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Artificial Intelligence And A New Era Of Human Resources

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Abstract :

Data Analytics, Machine Learning And Automation Can Work Together To Save Time And Deliver Better Results With Artificial Intelligence (AI). Companies May Be Thinking About How AI Tools Can Improve HR For Employees And Job Seekers As AI Technology Moves Beyond Automation To Expansion. Saving Time Isn't The Only Thing; It Is Also About Providing Information, Insights And Recommendations In Real Time. This Is Just The Beginning Of Artificial Intelligence In Human Resources.

These Discussions Are Taking Place While The Labor Force Is Undergoing A Significant Transformation. According To A Global Study By The IBM Institute For Business Value (IBV), Over The Next Three Years, Surveyed Executives Expect That 40% Of Their Workforce Will Have To Reskill Due To The Introduction Of Automation And AI. This Shift Is Seen As An Increase In Job Opportunities. In Reality, 87% Of Those Who Responded Say That It Is More Likely That Employees Will Get More Responsibility Than Generative AI Will Replace Them, With Effects Varying Based On Job Function.

HR Teams Can Benefit From The Introduction Of AI Into Their New Environments. Emerging AI Tools Are Increasingly Becoming Tools For Innovation While Advancing Previous Efficiencies. This Allows Team Members To Think More Strategically About HR While Maintaining The Human Touch.

Keywords: AI-Driven Recruitment, Employee Experience, Talent Management, AI-Powered Decision-Making, Human-AI Collaboration

INTRODUCTION :

The Use Of AI In HR Refers To The Deployment Of Machine Learning (ML), Natural Language Processing (NLP) And Other AI Technologies To Automate HR Tasks And Aid Decision Making. It Enables A Data-Driven Approach To Talent Acquisition, Employee Advancement And Retention That Strives To Reduce Bias And Enhance The Experiences Of Job Seekers And Employees.

Companies Today Have The Ability To Use Artificial Intelligence In HR Functions And Processes To Inform Decision Making, Simplify Interactions With HR For Employees, And Free Up Time To Make Better Hiring Decisions And Invest In Employee Satisfaction And Retention.

These Are Some Possible Use Cases:

1. **Professional Learning And Development:** Where Do Workers See Themselves In Five Years? AI Has The Potential To Help Recommend Personalized Training Modules For Career Mobility. By Analyzing Data Such As Each Employee's Skills And Preferences, AI Can Tailor Their Training To Individual Goals. AI May Also Have The Potential To Help Human Resource Managers Identify Hidden Talent Or Identify Employees Who Are Ripe For Promotion.

2. **Candidate Sourcing And Hiring:** A Common Complaint About The Hiring Process Is That It Is Slow. AI Can Help Increase Speed By Helping Managers Automatically Nurture Each Potential Hire, And It Allows Them To Receive Notifications When A Candidate Applies For An Open Position.

3. **Procurement Of Short-Term Workers:** AI In Human Resources Can Help Organizations Quickly Fill Vacant Positions, Including Short-Term And Temporary Positions. By Using Natural Language Processing (NLP) Capabilities, AI Tools For HR Can Automate Manual Procurement Tasks, Saving HR Teams Valuable Time To Plan Strategic Initiatives And Meet Customer Needs. For Example, AI Tools Can Help Managers Compile Requirements From Stakeholders And Can Then Work Within The Vendor Management System (VMS) System To Open Requests With Suppliers To Find Potential Contractors And Schedule Interviews With Hiring Managers.
4. **On Boarding:** AI Can Make The Information Gathering Process Easier And More Personalized. AI-Powered Chat Bots Can Guide New Employees Through The On Boarding Process, Can Answer Questions, Provide Information And Send Reminders About Key Documents – Reducing Time-Consuming Tasks And Enhancing The Experience For New Hires.
5. **Automating HR Service:** Responding To Employee Needs Is The Key To Improving Engagement And Productivity, But Navigating Through Complex Corporate Policies And HR And IT Support Processes Can Leave Employees Struggling To Find Answers - Which Can Lead To Disappointment And Wasting Time. AI-Powered HR Chat Bots Can Help Empower Employees With Faster Replies And Self-Service Support.

Benefits Of AI In HR

If Companies Begin To Use AI In HR To Achieve More Strategic Goals, They Will Also Be Able To See Enhanced Benefits. Here Are Some Examples:

1. **Improved Employee Support:** According To A Global Survey By The Mckinsey Health Institute, By 2022, One In Four Employees Were Experiencing Burnout Symptoms (Link Is External To Ibm.Com). This Poses A Challenge For Employers Rooted In Worker Satisfaction And Performance. For Teams That Want To Better Understand Their Employees To Improve Job Satisfaction And Performance, AI Can Be A Useful Resource If Used Responsibly.
2. **Increased Efficiency:** As Mentioned Above, Automation And Generative AI Tools Can Save HR Teams Time By Performing Routine Tasks. AI Can Also Be A Helpful Source Of Data Sets To Review Processes And Delve Deeper Into How HR Staff Can Make More Informed Decisions Or Streamline Work. For Example, AI Can Help Analyze The Results Of Recruitment Efforts, Thereby Allowing Recruiters And Hiring Managers To Identify And Refine Their Most Successful Outreach Strategies.
3. **Enhanced Candidate Experience:** At Every Stage Of The Recruitment Process, From Recruiting To On Boarding, AI Can Help Managers Save Time And Better Reach Top Talent. For Example, Managers Can Prompt Generative AI Tools To Create Customized Messages That Are Automatically Sent To Each Candidate. These Messages Can Encourage Engagement And Move Candidates Forward In The Hiring Process.

Challenges Of AI In HR :

AI Is A Disruptive Technology That Comes With Some Challenges And Things To Keep In Mind:

1. **Cyber Security:** AI Is Vulnerable To Hacking, Especially During The Training Pipeline Where ML Algorithms Are Created. Data Poisoning Attacks Malicious Code Or Information In The Training Set. Potentially Infects Countless ML Model Runs And Ultimately Company Networks. Business Leaders Should Work With IT And Security Operations Centers (Socs) To Create Plans That Keep AI Projects Secure Throughout Their Lifecycle.
2. **Employee Privacy:** The Use Of AI To Optimize Processes And Evaluate Performance May Raise Concerns. Employee Privacy Should Be Taken Seriously In A Data Management Strategy Before Using AI Systems To Collect And Analyze Personal Data And Attention Should Be Paid To That. Let Employees Know What Data Is Being Collected And Used For AI Systems. Building Or Using AI Systems Based On Transparency Is A First Step Toward Helping Address Privacy Concerns.
3. **Re-Skilling:** AI And Automation May Eliminate Some Types Of Tasks Traditionally Performed By People And Impact Some Employee Roles. Tackle This Challenge With A Plan To Retrain Talent And Restructure Job Roles In A Way That Is Empathetic To The Employees Going Through These Changes.

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