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Improving Human Resources Practices With Artificial Intelligence

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Abstract:

The integration of Artificial Intelligence (AI) into Human Resource (HR) practices has emerged as a transformative force, redefining traditional systems and introducing data-driven strategies. This paper explores the multifaceted role of AI in enhancing HR functions such as recruitment, training, performance evaluation, and employee engagement. Drawing from secondary sources and real-world applications, it highlights the benefits, challenges, and ethical considerations associated with AI in HR. The study concludes that while AI significantly optimizes HR operations, human oversight remains essential for empathetic decision-making and organizational culture.

Keywords: Artificial Intelligence, Human Resources, Recruitment, Employee Engagement, Automation, HR Analytics

1. INTRODUCTION

Human Resources is the cornerstone of organizational success. In recent years, AI technologies have become critical tools for HR professionals, enabling automation of repetitive tasks and enhancing decision-making through analytics. The evolving business landscape demands agility and innovation in HR practices, which AI aptly supports.

2. LITERATURE REVIEW

Studies have shown that AI improves recruitment by automating resume screening and using predictive analytics for candidate-job fit. Chatbots handle preliminary interviews, while AI-driven LMS platforms personalize employee training. Despite these advancements, concerns regarding data privacy, bias in algorithms, and reduced human touch persist.

3. METHODOLOGY

This study adopts a qualitative approach, relying on secondary data from journals, whitepapers, industry reports, and case studies. The analysis aims to synthesize existing knowledge and draw insights into how AI is shaping modern HRM practices.

4. APPLICATIONS OF AI IN HR

- Recruitment and Selection: AI tools analyze resumes, conduct initial screenings, and reduce hiring time.
- Onboarding and Training: Virtual assistants and AI-powered learning systems customize onboarding processes.
- Performance Management: AI tracks KPIs and delivers real-time feedback, reducing manual appraisal bias.
- Employee Engagement: AI assesses employee sentiment via surveys and communication analysis.

5. BENEFITS OF AI IN HR

- Improved decision-making through analytics
- Faster and unbiased recruitment
- Cost reduction by automating routine tasks
- Better employee experience and engagement

6. CHALLENGES AND ETHICAL CONCERNS

- Bias and Discrimination: AI can unintentionally reinforce biases in data.
- Data Privacy: Sensitive employee data must be protected.
- Job Displacement: Automation may reduce demand for some HR roles.
- Lack of Empathy: AI cannot replace human understanding in sensitive matters.

7. DISCUSSION

AI in HR offers numerous operational advantages but requires responsible implementation. HR leaders must balance technology use with emotional intelligence to maintain a people-centric approach. Continuous monitoring of AI tools is essential to ensure fairness and effectiveness.

8. CONCLUSION

AI is revolutionizing HR management, making it more strategic and efficient. However, its success depends on aligning technology with ethical standards and organizational values. A hybrid model—where AI supports but doesn't replace human judgment—can lead to more sustainable HR practices.

9. REFERENCES

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Declaration:

I, Udit Sharma (Roll No. 21GSOB1010051), hereby declare that this research paper is my original work and has not been plagiarized. Proper references have been cited wherever applicable.