



ISSN Print: 2394-7500  
ISSN Online: 2394-5869  
Impact Factor: 5.2  
IJAR 2018; 4(6): 113-116  
www.allresearchjournal.com  
Received: 19-04-2018  
Accepted: 20-05-2018

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## Artificial intelligence and the future of hr practices

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### Abstract

Now a days, AI-Artificial Intelligence is on the threshold of piercing each and every segment from health-care to finance, legal, logistics, education including HR Service which isn't a surprise anymore. The advent of technology has brought significant changes in the last decade in the Human resource as a function. Advanced data-driven technology is rapidly making its way into the HR industry as businesses are concentrating more on creating an employee-oriented corporate culture. AI and machine learning (ML), the contemporary terms in technology, have significant implications for human resource management practices. The collection of "Big Data" and the expansion of the Internet of Things (IoT), has made a perfect environment for new AI applications and services to grow. In today's organizations using AI to assist in hr functions is becoming more common AI has the ability to reduce the administrative burden on HR professionals and help them make decisions based on proven data patterns rather than instinct alone. The paper focuses on use of AI in HR, the advantages of AI, challenges being faced in its implementation and the road ahead. AI and ML are two essential tech-trends that need to be embraced for driving inch-perfect decision-making and effective people management. In order to undertake the obstacles, HR teams should be encouraged to lessen their fears.

**Keywords:** Artificial intelligence (AI), big data, data-driven technology, internet of things (IOT), machine learning (ml)

### 1. Introduction

Artificial intelligence (AI) is gaining much importance in the recent years. The advance through internet, along with impact of the technology in socio-economic and ethical aspects, brings AI to the forefront of many current debates. Industry investments in AI are quickly increasing, and governments are trying to comprehend what the technology could mean for their citizens. The collection of "Big Data" and the expansion of the Internet of Things (IoT), has made a perfect environment for new AI applications and services to grow.

Organizations are increasingly shifting to analytics and artificial intelligence (AI) to help improve numerous business functions. Yet we need to know whether it is finding its way into the human resources (HR) field. HR is one step at the rear in the digital transformation and AI now offers the chance to catch up. AI can help eliminate repetitive tasks, speed up the search for talent, reduce employee attrition and improve employee engagement. "People analytics" in HR is related with collecting data about employees and measuring metrics, AI can be described as a machine learning where applications have the capacity to learn from and make – or recommend – decisions based on data collected. The advent of technology has brought significant changes in the last decade in the Human resource as a function. Advanced data-driven technology is rapidly making its way into the HR industry as businesses are concentrating more on creating an employee-oriented corporate culture. AI and machine learning (ML), the contemporary terms in technology, have significant implications for human resource management practices. AI breaks down and transforms data into a format that is easy to understand by ML, on the other hand, is an advanced form of AI that scans data to identify patterns and modifies programme actions likewise.

### 2. Objectives of the study

1. To study the concept of artificial intelligence.
2. To study the role of artificial intelligence in HR
3. To study the challenges for implementation of AI and give recommendations as necessary.

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### 3. Artificial Intelligence

Artificial intelligence (AI) means an artificial creation of human-like intelligence that can learn, reason, plan, perceive, or process natural language.

Automation, robotics and AI are advancing rapidly noticeably varying the nature and number of jobs available and the way we systematize our work relations. The potential for digital platforms and AI to make stronger and grow the world of work is uninhibited. To understand the role of AI in this better, it is useful to study three levels of intelligent digitalization.

**Assisted Intelligence** The technology is already widely available today, and improves what people and organisations are doing by automating repetitive, standardised and time-consuming tasks and providing assisted intelligence as in chat bots. As for example, the GPS navigation customary in cars today is a programme that offers directions to drivers and adjusts to road conditions.

**Augmented Intelligence** This emerging technology brings a fundamental change in the nature of work by enabling man and machine to make decisions together. It helps us to do things which otherwise we couldn't do. For example, car ride-sharing businesses exist because of the combination of programmes that organize the service. AI powers and directs this.

**Autonomous intelligence** this is the most superior form of technologies based on AI, establishing machines that act on their own and reach out to the hidden level of information. An example of this will be self-driving vehicles, when they come into extensive use. But we also see algorithms in parallel taking over decision making and selection processes. This creates a new industry of data science and data-governance and makes data ethics, privacy and data security C-suite issues.

#### 3.1 Role of AI in HR

The companies are investing into AI and cognitive computing for their HR workflows. No sector has more complex data management and analytical needs than HR. AI technology can boost any department's ability to gather and process data and make preliminary forecasts based on changing conditions.

#### Reducing administrative burden

HR leaders are more and more expected to contribute to strategic planning on an organizational level. But, the burden of administrative tasks can often hold HR professionals back from serving in this decisive role. AI can provide a solution to this problem. HR professionals spend on administrative tasks. This indicates a large growth area for the use of AI. If more companies rely on AI to perform administrative duties, hr departments may become more efficient, and hr professionals will be able to focus more on strategic planning on an organizational level.

#### AI driven HRIS

As Data collection is vital in HR to use data to the fullest prospective, AI software can computerize intricate tasks such as gathering information from several contact points, separating employees and HR problems into profiles and

training teams. The HR benefits of artificial intelligence include:

- Capacitate virtual assistants through data collection and distribution
- Increasing employee skills for maximum competence in assignments requiring cross-training abilities
- Constructing statistics based on needs of different stakeholders
- Managing workflows through automation, regulation and conditional situations

#### Recruitment and people management strategies

AI algorithms can be regularly changed and updated as HR departments hardly focus on their ideal recruitment and people management strategies. The human programmers set algorithms, or formulas, for situational parameters, which can be made to order based on the type of job, work environment, hours, competition and other business-related factors. AI provides solutions in this area primarily by reducing faulty logic and valuating soft skills.

**Reducing faulty logic** The traditional recruitment process requires human action from beginning to end-- sourcing candidates, screening resumes, conducting interviews, and making hiring decisions. The human decision making process is susceptible to error because of flaws in human logic.

**Identifying soft skills** Numerous new solutions are coming into the marketplace with growing the power of AI. A notable example of an emerging AI solution for recruiting is an algorithm which evaluates candidate speech patterns and looks for signs of soft skills like empathy.

#### Coaching Success

HR departments are helped by AI programs in the ways to train their staffs, earn certifications, cross-train and learn new skills. An AI program allows people to work at their own speeds, but a really great program can support faster development by introducing rewards and incentives based on each worker's profile. People who are lacking with a skill or concept can be referred to outside resources or a human mentor.

#### Reducing favoritism

Nowadays, AI is being touted as tool to prevent discrimination and promote diversity by reducing unconscious favoritism. This favoritism find their way into job descriptions, as well as resume selections. To help employers spot and remove the bias patterns in language that they use to improve their hiring process and receiving diverse applicants AI algorithms can be planned. AI applications can be used to analyze job descriptions to spot gender bias or language which might dishearten strong applicants.

**Improving retention & internal mobility** To help employers to improve internal mobility and employee retention the tech companies are now developing programs. The employers must be aware of the business case for retention in a world where young talent is changing employers at double the rate of previous generations and losing an employee can cost a company up to twofold of the individual's annual salary. There are several ways in which

artificial intelligence can help with internal promotions and retention. The first is by identifying employees who are at risk of leaving the company. The Tech Company Veriato has developed a variety of AI platforms to particularly point out escape risks among employees. Their software tracks employee computer activity—emails, keystrokes, internet browsing, etc.—and stores it for thirty days. Based on that knowledge it flags exception and reports them to the employer. The changes in the overall tone of employees' communications to predict when employees might be thinking of leaving can also be detected by Veriato.

**Estimating workplace morale:** AI/ML are adapt at identifying performance patterns over time so the HR industry is increasingly leveraging. To identify gender and measuring employees' psycho-emotional behavior on a scale from very sad to euphoric these robotic technologies advance with face-recognition technologies that are competent of doing the tasks. With the data collected by these technologies, organizations can develop a closer bond with their workforce by utilizing the resultant insights to give power to employees so that they can identify their true potential.

### 3.2 Challenges

The factors responsible to the challenges faced by stakeholders with the development of AI, include the following:

**Financial barriers** financial barriers can be held responsible for the lack of wider implementation of AI tools to assist in administrative tasks. When senior leaders do not see the value in using AI for human resource functions, it can be hard to justify the cost.

**Decision-making: transparency and "interpretability."** The transparency around algorithmic decisions is sometimes restricted by things like corporate or state secrecy or technical literacy. Since the internal decision logic of the model is not always understandable even for the programmer so the Machine learning further complicates the decision making.

**Safety and Security** There are many challenges related to its safe deployment because the AI agent learns and interacts with its environment. There is also a risk that autonomous systems are subjugated by malicious actors trying to maneuver the algorithm. For example the attacks that try to manipulate the spam filters or systems for abnormal network traffic detection.

**Accountability** Accountability becomes an issue when not being able to explain why a specific action was taken. Nevertheless with the advancement of IoT technologies, such issues may become more instantaneous. As faults in algorithms result in greater damages, there is a need for accountability on the part of the manufacturer, operator, and the programmer. With AI, the training data, may be the problem rather than the algorithm itself. And as with many fields, it may well be liability that drives change.

**Governance** The governance of AI are still in the premature stages. The current governance efforts relates to the ethical dimensions of artificial intelligence and its implementation.

Ensuring a rational approach in the regulatory space is important, to make certain the benefits of Internet-enabled technologies.

**Lack of expertise to adopt automation** the organizations lack expertise to adopt automation. Additionally HR is currently using technology for mainly administrative purposes. People really need to think about how new technology can play a practical role in the workplace. They must consciously focus on it and take a proactive rather than a reactive approach.

### 3.3 Recommendations

The two essential tech-trends AI and ML need to be willingly accepted for decision-making and effective people management. In order to deal with the obstacles, HR teams should be encouraged to lessen their fears. Employers should train the HR department to work in concurrence with advanced technologies so as to realize the power of robotics in HR. Following are some of the recommendations to be followed:-

- Ensure Human Interpretability of Algorithmic Decisions
- Empower Users
- Algorithmic Literacy must be a basic skill
- Humans must be in control
- Make safety a priority
- Privacy is key
- AI systems that are connected to the Internet should be secured
- Ensure legal certainty

### 4. Conclusion

Artificial Intelligence based software will enable HR to perform and deliver the best. Thus freeing up HR staff to get on with more meaningful responsibilities and assignments which truly matters for the organization perform. AI helps to lessen the administrative burden on HR professionals and help them to take decisions based on data patterns rather than gut feeling alone. AI is also being used for recruiting, reducing favoritism and retaining top talent. Moreover AI use is expected to grow as the technology becomes more trustworthy and reasonable. There are strong economic incentives for the development of new technologies to take place as fast as possible without killing time on costly risk analyses. These unfavorable conditions increase the risk that we slowly lose our hold on the AI technology and its use. This should be disallowed on all possible levels, including politics and the research itself. A elementary precondition to directing AI development will be to broaden the field of AI safety. Thus to conclude by pleading that AI risks and opportunities be recognized as a global priority similar to climate change or other burning issues.

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