

Shaping Future Supply Chain Talent through Human–AI Collaboration: Evidence from the Gig Economy and Platform-Based Work Systems

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Abstract: Artificial Intelligence (AI) has become a game-changer for the skills and competences required in the labour market, as well as for the way skills and competences can be developed in the gig economy and the platform-based labour market. The study delves deep into the future of the talent landscape in the supply chain and the role Human and AI will play in shaping it, improving skills, agility and efficiency. How does Human–AI collaboration affect Supply Chain Talent Development? How do the work systems based on platforms fit into this? How to find an AI supply chain ready workforce? The objective of this study is to find out the effect of Human-AI collaboration on talent development, Gig economy platforms and their significance in workforce transformation and understanding the skills needed for the future workforce in the supply chain. The research design method adopted is quantitative and survey method is used to collect data from the gig workers and professionals in the supply chain. Structural Equation Modeling (SEM) was used for analysis of the proposed relationship. The results indicate that the level of collaboration between Humans and AI has a significant impact on digital skills, learning agility and adaptability of the workforce. In addition, employing platform-based work systems offers more skill development and employment opportunities through flexible and technology-based work systems. The study concludes that the value of human skills and AI functionality can be harnessed to build the resilient supply chain workforce for the future. The suggested framework provides important takeaways for policy makers, teachers and industry practitioners who are looking for sustainable approaches for talent development in the digital age.

Keywords: Human–AI Collaboration, Supply Chain Workforce, Gig Economy, Platform Work Systems, Digital Skills Development

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