7 ways artificial intelligence is transforming HR practices

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AI and machine learning (ML) have significant implications for human resource management practices. AI breaks down and transforms data, ML, on the other hand that scans data to identify patterns and modifies programme actions correspondingly. The data helps HR practitioners retain and motivate existing employees and to also hire new ones.

The use of Automation, including chatbots, AI tools and Machine Learning (ML) will help provide employees with better, faster and more accurate quality of service, which will be cheaper. Machine learning is going to help create a more personalised service from HR, using analytics to predict, prescribe, suggest and push relevant services to employees at the right time. This will give HR professionals more time to focus on the professional development of the workforce and tackle challenging issues.

The HR automation can bring relief to the various tasks of HR such as interview scheduling, on-boarding the candidates, training, and learning, employee performance reviews, as well as answering HR queries through conversational interfaces, and digital assistants. Provide ongoing feedback to candidates and answer their questions in real time.

Taking the human out of human resources does not mean technology replacing people, it means technology is going to enhance human capability.

Some of the key benefits of AI and ML in HR practices

Eliminate biased appraisals
The major challenge that HR managers face during performance appraisals is to remain unbiased. AI/ ML algorithms go beyond spreadsheet analysis by carrying out employee assessments via regular, unprejudiced performance appraisals. Similarly, you can utilise these technologies to evaluate the career path of your employees to prepare them for career advancement. Humans and AI need to work together to circumvent biases.

True potential and morale
The HR industry is increasingly leveraging AI/ML to identify performance patterns over time. Robotic technologies come with face-recognition and technologies that are capable of identifying gender and measuring employees psychological and emotional traits. With the data accumulated by these technologies, organisations can develop a closer bond with their workforce by utilising the derived insights to empower employees so that they can identify their true potential.

Advanced candidate assessment
Employers are able to target the strongest of candidates through analysis that goes beyond a simple job description match. Focusing on performance, culture and career-alignment analysis, AI can quickly identify whether or not a candidate is a good fit.

Data-driven decision-making
AI interprets data sets in a way that allows decision making to take on a predictive quality. Through predictive analytics, AI offers greater insight into staff satisfaction and identifies solutions to problems before they become an issue.

Identifying Employees on the way out

AI platforms are designed to single out employees that may be heading for the exit door. It tracks employee computer activity emails, keystrokes, internet browsing, etc and stores it for one month and implements an AI system that analyses the data to determine a baseline of normal activity patterns in the organisation. Based on that knowledge, it flags outliers and reports them to the employer and also detects changes in the overall tone of employee's communications to predict when employees might be thinking of leaving.

Improved prediction models

AI and ML have the potential to know your company better— whether it is forecasting your future ROI, increased or reduced engagement levels of employees, problems pertaining to completion of projects and other unforeseen glitches that would normally take years to come into sight.

Conversational Interfaces

Today many companies are shifting from usual communication of emails to group messaging platforms. Group chats lets you have a real time communication and most importantly it makes it easy and hassle free than just going via from one email to another and again communicating in the same thread.

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