

THE ROLE OF ARTIFICIAL INTELLIGENCE IN RESTRUCTURING IT JOBS: DESKILLING AND REDUCING THE NEED FOR ROUTINE TASKS IN THE FINANCIAL SECTOR

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ABSTRACT

This paper analyzes the impact of artificial intelligence (AI) on the transformation of IT jobs in the financial sector, with a particular focus on the phenomenon of deskilling and the reduced need for routine tasks. The development of AI technologies has enabled the automation of numerous tasks that traditionally required the involvement of helpdesk staff and junior programmers. As a result, changes are occurring in the structure of employment and the competencies required.

The research is based on a survey conducted among employees in the financial sector, with the aim of examining their perception of the impact of AI on job security and the level of required skills. The results indicate that respondents recognize a reduced need for routine tasks, as well as an increased reliance on AI tools in everyday work.

The paper highlights the need for continuous development of competencies and the adaptation of educational and organizational strategies in order to mitigate the negative effects of deskilling.

Keywords: Artificial intelligence, deskilling, IT jobs, financial sector, automation.