



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

APPENDIX GA36d

LEVEL 7 ASSESSMENT SPECIFICATION



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Agenda

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Introduction

Why Human Resource Management (HRM) Matters?



Employees are assets (human capital) of the company



Employee management



Recruitment, workplace safety, employment relationships, payroll organization, labor compliance and training legislation



Effective use of employees, reduce risk and maximize return on investment

Introduction



Recruitment is an important and tough job in HRM as hiring right and talented people in the right positions is the key factor to the success of the business in any corporation (webapps.ilo.org, n.d.)

Optimize The Recruitment Process for Efficiency and Effectiveness:

- ✓ traditional recruitment process is time-consuming and labor-intensive, primarily relying on manual processes, human judgment, and interaction. Bias and subjectivity in decision-making process (Bhosale, 2023)
- ✓ using artificial intelligence (AI) to automate and streamline aspects of talent acquisition, decrease time to hire and enhance the efficiency and effectiveness of recruiting decisions is increasing (Kempton, 2024)
- ✓ currently, more than 90% of fortune 500 companies use AI to optimize and streamline recruiting processes, with employers reporting a 20% reduction in week-long processes using AI (Sweeet.ai, 2024)
- ✓ Hilton International (one of the fortune 500 companies) stated that applying AI in recruitment process improved their hiring rates by 40% and reduction in vacant position replacement times by 90% (KAUSHIK, 2024)

Artificial Intelligence (AI) in Recruitment Process

Top 10 AI Recruiting Tools (McBrayer, 2023) :

1 Factorial	2 HireVue	3 Beamery	4 Ideal	5 Entelo
6 Textio	7 XOR.ai	8 Avature	9 Greenhouse	10 SmartRecruiters

Key Features of AI Recruiting Tools (Writer, 2023) :



Candidate
Sourcing



Candidate
Screening



Chatbots



Video
Interviews



Predictive
Analytics



Bias
Reduction



Onboarding

Key Features and Benefits of AI in Recruitment Process

Key Features	Functions	Benefits
Candidate Sourcing	- advanced algorithms - scan resumes, social media profiles and job boards - identify potential candidates that match the job requirements automatically	- save time and effort - effectively provide HR professional a pool of potential candidates in initial stage
Candidate Screening	- advanced algorithms - screen candidates - various criteria : job requirements, qualifications, experience, skills - analyze resumes, cover letters, and other application materials	- identify the most qualified candidates quickly and efficiently
Chatbots	- programmed chatbots to communicate with candidates - answer questions and provide personalized responses to candidates	- enhance candidates experience - ensure that candidates stay engaged throughout the recruitment process

Source: (Writer, 2023) (van der Weegen, 2024)

Key Features and Benefits of AI in Recruitment Process

Key Features	Functions	Benefits
Video Interviews	- facial recognition - analyze candidates' responses and body language	- save time and effort - extirpate the time and process required for in-person interview - effectively provide insights to employers about the ability and suitability of the candidates to fit the specific job requirements
Predictive Analytics	- analyze different data points: job requirements, candidates' qualifications, experience and skills - reckon the suitability level of the candidates for specific vacancies	- data driven recruiting decision - increase the ratio of successful recruitment - reduce the risk of wrong hiring
Mitigate Bias	- reducing human biases' influence by assessing candidates' qualifications, skills and experiences objectively - enhance privacy by removing candidates' identifying information: names, gender, age, and ethnicity	- increase diversity and inclusivity in the workplace - accelerate innovation and creativity among employees
Onboarding	- streamline onboarding process - automating administrative tasks: sending welcome emails, setting up payroll and assigning tasks	- save time and effort - increase productivity of new employees - increase employees satisfaction - create positive impression of the company

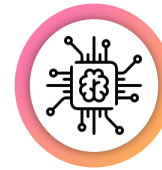
Source: (Onome, 2024)

Challenges in AI Recruitment Process



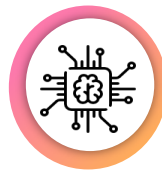
The Loss of Human Touch:

The lack of human connections in AI recruiting can undermine the personal touch and emotional intelligence needed to measure cultural fit and interpersonal skills



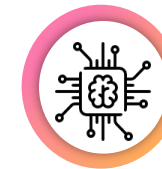
Data Protection and Privacy

Uncertainties about the limitations of AI due to involvement in collection and storage of lots of personal information that requires robust security measures to protect sensitive information and comply with data protection regulations



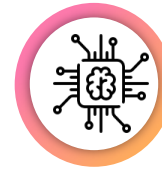
Algorithmic Bias

Unintended discriminations due to the incorporation of human bias and historical data in machine learning algorithms. Regular monitoring and audits are required to ensure fairness in hiring process



Ethical Transparency

Lack of trust in technology related to the concerns of reliability and accuracy of AI to generate decisions that are free of bias and discrimination. Employers must have transparency communications with candidates about the use of AI in hiring process to build trust



Source: (Bhosale, 2023) (Ore and Sposato, 2021) (Heinze, 2023)



Conclusion



The AI transformation in the recruitment process changes the way organizations attract, manage, and retain talent



Integrating AI into recruitment offers numerous benefits over traditional methods, such as streamline candidate selection to the effect of efficiency and cost-effective predictive analytics, provide data-driven decisions to improve decision-making accuracy and eliminate bias and discrimination, enhance candidates' experience by offering timely feedback and updates on application status through chatbots



Whereas there are also limitations and challenges associated with AI implementation, like lack of human connections, bias in algorithms, data privacy and protection concerns. It is important that the organizations to strike the right balance between technology and human judgment for an optimal recruitment outcome

Source: (Ore and Sposato, 2021) (Pesto.tech, 2020)



Recommendation – Strategies for Effective AI Integration in Recruitment



To build a flexible IT infrastructure that is easily adaptable with new AI technologies for smooth application. This might involve upgrading existing systems or adopting cloud-based solutions that are more adaptable to new technologies



To ensure Transparency and Fairness in AI. It is important to maintain transparency about how AI algorithms make decisions to build trust in AI recruitment tools. Implementing standards for fairness and regularly reviewing AI outcomes for bias can enhance ethically in AI use



To foster a company culture that embraces innovation and supports AI integration by educating employees about the benefits of AI, involving them in the implementation process, and addressing concerns transparently

Source: (Pesto.tech, 2020)



Recommendation – Best Practices for Sustaining AI in Recruitment



To provide ongoing training for HR professionals on the latest AI technologies and application policies to keep updated skills. Most importantly, it is to excel the AI-human collaboration to make AI's output more reliable and accurate



To ensure regular updates and audits of AI systems for better performance and avoid bias



To increase employee engagement in AI initiatives. Various stakeholders from IT specialists, HR professionals and candidates to get involved in the planning, development, implementation and refinement of AI tools to ensure the systems meet the diverse needs of all concerned parties

Source: (Pesto.tech, 2020)

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Thank You

