

THE NEW AGE ARMoured HR: ARTIFICIAL INTELLIGENCE IN HUMAN RESOURCE PRACTICE

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ABSTRACT

Today's HR professional are keen in adopting the new tech which not automate the mundane recurring task but also give insightful information which these professional happy to have. Several studies show that today's Chief Human Resource Officers understand AI's power to improve crucial HR functions, including operations, talent acquisition, training and development. Numerous have already adopted AI and a whole lot more plan to do so in the next couple of years. It is a technology of 21st century that enables systems to think and interpret like Humans. It is a tech solution that allows performing various tasks based on previously collected, unfiltered, summarised, processed & unbiased data. Artificial intelligence gradually started becoming the foundation of innovation in captivating digital era. The term AI is frequently reciprocally utilized with Deep Learning and Machine Learning, be that as it may, there are contrasts. AI is an AI anyway all the AI are not Machine Learning. Artificial Intelligence Is widely adopted and winning More Hearts and Minds in the Workplace. More than 50% of employees are currently using some form of AI at workplace, compared to 32% in 2018, with employees in some countries adopting AI over 2x more than others. Artificial Intelligence technology can assist and conduct various employee engagement tasks like; Personalized Feedback Surveys, Real-Time feedback, Employee acknowledgment frameworks, and so forth. Based on these programs HR can assess colleagues' fulfilment and additionally their contribution more precisely than previously. This article is enlightening some of the important aspect of HR functionality and growing need of Artificial Intelligence with the adoptability of Artificial Intelligence in the system task execution.

Keywords: HR, Human Resource, Artificial Intelligence, AI, Automate, Machine Learning.

Introduction

With the increasing need of skilled HR and overburden load of mundane activity, HR is now tech driven and Artificial Intelligence is the new age bloodline. As HR professionals of new tech world, these HR pioneers face a radically different landscape than they did a year prior. A fusion workforce, virtual recruitment/selection and a heightened focus on diversity and inclusion have introduced new dynamics and intensified existing ones. Increasingly, we are in need of brand-new hybrid platforms and technologies to stay ahead—and AI is at forefront. Several studies show that today's Chief Human Resource Officers understand AI's power to improve crucial HR functions, including operations, talent acquisition, training and development. Numerous have already adopted AI and a whole lot more plan to do so in the next couple of years. As more and more companies integrate and started infusing AI platforms into their everyday practices, the real-life tangible benefits are becoming clearer for automating transactional tasks, enhancing employee productivity and gaining valuable facts about candidates and employees.

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The Urgency of AI Adoption

In today's competitive environment, hiring and maintaining the best talent requires a heavy lift from HR teams. HR has to continuously deliver great employee and candidate experiences across recruitment, training and operations functions with speed, accuracy and personalization.

It's a tall order, but AI, precisely implemented, can significantly assist. How?

- **24/7 Availability:** Chatbots, the customer-facing that is friendly of powerful behind-the-scenes algorithms, are now able to simulate person-to-person conversation well. Offered any moment on any unit, chatbots provide the response this is certainly immediate that today's users expect if they have hiring questions, benefits problems, or instruction dilemmas.
- **Automation:** Think of AI as an intelligent partner to our very own HR professionals. With most teams wanting to do more with less, AI platforms can help your workforce by automating transactional and work that is repetitive freeing up their time for you consider other, much more person, jobs that add greater value towards the function.
- **Personalized Communications:** Using the knowledge this is certainly personalized are accustomed to inside our day-to-day everyday lives, business user objectives tend to be higher than ever as well. Prospects and staff members alike anticipate real-time accessibility HR resources, up-to-date notifications and enhanced communications, such as customized information considering their location and preferences.
- **Real-Time Data:** Nothing can beats analytics when it comes to the speedy identification of emerging trends and problems. If significant varieties of our prospects or employee tend to be asking equivalent questions or articulating similar issues, we'll know quickly and can go with rate to capitalize on opportunities and address dilemmas before they escalate.

It is a technology of 21st century that enables systems to think and interpret like Humans. It is a tech solution that allows performing various tasks based on previously collected, unfiltered, summarised, processed and unbiased data. Artificial intelligence gradually started becoming the foundation of innovation in captivating digital era. The term AI is frequently reciprocally utilized with Deep Learning and Machine Learning, be that as it may, there are contrasts. AI is an AI anyway all the AI are not Machine Learning. Uwe Hohgrawe, lead faculty for Northeastern's Master of Professional Studies in Analytics program in his finding explains that "we as humans see the information in front of us and use our intelligence to conclude. Machines in itself are not intelligent, but we can make them appear intelligent by feeding them the right information and technology." Most of the new tech driven companies have started using Artificial Intelligence to improvise their performance and productivity by automating tasks. For example, Netflix uses Machine Learning to provide a level of personalization that helped the company grow by 25% just in recent couple of years.

AI as technology is the backbone in various organizational day to day functions and defines new ways of operating the business, creating an impact across multiple functions with giving it ease of doing. One such example is the Human Resource which is the core soul of organization one of the most important functions in the organization (especially in the age of the great resignation and techno skilling). Straightforwardly connected with the colleagues working in the association here is where AI as an innovation is characterizing better approaches to work the business. A device can be used and computerize low-esteem HR works so that focus is moved toward vital ones. Simulated intelligence is transforming into our closest companion for HR empowering us to convey better and quicker results.

In the work global study conducted by oracle and future workplace in 2019, workers trust AI more than their managers. 64% of people would trust AI predictive and prescriptive modelling more than their manager and half have turned to AI instead of their manager for advice. Artificial Intelligence Is widely adopted and winning More Hearts and Minds in the Workplace. More than 50% of employees are currently using some form of AI at workplace, compared to 32% in 2018, with employees in some countries adopting AI over 2x more than others. AI has impacted Change in the Relationship Between People and Technology at Work. employees are optimistic, excited, and grateful about having robot co-workers.

Some of the key execution of AI in Human Resource Functions could be:

- **Talent Acquisition in the Age of Tech Driven Skilling**
Talent pool acquisition is the base and core and foremost important HR function as it involves bringing in new talent to the team which will lead to the potential growth and expansion of the organization. For example in cricket every player of the team posses' unique skill set. Effective and cost saving recruitment is very crucial to the modern business infrastructure to run. During the course of enlistment, AI can be utilized in different structures like;

- Designing easy forms for job applicants to complete
- Initial screening of the candidates based on inputs Like Experience, Education, and Willingness to relocate
- Maintain the entire database of the candidates
- Analyze the existing pool of candidates and analyze the candidates which are fit for the new position which is being opened
- Arranging interviews
- The potential candidates can be traced and contacted via AI-driven Chatbots

By using these ways, the employing system would be abbreviated and considerably more time would be saved, which will permit the HR team to focus on other critical tasks which not only improve the efficiency and saves time but also enhance the organization's productivity.

- **Recruiting and Onboarding**

The right blend / mix of AI in addition to human experience will enhance and improve the candidate experience and build a sustainable employer brand. AI-led intelligence drove clever candidate global positioning frameworks are an unquestionable necessity to do volume-serious scout exercises, for example, CV screening, interview planning and open correspondence with likely representatives. As per research, ability securing is a region where organizations see huge, quantifiable, and prompt outcomes in diminishing chance to-enlist, expanding efficiency for enrollment specialists, and conveying an upgraded competitor experience that is consistent, straightforward, and natural. Onboarding technology is one more augmentation of this. AI tools can make one of the most time-consuming mundane tasks in HR into a faster and more precise process, thereby driving employee stickiness.

- **Team Member Experience**

Artificial Intelligence technology can assist and conduct various employee engagement tasks like; Personalized Feedback Surveys, Real-Time feedback, Employee acknowledgment frameworks, and so forth. Based on these programs HR can assess colleagues' fulfilment and additionally their contribution more precisely than previously. Through these programs, HR might have the option to anticipate colleague who is probably going to leave and that would help the HR team apply retention strategies proactively and subsequently thus reducing attrition.

Team members' experience can be expanded by deploying AI-driven chatbots to provide ongoing real-time answers to the team members. Team members can simply type their queries and the chatbot will reply with the best possible answer. This should be possible for frequently sought clarification on some pressing issues, Basic Benefits.

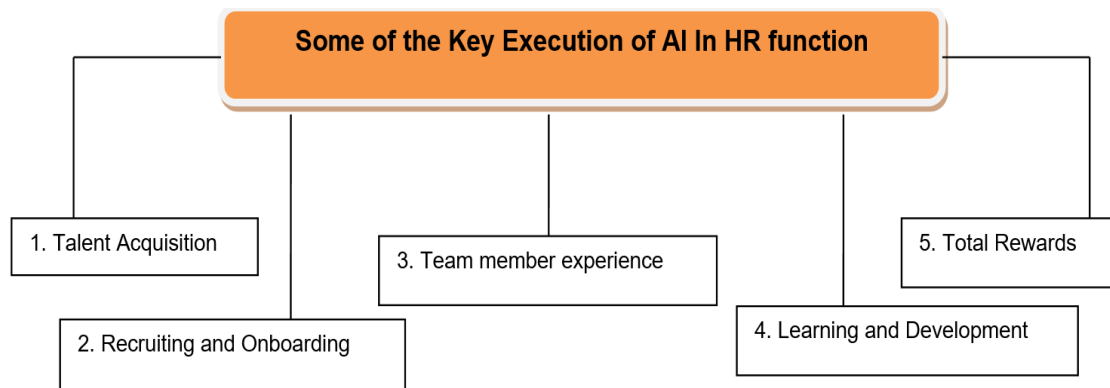
- **Learning and Development**

As AI assumes control over the commonplace undertakings, experiences connected with human conduct will turn into a central information input for AI frameworks. Special human abilities will be sought after from now on. For instance, another job for example Head of Business Behaviour will examine worker conduct information, for example, execution, individual, ecological information to assist with further developing the representative experience, cross-organization joint effort, efficiency and representative prosperity. Essentially, the Chief Ethical and Humane Use Officer might zero in on creating techniques to involve innovation in a moral and sympathetic manner. HR pioneers need to begin pondering what new positions will emerge and how they can construct new capacities through a future-forward L&D technique.

We can see various representative touch points going cutting edge, however HR should recall not smash the high-contact component totally.

- **Total Rewards**

In the age of tech driven economy, employees today want choice option in every aspect of their work-life and personal front. This means that they must also be able to selectively choose the benefits that best suit them as per their perception from a readily available "basket of benefits". An AI-based digital rewards platform where employees have individual sign-ons, can propose reasonable advantages to representatives according to variables, for example, life stage, past ways of behaving, way of life inclinations and so on. Employees have the power of selecting choice.



Most Common Barriers to adopting AI in HR

- **Lack of Skilled Talent:** It can be over the top expensive considering the deficiency of gifted individuals on the innovation for coordinating HR capabilities.
- **Privacy Concern:** Since HR information is very secret and should be kept up with safely. Information security is an enormous worry in amalgamating HR capabilities through Artificial Intelligence.
- **Continuous Maintenance:** Similar to different advances. Consistent surveys and up-degrees are an essential piece of Artificial Intelligence making it a drawn-out support process.
- **Complex Integrating Capacities:** Data accessibility is restricted because of moving towards SAAS (Software as a Service) thus restricting the extent of coordinating the HR works mechanically with full transfer speed.

Focuses to Think about Deploying AI in HR

With innovation developing at a high speed, associations should practice the AI frameworks with caution. Following points are critical to consider while managing AI systems effectively:

- **Finding Exact Informational Indexes:** Real-time and precise information is vital for powerful AI results. Something liberated from inclination and sweeping. So first get the right arrangement of information and afterward clear the target of result driven.
- **Using the Right AI Implementation:** AI customized environment is a lot different from other IT environments. It requires explicit skills and methodologies for implementation. Ensure in being explicit about gathering the right information sources and cleaning and organizing something very similar.
- **Clarity:** It is very important to comprehend and know the insights to be driven. Consequently, there should be lucidity and training on knowing the correct patterns to study and act accordingly.
- **Eliminate Bias:** AI can convey precise and unprejudiced outcomes based on the algorithms and logics fed in the system. Ensure the accuracy and authenticity of data and always remember, AI will do what we want it to do and will not decide things on its own for us. it is based on predictive and prescriptive modelling.

How to Sustain AI-led Change

AI will gradually become a game-changer. According to the leading global research firm McKinsey in their survey, the limitations of AI are partly technical, such as the need for massive training data and difficulties "generalizing" algorithms across use cases. Yet, an overall test is the capacity of associations to take on AI innovations, where individuals, information accessibility, innovation, and cycle availability frequently make it hard to genuinely guzzle computerized.

"Innovation changes rapidly, yet associations change considerably more leisurely," said George Westerman in his article on advanced development. For supported change, pioneers should imagine their kin methodology premise an AI-weighty labour force. They should proactively recognize the utilization cases to upgrade and improve individuals processes.

Parallely, organizations must upskill and reskill which is learn unlearn and relearn the workforce for performing well in a digital-first environment. This beginning with a hierarchical methodology; the CXO suite should drive a culture of computerized enablement and advanced strengthening by talking the digital language in business. This will assist associations with embracing AI as a natural component and get representatives to flourish in this change.

For the majority of the organizations, the job of information in arranging, activities and technique isn't just about aggressive differentiator, yet more about serious need to make due in the present vicious business ecosystem.

Computer and data driven (predictive) analytics are widely fueling most of the critical business decisions in finance, marketing, R & D, customer support and sales. However, data analytics today doesn't come right into it with regards to overseeing individuals and pursuing choices as how we draw in, develop, hold and persuade our kin.

Additionally, many companies abstain from using data for addressing critical concerns like which group of team is probably going to have execution issues and the purposes for those issues? How to improve managerial administrative efficiency? What is driving work culture and employee commitment?

Nevertheless, pioneer HR leaders and experts are starting to realise the power and impact of data-driven stats and insights when it comes to mellowing down risks and driving decision-making powers for improvising organisational efficiency and people management.

However, the way that AI can make ponders in the smooth working of HR action yet it's anything but an enchanted stick of entertainer which gives the ideal outcome. Prior to guzzling AI should be back tried for the exactness on the off chance that any issue emerges, it should be intimated to the developer team for modification and customization as per the function requirement.

With advanced cutting edge data-driven technology such as artificial intelligence (AI) growing by leaps and bounds across businesses, it should not come as a matter of surprise that HR experts are looking up to AI as their go-to or wonderful jolt of energy apparatus for spot-on decision making and people management in future.

What is the Future of HR?

The change that the HR department has witnessed, especially during the pandemic in 2020-21 and early 2022 with the widespread acceptance of remote working, will continue to metamorphose over time. It has made HR more robust and creative restructuring the HR layout with the change in environment.

This change will catalyze the rise of new HR roles to address the switch in market dynamics and paradigm shift from hybrid to fully automated.

Will HR be Replaced in the Future?

No, robots won't supplant HR just in light of the fact that HR errands require creativity, decision-making, and problem-solving abilities. However, is AI the eventual fate of HR? Indeed, it is. That AI isn't assuming control over HR is very much a special case for different jobs that will before long become out of date and ought to satisfy HR representatives.

The Key Takeaway

The possibility of AI assuming control over associations and their obligations is at this point not a thought however a reality. The eventual fate of the HR division brings up a great deal of issues. Also, this article addresses two of those inquiries: the future and what AI will mean for HR.

We as a whole realize AI is the future, and understanding what it will mean for a division is genuine. Having understood this, what new jobs do we hope to find coming soon for HR is the necessity in demand in the ever-evolving organization!

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