



ARTIFICIAL INTELLIGENCE AND HUMAN CAPITAL MANAGEMENT -AN ORGANIZATION INSINUATION APPROACH

Human Resource and Analytics

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ABSTRACT

With Changes in technology and parallelly the changes witnessed in the Human resource aspects the whole world is going through a new definition of managing Human Resource, right from managing and engaging and the way employees are interacting with the people, HR has transformed due to massive change in human platforms and with changes in social media usage and deployment, analytic in every aspect, artificial intelligence and wide video ubiquity and state of the art technology the whole perspective of HRM has undergone sea change with Artificial intelligence creeping in. The paper attempts to identify strategies that organization adopts to ensure organization adoption to technology and sustainability.

KEYWORDS

Artificial Intelligence, Human Capital management, Organization Success, Technology Adoption

INTRODUCTION

Human Capital management which is understood as looking with a resource perspective of human resources with hiring, motivating, developing and retaining right human resources effectively and efficiently for the effectual outcome of an organization. It helps in managing the employees so that they can be effectively and productively utilized in an organization like a capital on whom investment is done with a synchronized and congruent perspective to add value largely.

Human Capital management and Artificial intelligence goes hand in hand when talked about organization outcome. Artificial intelligence which can be understood as a mimic that understands Human intelligence and based on information collected performs task and iteratively brings better outcome in the process and activities. In today context most of the HR professionals are using it in some way or the other.

Need Of Integrating AI With HCM

A large number of firms are yet to shift to the platform with the reason that their HCM platforms do not support this AI platforms or sometimes the features or services existing in a department they seek to look for a vendor which is providing basic services and sometimes due to a complete change needed in the platform requiring the whole HR department to be trained on same for creating a larger difference replacing the existing one gradually. This needs a revamping in both skill set and mental frames understanding a changed mindset and stakeholders interest, desire and outcome along with evident ally matching it with organization affordability, support mechanism, physical, psychological, knowledge infrastructure and vision with leadership.

The major areas in which artificial intelligence is implemented in organization includes strategic enablement, recruitment process, retention of employees, succession planning based on automated system and prescriptive guidance with insights. Major areas wherein AI in HCM is used includes sourcing best talent, Identifying at risk talent and recommending the best fit role.

Application Of AI Tools In Effectual Human Capital Management Through HR Practices

It is important before implementing the plans for deploying AI in effective human capital management includes-

- **Best Fit Roles To Identify What Is Suited**
- **Suggestive Learning Path** -To identify learning, development and training path
- **Identifying The Talent Risk** -To ensure no talent loss and maintenance of talent supply chains
- **Sourcing The Appropriate Talent** - To ensure from large pool of applicants right from scheduling interviews to selection and profile building right person is getting filtered

Thus in sourcing it helps in finding the best candidate
Recommend Jobs to candidate
Predict Candidate Performance

During Screening And Interview It Helps In-

Help candidate become self sufficient
Hiring right managers

During Selecting And Offering It Helps In -

Comparing candidates to top performers
Create individualized efforts
Anticipate Candidate Behavior

During Onboarding It Helps In -

Easening the administrative burden
Allow onboarding happening 24/7
Shorten time to Productivity

Irrespective of all accepted and understood characteristics and benefits there can be certain challenges including-

- ◆ Passive career development
- ◆ Traditional succession planning
- ◆ Rigid undifferentiated learning
- ◆ Compensation expectations

From personalize career development to well being, personal goals and employee growth and satisfaction in every sphere it makes sense. Thus a strategic approach to career development also becomes possible.

Suitably curated career development recommendation, individualized career pathing, effective succession planning and estimating flight risk. Leveraging data models help in identifying employee behavior, cultural fit, leadership capability and employee past achievement thus identifying most suitable successor.

Another important area wherein AI creates a difference in managing human capital includes Compensation planning by identifying, comparing and insight fully seeing the strategies used for effective compensation as a hygiene factor for employee growth and retention.

Like it helps in improving market insights and also improving recruiting efficacy, one bigger challenge which every organization faces, it helps in easing the administrative burden, allows on boarding to happen 24/7. The other common challenge is managing the talent of an organization wherein managing career is important wherein managing passive career is important, it helps in effectively managing succession planning, it helps in improving the rigid nature of undifferentiated learning and helps in managing compensation expectations on the part of employees. This will help in closing talent gaps, skill gaps and steering talent management.

With respect to learning, with AI learning can be paired up so that at departmental level also learning can be clubbed, it will help in offering collaborative learning, optimizing learning administration, for example at Oracle they use a White Box approach which refers to approach towards sharing is transparent, sharing, explainable and provable.

Digital assistant based on Natural Language processing and Machine Learning to understand personalized conversational experience.

Anytime feedback and performance evaluation along with intelligent career planning is possible when effective talent management is ensured. Learning helps in ensuring having smart learning nudges to identify right content and provide status of their course and timelines. It helps in intelligent team planning by which managers can focus on right skill absorption and maximizing product.

Personalized coaching is a better possibility mapping it with their career planning. It also helps in developing appropriate insights for executives.

Organization are focused on identifying and developing skill gaps and setting better business needs and maintaining compliance and also ensuring quick responses to changing industry developments.

This will help in developing a better leadership pipeline in future. The most common tools being Chat GPT, Effy, Olivia, Conversational AI Assistant, I Mocha for enhancing HR activities, performance management, streamlining HR activities, recruitment and skill testing. AI powered recruiting software like Beamery, it helps in streamlining talent pipeline, Eightfold AI helps candidates to upload their resumes and final job open matches and assists in screening, sourcing and scheduling for recruiters. Seek out is another software which helps top performing employees or ideal candidates to find similarly skilled individuals for potential hiring.

CONCLUSION

For effective hiring talent guard's workforce GPT which leverages market data to identify in demand skills, Learning suite to convert internal and external knowledge into engaging learning content, Totara which helps in creating customized learning pathways and track learner progress and evaluates impact programs. There are several other AI tools for employee self service like Paradox- which helps in sending reminders using conversational software, Talk push-which helps in providing communication to candidates and employees and helps in setting right tone for company's culture and values.

Thus these self service portals help in improvising efficiency. HR automation promotes better collaboration and helps in expediting feedback approval and status updates. Thus overall it provides a strategic competitive advantage to the organization by directing, controlling and motivating technologically connected, transparent and informed manner. AI can equip employees with smart and intelligent suggestions that help in day to day duties.

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