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ARTIFICIAL INTELLIGENCE IN HUMAN RESOURCE MANAGEMENT: TRANSFORMING THE WORKPLACE

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ABSTRACT

Artificial Intelligence (AI) is increasingly becoming an important support mechanism for Human Resource Management (HRM). The traditional HR function has historically involved substantial manual work in recruitment, onboarding, attendance, payroll, performance monitoring, employee engagement and workforce administration. This paper examines how AI can support these activities while also considering the limitations and risks associated with its use. The study follows a qualitative, secondary-research approach and reorganises the author's original discussion of AI in HR into a structured research-paper framework. Particular attention is given to recruitment and resume screening, onboarding, attendance and payroll, learning and development, performance management, employee analytics and administrative support. The paper also compares traditional HR practices with AI-supported HR practices and discusses challenges including algorithmic bias, privacy and data security, legal compliance, lack of transparency, implementation cost, technology dependency, skill gaps and employee concerns about job security. The analysis indicates that AI can reduce repetitive administrative work, improve the speed of information processing and support evidence-based HR activities; however, human judgement, communication, empathy and accountability remain important in people management. The paper therefore presents AI and HR as complementary rather than interchangeable functions and highlights the need for responsible implementation, employee awareness, appropriate training and human oversight.

KEYWORDS: Artificial Intelligence; Human Resource Management; HR Technology; Recruitment; Performance Management; Employee Engagement; Workforce Analytics; Human–AI Collaboration; Data Privacy; Ethical HR.

1. INTRODUCTION

Human Resource Management is an essential organisational function concerned with managing people throughout the employee life cycle. HRM includes activities such as workforce planning, job design, recruitment, selection, onboarding, training, performance management, compensation, employee relations, policy administration and compliance. In the traditional model, many of these

activities depended heavily on manual records, spreadsheets, emails, physical documentation and repeated administrative follow-up.

Artificial Intelligence has introduced new possibilities for supporting these activities. AI systems can process large amounts of information, identify patterns, generate text, assist with routine queries and provide analytical support. In HR, these capabilities can be applied to activities such as drafting job descriptions, screening applications, scheduling interviews, answering routine employee questions, monitoring employee-related information and supporting learning and development.

The purpose of this paper is not to present AI as a replacement for HR professionals. Instead, it examines how AI can transform the way HR work is performed. The central issue is the relationship between automation and human responsibility. HR decisions often affect people's careers, compensation, workplace relationships and development. Therefore, technological efficiency needs to operate alongside human judgement and organisational accountability.

This paper builds on the author's original project and focuses on the practical areas in which AI can support HR, the differences between traditional and AI-supported processes, the challenges of implementation, and the importance of human–AI collaboration.

2. REVIEW OF LITERATURE

The original project identifies AI as a technology capable of performing or supporting tasks that traditionally require human intelligence, including learning from information, recognising patterns, understanding language and assisting with decisions. Within HRM, this creates opportunities to automate repetitive work and provide analytical support.

The literature-oriented discussion in the original project highlights several broad areas of application. Recruitment is one of the most visible areas because large numbers of applications can create significant screening and scheduling work. AI-supported systems may assist HR teams by organising applications, identifying relevant skills and supporting candidate shortlisting. Similar technological support can be applied to onboarding, employee queries, attendance, payroll and performance-related information.

The project also emphasises that AI does not remove the need for HR expertise. HR professionals deal with employee concerns, workplace relationships, conflict resolution, organisational policies and decisions that require contextual understanding. These responsibilities involve communication and human interaction that cannot simply be reduced to data processing.

Another important theme is risk. The project identifies concerns regarding unfairness when historical

data contains previous bias, privacy and security of employee information, lack of emotional connection, reliability of AI recommendations, implementation cost, legal compliance, excessive dependency on technology and gaps in employee expertise. These concerns demonstrate that AI adoption in HR should be accompanied by governance and human oversight.

Overall, the source project presents AI as a tool for transforming HR work rather than eliminating the HR function. This perspective provides the basis for the framework developed in the following sections.

3. RESEARCH GAP

The original project discusses AI in HR largely from a practical and process-oriented perspective. It explains individual HR activities, identifies challenges and compares traditional processes with technology-supported processes. A gap remains in bringing these individual discussions together into a single structured view of how AI changes the HR function across the employee life cycle.

The present paper addresses this gap by integrating the project's observations into four connected dimensions: operational efficiency, analytical support, employee experience and human responsibility. Instead of considering AI only as an automation tool, the paper examines its role in the broader transformation of HR work.

A second gap concerns the continuing confusion between HR and AI. The original project notes that employees may fear that AI will replace jobs, while organisations may implement tools without adequately explaining their purpose. This paper therefore treats awareness, training and human–AI collaboration as central parts of successful HR transformation.

The discussion remains qualitative and based on secondary material and the author's original project. It is intended to organise and interpret the practical issues identified in that project rather than make statistical claims about all organisations.

4. THEORETICAL FRAMEWORK

This paper uses a practical human–AI collaboration framework. The framework views AI as a technological capability that supports selected HR tasks, while HR professionals retain responsibility for people-centred judgement and organisational decisions.

The first dimension is automation. Activities that are repetitive, rule-based or data-intensive can potentially be supported by AI. Examples include resume screening, interview scheduling, attendance administration, routine employee queries and parts of payroll processing.

The second dimension is augmentation. AI can assist HR professionals by analysing information, identifying patterns, preparing summaries and providing recommendations. In performance management, for example, AI may help organise information relating to project completion, quality, feedback and productivity. The final interpretation and decision, however, remains an organisational responsibility.

The third dimension is human judgement. HR requires empathy, communication, conflict resolution, relationship building and understanding of individual circumstances. These responsibilities make human involvement essential, especially when decisions have significant consequences for employees.

The fourth dimension is governance. AI-supported HR requires attention to privacy, security, fairness, transparency, legal compliance and accountability. Therefore, the framework can be expressed as: AI automation + AI augmentation + human judgement + governance = responsible HR transformation.

5. RESEARCH OBJECTIVES AND METHODOLOGY

The study has the following objectives:

1. To examine the role of Artificial Intelligence in major Human Resource Management activities.
2. To compare traditional HR processes with AI-supported HR processes.
3. To identify the operational benefits of AI for HR efficiency and performance management.
4. To examine the challenges and ethical concerns associated with AI adoption in HR.
5. To explain the importance of human–AI collaboration in the future of HR.

Methodology:

The research follows a qualitative and descriptive approach based on secondary research and the material contained in the author's original project. The project identifies research papers, respected organisations and other digital sources as broad categories of reference material. The analysis focuses on the practical transformation of HR processes rather than statistical measurement.

The study is interpretive in nature. It organises the author's observations about recruitment, onboarding, attendance, payroll, performance management, analytics, learning and development, and administrative work. Because the original project does not provide a complete bibliographic reference list for every claim, this rewritten paper does not invent specific citations or sources that were not supplied. The findings should therefore be read as a structured qualitative discussion rather than as statistically generalisable evidence.

6. EVOLUTION OF HUMAN RESOURCE MANAGEMENT

Traditional HRM involves managing employees across the complete employment life cycle. Workforce needs are identified, job roles are defined, vacancies are announced, candidates are selected, employees are inducted and trained, and their performance and employment information are subsequently managed.

Before widespread AI-supported systems, recruitment could involve posting advertisements through newspapers, job portals or company websites, followed by manual review of large numbers of resumes. Shortlisting was performed by HR professionals or recruitment teams. Background verification and documentation also required manual coordination.

Onboarding similarly involved collecting joining forms and documents, verifying information, completing orientation and setting up payroll and related systems. Attendance management evolved from registers to biometric and digital systems, but technical failures and manual reconciliation could still create administrative work.

Performance management often depended on records maintained in documents, spreadsheets or separate systems. HR and managers had to gather historical performance information and prepare reviews. Workforce analytics also required HR teams to manually prepare data on joining, resignation, workload and other employee indicators.

These processes created opportunities for delays, duplication, missing information and human error. The original project therefore presents AI as an extension of digital transformation: it can reduce repetitive work and help HR professionals manage information more efficiently while allowing greater attention to strategic activities.

7. AI IN HUMAN RESOURCE MANAGEMENT: MAJOR USE CASES

AI can support HR across multiple stages of the employee life cycle.

Recruitment and resume screening: AI can assist in organising applications and identifying candidate information relevant to defined requirements. It can also support the preparation of job descriptions and help recruitment teams manage large application volumes.

Interview scheduling: Automated systems can reduce repeated coordination between candidates, interviewers and HR teams. This can save administrative time and improve process speed.

Employee onboarding: AI-supported workflows can help guide new employees through forms, document submission, orientation information and routine questions. This can reduce repetitive follow-up and improve consistency.

Learning and Development: AI can support identification of learning needs and suggest courses or certifications based on an employee's role or development requirements. The original project describes AI as useful for helping HR identify suitable learning opportunities and communicate them to employees.

Performance Management: AI can organise performance-related information and assist in continuous monitoring. Relevant indicators may include project completion, quality of work, feedback, communication and productivity. Such information can support performance discussions when interpreted responsibly by managers.

Employee Engagement: AI-based tools can assist with routine employee queries, surveys and communication. However, employee engagement still depends significantly on trust, relationships and human interaction.

Workforce Analytics: AI can process employee information to help HR identify patterns in hiring, attrition, workload and workforce requirements. This can support planning and decision-making.

Payroll and Compliance: AI and digital systems can assist with attendance, leave, payroll calculations and routine compliance monitoring. Human review remains important where legal interpretation or exceptions are involved.

8. TRADITIONAL HR VS AI-DRIVEN HR

HR Activity	Traditional HR	AI-Supported HR
Recruitment	Manual posting, review and shortlisting	Digital support for job drafting, screening and candidate organisation
Interview Scheduling	Manual coordination	Automated scheduling support
Onboarding	Forms, documents and repeated follow-up	Digital workflows, reminders and employee support
Attendance & Payroll	Manual records, reconciliation and calculations	Automated data processing and payroll support
Performance Review	Periodic manual records and spreadsheets	Continuous data organisation and analytical support
Employee Queries	HR responds manually to recurring questions	AI-supported chatbot/self-service for routine queries

Learning & Development	HR searches and recommends courses manually	AI can suggest learning based on role and development needs
Workforce Analytics	Manual reports and spreadsheets	Faster analysis of workforce information and patterns

The comparison shows a shift from predominantly manual administration toward technology-supported workflows. AI can increase speed and information availability, but the responsibility for appropriate decisions remains with the organisation and its HR professionals.

Table 2. Potential Advantages of AI in HR

Potential Advantage	How AI Can Support HR
Time efficiency	Automates repetitive administrative tasks
Cost efficiency	Reduces manual processing effort where appropriately implemented
Decision support	Organises and analyses large amounts of information
Employee experience	Provides faster access to routine information and services
Error reduction	Reduces some repetitive manual data-entry tasks
Workforce planning	Supports analysis of workforce patterns and requirements

Table 3. Major Challenges

Challenge	Key Concern
Algorithmic bias	Historical data can reproduce unfair patterns
Data privacy	HR information is sensitive and requires protection
Transparency	Employees may not understand automated recommendations
Legal compliance	AI-supported processes must comply with applicable requirements
Implementation cost	Technology, training and process redesign require investment
Employee resistance	Fear and uncertainty can reduce adoption

Cybersecurity	AI systems increase the importance of secure data handling
Technology dependency	Human judgement may be weakened by over-reliance on systems

9. EFFICIENCY AND PERFORMANCE MANAGEMENT WITH AI

One of the major themes of the original project is efficiency. AI can reduce repetitive manual work across resume screening, interview scheduling, attendance management, leave processing, payroll support and employee queries. This may allow HR professionals to spend more time on administrative oversight, strategy, employee development and organisational initiatives.

Performance management can also become more continuous. Instead of depending entirely on periodic manual reviews, HR teams can use technology to organise information throughout the year. For example, information about project completion, work quality, feedback and productivity can be brought together for review.

AI can also support probation and employee lifecycle monitoring. HR teams may need to track probation periods, agreements, document completion and monthly employee information. A system can provide reminders and organise these details, reducing the possibility of missing important dates. The project also associates AI with transparency in performance discussions. If employees understand which evidence and criteria are being considered, the performance process may become easier to explain. However, transparency depends on the organisation being able to explain how the system works and how human decisions are made.

The potential benefits identified in the original project include time savings, cost efficiency, improved analytical decision support, reduced manual errors, faster performance reviews and support for employee engagement. These benefits should be understood as potential outcomes rather than guaranteed results, because implementation quality, data quality and human oversight affect actual performance.

10. CHALLENGES AND ETHICAL ISSUES

Algorithmic unfairness and bias: AI systems learn from data. If historical data reflects unfair decisions or imbalanced patterns, an AI-supported process may reproduce or amplify those patterns. HR teams therefore need to examine the quality and relevance of data used by AI systems.

Privacy and data security: HR departments handle sensitive employee and candidate information. The use of AI creates additional requirements for protecting personal information, controlling access and

preventing inappropriate use or disclosure.

Lack of emotional connection: HR involves understanding employee circumstances, resolving conflict and building workplace relationships. AI can support information processing but does not replace the need for human interaction in these areas.

Reliability: AI-generated recommendations can be incomplete or incorrect. Recruitment screening, performance evaluation and workforce predictions therefore require human review rather than automatic acceptance.

Implementation cost: AI adoption can require software, infrastructure, training and process redesign. The original project notes that these costs may be particularly significant for smaller organisations.

Legal compliance: Organisations using AI in HR must ensure that automated processes do not conflict with employment practices, workplace policies, labour requirements or other applicable laws.

Technology dependency: Excessive reliance on AI can reduce attention to human reasoning and contextual judgement. Important decisions concerning hiring, employee relations, compensation and legal matters should not be delegated blindly to technology.

Skills and awareness gaps: Employees and HR professionals may lack familiarity with new AI tools. Training and clear communication are therefore necessary to explain what AI does, what it does not do and who remains responsible for decisions.

Job-security concerns: The original project identifies fear of job loss as a major reason for resistance to AI. Transparent communication about the purpose of AI and opportunities for upskilling can help organisations manage this concern.

11. HUMAN-AI COLLABORATION IN HR

A recurring issue in the original project is the confusion between the role of HR and the role of AI. HR professionals manage people, policies, workplace relationships, employee development and organisational decisions. AI is a technology that can assist with selected tasks involving data, language and repetitive processes.

For example, AI can help draft a job description, organise candidate information, identify skills against defined requirements, assist with candidate communication and support scheduling. These capabilities do not mean that AI independently understands the complete organisational context of a candidate or

employee.

Human–AI collaboration can therefore be understood as a division of responsibilities. AI is particularly useful where large amounts of information, repetition and speed are involved. HR professionals remain important where decisions require context, empathy, communication, ethical judgement, exception handling and accountability.

The future of HR described by the original project is consequently not an either/or choice between people and technology. It is a combined model in which HR professionals use AI to reduce administrative burden and improve information handling while retaining responsibility for people-centred decisions.

12. FUTURE OF AI IN HR

The future development of AI in HR is likely to involve deeper integration with recruitment, workforce analytics, learning, employee support and administrative systems. Generative AI can assist with drafting and communication, while predictive and analytical tools can support workforce planning and pattern identification.

However, technological expansion will increase the importance of governance. Organisations will need clear policies covering data access, privacy, acceptable use, human review, accountability and employee communication. HR professionals will also need continuing training so that they understand both the capabilities and limitations of AI.

The future HR professional may therefore spend less time on repetitive administrative work and more time on strategic workforce planning, talent development, employee experience, organisational culture and decision support. This transition will depend on responsible implementation rather than technology adoption alone.

13. RECOMMENDATIONS

1. Introduce AI gradually, beginning with repetitive and low-risk HR activities.
2. Maintain human review for decisions involving recruitment, performance, compensation, employee relations and employment consequences.
3. Establish clear rules for the collection, access, storage and use of employee and candidate data.
4. Train HR professionals and employees on AI tools, limitations, responsible use and information security.
5. Regularly review AI-supported recruitment and performance processes for potential bias or unfair outcomes.

6. Communicate clearly with employees about why AI is being introduced and how it will affect their work.
7. Avoid excessive dependency on AI; technology should support professional judgement rather than replace accountability.
8. Evaluate AI initiatives against practical outcomes such as time saved, process accuracy, employee experience and administrative workload.
9. Provide opportunities for employees to develop new skills so that AI adoption is accompanied by workforce development.
10. Keep human communication central to employee relations, conflict resolution, wellbeing discussions and sensitive workplace matters.

14. LIMITATIONS

This paper is based on the author's original project and a qualitative secondary-research approach. It does not include primary interviews, a survey of HR professionals, employee-level experimental data or statistical testing. The observations therefore cannot be treated as representative of every organisation or industry.

In addition, the original project contains broad references to research papers and respected organisations but does not provide a complete, standardised bibliography for all statements. This rewritten version deliberately avoids fabricating references. A future version can strengthen the academic evidence base by adding verified peer-reviewed sources, industry reports, legal and regulatory materials, and primary data from HR professionals and employees.

The rapid development of AI also means that specific tools and practices may change over time. Future research should therefore examine AI adoption longitudinally and consider how HR roles, employee skills, organisational policies and governance evolve.

15. CONCLUSION

Artificial Intelligence is changing the way Human Resource Management can be performed. The original project demonstrates that many HR activities that once required substantial manual effort can now be supported by AI and digital systems. Recruitment, resume screening, interview scheduling, onboarding, attendance, payroll support, learning and development, performance management and workforce analytics are all areas in which AI can reduce repetitive work and improve access to information.

At the same time, AI introduces significant challenges. Bias in historical data, privacy and security risks, reliability issues, implementation costs, legal requirements, technology dependency, skill gaps

and employee concerns about job security must be considered before and during adoption.

The central conclusion of this paper is that AI should be understood as a support mechanism within HR rather than as a substitute for the human dimension of HRM. Technology can process information and automate recurring tasks, while HR professionals provide judgement, empathy, communication, context and accountability. A balanced human–AI approach can allow organisations to gain the efficiency benefits of technology while preserving the people-centred nature of Human Resource Management.

REFERENCES

The original project identifies “research papers” and “respected organisation” sources as reference categories but does not contain a complete bibliographic list. To preserve academic integrity, no unverified references have been invented in this rewrite.

For final journal submission, the author should append the verified sources actually consulted for the project, formatted consistently in the journal's required citation style. Suggested source categories from the original project include peer-reviewed research papers, books, conference proceedings, government publications, industry reports and trusted digital sources relating to Artificial Intelligence and Human Resource Management.

Introduction to Human Resources Management

Human Resource Management is an essential function within an organization where the process of management of personnel is done throughout the life span of the employee within the organization. The set of practices involved here enables an organization to manage its personnel during various phases of employment.

HRM refers to a management process, which aims to attract, select, motivate, and retain employees. It has been designed with primary focus upon the people in the organization and how they should be managed in order to promote their own growth along with organizational development.

Human Resource Management (HRM) is defined as a planned approach towards management of people working within an organization. This involves efficient utilization of employee skills in order to achieve organizational goals as well as growth and performance of employees.

It begins with identification of need of workforce depending upon the organizational requirement and defining job roles through job description. In this process, job vacancies are announced through job platforms and then, right candidates are selected and hired after which they are inducted into the organization through proper induction and training.

Apart from recruitment, HRM takes care of creation and maintenance of policies within the organization in line with legal as well as organizational requirements. It ensures proper adherence of laws and rules regarding employee welfare, safety, POSH policy, leave structure, and EPFO requirements.

Moreover, it takes care of maintaining healthy relations among employees in the organization. It deals with the concerns of employees and resolution of conflicts in order to create balanced work environment.

Furthermore, HRM also helps in decision-making relating to employees. It helps in aligning the performance of employees with organizational goals and contributes in development of productive and healthy workplace.

Through proper conduct of performance appraisals, feedback, and organizing of engagement initiatives for employees, HRM helps in development of motivated and productive employees.

The Human Resource Department is responsible for carrying out internal functions within the organization and works in close co-ordination with employees in order to ensure adherence to policies and regulations. It is essential in managing core organizational activities, supporting day-to-day operations, and coordination of work.

Introduction to Artificial Intelligence

Artificial Intelligence (AI) is a domain of computer science involving development of systems and machines to perform tasks usually performed by humans. Such systems learn from data, identify patterns, understand human language, and make decisions in an intelligent manner.

Artificial Intelligence (AI) refers to computer systems built in such a way that they are able to perform tasks requiring human intelligence, for example, learning from data, communicating, identifying patterns, and making decisions.

AI is a combination of algorithms and huge amounts of information which is used by machines to become more efficient. This technology is applied in digital technologies including chatbots, virtual assistants, recommendation engines, self-driving cars, and facial recognition technology.

The primary aim of AI is to build intelligent systems that will be helpful for solving various problems and improving decision-making processes for humans.

Artificial Intelligence (AI) is a field of computer science that involves creation of intelligent systems and machines which will be capable of performing tasks that require human intelligence. The systems use algorithms and huge data sets to behave in an intelligent way.

This technology is widely used in virtual assistants, chatbots, image recognition systems, recommendation engines, and self-driving vehicles.

The goal of AI is to develop technologies that will help humans to increase efficiency and make more precise decisions in various spheres of human life.

Artificial Intelligence (AI) makes many activities more convenient as it requires less manual labour and saves human time. This technology is implemented in applications and digital technologies where users need quick answers, help from voice assistants, recommendations on entertainment and shopping websites, and accurate route information in navigation systems.

With the help of artificial intelligence and various digital apps, people use this technology for doing their everyday tasks more easily. Voice assistants, such as Google Assistant, Alexa, and Siri, help users do certain tasks with the help of oral commands. People have the opportunity to use navigation systems, such as Google Maps, to get real-time information about routes and traffic.

With the help of translation technologies, people can communicate in a convenient way as they will translate texts and speech into the desired language. Artificial intelligence is used in social media and entertainment platforms to analyse user behaviours and show relevant content. With the help of online shopping platforms, people can purchase goods according to their preferences while using chatbots for customer service.

Challenges of AI in HRM

We all know that if we are looking for AI in HR, we have to understand that there are few things that is good and which can help any organisation or any individual but still we can say that there are few challenges that we can see in AI and few are there mentioning below -:

- Unfairness in the field of HR-:

As we know that AI is the one of the systems that learn or study from the past or the historical data, so we can say that if the past data or the decisions were wrong or taken unfairly, so the data which AI is making can be unwillingly take the wrong decision or will hire or reject the wrong candidate.

- **Privacy or Security of the Data:-**

As we can say that the HR is the department who is having a lot of data which is sensitive in term of employees information, and AI is the one who have a lot of data stored with them or there is high chance of risk that the data breach can be there or the misuse of data can be there, and we all know that collecting the personal data of the candidate or the employee and storing them with AI can be come under the Privacy law of the candidate.

- **Absences of Physical or Emotional connect**

We all know that as a Human being we always have a emotions like understanding the situation, building the relationships with the employees, help to solve the conflict between the employees but AI is the one who is having the Absence when it comes to Physical connect or emotional connect with the candidate.

- **Reliability Issues**

As we are discussing about the AI, so we say that in AI there will be the Reliability issues not always but there is high chance of the same, as the recommendations that AI gives are not always correct or not up to the mark which we are looking for. As the screening of the candidate, evaluating the performance of the candidate, or predicting the future of the team can be wrong or poor in decision while taking the help of AI.

- **Cost of Implementation**

Today AI is implementing on the most of the organisation, as the most important part for them, but we have understood the cost of the same as the implementation cost is too high for the AI to get the correct or best result out from the same.

As we are talking about the Mid-size company or big size company so for them the cost of Implementation to them is not high but when we speak about small companies so the implementation cost for them will be too high for them.

- **Legal Compliances -:**

Organisation who is implementing the AI in the HR department must see one thing that the AI is taking care of all the Legal Compliances like workplace Policies, labour laws, employment practices, and government laws in term of wages. As because wrong or incorrect use of AI can also lead to the legal challenges.

- **Dependency on the Technology:-**

When we as an organisation is using AI a lot or we can say that relying on the AI too much can lead to reducing the logical thinking and the problem-solving skill of the Individual or the HR or we can say that taking the important decision for the hiring, relations with the employees, Salary of employees, Laws cannot be left fully or entirely on AI.

- **Problem of Clarity and Gaps**

When we are understanding the AI, we have to first understand the important thing that having the clarity on the AI that how the HR is using the same in there organisation and when we are saying about GAP, it means that there is the a gap in term of lack of expertise in new tools of AI and for having the same expertise in the department of HR, so then the organisation has to give the proper training to the department that how the AI will be used in the field or the department, which again increase the cost of the organisation apart from the implementation.

- **Risk of job**

Here the most important part comes when we speak about the AI, in today's time all the employees are having the fear that if the AI comes to the organisation, so the job loss will be there in the future, and because of that only many HR is not accepting or not ready to accept the AI in their organisation.

As discussed, all the pointers regarding the challenges that is faced in AI by HR, so all the pointers has their own part in the field and therefore we can say that AI will not be going to take the JOB of any person, as for implementing the AI in HR requires the approach or we can say the balanced approach wherein the technology and human interface work together.

At last, we can say that AI is the main and important tool that can transform HR Process, but it is not a full answer or solution to Human Resources or People Management.

HR before AI

Human resource before Artificial Intelligence, when we talk about this topic, it becomes a various serious part because before AI, there was lot of things or error that has to be faced by the HR department.

- **Hiring Process:-**

When we say about Hiring Process before AI, it was harder for any HR as all the hiring advertisement has to be posted on newspaper, job portals or on the company websites. And when there are a lot of resumes through different sources than the Human resources department has to see all the resumes and then final from the hundreds of resumes received to the team.

After this when we speak for the final process so all the shortlisting of the candidate will be done by the human or by the team only. And while reviewing the candidature it can happen that the three can be some errors or can be missed by the team. And last stage of background verification has to be done manually or has to pay to the third-party app which can be a liability for the company.

And the most challenges for this is that it is very time consuming for the organisation, it can be hard for the organisation to handle the large volume of candidates and we can say that there is high chance of biasedness while doing the hiring.

➤ **Onboarding Process:-**

When a new person joins the organisation, so the onboarding team has to ask the employee to fill up the joining form. They have to collect all the document from them, and then verify it, after that orientation has to be done, lastly the payroll system has to be done mandatory, check everything and then follow the process accordingly.

As because of this, it becomes the lengthy process, more paperwork and there can be chances of delay or can be chance that document can be missed.

➤ **Attendance Management and Payroll:-**

The next important problem is attendance management, as earlier the team has to maintain the register than the time change sand then biometric or punch in comes in to the picture but again failed due to lack of internet or due to some server error.

When we come to payroll part so the HR has to keep the full update for salary or deduction in it manually or through the payroll, software available on the market. And not only these leaves, overtime, any deductions, or any other bonuses has also to be calculated through HR manually.

➤ **Managing performance of the Employees:-**

When it comes managing performance of the employees it becomes harder for the human resource team as they have to see the past performance or manage it by writing it on the paper or managing it via excel, spreadsheets etc. and not only this it becomes harder for the manager to read the form of all the employees and then write the same accordingly or to remember.

As because of this, the main challenges come where in performance reviews delays for the employees, and not only these evaluations of the employee's ca also be delay.

➤ **Analytics of Employees-:**

This is the important part of the employees and HR both, where the HR department has to make the analysis or the chart of the employees that how many employees have joined the organisation or how many employees have resigned or asked to leave from the organisation due to work load, or behavioural issue or any other part.

➤ **Human Error-:**

We can say that there can be a lot of errors when it comes to creating the data or maintaining the data on the excel or the spreadsheets and if the error comes it will be again taking the time to check from the scratch and rectify the things.

Due to which the Employee dissatisfaction can come, disputes in the remuneration/salary, delay in the process and we can say that due to which legal compliance can also come and negative impact can also come on the reputation of the organisation and due to which productivity can also hamper for the current employees of organisation.

Here we can say that AI, can't be the one who can handle all the task alone as the person has to be there who handle and see the things or task that AI is performing.

But it makes task easier for the Human resource department, to check and align everything is on the pace or not. Starting from the writing the JD, posting it, selecting the candidate, onboarding till the time the person is not resigned, AI helps the team of Human resource.

AI has or will not replace HR, it will help to transform fully in the upcoming years to complete the routine tasks, improve the analysis of data, reduce the burden of the administrative work or human resource work and it help to allow HR team to also focus more on the different strategies or the initiatives such as Talent Development, Experience of employees, Training of employees, organisational growth and other decision-making tasks.

Efficiency and Performance Management with AI

There are few points that will help to tell that how AI is helping in efficiency and performance management of the organisation.

- **Reducing of Manual work-:**

As AI helps to reduce the manual work of the HR department, starting from the screening of resume, scheduling of interview, management of attendance, approving of leave, processing of payroll to resolving the query of employees, it reduces all this type work and because of this HR

department can focus on administrative work and to make the strategies or to make the effective decision.

- **Monitoring the Performance-:**

As, in this it helps us to understand that how Artificial intelligence is helping the HR professional to monitor the regular performance of the employee.

As, every organisation has some policies for the new joining like probation of three or six months, agreements signing, document collection and creating the report for the employee on monthly basis so to know like if the probation will end on the specific month or it will renew. As when we come on to this data, so AI helps the HR professional by giving the accurate information collected from the different sources.

- **Learning and Development (L&D)**

When Learning and Development comes, it doesn't belong to any specific employee or to the team, as if any team member or employee has to learn new things online so they can easily share their data or position with AI, and then it will help to let you know the best certificate or the course which will help them to learn new thing and grab the new technology in the market.

For Example –

As AI enter in the market, so the HR Department of an organisation understand that learning new skills will help them to upskill their team, so they search for the best certificate courses and ask the team to learn the specific skill and earn the certificate, so from searching the certification till the time the team earns the certificate, AI helps here by searching the certificate and share the reminder to them to learn the skill and earn the certificate.

This helps the employees to improve their performance and support in the growth of their carrier.

- **Evaluating the High performance-:**

Every year the HR professional creates the data for the employees for the promotion, rewards, increment etc. So Artificial intelligence helps to continuously analyse the performance of the employees by using the completing rate of the project, quality of the work, feedback from the team member, communication skills, and productivity metric etc.

- **Improve the Transparency**

As in every organisation when HR professional speaks about the work, performance or the appraisal it comes back to the HR only that they are biased and not transparent, they are only giving

the benefit in term of Appraisal or less work load to the person who are close to them.

But when Artificial Intelligence (AI) comes into the picture it helps the HR to give the right brief to employee. As because of this all the employee in the organisation can understand that how the evaluation is being conducted.

By this at the time of appraisal or performance discussion it can be done on the base of evidence collected by the AI tool, as not only this it also helps to reduce the workplace conflict and also the employee will be in confidence that the things going on the organisation either positive or negative in terms of work are not biased and collected previously.

There are some benefits of the Artificial intelligence (AI) in Efficiency and Performance Management and which are below-:

- Saving the time and cost of the organisation
- Making or improving the decision making through analytics
- It helps to give the fair and correct evaluation to the Professional
- It helps to reduce the Human Errors
- It increases the strength of the organisation performance
- It helps to increase and improve the employee engagement
- It gives the faster performance review of the employees

Still confusion between HR and AI

When we come to this many are still confusing between HR and AI, they believe that in the upcoming years AI will replace the HR people totally but which is not true.

Many organisations are rapidly adapting Artificial intelligence, but there is still a confusion about the role and work HR and AI. Human Resource department works for handling the employees in the workplace, inclusive of hiring the candidate, onboarding, Training, managing the performance, compensation, and lastly workplace relationships. Any organisation relies and trust HR fir their Experience, positive and supportive work culture, and any other decision that affect the employees and the organisation.

On the other hand, when we speak for Artificial intelligence, it is only a technology that is helping the HR of the organisation by only automating the large data and resources, to give the best and trusty result without any discrepancies.

Now the question arise why confusion exits-

- **Fear of job**

One of the biggest reasons why everyone is in fear from artificial intelligence is only one and that is Fear of job, everyone thinks that if AI comes in their organisation so their job might get risked but which is not truth.

AI is there but only to automate and help the HR professionals. AI is there is to replace the recurring tasks, analyse the data and predict the organisation need.

- **Awareness**

When we speak about Awareness there is a fault of the organisation also, because the organisation is directly implementing the AI tools directly without giving the prior or basic education of AI and their purpose, people in the organisation start misunderstand the things and become the independent decision maker about the same.

- **Misconceptions**

When we talk about this it means that there are many news or the rumours in the different platforms stating that in upcoming years AI will be in a position where it will take the job of humans. But without having the proper and valid information this type of news is running so fastly in the market that the people start getting fear from this type of news.

Has to say that there are many News channels and social media platforms who are directly spreading this type of misconception instead of giving the proper knowledge that Artificial intelligence is not here to take the job or replacing the human, it is here to take the help the professionals.

- **Correspondence Tasks**

Lastly when we can say this, both the Human Resource professional and Artificial intelligence are same only in few parts. AI help or handle few tasks in HR but some people believe it will perform the whole HR duty.

For example- When I post the job on different platforms, it helps to give me a proper section written AI section, which help me write the proper job description and when the people start applying the job on the platforms, it help me to tell few parts with the help of AI like rating the skills out of 10, rating to must have or not, preferred or not, to promote the job, to find the best candidate, and lastly to shortlist the candidates through an AI interview.

There is always a confusion between the HR and AI, because earlier the Human resource professional has to handle the few administrative tasks also, but now the AI is the one who started handling the Administrative strongly which was handled by HR previously through traditional ways. We can say



that future of HR is only there with the help of human expertise and AI jointly.

CONCLUSION

So here we come to the conclusion that helps to tell to everyone who will be reading this that Artificial intelligence has come to the place to only help the professionals not to take their job or for the replacement of anyone. As discussed in the above pages that AI is helping the Professional in many ways some example are ChatGPT, Google Gemini, Claude etc which is helping the professional to post and write the things accordingly instead of writing wrongly or you can ask anything from AI and it will help you by giving the full information, which is a plus point for all the professional working in the different field or area.