Quality Circles that focus on the quality training of employees with advance AI system and knowledge management practices. For Khatun & Nawrin (2021) it is the acquiring of new skills regarding the AI used for information and knowledge while the focus is on the upskilling and reskilling of technologies. The decision-making participatory culture of the employees is the trending area where the Quality Circles trains the workers to opt for the better use of enterprise search. Hall & Pesenti (2017) reassured the trained member of the management teams provides for the effective skilful time of four days or the months to pass the AI based systems and automation skills among the staff. As a source of learning it processed the effective knowledge management practices for the enterprise search. Dittrich (2016) incorporate the AI skills for the transformational change into the knowledge management is the fostering of continues learning culture. This refers to the upskilling and the reskilling is changes brought to the system by AI or technological interventions. Rao (2017) unfolded the recreational activities, or the travelling times can be better use with the upskilling of technological use for the available knowledge management. The correct identification of skills is better implied with the use of knowledge in a fruitful manner. Lawrence et al (2017) empowers the training improvement as the profile attempt for the skills of knowledge with the management and resource mobilization of information technology.

2.2 Organizational Learning Theory

Cheese (2016) reflect the organisational learning theory which is stressing for the AI generated knowledge management trends to enhance the skills and reskilling of the enterprise search. It is referring to the retaining of AI based knowledge while maintaining the skills for the interaction and collaboration. Vermeulen et al (2017) provided that the knowledge sharing, teamwork, and the training are the AI based concepts for enhancing skills to meet the changing circumstances of AI trends in knowledge management. Similar is the facilitation of learning process that incorporates the structural support to AI tools and automated software's with regard to traveller history of information about the destination. Kuruczleki et al (2016) ensure that AI is not limited to travelling, as the enterprise search extended beyond the single industry for knowledge management and upskilling of the services. The facilitation of the learning process is the integration of changing desires for the AI functionalities and products using the AI digital tools and automatic language learning. Similar is the learning acquisition by Dobbs et al (2014) where the tools are applied for the AI system that is based on the real-time data insights of knowledge management. The skills according to Vallor (2015) are required to be revised with AI-based translation tools and AI-system of acquisition for better use and refined skills of digital structure on the AI-based platforms.

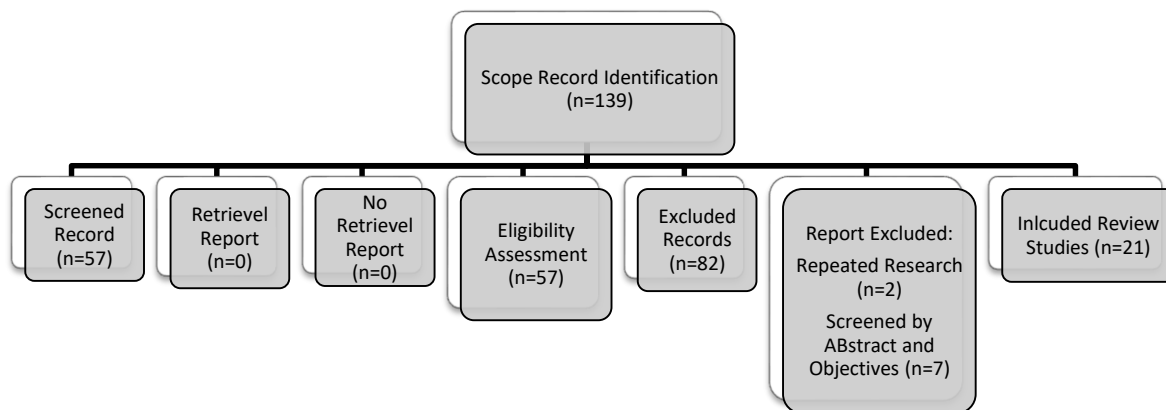
Figure 1 AI Trends for Upskilling and Reskilling of KM in Enterprise Search; Source: Kuruczleki et al., 2016; Vallor., 2015; Vermeulen et al., 2017)



3. METHODOLOGY

The research reflects the use of artificial intelligence for the knowledge management with specific focus on the enterprise search, using tourism as a reference (Gros & Alcidi, 2013). The implied sources of enterprise search may be extended to the valuable use of automation and services of artificial intelligence-based technologies (Paul-Mgbeafulike, 2016). For that matter, the current and very relevant literature is employed in a reflective manner. It is used based on the review approach that considered the structural objectives from the databased of Scopus followed by the information gathering tools those are influenced by the techniques of analysis (Zirar, 2023). These analytical techniques briefly assessed and investigate the study subset of essential reporting and components from the critical reviews are selected to reach at the reasonable outcome.

Figure 1 Selection of Research Papers (PRISMA Method)



The selection of the literature is processed for the AI based knowledge management for upskilling and reskilling of enterprise search from the database of Scopus (Pouliakas, 2021). The data is retrieved from the Scopus platforms using the accurate sources to ensure the effective use and accuracy of information presented in a reasonable manner. The outstanding search are not included in the review as the research is to maintain the current scenarios of AI based knowledge management practices through the source of upskilling and reskilling of enterprise search. The search parameters implied the 120 analyses of the results from Scopus that guide for the results before 25 Jan 2023. As presented in the table below there is evaluation of the exclusion criteria

followed by the identifying of the essential terms in a useful manner.

Figure 3 Strategy of the Search and Literature Studies

Key Terms	Included Criteria	Exclusion Criteria
AI-KM	Integrating both AI and KM	Non-English papers
Knowledge Management	KM use in enterprise search	Low profile papers
AI-Knowledge Management	Both use in Enterprise	Simple reviews paper
US and RS	Upskilling and Reskilling of AI Trends	Press papers
AI based system – KM	KM based for the AI system	Chapters
ES- TES- Enterprise Search	Coverage for Recreational Enterprise	Conference papers

The research strategy and the limitations of the literature review provides the seldom inclusion of the comprehensive examination for the relevant research. It is assessed the quality of the chosen research as the sources are scholarly insights from reputable academic search engines. The qualitative research studies as provided from the multiple sources may lack hierarchy designs as a limitation of this research on AI trends in knowledge management (Khatun & Nawrin, 2021). Critical reviews for the upskilling and reskilling is the used and selection of articles along with the restriction of search strategy towards the procedure of AI based knowledge management (Elayan, 2022). For some of the research studies, the research methodology lacks evidence-based outcomes which may be improved by upskilling and reskilling of research methods as implied to the data based for the review process of tourism enterprise search. Similar is the use of Scopus which is relevant, and it can be extended to advance academic searches on knowledge management while making AI as a base for trending technology research studies.

Figure 2 Subject Focused Research Review of the Literature 2013-2023

Subject	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Artificial intelligence	-	-	1	3	4	-	7	8	5	9	7
Computer system	-	-	-	-	2	3	1	-	1	1	2
Networks Study	-	-	-	4	-	6	3	1	-	-	-
Social sciences	-	-	-	-	-	1	-	-	1	2	2
Management studies	-	-	-	-	1	-	3	-	-	-	1
Tourism Research	-	-	-	-	2	2	-	1	2	2	2

4. DISCUSSION

The critical evaluation includes 57 scholarly insights and the academic articles along with the given state of knowledge management and trends of the AI based skills and reskills of the enterprise search. The present state of articles is demonstrating the knowledge standpoint as an employed resource for AI based trends in enterprise search (Sasmita & Kumar, 2018). It is the generation of knowledge with effective assessment and use of the recognize AI tools for enterprise search. The data developed information with the knowledge of AI tools and systems can be utilized with reference to the patterns of recognition and the heuristic search for enterprise. The AI related technologies and the use of the mathematical logic is reflective of AI advancement that connects the genetics of algorithms, with intelligent agent and neural networks of tourism enterprise search (Pillai & Matus, 2020). This is based on the demonstration of enterprise improving the knowledge management with operational management and reflection of machine-interpretable format of subject categories. The assessment and investigation of the research publications from 2013-2023 involved the articles created through the AI articles those are 15 in number, followed by the 16 number of articles for knowledge management and 15 papers from the enterprise search including the 11 papers from the tourism enterprise (Muhammad et al., 2023). The expansion use of AI for knowledge management incorporating the field of research is unfolding the enterprise realities of upskilling and reskilling of AI trends in knowledge management.

The accessible papers are included the released papers from 2013-2023, with documents assessable from similar time provides the use of information from 2013-2018. The dates for the publication evolved over the time with 23% published in 2019, followed by the 17% of the papers published in 2020. There are 11.3% of the

papers are from the year of 2021/2023 and 45.7% of the papers are from year of 2022 with higher connection of the knowledge management for the artificial intelligence trends. These are the considerable points of the concepts for enterprise search to integrate the upskilling and reskilling of the publications for the role of artificial intelligence in knowledge management areas. During the last 9 years of the publication, there is significant focus of AI trends influence the focus of training skills in knowledge management and enterprise search. These are supported by the Quality Circle models and organizational learning theory. The specific tasks and adaptation of the scientific progress is made through the knowledge management practices of AI trends in a reflective manner.

Figure 3 Key Terms and Word Frequency; Source: NVivo 12



The frequently used literature for the knowledge management and the AI based trends are driving the factors of the tourism enterprise search. It is essential from the outcomes of the literature review that enterprise search is to be limited with specific research areas or the industry that guide a better and supporting outcome for trends and training of AI tools (Diaz & Halkias, 2021). These are upskilling and reskilling of AI trends to engage the knowledge management in a fruitful manner. The cited publications are connected with the expansion capabilities of the AI trends in machine learning and the use of knowledge management for the deeply connected capacity to learn areas and papers employed with better understanding (Ahmed et al., 2022). The general application of AI in knowledge management is trending with appropriate skilling and upskilling of the synergies those are included the information-processing skills, followed by the knowledge production and the support of information-technology for innovative and operational efficiency of tourism enterprise search. The trends of AI are driving the socio-technical system, with the knowledge-based view of upskilling and reskilling of enterprise search. The suitable solution of the AI trends is the use of training models with the circles for most of the enterprise to ease the knowledge management practices.

The use of upskilling and reskilling of the knowledge management based fuzzy assessment algorithms provides for the model to employ the contemporary version of AI trends (Stine et al., 2019). The establishing model of the network architecture and the functions of AI are trending towards the learning parameters towards the neural network algorithms is the determined areas of validated data from the literature review (Hunt & Rolf, 2022). This reflects the evaluation and assessment of innovative knowledge, and the operable scientific interventions those are applicable for the knowledge management-based services. The traveling enterprise search and recreational integration of the knowledge management is the performance of indication for the better and reliable outcomes (Schniederjans et al., 2020). These shared the evaluating approach for the technology-oriented knowledge management. The literature attempts to fulfill the integrated attempts of the AI management of the technology with the substantial effects of the flow of knowledge and upskilling network diffusion. The automatic recognition factor training is the skilful change in tourism enterprise search for facilitating the recreational assessments.

Figure 4 Compared by Number of Coding References for Literature Review: Source: NVivo 12



The upskilling and reskilling use of the codes and the AI trends for the knowledge management are driven by the innovation system with deep-run-off-knowledge transfer (Duan et al., 2019). The AI influence of the technology is paramount for the retention of knowledge network with integrated AI influence to connect the moderating impact of skills on knowledge management techniques of personalizing codification (Kane, 2017). The improvise occurrence of AI is the customization of AI systems that is based on AI machine-learning tools for the knowledge management awareness. The artificial intelligence showing of the knowledge and the strategic management of information is reflective for the knowledge distribution, acquisition, and responsiveness. The upskilling and reskilling of AI trends is mediated by the factor of learning climate followed by the use of intelligent-knowledge-based-recommender-system (Di Vaio et al., 2020). The K-nearest neighbour algorithms application is the upskilling of trainer to reskill for the practice use of knowledge management in a useful manner. AI-assisted smart use of knowledge management with knowledge driven data information processing techniques. These are trends of AI contributing towards the upskilling and reskilling of the AI trends for the knowledge management in enterprise search.

The knowledge management results of the literature indicate the automation use and essential fostering knowledge-generation process (Collins et al., 2021). The detection of the critical information for the knowledge management is the upskilling of enterprise search. It is to follow the reskilling of productivity and reality of virtual engagements. The formation of atmosphere conducive education are the trending areas of skills being employed to the strategic configuration of the knowledge management (Pan & Zhang, 2021). The authorization of the data information for many researchers and scholars of the contemporary studies on AI trends provides the reskilling of decentralized internet systems. These are to follow the publicly accessible data bases and the solving of the research problems for the data management (Paul-Mgbeafulike, 2016). The upskilling of the information is the ability of employee in enterprise search to demonstrate the knowledge and priceless use of tourism enterprises for searching the AI based developments. The acceptance of the AI based knowledge management tools are the digitization of enterprise search. It is the reskilling of AI tools for the demonstration of greater application of AI (Kuruczleki et al., 2016). These organizations and the enterprises are having the significant effects followed by the AI trends to integrate the better services orientation over the enterprise search. The autonomous system of knowledge management with interaction of AI trends and technologies provides for the robotics version of computer that uses the voice recognition and IoT related knowledge management fields of enterprise search. The fertilization of knowledge management as illustrated from the AI trends reflect the incubation period of next one decade from 2023-2033 as a major contributor of AI based knowledge management for enterprise search.

5. CONCLUSION

The process, creation, transmitting, and the use of managing the knowledge based on AI trends is impacting the tourism enterprise search. It is trending for the upskilling and reskilling of the information management with knowledge for the knowledge management to evolve over the decade of 2013-2023. This illustrate the hybrid labour deficiencies to be met while integrating the conventional use of the knowledge management. The

considered shift from the remote to hybrid labor is the knowledge management change through AI trends of upskilling and reskilling the enterprise search. These AI deficiencies and contemporary challenges are void of knowledge management practices which is effectively operated and converted into the recent measures of AI. The trends of AI for knowledge management are the ultimate consideration of upskills and reskills as examined and assessed from the enterprise search. AI trends assist the enterprises for the knowledge management with efficient use of initial investments and the increasing knowledge support for the professional categories of artificial intelligence. The illustrated combination of artificial intelligence for the knowledge management is based on the enterprise search while upskilling the demonstration of enhance capabilities.

The proper management of the knowledge and the information is unfolding the AI based enterprises assisted the digitized approach of enterprise search. This is dominating the hesitant implementation of AI with fruitful outcomes of the trends those are driven by AI application of upskilling and reskilling. The improved quality and effectiveness of AI is the driving factor for knowledge management with problem-solving strategies in a useful manner. The context of knowledge management for the artificial intelligence is to connect the enterprise search with the modelling of organizational learning. This is driving towards the effective outcomes from the Quality Circle Models. The optimal solution system and the knowledgeable tutors is advanced with the applications of AI in relation to the enterprise search for the recreational activities and standpoint of destinations. Further research may integrate the use of block chain as a viable solution to the integrating issues of enterprise search while maintaining the knowledge management with advance applications of AI. The organization knowledge capacity may be improved with the sharing of knowledge through upskilling and reskilling of the AI trends. The enterprise search may further be researched on the effective use of the different sectors those are devoid of technological advancement and affluent outcomes.

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