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Impacts of Artificial Intelligence in Human Resource Management

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ABSTRACT
In the Business world for any business the Human Resource is a compulsion asset for improving the organization performance. Artificial Intelligence (AI) is a term for stimulate intelligence in machines. This machines are programmed to think like a human and mimic the way a person's acts. Human Resource Management is moving away from its foundation administrative functionality like recruitment, selection to more advance progress like automation augument intelligence, robotics and Artificial Intelligence. Artificial Intelligence is a machine and development programme. It is a tool which uses human intelligence in various fields and improve the performance. Artificial Intelligence helps the HR professionals to do their work in more easier ways. It impact in a positive way like hiring and orientation process. The main objective is to study the impact of artificial intelligence in various function of HRM and to study the benefit of artificial intelligence in Human Resource Management. This research is a descriptive analysis on the basis of secondary data.

Keywords: Automation, Augmented Intelligence, Robotic

OBJECTIVE OF THE PAPER

- To study the impacts of Artificial Intelligence in HRM.
- To study the benefits of Artificial Intelligence in HRM.

RESEARCH METHODOLOGY

- Available secondary data was extensively used for the study. Various article and websites were referred.

INTRODUCTION

The climate around us is rapidly changing, and incredible technology is advancing. In 1956, when he organized the first academic conference, artificial intelligence was first discovered by John McCarthy. In computer science, in contrast to the natural intelligence shown by humans, artificial intelligence (AI), sometimes called machine intelligence, is intelligence demonstrated by machines.

Organizational and individual needs to adopt this changes and discover new ways of organizing, performing and learning along with this changes. There is exploration of opportunities and limitations of Human resource and particular recruitment and selection. Artificial Intelligence is machine and development computer programs. It is a theory of invention to perform a task. The main objective of Artificial intelligence is to reduce the human efforts and processes.

Artificial intelligence is a very important subject in computer science because now a days all are dealing with this artificial intelligence. Today technology is growing very fast and we are getting touch with different new technology day by day. So the artificial intelligence is one of the universal field of computer science which has great scope it has tendency to work as a human, the machine use has a human. In today generation whatever/any machine we used it's completely based on artificial intelligence. Artificial define man made, all the man made things are artificial. Intelligence define thinking power, so man made thinking power is known as Artificial intelligence. Whatever the man is going to design that gadget or thing is having a thinking power then we can say it is artificial intelligence.

Creating intelligence machines which behave like human and able to take decisions is nothing but Artificial intelligence.

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Artificial Intelligence uses certain algorithms and according to those algorithms it performs certain actions. A test is use to identify whether the machine can display intelligence behavior like human being. Human Resource Management is a way of maintaining people in organization.

REVIEW OF LITERATURE

Severin Lemaignan (2017) According to research lots of things are not possible in Artificial Intelligence technology such as emotions present in Human Being. Artificial Intelligence cannot be compared with Human Being. Though it has more ability to finish a particular task before allotted time. Some different task are done by Artificial Intelligence.

According to Eva Wislow (2017) Artificial Intelligence is now-a-days used in HR. Artificial Intelligence helps in organizing the way how companies manage their working method and initiate plans/ways to increase employee engagement as well as productivity. Artificial Intelligence helps in organizing training programme to help the newly recruited employee and it is also beneficial for HR department

Barbara Van Pay (September 30, 2018) According to researcher Artificial Intelligence is used in companies /organization to reduce work effort and helps in consuming time. Now-a-days candidate who apply job in organization are recruited with help of Artificial Intelligence Technology. It helps in gathering information of the candidate and choosing the right person.

THE BENEFITS OF ARTIFICIAL INTELLIGENCE IN HRM

1. Hiring and Onboarding

Cognitive solutions can handle exponentially more resumes to find the perfect set of candidates for an interview. They can assess and shortlist a vast talent pool – across parameters such as experience, values, skills and performance – to perfectly match your organization's requirements.

2. Talent Retention

This is an unacceptable drain on company resources and constitutes a highly costly loss of painstakingly created value. AI can monitor several tangible – and even somewhat intangible – parameters, to alter this scenario. From identifying employees who need to be rewarded through raises and bonuses, to monitoring work-life balance, AI can help address several of the key reasons why talent becomes dissatisfied with their current job and work environment.

3. Training and Performance Analysis

Changes in technology and procedure are a constant demand to be met by a corporate company. AI not only allows HR departments to develop and organize training programs for all teams of workers, it can also automate the process by taking into account the needs, schedules and desires of individual employees. In terms of analysis of results.

4. HR Chatbots

One of the most effective solutions, that is helping redefine employee engagement and enhance several key HRM functions, is the use of Chatbots. HR chatbots reinforce relationships across an organization –and that of the employee to the organization itself–while positively impacting workforce engagement. AI and Machine learning chatbots are a huge asset in customizing data relating to employ.

5. Gathering Customizable Analytics

Compared to the design of communication processes, smart chatbots will collect meaningful data and provide it in a personalized way. What's more, machine learning generates more knowledge over time. This is a distinct application from devices with interconnected pulse points. Conversational AI can also refine these pulse points over time, based on real-time feedback and experiences.

6. Decrease payroll and benefits Challenges

Usually, monitoring payroll and payroll taxes is an inter-departmental job, but one that is typically couched within HR. Smart chatbots can automate common tasks of data entry to reduce the workload of a busy HR team. And through a simple written request, it can easily pull up information. Unlike software for compliance, the platform can handle data entry and warn accrual benefits to workers.

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7. Enhance and Increase Employee Engagement

Employee engagement these days is a key focus and indicator of how an company is orienting its processes and programs. Conversational AI may gather insights through employee interactions to gather information about employee satisfaction, efficiency and engagement motivation, whether it is on CRM or collaboration software or even within email.

Conversational systems, from seeking input from workers to initiating the review process, are a helpful container to manage what can be difficult experiences. Workers can find it easier to answer questions remotely as well as enjoy the privacy and space provided by the tool in accepting preliminary feedback.

8. Functional and Engaging Onboarding

Onboarding new staff is a constant growth priority. It has evolved to include not only necessary paperwork and enforcement duties, but it has also become part of a new employee's vital first impression. A negative experience onboarding will impede retention rates and commitment.

A conversational user interface can easily walk a new hire through every facet of onboarding, ranging from online paperwork signatures to a virtual office tour before the first day of an employee.

IMPACTS OF ARTIFICIAL INTELLIGENCE IN THE VARIOUS FUNCTIONS OF HRM

1. Recruitment

To hire the best in future the most important in every organization AI is essential. The AI system helps in recruitment term to analyze the received resumes and helps them to compare them with resumes of already existing employees of same job role and then select the best candidate. Most of the organization are enable to use AI due to its cost bearing factor.

2. Training

AI has become powerful in every organization, basically helps in analyzing the skills and behavior of the particular candidate who work at various levels. Customization of training programme takes place as different people have different styles and capabilities. It is the bridge between the employers and the employees.

3. Performance Management

The performance is decreasing due to implementation and usage of AI. Majority of the employees viewed that while conducting appraisals, most of the managers showed bias as they also viewed even the error rate is also very high. The companies are hesitating because of high cost, but the majority of the experts argued that AI can really measure the employee value.

4. Anaytics

Artificial Intelligence (AI) and its potential to influence data analytics are in the minds of all. The data analytic environment is likely to change in at least one big was as more companies start to experiment with this technology in new industries. For example, through quick , game-like exercises, AI can draw inferences on prescriber preferences. These techniques used to be restricted to qualitative spaces

CONCLUSION

HR practices with Artificial Intelligence based applicants definitely have a stronger impact in improving the organization performance. Even though AI application may not posses the abilities like humans the emotional and cognitive abilities, but these powerful AI based HR applications can analyze, predict, dignose and it is powerful resource for any kind of organization.

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