

EMERGING ROLE OF ARTIFICIAL INTELLIGENCE IN HRM PRACTICE: CONSTRAIN AND A FUTURE PATHWAY IN E-HRM

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ABSTRACT

The effectual application of AI to human resources problems and extended e-hrm adoption practice presents very different challenges. They cover anything from practical to conceptual, like the fact that the nature of data science analyses when thematically used on people has serious conflicts with criteria societies usually see as crucial for making significant decisions about individuals. We give consideration to the gap between the fact and promise of artificial intelligence in human resource management and suggest just how progress might be made. E-HRM has multi varied functions with the scope of AI capabilities i.e., updating Employee Information, training, recruitment, Automation of low-value tasks, employee engagement & AI in human capital management. Whereas barriers and challenges in adopting AI in e-HRM is absence of skilled talent, privacy concern, ongoing maintenance & complex integrating capabilities. Organizational Managers can conduct skill gap assessments and accordingly plan digital training opportunities for employees. Conversational AI can help managers and employees track such training and development. AI may or can be effectively embedded into the entire employee lifecycle association with the organization, from the comfort of recruitment and onboarding, to HR solution distribution and profession pathing thereby providing a bespoke employee experience. As HR is evolving day by day, trends will keep on changing in rapid pace. Some organizations have previously embraced the trends, while others are still to adjust to this noticeable change, being unable to anticipate the future or shortage of real information.

Keywords: HR, Human Resource, e-HRM, Artificial Intelligence, AI, Machine Learning, Deep Learning.

Introduction

In a quickly evolving and ever-changing business that is dynamic, Human Resources as a function is undergoing a paradigm shift. Exactly what worked decades ago are completely outdated today that is obsolete a constant transformation on how Human Resource is aligned with company goals is changing. We could be familiar with words like Happiness Officer, People officer to name a few. These are called redefining the age that is brand new nature and are indicative for the shift of Human Resource from primary workers work to more human level strategic interventions.

We understand that they are establishing the standard of all of the change drivers when we consider the fact that millennial now make up a lot of the workforce and are determining the new age organizational tradition. Millennial in this tech age is reshaping our economy and how we work in it. The change drivers are further accelerating the development even more as the next generation, Generation Z, which are used to immediate access to just about anything, joins the workforce.

Artificial Intelligence is a technology that is determining new-age paradigms of operating company. It is a tool that automates and accomplishes most of the low-value HR functions in order that the larger focus can be driven to the scope that is more strategic in nature and activity. From recruitment to talent management, AI gets the capability to transform employee experience manifolds through fast and processing that is accurate of volumes of information. Into the era today, AI capabilities are scaling heights which are often brand new driving precisely how we function.

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The success of any organization is based on how effectively and effectively individuals, process and technology combine and deliver value at optimum price. Artificial cleverness helps to automate many for back-office work that is transactional in nature, enabling service distribution that is quick.

Definition of Artificial Intelligence

Artificial Intelligence is primarily a technical tool that aims to greatly help us solve cognitive issues and enabling devices to “think and pretend like humans”. Its fundamental components are-High speed computation through complex device algorithms in handling and processing huge data volumes Today, Artificial Intelligence is driven by two fundamental technologies – machine learning and deep learning.

Machine Learning

This is a branch of Artificial Intelligence that enables to produce and make predictions based on particular information pattern which help in decision making accordingly. It is a concept that algorithms can learn through recorded data without having to be programmed to do this. Key aspects of use for Machine learning in the HRM context includes below:

- **Study Employee Attrition:** Find and figure out employees at high-risk of attrition, HR that is thereby allowing with engaging in conversations and retaining them as people management asset.
- **Personalized Feeds:** Endow with a personalized user experience through predictive analysis in suggesting career paths and training programs.
- **Detecting Anomaly in Data:** Identify events and observations that do not conform to a certain pattern that is sure in the database.

Deep Learning

It is a type that is more advanced form of Machine Learning that tackle with a large volume of data through neural network architecture. Deep learning defines and sets up basic parameters around data and leaves the computer to learn and master on its own through patterns and sequence. It is capable of handling much larger and information which is complex in nature. Key areas of use for deep learning in the HR context includes below:

- **Speech Identification:** while it is hard to figure out varied human dialects and tonality, deep learning algorithms can recognize and respond to human vocals inputs therefore ensuring problem resolutions.
- **Chatbots:** NLP (Natural Language Processing) trains chatbots to comprehend human language, tone, and context and is appearing as a huge power to automate HR solution delivery.
- **Artificial Intelligence** is changing HR Trends and practices with its eclectic method.

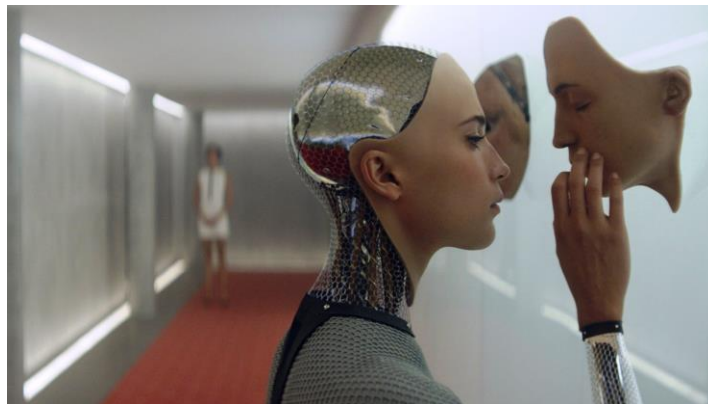


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Artificial Intelligence may be the hot Buzzword today and is rather considered by few as driving the 4th industrial revolution. AI has brought more than a few critical HR interventions and assists them to stay the top of plain things through informed insights and decisions. Rather of absorbing in lots of paperwork AI supports HR operations run more smoothly.

For Example,

AI assists to reduce steadily the Recruitment Timeline and speeding up the candidate screening process.

AI assists to predict when we should start the hiring process of certain and specified departments and therefore avoid any positions that are unfilled critical business periods.

However, it's necessary to recognize that Analytics and Automation are distinctive from Artificial Intelligence and should never be confused as similar. A true procedure that is AI is something beyond coding and is more predictive in nature. Hence, AI applications are very costly and are not widely used up to now. But with technology Advancement, much easier and widely available resources that are AI soon become component of our lives.

Apart from the technology advancements, that which we see today is the fact that the perception that is whole work is profoundly changing. What matters most is the outcome for the level of employee engagement and participation during the individual and organization level today. Organization employee ensures employee retention who is capable of driving modification inside the organization is truly indispensable and a lot of focus in nurturing millennials that are such necessary today.

Millennials today are on the rise and would be the people behind the transformation that is organizational. They are the people behind the ideas that are fresh value digitalization in all forms. As compared to their counterparts that are previous Millennials focus on aspects of work-life balance with possibilities to grow their potential in the organization. Their key aspects of attention include Flexibility in the office such a work that is remote Flexi hours. Opportunities for Collaboration and Feedback that is regular mechanism in practice.

The brand new HR trends are shifting towards a more approach that is people-centred. Here within the headlines which can be next we might find a few examples and trends on what future organizations are preparing themselves to be structured.

Why we Upgrade to Choose Artificial Intelligence for the e-HRM Function

- **Enhanced Employee Experience:** With a advanced of automation and a focus that is major client experience round the environment, employees also anticipate a helpful and constructive experience when they come up to speed with personalized engagement. Consumer technologies are shaping employee experiences these full days plus they are searching for options on the way they wanted to be engaged and supported.

AI may or can be effectively embedded into the entire employee lifecycle association with the organization, from the comfort of recruitment and onboarding, to HR solution distribution and profession pathing thereby providing a bespoke employee experience.

- **Data-Driven Decision Making:** While HR technology has been path-breaking and supported information that are real-time to organizations, but many businesses still count on manual methods to draw insights and decisions from information. This task is normally aligned to data analysts and often creates delays in drawing insights. Decisions also continue to be made with outdated or information that is obsolete.

AI enables HR teams to extract insights from information and provide recommendations in real-time. AI also removes many of the typical biases which are human inconsistencies in a function that is as sensitive and crucial as Human Capital Management. Thus, we can say that decision powered by Artificial Intelligence is potentially faster at scale and more consistent and data-informed, and unbiased.

- **Automation with Intelligence:** Intelligent automation is a combination of AI along with automation makes it possible for devices to sense, understand, discover and work on its own or with little assistance that is human being. Intelligent automation will not only perform tasks that are manual also make intelligent insights and decisions as any individual would do. Its abilities can enable machines to understand processes and their deviations. Perhaps not only this but AI is involved across all procedures which can be repetitive boost efficiency, productivity, and drive innovation.

AI in Human Resources opens doorways to limitless opportunities and is a intervention that is huge creating path-breaking value for the Human Resources Professional.

HR Multi Varied Functions with the Scope of AI Capabilities

Artificial Intelligence includes machines that are cognitive help workers arrive during the day-to-day decisions during the workplace. Various such decisions and tasks include:

- **Updating Employee Information** An employee can access his/her personal information address that is including emergency contact number, company details, and approval status of leaves, etc. Conversational AI can additionally assistance with analytical and KPI driven information e.g., headcount, top performers, etc.
- **Training:** In the current business environment of huge skill gaps and enhancement, AI is a game changer. AI is supporting in building customized learning paths through conversational analytics eventually leading the L&D to new perspectives.

Organizational Managers can conduct skill gap assessments and accordingly plan digital training opportunities for employees. Conversational AI can help managers and employees track such training and development.

- **Recruitment:** Cognitive solutions in Artificial Intelligence might help tap multiple data sources screening, that is thereby allowing of candidate screening efficiently. In addition for this AI can also be helping reduce Human Bias in shortlisting candidates. Large organizations are involving in producing AI-augmented Job information which tends to be more comprehensive and objective thereby enabling objective screening of candidate.
- **Automation of Low-Value Tasks:** Numerous tasks which sooner or later eventually consumes a lot of HR time. E.g. Onboarding processes, fundamental benefits and answering request that is typical can standardize and automate such reactions and enabling shifting focus on the more strategic scope of work.
- **Employee Engagement:** Artificial Intelligence is a catalyst that is strong developing how employees and businesses interact. AI can strongly conduct employee engagement tasks like smart surveys, real-time feedback platforms, rewards and recognitions to call a few.
- **Artificial intelligence in Human Capital Management:** AI is playing an essential part in integrating major HR functions thereby overhauling the entire pedigree of employee experience. It is contributing to building skill processes to reduce employee turnover and manage key areas like performance management, workforce planning, people analytics, career-pathing and help that is virtual self-service.

Barriers to Adopting AI in e-HRM

- **Absence of Skilled Talent:** It can be very costly taking into consideration the dearth of skilled people on the technology for integrating HR functions.
- **Privacy Concern:** Since HR data is very confidential and needs to securely be maintained. Data safety is a concern that is huge amalgamating HR functions through Artificial Intelligence.
- **Ongoing Maintenance:** This is similar to other technologies. Constant reviews and up-gradations are a necessary component of Artificial Intelligence rendering it a maintenance procedure that is tiresome.
- **Complex Integrating Capabilities:** Data availability is narrow down due to shifting towards SAAS (Software as a Service) hence limiting the span of integrating the HR functions technologically with complete bandwidth.

Points to be Consider in Deploying or Implementing AI in HR

With technology evolving at a pace that is quick businesses need to be working out the AI systems with caution. Following points are key to take into account while managing systems that are AI:

- **Finding Accurate Data Sets:** Real-time and accurate information is very much important for effective and efficient AI results. The result i.e., something free from bias and all-encompassing. So first get the set that is right of and then clear the objective of output driven.
- **Using the Right AI Implementation:** AI environment is a lot not the same as other IT environments. It requires skills that are specific methodologies for implementation. Make sure in being specific about collecting the data that are right and cleaning and curating the same.

- **Clarity:** It is vital to understand and know the insights become driven. Hence, there ought to become clarity and training on knowing the patterns which can be correct study and act correctly.
- **Eliminate Bias:** AI can deliver accurate and outcomes that are unbiased on the algorithms and logics fed within the system. Ensure the accuracy of data and remember, AI always will do what we tend likely it to do and cannot decide things on its own for us.

Final Thought

AI-based HR interventions can enhance employee efficiency strongly and help HR professionals boost employee performance and experience. HR applications powered by AI can analyze, interpret, predict and support decision making for key stakeholders. Adopting AI solutions that best suits our business needs and participate in the culture of the company and develop the mandatory Digital maps. Employees will be ultimately impacted by the AI function in multiple methods and can claim to have a fast-paced and user experience that is accurate. So, it will be quite vital to focus on employee needs and understand positive results that are possible we are expecting.

HR information privacy normally a challenge that is crucial to AI development. Employee data needs to be protected and governance that is appropriate have to be set up in administering AI-driven HR interventions. The principles should not only deal with overall technical and data input process but additionally varied legal aspects.

A solid system that is AI fosters a deeper understanding of people's behaviour and pattern. By consolidating and employee that is comprehensively analyzing mood, and intentions on different digital platforms human behaviour can be simulated and validated for useful employee experience.

As HR is evolving day by day, trends will keep on changing in rapid pace. Some organizations have previously embraced the trends, while others are still to adjust to this noticeable change, being unable to anticipate the future or shortage of real information. Change always takes time, and every company is structurally various. The key that is real profiting from HR trends is not adopting any change blindfolded, but alternatively making a careful decision about which way to follow.

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