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An investigation into the effects of Artificial Intelligence on Human Resource Management

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Abstract:
In today's business environment, human resources are a necessary asset and input for raising the organisational performance of all types of businesses. Higher customer satisfaction is a critical component of success for businesses, and in order to attain it, these businesses must embrace innovative human resource management strategies that will set them apart. Now, Human Resource Management is transitioning from its core administrative functions, such as recruitment, selection, and appraisal, to more cutting-edge developments, such as automation, augmented intelligence, robotics, and artificial intelligence, which are fundamentally altering the nature of the workforce and organisations. Four difficulties in applying these methods to Human Resource practisesare observed: 1) The complexity of Human Resource phenomena, 2) the intricacy imposed by tiny data sets, 3) the moral issues surrounding justice and the application of the law, and 4) the employee's response to management through databased algorithms.

I. Introduction

Artificial intelligence, an emerging technology utilised in all industries to increase productivity and performance, is a tool that uses human intelligence in a variety of fields to improve performance (Brouwer 2015)[1]. Artificial Intelligence has the ability to function perfectly and with the same efficiency as a human brain. It uses a variety of inputs to produce results in human resource management. Robotics is an artificial intelligence that focuses on dealing with every aspect of the industry. Artificial intelligence is simply intelligence that is carried out by machines. It works in speech recognition, problem-solving, and other areas ([2] Margaret Rouse.)

Artificial intelligence employs specific algorithms, and it acts in accordance with those specified algorithms. Computing technology and intellect are put to the test by Alan Turing to see if machines can behave intelligently like people (1950) [3] Three people—a computer, a human interrogator, and a human foil—are involved in the Turing test. To distinguish between the two participants—a machine and a human foil—the interrogator asks them a number of questions. All of this communication is conducted via a keyboard and display screen. All of the questions will be answered by the machine in a way that results in incorrect identification. The human foil will attempt to provide information to aid the interrogator in making accurate identifications. The proponents of the Turing test claim that a computer is intelligent if a human interrogator cannot discern a computer from a human.

Even though the idea of artificial intelligence has been around for millennia, it only really gained attention in the 1950s when its real potential was investigated. Before Alan Turing proposed the Turing test to distinguish between machines (computers) and people, many scientists, philosophers, and mathematicians had the idea of Artificial Intelligence but had never given it much attention. This experiment was founded on the hypothesis that if people can remember knowledge and solve problems, why can't computers? Computers could only perform commands and not store information until 1974. Money was also an issue at this time. After 1974, computers significantly improved in terms of speed and data storage capacity. Scientists have made some contributions, like Allen Newell and Joseph Weizenbaum's ELIZA, which helps machines solve problems and interpret spoken languages, but self-thinking and self-recognising machines have not yet been achieved. John Hopfield and David Rumelhart created "deep learning" approaches in 1980 using substantial funding and computational tools to enable machines to self-learn through experience. Expert systems created by Edward Feigenbaum imitated Christina Aguis's (a human expert's) decision-making process[4]. Today's Artificial Intelligence is expanding quickly. In all sectors, technology has been heavily utilised. The intelligence system controls a sizable portion of every individual. Almost every industry makes use of it.

One of the issues in recent years has been the complexity of Human Resources (Human Resource) outcomes, including what makes a better employee. That factor has a number of dynamics, making it difficult to estimate precisely the bulk of employment (Eriksson and Pesämaa, 2007). For example, performance appraisal scores are the most used metric and are criticised for difficulties with validity, reliability, and partiality. Any legitimately tough profession is connected to other tasks, making it difficult to separate individual performance from group performance (Pfeffer and Sutton, 2006). Regarding the dynamics of data science, the data sets in human resources tend to be poor. The amount of purchases made by their consumers is more important than the strength of the staff in a major company (Raut et al., 2020). Additionally, the majority of the desired outcomes, such as firing employees for incompetence, are infrequently realised. The performance of data science tools and approaches is poor when predicting somewhat uncommon effects. These focus on both distributive and procedural justice, with such important results for people and the community (Johansson and Herranen, 2019). Detailed legislative frameworks dictate the choices that employers must make. These frameworks place a strong emphasis on the issue of causation, which is sometimes absent from algorithm-based analyses. Complex socio-psychological elements that affect both organisational and individual outcomes, such as perceived fairness, contractual and relational expectations, and personal worth and status, are also considered while making employment decisions (Reilly, 2018). Particularly, it becomes crucial to describe and defend the procedures a company employs in comparison to other industries. Last but not least, although employees are capable of manipulating or reacting badly to algorithm-based judgments, their actions ultimately have an impact on corporate outcomes (Bhalgat, 2019).

II. Literature Review

- Edge Admin (2017): The world today is now governed by cutting-edge technologies, which are threatening the workforce around the world. We can categorically state that Artificial Intelligence is the most revolutionary technology available. Almost every industry, including banking, health care, insurance, and others, has benefited from the deployment of Artificial Intelligence, and the results are impressive. As the majority of businesses worldwide use Artificial Intelligence, India is also not an exception. New businesses, particularly startups, are now integrating Artificial Intelligence into their operations to remain more visible and competitive. A few of the start-ups in India that have incorporated Artificial Intelligence into their operations are ARYA.ai, BOXX.ai, cuddle.ai, Imbibe, Edgenetworks, and Haptik.
- AnupamJauhari (2017): How AI and machine learning can influence current HR practises is covered in the paper's title. Recruitment is becoming easier for professionals as machine learning technology will use chatbots to carry out all activities, AI will screen candidates and send the confirmation or rejection email to the candidates. AI is becoming more and more relevant and changing how businesses employ and do every activity. In India, 53% of organisations are prepared to implement digital technologies, while 22% have already done so, according to an analysis of the Delloite 5th annual global human capital trends report.
- SeverinLemaignan (2017): Interaction between humans and robots (Human ResourceI) is a challenge for Artificial Intelligence. Even if Artificial Intelligence is capable of performing every physical task that humans perform, but Artificial Intelligence does not yet possess emotional intelligence. Since this is the main problem with human-robot contact, it is important. Robots can only carry out tasks that have been previously prescribed to them because they are under human control. They are unable to alter their behaviour on their own. Imposing independent software modules is a challenging undertaking, particularly because it presents both technical and architectural challenges.
- Michael Heric (2018): According to a study by Bain and Company, 57% of Human Resource leaders predicted that budget increases for Artificial Intelligence in the next two years would be between 1 and 10%. Nearly 87% of Human Resource leaders believed that digital technologies would change the way that Human Resource is performed. If we look at the global situation,

Artificial Intelligence has produced impressive results in all of its forms, including RPA (robotic process automation), machine learning, and NLP (natural language processing). The accuracy of hiring will undoubtedly increase with Artificial Intelligence-based candidate screening in the talent acquisition process. In order to create a more inclusive workplace, recruiters at firms like Johnson & Johnson, Atlassian, Twitter, and others are utilising NLP to enhance the quality of their job advertisements.

● Barbara Van Pay (2018): It was made quite obvious in this article on how AI is reinventing HR that all firms are primarily looking for AI solutions for their business and they are afraid to let a non-human entity handle business procedures. Utilizing AI in an organisation can shorten the time needed to screen and hire individuals who have applied for a position. After gathering data from screening many applications, the candidates are ranked based on factors such as experience, skill set, and other factors to select the best candidate. The next crucial step, after determining who is the ideal candidate for the position, is interviewing. Today, AI interviewing tools like hike vue and mya is frequently employed. The entire recruitment process is handled by AI technology, from candidate sourcing to interviewing, which significantly shortens the hiring process, aids in selecting applicants who are capable of performing in particular roles, and speeds up and simplifies placements.

● Peter (2018): The influence of Artificial Intelligence on Human Resource function paper makes it abundantly evident that when Artificial Intelligence is implemented in a business, it will drastically alter how Human Resource operations are carried out in the near future. Although some western companies have integrated Artificial Intelligence with some Human Resource practices and become productive, others are still focusing on the cost aspects. Out of all the Human Resource practices, recruitment is the best function to integrate with Artificial Intelligence from sourcing to screening qualified applicants. Finally, it is the responsibility of the governments and the respective industries to implement these changes.

● A. Christopher Albert (2019): The author claims that AI-based solutions increase employee productivity in his article titled "Use of Artificial Intelligence in Human Resource Management." While concentrating on employee needs and outcomes, it has the capacity to evaluate, anticipate, diagnose, and grow as a resource. However, there are difficulties including privacy, a lack of qualified candidates, maintenance, integration limitations, or a lack of tested apps. By locating trustworthy learning data sets, choosing the best implementation strategy, looking for clarity, removing bias, and taking unintended consequences into account, AI systems must be handled carefully.

● Dr Jeremy Nunn (2019): The paper's title, The Emerging Impact of Artificial Intelligence on Human Resource, describes how Artificial Intelligence has recently become crucial in almost every industry. It is every Human Resource manager's dream to use Artificial Intelligence in their organisation because it primarily automates communication with candidates, eliminates bias when choosing candidates, and increases candidates' efficacy. Artificial Intelligence also primarily assists in the screening process by analysing candidates' profiles, interacting with them, and making a decision. Through Artificial Intelligence, the gaps in the Human Resource department can be filled, particularly with regard to training and development, which entails automatically analysing the skills and requirements to be fulfilled by employees. This mainly connects the company's vision and to achieving its goals. Artificial Intelligence can do facial recognition and also it conducts interviews based on education levels and their ability etc. Artificial Intelligence is primarily employed from the recruitment stage onwards, indicating that every firm will eventually adopt it.

● Sarah Fister Gale (2019): The title of the report reads, "Human Resource is not ready as Artificial Intelligence is arriving." Companies like IBM, PWC, and Deloitte have conducted surveys on the impact of Artificial Intelligence on hr over the past 18 months. It is clear that while companies want to implement Artificial Intelligence, they lack the staff and leadership necessary to make it happen. Artificial Intelligence is emerging, and Human Resource managers should be prepared to use this technology. Even if a firm wants to implement Artificial Intelligence, but employees don't show enthusiasm, IBM predicts that 120 million workers in the world's ten largest economies need training in Artificial Intelligence. If enterprises don't start training, they will undoubtedly lose their competitive edge in terms of development. In the US and the UK, 80% of employees think that possessing Artificial Intelligence abilities will help them to benefit their companies, whereas 42% responded that they don't think their Human Resource departments can implement it. Since Human ResourceD is crucial to any organisation, it needs technology like Artificial Intelligence to be more competitive in the ever-changing business environment. This transformation begins with a shift in the way choices are made, thus managers and Human Resource staff members must be knowledgeable about Artificial Intelligence.

- Scott W. O'Connor (2020): The author of the article Artificial Intelligence in Human Resource Management makes it abundantly evident that, in the years to come, artificial intelligence will continue to favourably influence the subject of human resources management. Additionally, Human Resource professionals need to be more aware of the difficulties they can encounter. Therefore, in order to be ready for the future of human resource management, professionals should make the required efforts to learn about the most recent developments in the industry and to establish a solid base of Human Resource knowledge upon which they may build.

Statement of the Problem

Human resource management, which focuses on dealing with people and their attitudes in the workplace and includes such things as recruiting, selection, training, and development, is a technique for keeping people in a company. Margaret Rouse (#5) Employees should understand the significance of the organization's purpose and existence in society, and it is the responsibility of every sub-department in the organisation to achieve the company's goals and objectives. Human resource management primarily deals with compensation management and payroll. This study aims to analyse and research the effects of artificial intelligence (Artificial Intelligence) on human resources (Human Resource) practices using a mixed-method methodology.

Research Gap

There is a specific gap in the industry's hiring and selection procedures. In contrast to hiring techniques and technologies, studies indicate how general Human Resource practices affect employee satisfaction, organisational performance, and productivity. The majority of earlier studies have focused on how IT is changing the Human Resource process, which is a very broad field. Despite the fact that Artificial Intelligence is an application of IT, it is materially distinct.

Objective of the Study

The goal of this thesis is to provide a framework for the effective integration of artificial intelligence (Artificial Intelligence) into hiring procedures from both the perspective of candidates and employers. How future employees view Artificial Intelligence's potential will determine how successfully it is integrated into Human Resource processes. The following questions are sufficient to create a framework for the effective integration of Artificial Intelligence into recruitment methods. They serve as a guide for the problem statement.

1. How much Artificial Intelligence has been integrated into Human Resource procedures by employers?

2. How do staff members view the integration of Artificial Intelligence into hiring?

3. How far may Artificial Intelligence be incorporated into hiring procedures in Human Resource?

Hypothesis Development

- **Strategic Human Resource Planning Through Artificial Intelligence**

In Human Resource Management, strategic planning is a crucial prerequisite. When making strategic plans, the Human Resource manager will look into the past work, summarise it, and take special care to consider the future development patterns of the company (Samarasinghe and Medis, 2020). The requirement for Human Resource in order to effectively prepare, be sensitive to, and innovate for the managers is proof of Artificial Intelligence. Due to the complexity and difficulty of the work's content and nature, Artificial Intelligence masters data differently from person to person, which has a significant impact on Human Resource's proficiency in conventional Human Resource planning (Upadhyay and Khandelwal, 2018). Through statistical data modelling, analysis, data mining, and machine learning, predictive analytics is used to foresee unknown events by looking at both past and present data.

Predictive algorithms are utilised to boost productivity and provide crucial resources for Human Resource planning. Similar to this, mounting evidence suggests that Artificial Intelligence is not the impartial saviour that it is typically represented as being (Gulliford and Dixon, 2019). Artificial intelligence and algorithm used, regardless of culpability, results in discrimination in employment possibilities.

- **Smooth Recruitment and Selection Process**

The words, deeds, and looks of the applicants in traditional recruiting have an impact on Human Resource candidates in addition to looking at professional qualities, which inadvertently affects the interview's objectivity and accuracy (Pournader et al., 2015). Artificial Intelligence won't just be included in Human Resource; it will also demonstrate how dynamically it affects human psychology, behaviour, and other aspects (Wilfred, 2018). Through a variety of algorithms and intelligent learning technologies, candidates can be evaluated immediately and impartially in order to identify the most qualified personnel for the organisation and to research candidates for the quality evaluation process. Based on Artificial Intelligence and big data research, the assessment model is more accurate.

Artificial Intelligence makes information extraction simple by automating the process of resume scanning and information extraction (Upadhyay and Khandelwal, 2018; Stuart and Norvig, 2016). Given the increase in the number of job applications, automated solutions can potentially overwhelm Human Resource staff, speeding up the hiring process. Upadhyay and Khandelwal (2018) proposed chatbots to enable current and individualised connection competencies with candidates using text messaging, dialogue boxes, or emails. With the help of many computer-supported jobs matching solutions, such as software that sorts resume using learning-based algorithms and approaches, the workload of recruiters is reduced. Another promising technology for conducting online interviews is HireVue, which enables the interpretation and analysis of an applicant's body language, facial expressions, and voice tone.

- **Planned Traning and Development Process**

The design of training and development possibilities for the staff using Artificial Intelligence-enabled tools will help to increase their job satisfaction. Based on the needs of the employees, career development plans are developed, which boost output and reduce absenteeism (Coley et al., 2019). The creation of personalised employee maps is another novel training and development strategy made possible by Artificial Intelligence. Another crucial Human Resource function that Artificial Intelligence is least likely to replace is coaching and mentoring (Kumar, 2017). A mobile coach is a form of software that helps workers comprehend their needs and create individualised training and development plans for them.

The enterprise people training results in high expenses and investments and, as a result, does not yield a very good return. Due to the behaviour, professional expertise, and presentation style of the training speaker, Human Resource will make the trained staff develop a lot of judgement and psychological definitions during the training process (Sekhri and Cheema, 2019).

III. Research Methodology

Using a mixed-method approach, this study seeks to examine and investigate the implications of artificial intelligence (Artificial Intelligence) on human resources (Human Resource) practices. The study approaches used semi-structured interviews and surveys. Personnel in Artificial Intelligence and Human Resource were approached to serve as sample subjects for this study. The integration of Artificial Intelligence and effective Human Resource practices, tactical performance appraisal and integration of Artificial Intelligence, and planned training and development process all had favourable and significant benefits. The true difficulty now is how well the individual Human Resource departments train and re-transform their staff in comprehending Artificial Intelligence and collaborating and working with Artificial Intelligence & Robots in order to compete with Artificial Intelligence and robotics.

Analysis and Interpretation

The influence and significance of artificial intelligence on human resource management and Human Resource practices were examined after the validity and consistency of the questionnaire had been examined. Using multiple regression analysis, the impact of Artificial Intelligence was examined. In this study, the dependent variable is Human Resource Management & Human Resource Practices, such as Human Resource Operations, while the independent variables are artificial intelligence technologies and Artificial Intelligence-based software. The R square value of the model is shown in Table 2, and this value aids in determining if the research model used is a good fit for the research data as well as how much of the dependent variable's variability is explained by the independent variable. It is clear from the given table that the R square value is 0.622.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.789[a]	.622	.506	.99387

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This suggests that Artificial Intelligence can account for 62.2% of the variability in Human Resource Management. Table 3 displays the results of the ANOVA test, which aids in determining if the independent variables included in this model are successful in forecasting the dependent variable. The sig value is 0.009, which is less than the typical p-value of 0.05, as can be seen in the table below. As a result, it is demonstrated that the independent variables chosen for this model—Artificial Intelligence tools and software—help in determining the dependent variable, Human Resource Management and Human Resource practises.

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	21.159	4	5.290	5.355	.009[b]
	Residual	12.841	13	.988		
	Total	34.000	17			

Regression test results are shown in the table below. This makes it easier to assess the importance of artificial intelligence and its impact on Human Resource practices. It also demonstrates how Artificial Intelligence and Human Resource Management are related. As seen in the table, all of the independent variables (familiarity with Artificial Intelligence introduction - 0.005; an agreement that Artificial Intelligence software will help in finding the best talent for the job - 0.011) have sig values that are less than the standard significance level of 0.05, indicating that they are significant and will have an impact on Human Resource Management. However, the values of the other two criteria are more than 0.05, indicating that their firms do not already use Artificial Intelligence-based software for Human Resource practices.

Therefore, hypothesis H1 that Artificial Intelligence has a favourable and significant impact on Human Resource Management can be accepted based on the analysis that was done.

As a result, the H1(Alternate) hypothesis is supported, and the H0(Null) hypothesis is disproven, indicating that artificial intelligence significantly affects human resource management.

Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	3.571	1.380		.023
	Do you have in-house HRM software or you rely on third party software systems for hiring?	-.836	.489	-.302	.111
	Are you familiar with introduction of AI in hiring practices?	.915	.273	.587	.005
	Do the software used for hiring process in your organization is based on application of AI or latest technologies?	.288	.299	.178	.353
	To what extent do you agree that AI-based software are helping to find the best talent for the job?	.777	.263	.529	.011

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IV. Findings and Conclusion

Findings:

1. The majority of businesses now use artificial intelligence in their Human Resource procedures.
2. The respondents gave a favourable reaction, indicating that they are likely to embrace the use of Artificial Intelligence at different phases of Human Resource-based functions.
3. Organizations employ Omnidocs, Ezieka, and other internal and third-party applications as Artificial Intelligence software in Human Resource Management.
4. The majority of the organisation is supportive of Artificial Intelligence's role in the future of human resources.
5. Businesses that do not already use Artificial Intelligence-based software plan to do so in the future.

Suggestions:

Based on the findings of this study, researchers would like to advise businesses to develop an easy-to-understand organisational approach to include Artificial Intelligence in their hiring procedure. In order to free up recruiters and Human Resource managers to focus more on strategic activities, researchers advise that easy and time-consuming tasks be replaced by intelligent Artificial Intelligence technology. In order for small and medium-sized businesses to use Artificial Intelligence in their hiring processes, clever Artificial Intelligence technology developers must create platforms that take into account their budgetary constraints.

Conclusion:

There is no doubt that the adoption of Artificial Intelligence-based Human Resource activities for applicants has a higher impact on improving the organization's efficiency. Although Artificial Intelligence programs do not have the same emotional or cognitive capabilities as people, they can nonetheless analyse, forecast, and diagnose data, making them an effective tool for any type of company. The major worry, though, that is affecting the global workforce is how Artificial Intelligence is showing its effects in eliminating jobs in many different industries. However, the reality is that humans are not being replaced by modern technologies; rather, it is more about how humans can adapt to and use these advancements to enhance their wealth and prosperity.

A certain percentage of workers would actually be impacted by Artificial Intelligence-based functions, so it is the obligation of Human Resource professionals and businesses to consider these effects as well as potential results. Finally, according to our research, the majority of businesses successfully apply Artificial Intelligence-related techniques to hiring, but in the near future, Artificial Intelligence will be used in every aspect of human resources, including hiring, training, onboarding, performance analysis, retention, etc.

However, because of the costs associated with integration, the majority of businesses are still falling behind in integrating Artificial Intelligence into their Human Resource practices. In conclusion, the application of Artificial Intelligence should be seen as a positive opportunity because Artificial Intelligence improves life and, if correctly understood and applied, Artificial Intelligence produces a better future.

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