

Research Article

The Application of Artificial Intelligence to the Practices of Human Resource Management

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A B S T R A C T

Every aspect of human existence is being supplanted by technology as the globe continues to advance in its digital economy. Techniques using artificial intelligence are now being used in every sector of the business world. It has significant potential for expansion in both its methods of operation and its approaches. Because it plays such an important position in the organization's process of recruiting, selecting and developing its human resources, the Human Resources department stays current with advances in technology. The total of all technological breakthroughs in the area of Human Resources (HR) allows for operating and servicing employees using artificial intelligence techniques, therefore making the process calmer. The uses of artificial intelligence in HRM practices are going to be detailed in this conceptual paper.

Keywords: Artificial Intelligence, Human Resource Management, HRM Practices, e-Recruitment, e-Training, People Management, e-Performance Appraisal, Retaining Employee, Employee Separation

Introduction

The academic field of artificial intelligence was first identified as a distinct field in the year 1955. Since that time, the field has been subjected to a number of critiques and, more recently, disappointments, such as high costs, a lack of infrastructure and an ignorance of people. But now days, it's more advanced, with multi-disciplinary methods, tools and a virtual environment that's been improved everywhere. In light of this, HR rethought its strategy, method and process, with the goal of reducing time limitations and other physical impediments to the smooth running of the department. In today's world, HR specialists serve the role of facilitators in the process of putting together the instructions, expectations and specifications that are necessary for managing human resources. As a consequence of this, AI is already mimicking the ideas, opinions and intelligence of HR experts in the management of people.

Artificial Intelligence

Intelligence artificial is also sometimes referred to as

machine intelligence. With the assistance of big data analytics, information, intelligence and instructions may be sent to a machine. AI approaches enable professionals to simplify business operations and successfully fulfill their goals in a way that is both successful and satisfying. It functions as a substitute for human intelligence and is capable of doing business data analysis more efficiently than people.

Application of Artificial Intelligence in HR

Artificial Intelligence concepts can be used in the following HR domains:

- e- Recruitment
- e-Training
- People Management
- Monitoring
- e-Performance Appraisal
- Retaining employee
- Employee Separation
- Recruitment

In the field of recruitment, Artificial Intelligence (AI) is an emerging technology that may eliminate time-consuming processes such as sourcing candidates and reviewing their resumes from among a high number of applications. Machine learning algorithms screen applicants and choose the best candidates based on the job descriptions they are given. Chat box inside the application for recruitment, used for conducting interviews with the individuals that were shortlisted.

Screening Profiles

The most difficult task for HR is always choosing the best applicant from among all of the resumes that are submitted. The application of AI in recruitment helps recruiters work more effectively participate in screening and evaluating prospects. This makes the process simpler for recruiters, who can focus on other aspects of the hiring process. However, this takes a significant amount of data on how to correctly screen the resumes in the same way as the recruiter checks the application in order to be successful.

The job description will be input into the device or the artificial intelligence application that has been built for recruitment. The artificial intelligence application will begin examining the enormous number of resumes for the best possible matches to the job description as soon as the information is provided. Recruiters are able to assess the candidates who are the best fits for further selection. The information or data that we provide into the device or application is the single most important factor in determining how effective artificial intelligence is. The findings are outstanding, which not only satisfies our criteria but also demonstrates objectivity and standardization. To prevent discrimination in the recruitment process for AI, human resources professionals may alert software developers working on AI to the kinds of unintentional errors that are likely to occur, enabling them to create software programs that meet users' needs.

Selection

When human recruiters have reached a point of contentment with the resumes chosen by an AI application, they are free to proceed. The aptitude test as well as the technical phase of the interview will both be carried out with the assistance of an AI application. This application will provide information on the criteria and standards of what the recruiter expects from the applicants. Chatbots are a kind of artificial intelligence software that aid recruiters by allowing them to ask candidates questions based on job criteria. Therefore, the recruiting procedure has been completed.

AI-Online Interview

Even though we have a number of applications for conducting online interviews, AI provides additional intelligence by performing tasks such as analyzing a

candidate's voice, tone, accent and facial expressions to determine whether or not they are appropriate for the job position, organisation culture and standards. The senior management of a company should devote some of its time to re-engineering the company's policies and processes so that they can better satisfy the needs of companies in the future. This will allow the company to achieve better outcomes. After that, they are able to be fed into an AI application. Human resources plays an important part in the development of human aptitude and efficiency in artificial intelligence software. This is necessary in order to give AI a human touch.

Induction will be provided by HR as soon as the chosen applicants begin their employment with the organisation. AI helps organizations save time and recruit more productive people in accordance with their needs.

e-Training

The training and advancement of employees is another area in which artificial intelligence plays a role. Technical training, product training and soft skill training are all now feasible with the assistance of artificial intelligence. It will streamline the learning process by drawing attention to the particular abilities that employees need to acquire in order to fulfill their job obligations. This will reduce the amount of time spent on education. Once HR experts have provided the expertises of each employee and the desired skill, artificial intelligence will begin to work on identifying the strengths and weaknesses of each employee and will recommend necessary learning modules depending on the requirements of the organization. Experts need to gather data on the present capabilities of each employee as well as the needed skills for future projects before they can go forward with e-training. After that, the information may be added to the AI software for further processing. The results of the training were also analyzed and a list was compiled of employees who all need more training. Because training plays such an important role in the performance of workers, it is vital that it be carried out with careful preparation and employee.

Advantages

- It offers support in the resource of planning for human resources
- E-learning is made easier and employees located in various regions of the globe who work for the same organisation may get familiarity with different training modules for their respective jobs
- It enables organizations to find potential employees and determine the extent to which such employees are able to grasp new ideas

People Management

Recent improvements in artificial intelligence have provided

a significant role in people management, similar to that of HR managers. It is possible to transform into AI software all of the information necessary for efficient people management, including each employee's name, employee ID and date of joining. This software would then be able to recognize employees based on their names and the skills they possess. It is possible to speculate on the factors that may lead to employee turnover in the organisation using this information.

Monitoring

Because employees resent being watched too closely, controlling measures may also be carried out by Artificial Intelligence (AI). In situations like these, AI watches employees without drawing their attention to it and delivers regular feedback on their performance. It is helpful to determine individual employee productive hours, constructive googling, the amount of breaks they are taking throughout working hours, how fast they do their work and how well they coordinate with their team.

In order for AI software to successfully manage people, it is necessary to input facts about team leaders and team members, organizational norms and regulations and disciplinary measures for workers. It will record day-to-day activities, such as when employees punch in and punch out and it will do so automatically.

Employees benefit from having a better understanding of what they are working for, how they can accomplish their deadlines and what their own strengths and shortcomings are. Because it gathers and maintains information on each employee individually, it may show appreciation for and recognition of an employee's best employee on a given day, which has the effect of motivating that employee throughout the day.

It gives employees more freedom in their work and encourages them to contribute wherever their skills are required.

AI in Performance Appraisal

The performance of the employees is evaluated in real time and on a regular basis thanks to this feature. AI keeps track of each employee's goal setting, targets and time length; then, depending on what it observes, it provides feedback to employees and helps them become more aware of their responsibilities.

It enables them to focus additional attention on the areas that need improvement and also measures employee performance without any element of prejudice. As soon as the performance standards are input into the software, it will immediately begin analyzing employee performance on a daily, monthly and annual basis with records. It will provide a comparison analysis on the past and present performance

of the staff employees together with suggestions for enhancements.

Retaining Employee

By providing employees with timely reminders of difficulties in which they might offer their best performance, AI helps to decrease employee turnover and retain talent as well as potential employees in an organization. It offers managers individualized scheduling options for activities that contribute to a healthier work-life balance.

AI analyzes employee happiness and morale because it can quickly comprehend body language, tones of voice, facial expressions and tone of voice. The attention of employee members during meetings is measured by this metric. AI might recognize dedicated employees based on the activities they do, the efforts they take and the ideas they contribute in the workplace. It makes it easier for high-level executives to identify potential employees with high morale.

Employee Separation

At breakneck speed, artificial intelligence will make decisions on retirement, termination, downsizing and rightsizing of employees. Employees can be terminated by machines. It is being done by issuing Memos to employees who are breaking from organisation policy about "feedback bots." This may be attainable by the ongoing monitoring of workers' performances, as well as the monitoring of their emails, chats, conversations with peers and reactions to business events and other occasions.

It determines each employee's retirement year as well as the day on which they will stop working. At the time of an employee's departure, it offers feedback and insights for the further growth of the organisation via the use of exit interviews.

Conclusion

HR professionals in today's world are targeting toward the goal of optimizing combinations of manual and automated work in order to streamline operations and improve its methods. The automation of AI is not something that can be accomplished quickly; rather, it is a process that entails an investment of both time and money. In addition, it requires re-engineering in every part of the organisation. The immense advantages it brings to workplaces in terms of getting things done are amplified by it.

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