Despite the rapid changes seen throughout the energy sector, Power & Utilities (P&U) executives in human resources (HR) are confident about the strategic value of HR.

75% of P&U HR executives believe that HR is seen as a core value driver by senior leadership. HR leaders are eager to guide their organizations through changes that include:

- **Workforce skills**
- **Digital transformation**
- **Technology investments**

91% of P&U executives in HR agree that the workforce will need to be transformed. This includes recognition that change is needed for how the HR function operates (83 percent) and the skills possessed by the workforce (79 percent).

56% of P&U HR executives have made investments that improve managers’ ability to perform people management, and 50 percent have made investments that support feedback and performance measurement.

The strong focus on people management may also account for attitudes about the value of artificial intelligence (AI) and machine learning (ML). While 63 percent of HR executives at P&U companies believe that AI and ML can drive significant value, only 41 percent of HR functions have begun to introduce AI.

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75% of HR executives in P&U companies agree that HR has undergone or is undergoing a digital transformation, only 41 percent have a digital workplan in place.

One area that may need careful consideration is where the responsibility for digital labor governance lies: 44 percent of P&U HR executives feel that it is led by IT, while only 38 percent believe that it is led by HR.

31% believe that HR’s primary role in preparing the workforce for AI is change management, and 28 percent believe that it is training the workforce with new skills required.

The future of HR 2019: In the Know or in the No: Power & Utilities results, KPMG 2018

Source: The future of HR 2019: In the Know or in the No: Power & Utilities results, KPMG 2018

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