



A Study On Enhancing Efficiency And Reducing Biasness In Ai Recruitment

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Abstract: Artificial intelligence is transforming the landscape of Human Resource Management (HRM), altering conventional methods and elevating the recruitment process for companies. The traditional hiring process can be extremely time-consuming, frequently taking weeks to go through every application. Because they have to go through a large number of resumes, recruiters may find this procedure intimidating. By quickly sorting through a huge number of applications, finding the best individuals, and offering succinct summaries of their qualifications, artificial intelligence (AI) helps to expedite this process. In addition to saving time, this enables recruiters to focus on enhancing the applicant experience and drawing in top talent. Because AI works around the clock, the hiring process is always ongoing and efficient, even when recruiters are not on duty. Additionally, AI can lessen bias by emphasizing relevant experiences and talents above individual prejudices, which, when applied properly, can lead to more equal employment decisions. In order to lessen unconscious prejudice during initial screening, AI systems employ objective data and predetermined criteria, as this paper examines. This method makes sure that applicants are judged on their qualifications and merits rather than on personal traits.

Keywords AI's role in hiring; its capacity to lessen bias in hiring; AI's Benefits and Drawbacks for Hiring, Literature Reviews, and Ethical Issues Framework for AI Risk.

I. INTRODUCTION

By addressing and reducing the biases that have historically influenced recruiting decisions, artificial intelligence (AI) has the potential to drastically change the employment process. The complexity of AI is sometimes viewed as a barrier to its adoption, but a solid understanding of the technology and supportive rules make it more practical to utilize, according to a study involving 296 companies. Importantly, the specific traits of AI, the size of the company, and the sector it operates in do not greatly influence the choice to implement AI. Furthermore, transaction costs have an impact on how AI is used, influencing the company's technological proficiency as well as the challenges posed by the complexity of technology.

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This study explores the nuanced role AI plays in reducing discrimination in hiring. AI systems reduce implicit bias in the early phases of the employment process by using objective data and establishing standards. This technique helps to ensure that candidates are evaluated based on their value and abilities rather than their personal characteristics. The discussion also discusses the moral dilemmas raised by the use of AI in hiring,

such as worries about accountability, transparency, and the potential biases in algorithms. The possibility of bias and unfairness is a significant ethical concern with AI in hiring.

II. AI'S POTENTIAL TO LESSEN PREJUDICE IN HIRING

The growing corpus of research on AI ethics and algorithmic bias that emphasizes how gender and race are produced in the day-to-day operations of AI systems as well as how AI shapes and is shaped by these factors is discovered through the analysis of recruitment AI (Weber & Bath, 2007; Strengers & Kennedy, 2020).

86% of businesses were beginning to employ new virtual technologies in their hiring processes by mid-April 2020, a few months after the COVID-19 epidemic started, according to a survey conducted by Gartner, Inc. with 334 HR leaders (Gartner, 2020). Artificial intelligence (AI) was being used more and more in many fields since lockdown measures were anticipated to continue, and people in charge of hiring were dissatisfied with the traditional methods. Accordingly, HireVue saw a 614% increase in their clients' use of AI for hiring in Japan (HireVue n.d.).

Double-check AI predictions: Before accepting, rejecting, or further analyzing AI recommendations, someone should analyze them. According to one body of study, there is a 50% possibility that AI would automate all professions in 120 years, but it overlooked subtleties like bias checks.

To guarantee AI is morally and fairly beneficial to all, a group of AI specialists, including OpenAI and the Future of Life Institute, is presently creating a set of rules (Ahmed, 2018).

One of the most important rules is that AI should be designed so that audits may find and remove biases. This procedure ought to resemble the safety inspections that are carried out on brand-new cars prior to their use (Mujtaba, 2019). Before the technology may be widely used, it must be fixed if it doesn't match these requirements.

It's astonishing that businesses freely admit that they only take into account a tiny percentage of the thousands of applications they receive. Legislators and technologists must work together to create policies and instruments that make it both possible and required to screen each applicant at every stage of the employment process.

(László, V., & FraiJ, J., 2021). A research conducted by the National Institute of Standards and Technology (NIST) looked into facial recognition software created by more than 100 developers from 189 companies, including Microsoft, Toshiba, and Intel. One of the researchers, Patrick Grother, discusses the alarming results, saying: "Our research indicates that there are significant demographic disparities in the majority of the algorithms we looked at, even though it's generally inaccurate to make sweeping statements about all algorithms."

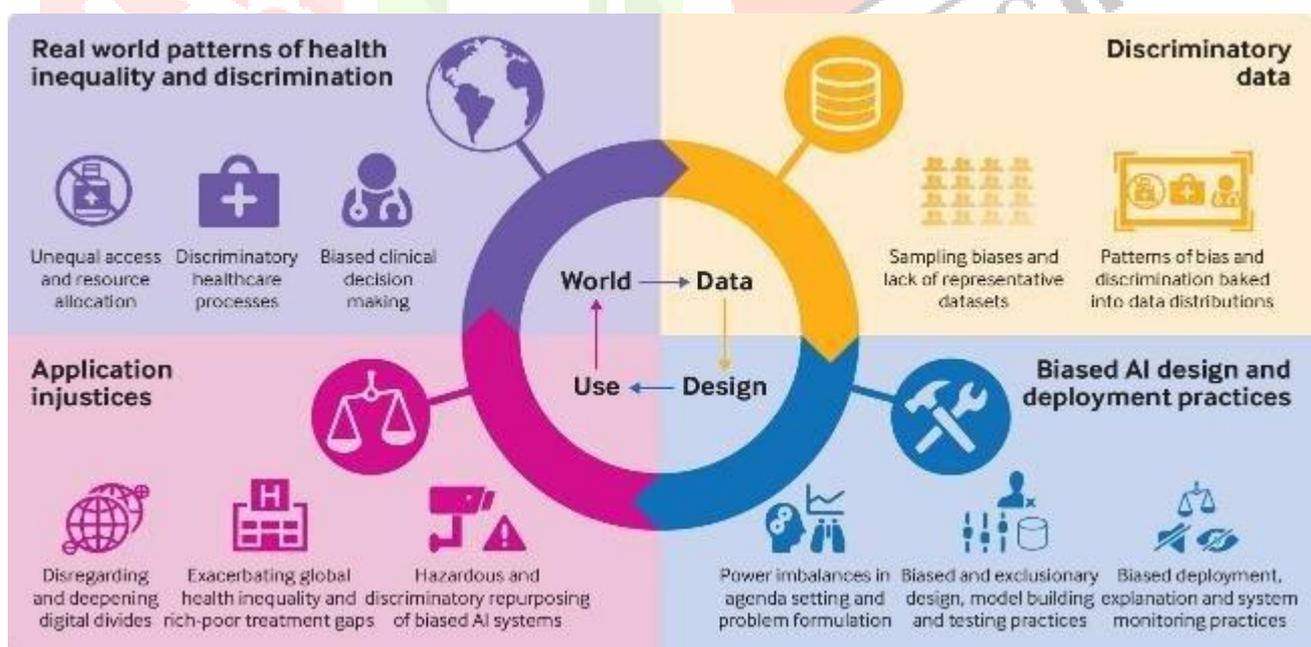


Figure 1 Interconnectedness and the Ways How Biased AI Systems Can Perpetuate and Exacerbate These Issues

The above figure presents a visual representation of the interconnectedness between real-world patterns of health inequality and discrimination, and the ways in which biased AI systems can perpetuate and exacerbate these issues.

2.1. Key components

Real-World Examples of Health Inequality and Discrimination: This part focuses on the current inequities in healthcare access, biased clinical decision-making, and discriminatory healthcare procedures.

Considering the absence of representative datasets, which lead to discriminatory and biased patterns ingrained in data distributions.

World Data: This key component highlights the value of data in AI systems and how the representativeness and quality of data can have a big impact on how equitable and fair AI-driven solutions are.

Injustices in Design, Use, and Application: This section examines how biases can be introduced or exacerbated at each stage of AI development, from design to deployment. Agenda-setting power disparities, exclusionary and biased design techniques, biased implementation, and a lack of explanation and system transparency are all examples of it.

It highlights how crucial it is to be critically aware of the possibility of prejudice in AI systems and how crucial it is to address

these prejudices throughout the whole development and implementation process. In order to guarantee that everyone benefits from these technologies, regardless of background or socioeconomic status, it advocates for a more fair and inclusive approach to AI development status.

2.2 Sources of AI's Non-Discrimination and Fairness Risks.

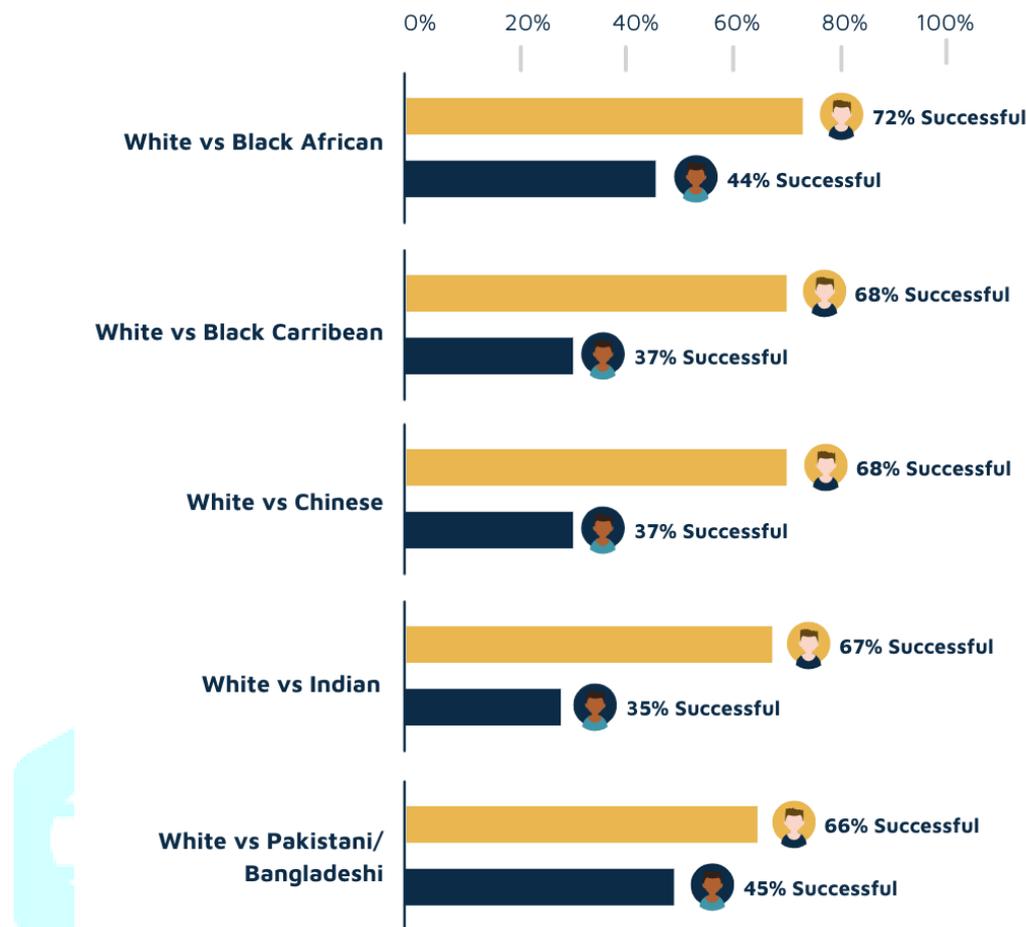
Implicit bias is unintentional bias against particular groups that can affect choices without the individual's knowledge.

- **Sampling bias:** Results are skewed when sample data is not representative of the larger population.
- **Temporal Bias:** Unaccounted-for changes over time might cause models that function well now to go down later.
- **Over-Fitting:** When models follow too closely to training details, they perform well on training data but badly on fresh, unseen data.
- **Edge Cases and Outliers:** Data points that are not within the training data range, such as noise (disruptive data) and mistakes (missing or wrong values).

III. AI RECRUITMENT RELIES ON DATA-DRIVEN DECISIONS

- The employment process using artificial intelligence relies on data-driven decision-making, which inherently has fewer biases than human decision-making. Artificial intelligence is capable of identifying patterns and trends in vast amounts of data that human recruiters could miss (Raghavan et al., 2020).
- With the use of empirical data rather than arbitrary judgments, AI is now able to make objective conclusions (Albert, 2019). AI, for example, might provide a more inclusive selection process by highlighting applicants who might have gone unnoticed because of unusual career routes or work gaps.

DISCRIMINATION ACROSS ETHNIC GROUPS



Source: Wood et al. (2009)

Figure 2 Discrimination by Ethnic Group

According to research on recruiting procedures, white applicants were given preference in roughly 47% of situations.

To receive the same amount of callbacks as white-named candidates, Indian candidates had to submit twice as many applications. Thirty-five percent of incidents involved equal treatment.

In 18% of situations, ethnic minorities were given preference.

This study was expanded upon by the London School of Economics, which combined it with another field study as part of a wider European project carried out in 2016–2017.

It was a component of a bigger European project, verified that candidates from ethnic minorities continued to experience severe discrimination during the employment process. They consequently frequently depend more on their social networks to locate employment openings. Socioeconomic factors, which can be assessed explicitly, are mostly responsible for the disparities in hiring outcomes for different ethnic groups.

IV. ETHICAL CONCERNS WHILE USING AI IN RECRUITMENT PROCESS

With an impact on billions of lives globally, artificial intelligence has become a viable alternative to human intelligence. The focus of this study will be on technologies that are intended to handle hiring, a crucial component of human resources.

The study identified three academic publications that applied a theoretical framework for AI hiring, providing a theoretical foundation for additional discussion:

(Simbeck, 2019) brought ethical principles from a variety of domains, such as robots, AI, and medicine, to the field of human resources. She recommended that when incorporating emerging AI technologies into HR analytics, fundamental ethical concepts from these domains be adopted. These principles included privacy and secrecy, the chance to opt out, institutional assessment, transparency, and respect for the evolving nature of personal progress.

(Yarger et al., 2020) included feminist viewpoints and approaches, arguing that these ought to direct the development of AI hiring systems. Feminist perspectives brought to light how, if equity is not taken into account while designing algorithms, they may unintentionally disadvantage historically excluded groups. According to a UNESCO report, women constitute only 22% of the AI workforce. The underrepresentation of women in the field leads to gender biases and stereotypes being perpetuated in AI technologies. For instance, virtual personal assistants like Siri, Alexa, and Cortana are often defaulted as female, a deliberate choice that reflects how AI might continue to reinforce gender bias in society.

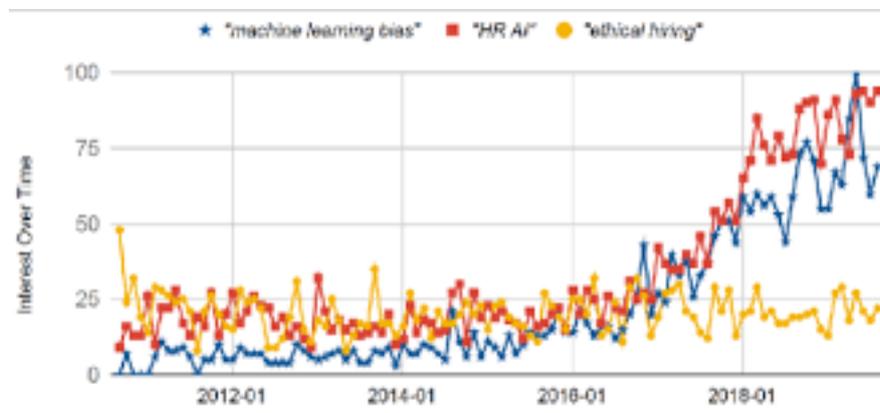


Figure 3 Worldwide Relative Search Interest in AI-Based Recruitment (Aug-2010 to Aug-2019)

Relative Interest Over Time: From August 2010 to August 2019, the graph displays the evolution of search interest in each word. Each term's highest point is set at 100 once the interest is normalized and scaled. This allows you to compare the relative popularity of the phrases rather than their absolute search volumes.

The line "Machine Learning Bias" (Blue) shows the evolution of interest in machine learning bias. Interest may gradually grow, particularly as debates over AI prejudice and ethics gain traction in the media and IT sector.

The trend for AI technology related to human resources is represented by the line "HR AI" (red). Depending on advancements in HR technology, business uptake, or public knowledge of AI applications in HR, interest may fluctuate.

The line "Ethical Hiring" (yellow) indicates the level of interest in the idea of moral hiring procedures. Regulatory changes, media coverage, and general discussions regarding hiring ethics may cause interest to fluctuate.

V. LITERATURE REVIEW

AI tools have the potential to significantly accelerate development and raise the caliber of literature reviews when utilized properly. However, improper use of these resources might result in academic fraud and plagiarism, which have dire repercussions. ChatGPT and other generative AI tools are capable of providing responses regarding literature with confidence, but they are also prone to "hallucination" or knowledge fabrication. The likelihood of academic fraud is greatly increased when literature analyses produced by these technologies are submitted without verification. It's critical to realize that artificial intelligence (AI) does not purposefully lie or plagiarize, even though it may generate inaccurate or misleading information. Specifically, AI is incapable of creating lies or replicating the work of others. Only people with a moral compass that can separate fact from fiction and recognize when they are being dishonest, exaggerated, dishonest, dishonest, or cheating are capable of completing this assignment. We must always verify our own conclusions and take full responsibility for them before relying on AI-generated responses. In the first stage of a literature review, authors identify and interpret the main ideas or theories as well as the research questions. Furthermore, authors may be urged to first verify whether research gaps exist. This could involve determining whether the gap has already been addressed, whether the research question provides a noteworthy contribution that goes beyond earlier work, and whether it is important to close the gap (Kalogiannidis S, Kalfas D, Papaevangelou O, Giannarakis G, Chatzitheodoridis F., 2024).

Finding comparable or equivalent knowledge contributions and prior review papers may help researchers ascertain whether gaps still exist. The use of AI is anticipated to create ambiguity during the discovery and verification phase, requiring researchers to make the ultimate decision on how to close these gaps (Pessach and Shmueli, 2022).

A major theme in the literature review on artificial intelligence (AI) in human resource management (HRM) is how AI is revolutionizing conventional HR procedures. By automating repetitive processes like interview scheduling and resume screening, artificial intelligence (AI) greatly increases efficiency and frees up HR personnel to work on more important projects.

AI's capacity to evaluate vast datasets enhances decision-making and synchronizes HR tactics with corporate objectives, per research by Marr (2017).

Notwithstanding these advantages, there are drawbacks to AI adoption, including algorithmic bias, worries about data privacy, and the possibility of job displacement. To solve these problems, literature emphasizes the necessity of openness and equity in AI systems, stressing the significance of strong safeguards to guarantee that AI-driven procedures are just and data security is upheld (van Esch et al. 2019). All things considered, even though AI has many benefits for HRM, resolving these moral and practical issues is essential to optimizing its potential gains and lowering related risks (Kaur & Kaur, 2022).

VI. ADVANTAGES OF USING AI IN RECRUITMENT

Nearly half of all firms worldwide are currently integrating AI into their human resources operations, according to a number of research findings. At the same time, 66% of CEOs believe AI can offer significant benefits during the hiring process. Furthermore, more than 80% of HR professionals believe that incorporating AI technologies into HR improves employee engagement. Let's look at a few numbers to comprehend the current situation. The market for AI hiring was valued at USD 540.4 million in 2022.

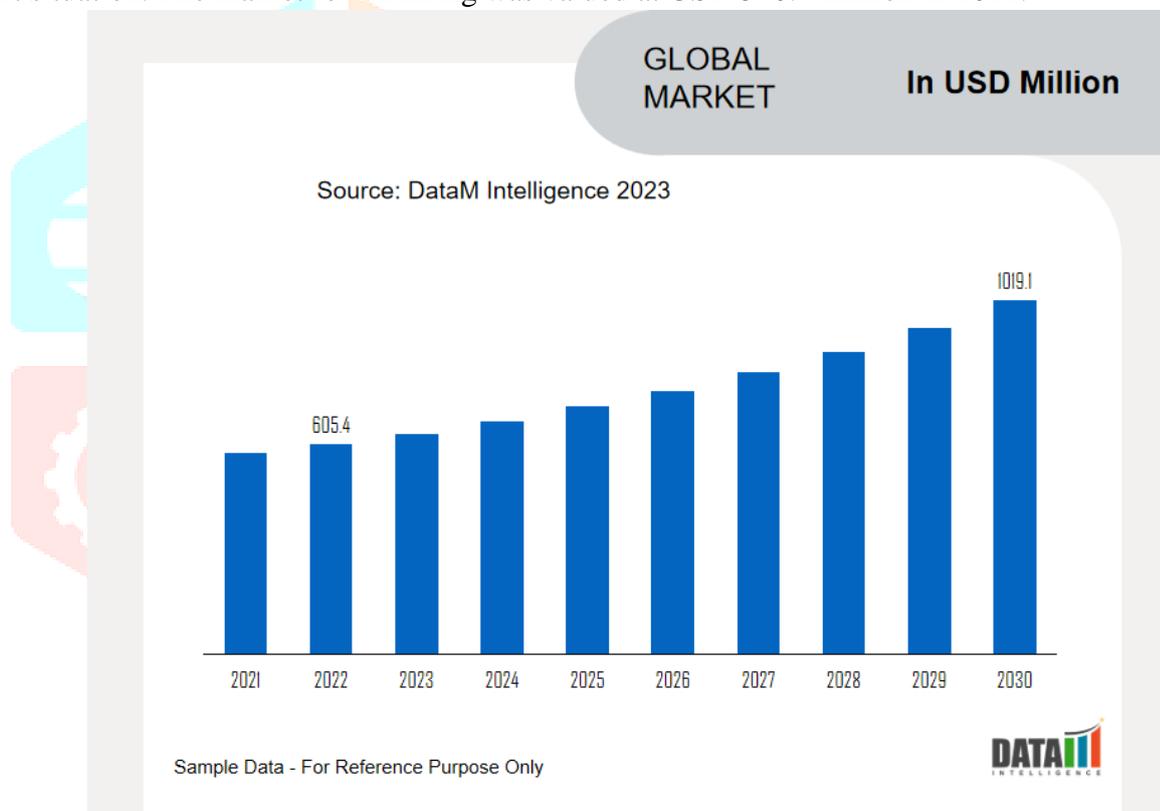


Figure 4 Global AI Recruitment Market

By 2030, the AI hiring market is expected to have grown from USD 590.5 million in 2023 to USD 942.3 million.

By 2028, the AI hiring industry is anticipated to grow to a value of USD 890 million, per Facts and Factors. Other estimates predict that between 2021 and 2026, the AI market share in the hiring sector would reach USD 222.94 million. Human resources (HR) will undergo a transformation thanks to artificial intelligence (AI). AI-powered tools and technology have the potential to improve employee data analysis, streamline processes, and automate data processing (Hunkenschroer and Luetge, 2022). HR professionals and management are quickly using AI and data-driven insights to make better decisions about hiring, performance reviews, and retention tactics. According to a 2019 Insight222 poll, 46% of HR professionals said they planned to use AI in HR by 2023. According to a McKinsey report, 50% of the companies they polled have AI in place by December 2022. In the course of their business. Compared to 2017, this indicates a 2.5-fold rise in the deployment of AI. It's evident that artificial intelligence is increasingly prevalent in today's business

landscape. However, the effectiveness of AI and data-driven insights depends on HR workers having the skills needed to use them.

On the Digital HR Leaders podcast, David Green asked Tomas Chamorro-Premuzic, Chief Innovation Officer at Manpower Group, what skills HR professionals need to learn to succeed in the AI-driven digital age.

1. **Faster and More Efficient:** It facilitates fast decision-making, streamlines and automates resume reviews, matches candidates' current talents with job requirements more effectively, and minimizes or eliminates time-consuming tasks (Vedapradha et al., 2019).

2. **Faster hiring decision:** According to a Harvard Business Review study, over half of companies are dissatisfied with the length of time it takes to fill a post. In high-churn, busy industries like restaurants, speed might be crucial. In a competitive hiring market, it can also help you land the best applicant (Fernandes França et al., 2023).

Candidates for jobs also appreciate a speedy recruiting procedure. According to 38% of Robert Half employees surveyed, if the hiring process takes too long, they lose interest in a position, suggesting that shortening the hiring timetable improves the experience for candidates.

3. **Reduced Recruiter Workload:** It is anticipated that AI will greatly boost recruiters' productivity and free them up to work on more strategic and human-centered projects (Upadhyay & Khandelwal, 2018).

4. **Improved Communication:** AI chatbots may respond to basic inquiries from candidates and even examine exchanges to reveal details about their personalities, which can improve connections. (Köchling and others, 2022).

By enabling a deeper knowledge of talent than rivals, AI deployment may give a company a competitive edge and increase its competitiveness (Johansson and Herranen, 2019).

6.1 Disadvantages of Using AI in Recruitment

1. **Limited Personal Touch:** AI is unable to completely comprehend or evaluate factors such as potential growth, personality, and cultural fit. With automated methods, job candidates may find it difficult to demonstrate their distinctive talents (Chen 2023).

2. **Technical Errors and Glitches:** AI systems may experience technical issues that result in the incorrect exclusion of eligible applicants. For those whose applications are rejected because of these mistakes, this might be discouraging (Bogen and Rieke, 2018).

3. **Lack of Transparency:** According to Chilunjika et al. (2022), AI makes it difficult for job searchers to comprehend the reasons behind their selection or rejection. Candidates could feel unsure and irritated about the status of their applications if they don't receive clear responses.

4. **Loss of Human Interaction:** Conventional hiring entails understanding and personal relationships. AI's effectiveness could result in a loss of insight into how well applicants mesh with a company's culture and team (Cho et al., 2023).

5. **Absence of Human Judgment:** Although AI is very good at processing data, it may overlook subtleties that human judgment can pick up on (Drage and Mackereth, 2022). It's crucial to check AI's choices to make sure they meet your criteria because there's a chance it will keep recommending individuals that are identical.

6.2 Management of Recruitment Risk by AI

The results are anticipated to exhibit bias due to the skewed nature of the information presented inside the framework (Huang & Rust, 2021). For instance, Amazon uses artificial intelligence to rate and assess job applicants, frequently favoring men (Weissman, 2018). Moreover, mistakes in artificial intelligence are widespread in the insurance sector when establishing vehicle insurance premiums based on religious views instead of gender (Villasenor, 2019).

As a result, biased automated systems give exclusive discounts to particular groups and set variable rates (Miler & Hosanagar, 2020; Brit, 2021). As a result, bias may infiltrate the algorithms, and the only data that is likely to be beneficial to the systems is that which is used for training (Brit, 2020).

Employers should begin by fully comprehending the operation of AI systems and making sure the technology conforms with local regulations, not just US ones, in order to address these concerns. Asking AI providers how their systems are trained to minimize bias is an important part of doing due diligence, particularly when it comes to local discrimination legislation (Birzhandi and Cho, 2023). To ensure a fair and efficient hiring process, employers need also keep a close eye on the AI system's outputs in order to spot and resolve any potentially discriminatory trends that might emerge.

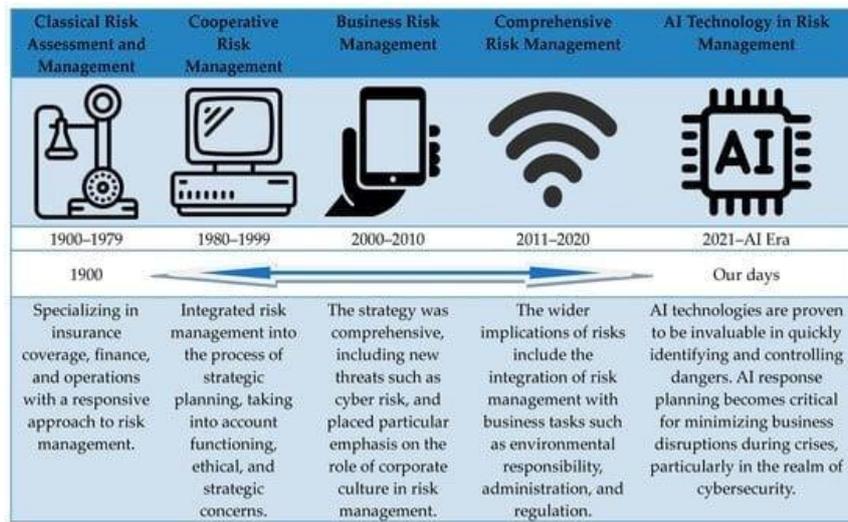


Figure 5 Historical Evolution of Managing the Risk by AI

- In the early 1900s, risk management was rudimentary and mostly concentrated on insurance and averting losses after they had already occurred.
- 1920s-1940s: Risk management became more organized, with systematic processes and broader insurance options.
- The 1950s and 1960s saw the development of risk management theory, which applied theoretical and scholarly concepts.
- The 1970s and 1980s saw the introduction of risk management into business strategy, with an emphasis on recognizing and mitigating risks before they become issues. There were formal frameworks introduced.
- The 1990s saw the emergence of the enterprise risk management (ERM) concept, which examined hazards from a worldwide standpoint.
- The 2000s saw a surge in regulations and a stronger emphasis on developing a robust risk culture, particularly in the wake of financial crises and governance problems.
- 2010s: Risk management became more dynamic and responsive with the integration of technology and data analytics.
- 2020s: Using AI and all-encompassing risk management techniques, the emphasis turned to resilience and adaptability in the face of global issues like pandemics and climate change.

6.3 Challenges Of Using AI In Recruiting and How to Address Them

The concept of human bias appears in two different kinds of claims. First, there are fundamentalist claims that human intellect and decision-making are essentially faulty or illogical (Pessach and Shmueli, 2022; Raghavan et al., 2020; Will et al., 2023). For instance, "the human interface" is "typically prone to prejudiced evaluations," according to Chilunjika et al. (2022: 7). Second, there are claims that human biases lead to unfair hiring practices, such as the unconscious preference of men over women and individuals from particular ethnic backgrounds by some employers (Hofeditz et al., 2022: 145; Gupta, A., Mishra, M., 2022; Tursunbayeva et al., 2022; Will et al., 2023).

Bias in Data: As demonstrated by Amazon's AI tool, which ultimately favored men due to biased data, AI can inherit biases from the data it is trained on. Make sure you provide your AI hiring tool with accurate and clean data to prevent this. This aids in the AI's decision-making process. (Cho and others, 2023)

2. Understanding Candidates: Candidates may become frustrated if AI chatbots are unable to comprehend their words (Drage and Mackereth, 2022). This can be fixed by providing candidates with multiple-choice questions to direct the AI and ensuring that they can contact a human recruiter if necessary.

3. Absence of Human Intuition: Artificial intelligence lacks human-like intuition. AI should not take the place of human recruiters; rather, it should be used as a supporting tool. Human recruiters should make the ultimate judgments based on their knowledge and experience, but AI should help with some duties (Fernandes França et al., 2023).

4. Integration with Current Systems: If AI doesn't work well with your current HR systems, implementing it may be difficult. To get around this, make sure you have a plan for seamless integration and team training, and select AI solutions that work with your existing technology (Hunkenschroer and Luetge, 2022).

This will lessen interruptions and increase the efficacy of the shift to AI.

5. Solutions for potential risk in AI recruiting: Given that many AI tools are created in the US and might not adhere to UK or European standards, businesses should first comprehend how the technology operates and make sure it conforms with local laws in order to control risks in AI recruitment. Asking prospective AI

providers about how their systems are built to avoid bias and comply with regional anti-discrimination legislation is a crucial part of doing due diligence (Yadav, S., Kapoor, S., 2024). Additionally, to make sure the tool supports a fair and legal hiring process, businesses should routinely assess the AI's performance to identify and correct any indications of bias or unjust treatment.

VII. CONCLUSION

By automating and simplifying procedures, artificial intelligence (AI) is a viable way to lessen bias in recruiting, which could result in a more equitable and effective hiring system. It can manage high application quantities and assist in finding eligible applicants based on impartial standards. But if AI systems are not properly controlled, they might potentially inherit and reinforce preexisting biases. In order to address these ethical issues, objective data must be used, local regulations must be followed, and AI outputs must be routinely monitored. Although AI increases productivity and broadens the pool of candidates, there are drawbacks as well, such as less personalization and certain technological problems. Organizations must implement AI carefully and meticulously to optimize its benefits and minimize its risks. Numerous benefits of artificial intelligence (AI) for the employment process include quicker hiring timelines, less labor for recruiters, and better candidate communication. But these advantages come with serious risks as well, especially when it comes to bias and a lack of human interaction. If AI is educated on skewed data, it may reinforce preexisting biases in hiring. Organizations must make sure their AI technologies are based on objective data and routinely check their performance for indications of unfair treatment in order to remedy this.

Transparency is also essential; applicants should be able to express their opinions and comprehend how AI is being used in the hiring process. Despite its superiority in data analysis, AI lacks the human sensibility required for a comprehensive hiring decision. Instead of taking the position of human recruiters, AI should be utilized as a supplementary tool. AI can be used by recruiters to do things like screen resumes and set up interviews, but they will still make the ultimate hiring choices to make sure the prospect and the firm are a good fit. Organizations can use AI to make the hiring process more effective and fair by carefully weighing the risks and putting effective mitigation measures in place. This entails being aware of how AI systems operate, making sure local laws are followed, and carrying out routine audits to find and fix any potential biases.

Organizations may implement AI safely by following frameworks like the AI Risk Framework, which maximizes benefits while lowering risks. In the end, artificial intelligence is a potent instrument that has the potential to revolutionize hiring, but its application must be done carefully.

Organizations can use AI to create a more diverse and skilled workforce by putting an emphasis on justice, openness, and human judgment.

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