A study on use of Artificial Intelligence in Human Resource Management.

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Abstract:

Artificial Intelligence is increasing in organization. It has become increasingly relevant in recent years. Artificial Intelligence helps industries to work efficiently and effectively to complete the task. Through AI it can save people time and support higher quality outcomes.in modern business world AI become essential part of Human Resource management. Companies are trying to remain competitive. They turn into AI to maximize resources. From automated recruitment to identify talented candidates and providing training program AI has reform human resource around globe. It was used secondary data where data was collected from publications and research papers, websites, blogs and survey report etc. The main objective of the was to identify use of Artificial intelligence in human resource depart and how it impacts work culture. The research study has concluded that use of AI into various functions carried out in human resource department where large companies carry different functions like recruitment, training, performance evaluation, data handling, work distribution, reducing work load to enhance and enrich workplace efficiency.

Introduction:

Technology is one of the important factors to influence every industry. The role of robotics has been replaced in all areas.by using artificial intelligence in human resource management will

diminish paper work and repetitive administrative work. In digital world AI has entered into to day to day working and working place and it will transform business world. The integration of AI into HR causing revolution tectonic in current world.AI is set to transform the way HR function with its ability to process large amount of data and perform task that at speed impossible for human's .AI helps Human resource specialist focus on more decisive. Human resource department have faced stumbled with managing increasing data and to perform task timely. The manual process of recruiting hiring and managing employee data often leads to errors. In this way AI comes in to revolutionize the way HR operates. With its ability to filter massive data, automate routine tasks, and provide insights and predictions, AI is on its way to becoming a superpower in the HR industry. Improvement in technology can help HR professionals solve today's pressing problems, including reducing hiring times, improving candidate experiences, transparency, collaboration, and reducing unconscious bias.HR specialist use AI to create goals ,track individual and group performance ,improvement changes and save time .these all leads to increase productivity and outcome.

Literature Review:

(Kapoor, 2010) Researcher has examine the impact of business intelligence and its use for human resource management. In this research article, a researcher explored the major business intelligence trader to look into the business intelligence and data analytics features incorporated in human resource management.

(Jain, 2018) The research paper connected the role of artificial intelligence in human resource management. The researcher has extracted that more no of companies has been acquired modern technology in various HR process like recruitment process, training performance appraisal process, cloud-based HR systems.

(R & D, 2018) In research paper title, Recruitment through artificial intelligence. A Conceptual Study. The researcher has related the role of AI in recruitment where artificial intelligence is take part integral role l in recruitment process. Artificial intelligence helps in screening the candidates, training, employee engagement, maintaining employee's relations, arranging the interviews etc.

(**Jarrahi, 2018**) In his researcher paper title, Artificial Intelligence and the Future of work. Human- AI Symbiosis in Organizational Decision Making. The researcher papers says about the benefit of AI for human. Artificial intelligence has been helping in decision making, dealing with unpredicted, and especially ambiguous of decision-making in an organization. Still in every industry the role of human is essential and technologies have to depend on human when intuitive decisions are essential to evaluate the outcomes of decisions.

(**Buzko, et al., 2016**) In paper title, Artificial Intelligence technologies in human resource development. The researchers consider on barriers of AI technologies in human resource area where authors noted that AI not able to identify the effectiveness of training costs. In the research paper authors noted that artificial intelligence technologies facilitate the prompt analysis of data by human.

(**Dirican, 2015**) A researcher in his research paper, title "The Impact of Robotics, Artificial Intelligence on Business and Economics" has deliberated the importance of Robotics and Artificial intelligence in business may have pessimistic impact on the overall functions of an organization.

Feature	Artificial Intelligence	Human Intelligence
Learning	AI can learn from vast amounts of data using statistical models	Human intelligence can learn from experience, observation and instructions.
Creativity	AI can generate new solutions based on existing patterns and data, but lacks true creativity and originality.	HI can create new ideas, art, music, and literature through imagination and innovation.
Emotional Intelligence	AI does not have emotions or empathy, and cannot understand the emotions of others	HI has emotional intelligence, and can recognize and respond to the emotions of others.
Adaptability	AI is highly adaptable to changes in input or environment, and can learn	HI is adaptable to changes in the environment, and can

	quickly from new data.	learn from new experiences and situations.
Decision-making	AI can make decisions based on rules, algorithms, and data, but lacks intuition and the ability to make ethical judgments.	HI can make complex decisions based on intuition, experience, reasoning, and ethical considerations.

Research Objectives:

- To study the concept of Artificial intelligence.
- To study the use of artificial intelligence in human resource management
- To study the part of artificial intelligence in human resource management
- To study the implementation of artificial intelligence in human resource management.

Research Methodology:

In research study it has been used secondary data, the secondary data has been collected from publications, research papers, online publications, websites and survey reports submitted by various research organizations.

Use of Artificial intelligence in human resource management

The impact of AI on HRM is growing rapidly. It has the potential to transform HR operations with relevant an in-depth analysis of various functions. Functions like recruitment and selection onboarding, performance management, employee engagement and employee retention are performed with help of AI. The development of human resource information system has provided foundation for AI applications. HRIS is a procedure is to collect sorting and maintaining, retrieving and validating data needed by an organization.

Recruitment and selection: The HR professionals are responsible for the recruitment of talent for the organization and the right candidates need to be hired. Finding the right candidate can be difficult as try to locate the right person in a pool of many talents. Shortlisting candidates and

screening resume to find a suitable candidate for the job can be a difficult task for HR executives. They need to reach out to the right candidates while trying to fill up job positions as fast as possible because a moveout position may cost the organization lots of money due to delays in operations. Make sure good candidate experience is key as it increases the chances of the candidate accepting the offer. It must be ensured that the future team has a great experience from the first contact.

AI can help speed up the recruitment process even as the hiring continually increases. It can be involved in automating repetitive tasks by first working on large data analytics to get trends. It can also be used to streamline the hiring process during recruitment. AI technology such as chatbots can be added to organizations' websites to engage visitors and increase conversation rates. Prospective candidates will be willing to drop their resumes and other basic details while chatting with the bots. Chatbots can ask questions as regards the role the candidate is interested in and answer some basic questions asked by the prospective candidate. This helps to save time as some of the tedious work in recruiting such as collecting candidate information, prequalifying candidates, scheduling meetings and chat times, and providing the candidate with answers to basic questions can be done using chatbots.

Onboarding:

Onboarding is a process of integrating new hires within the organization's culture, and policies quickly and smoothly. Onboarding is an important facet of the HRM process. It is not just the corroboration of the company culture but also defines and promotes this culture. A good onboarding process will make recruits feel better about the organization, stay more engaged, and be more eager to stay longer with the organization. However, these recruits require more attention, and attending to them individually is a challenging task. AI can automate the onboarding process thereby making the process a self-service process, allowing these recruits to easily coordinate with the workforce and management team and help streamline manual and time-consuming tasks. The onboarding process from the early stage is important as this is where the recruits form their impression of the organization. Smart chatbots also play a role in this process.

AI-based chatbots can help in the collection of data, provide the information needed by recruits, organize information, present the recruits with every necessary form to fill, request necessary documents from the recruits, and provide any online guidance necessary. These chatbots can also help set up new accounts for these new hires and integrate them into the organization's system without IT support. AI' automated onboarding process provides flexibility concerning time and location as it allows the recruits to integrate into the system at their own pace.

Learning and Development:

The HR professionals are to ensure that employees have the right skills and experience to fulfill individual and organizational needs and aspiration through learning and development. The learning and development will help deal with changes, track skills application, keep the learners engaged, develop soft skills, develop leaders, instill conflict management skills, upskilling and reskilling. A proper training facility is necessary for any organization to have a professional and technically skilled workforce.

Employees need to be abreast of the latest trends, and developments, related to their fields. HR departments may now train and evaluate personnel using AI-based tools. AI tools have made it feasible to discover skill gaps and create training plans for staff members in accordance with their needs. AI can help create customized learning paths for new hires based on their skills and match them based on their interest. Large organizations will find this very helpful in understanding their employee's base skills and interests, which helps them align these skills and interests to their learning paths and the skills needed for projects. This technology can also be used to analyze employees' training metrics and determine which employees need more training and the training needed by each of these employees. The right AI tools and implementation would help the employee learn better and faster leading to better personal and professional growth which will, in turn, lead to higher productivity.

Performance Management:

It is very important to have a defined performance management structure in place in any organization. Employees' impact on the job can be tracked with a good

Performance management structure. The impact of training conducted by the organization can also be tracked with this structure in place. This structure will be able to help employees align their job performances to the organizational goals and objectives. The traditional metho of performance management requires some time-consuming steps such as setting the objective, carrying out a self-evaluation, managers evaluation, discussing, and signing off.
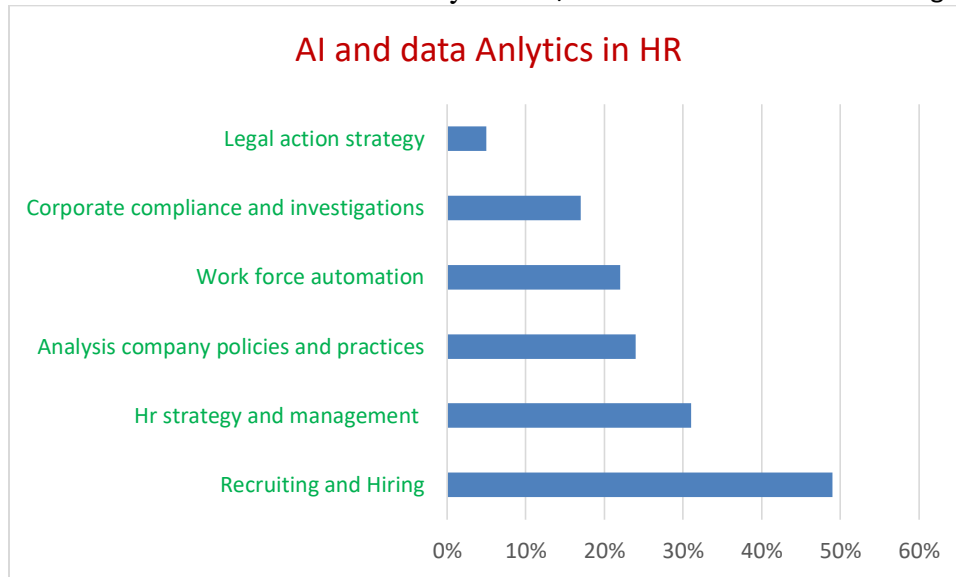
AI can help in real-time monitoring of objectives that have been set out and provide feedback with information on what has been done and what is left undone. In managing performance, the appraisal model can be integrated into the system by gathering and examining data regarding employees' work performance. With the help of AI tools, it is easy to manage the behavior and analyze the performance of each employee. Rewards can be recommended for a faster meeting of objectives and AI can help with notifications and suggestions on topics for increasing productivity when objectives are not met in due time AI technology can help eliminate possible biases in comparison between employees' performance . This can be done by providing detailed and clear standards for achievement. It helps eliminate the one-way method of leaders judging the worker. AI can help poor-performing employees to the needed set of goals to improve performance.

Employee Engagement:

Employee engagement deals with how employers and employees work together to create a fair workplace. Some organizations find it hard to efficaciously understand their workforce and needs. With greater insight the workforce will help organizations HR managers spend lots of time trying to manage workplace conflicts. Chatbot automation can also help in this regard as communication is an important aspect of employee engagement. This program can make employees communicate more interactively and speak freely. This can provide real-time feedback to the employees and the HR professionals however good or bad. employees can freely talk about their feelings without having to meet physically or schedule a meeting.

Data Analysis:

Areas where AI and data analytics are being used to improve workforce management decisions.

AI and data Anlytics in HR

Bar chart showing percentages for HR activities:
- Legal action strategy: ~5%
- Corporate compliance and investigations: ~17%
- Work force automation: ~22%
- Analysis company policies and practices: ~24%
- Hr strategy and management: ~31%
- Recruiting and Hiring: ~49%

Benefits:

Artificial Intelligence   benefits to a variety of industries by reducing the amount of time and effort required to complete complex tasks, resulting in higher accuracy and better results. The amount of time required for data analysis increases with the number of human resources data. AI-powered software can be easily identifying data patterns and manage critical data-intensive tasks. This has helped computers to detect errors faster and more accurately than HR personnel. This significantly saves time leading to a higher profit margin. One of the keys aims of every organization is to generate revenue and this has resulted in businesses maximizing the advantages of AI and employee-machine collaboration.

- Reduce the burden on administrative staff in company.
- It will help in talent acquisition and identify the right candidates for the job.
- AI helps to predict the rate of employee retention at workplace.
- It can overcome the limitations of human and work accordingly
- It will maintain the workflow in various department.
- AI ensure reduced time and workforce investment in manual record keeping.
- It will increase the employee engagement at workplace.
- It can increase the efficiency of the human resource department.

Challenges:

AI will benefit the in the field of Human Resource Management in the future, the major problem of integrating AI into HR functions is the mindset of the employee, the major problem is to track employee behaviors there by

- Misuse of AI immoral usage of shared data
- Data privacy and security issues.
- Employee resistance to AI due to fear of job loss.
- Specialists skilled employees required to implement and manage AI technology.

Conclusion:

In competitive era there is fabulous growth for industrial sector. By continuous improvement is big challenge for industries. To increase the speed and for work most of the industries adopting modern technologies. Most of the researcher and experts also recommending industries to make a use of artificial intelligence tools, digital technologies. Artificial Intelligence has been used by many companies in the field of human resource department where AI plays integral role in recruitment, selection, hiring, analyzing performance, collecting data regarding employees, providing real time information and providing accurate information.

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