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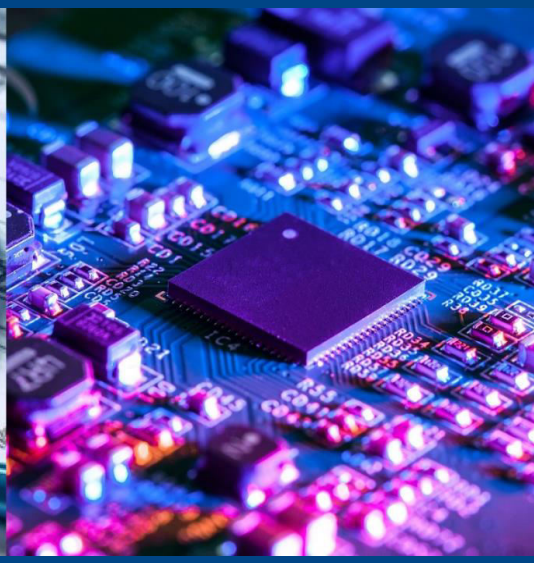

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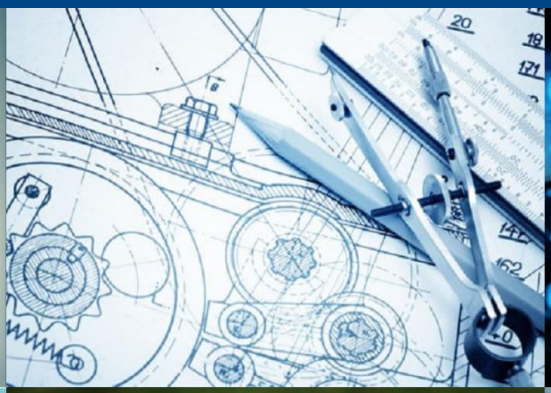

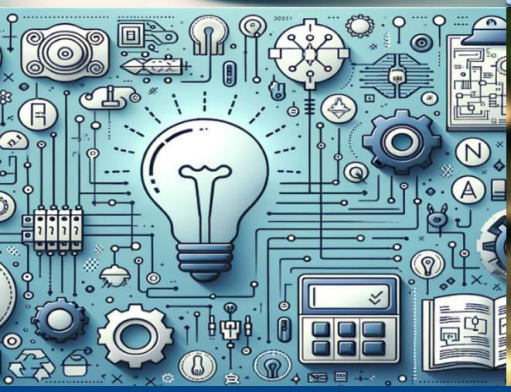

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The Employees Experience of AI in HR: Perceptions, Expectations, and Concerns

Dr.G.Ilakkia[1], Rabiya Tasneema S.A[2]

Assistant Professor, Department of Corporate Secretaryship with CA, Dr. N.G.P. Arts and Science College, Coimbatore, India[1]

Department of Corporate Secretaryship with CA, Dr. N.G.P. Arts and Science College, Coimbatore, India[2]

ABSTRACT: This study explores the evolving relationship between employees and Artificial Intelligence (AI) within Human Resource (HR) functions. As organizations increasingly adopt AI technologies to streamline recruitment, performance evaluation, and employee engagement, it becomes essential to understand how employees perceive these changes. This research aims to investigate employees' perceptions of AI's role in HR, their expectations from its implementation, and the concerns they harbor regarding privacy, fairness, and job security. By using a mix of surveys and interviews in various organizational contexts, the research captures a rich picture of employee attitudes. The results show a combination of optimism and fear—while employees welcome the efficiency and objectivity that AI can introduce, many are concerned about data abuse, transparency, and the loss of human touch in HR practices. The research concludes with suggestions for organizations to embrace AI responsibly through transparency, ethical use, and ongoing employee participation in the AI integration process.

I. INTRODUCTION

Artificial Intelligence (AI) is a rapidly evolving field that has revolutionized human resource management (HR) functions covering areas such as workforce analytics, recruitment to engagement of human-resources governance and performance management. AI-powered products (resumebot for screening resumes, virtual HR assistant and talent retention predictive analytics) engage efficiency with data analysis decision-making. AI is providing both high- and low-horizon expectations from employees: efficient processes, fairer evaluations, but experiences inform perceptions and trust in AI systems. Some say AI will increase productivity; others are worried about the loss of jobs, data privacy and bias in algorithms.

Trust and workplace culture while influenced by ethical concerns over AI decision-making are possible the workplace and options for surveillance. Crucial to the success of AI in HR is striking a balance between automation and human-in-the-loop, fairness, and dealing with the employee's fears. Technically; AI can be used to improve the employee experience with self-service HR, real-time feedback & career pathway tools What this study adds to the literature is exploring employees views of AI in HR, meaning where do their expectations lie, perception and potential concerns that need to be addressed for trust, transparency and ethical practices within HR practices.

OBJECTIVES:

1. To assess the impact of AI on the overall employees experience within organisation
2. To provide recommendation to HRs to work efficiently with AI in HR

STATEMENT OF THE PROBLEM:

Aim is to examine employees, the integration of artificial intelligence (ai) in Human Resource (HR) operations: recruitment, on boarding, training, performance management. It will explore what people think, or the employee's perception of AI position in HR — as an asset, neutral third-party, doormat or another scheme and possibly problematic. Also it will have look into the expectations of employee from HR driven AI systems (e.g. do they expect that things will be more efficient, fair and to the fore in.) AI applications for personalized career support. AI, employees also need it to automate everything opportunities for HR professionals without drowning in administrative work, activities.

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SCOPE OF STUDY:

AI-powered Human in Key Human Recruitment onboarding training, and performance (HR functions)(1) management It will Look at how the HR is being impacted by, and all the change happening through AI- driven tools / systems processes for making things efficient and changing employee experience This study will examine what employees think, look at when and how they will use AI for (or suffer from in) AI in these particular HR functions, both benefits / challenges to AI adoption. Secondly, the research will be limited to a particular sector as well. IT, financial services, healthcare and another area any HRs are taking place using AI actual usage of technology The scope will be limited to an industry, the study attempts These are providing greater nuance in how the adoption of AI in HR differentiates across industry's needs, challenges and regulatory environment This industry-centric approach will lead to exploring what kind of experiences employees have towards AI in HR -powered workforce solutions and the impact they have on workplace-culture.

II. RESEARCH METHODOLOGY

This study employs a mixed-methods research design, integrating both qualitative and quantitative approaches. This combination allows for a thorough exploration of employees' experiences, perceptions, expectations, and concerns regarding the use of AI in HR

Area of Study:
The study will focus on employees working in various industries, including IT, finance, healthcare, manufacturing, and retail, to capture diverse perspectives on AI-driven HR practices.

Sample Design:
A stratified random sampling method will be used to ensure diversity in industry, job role, and experience level, allowing for more balanced and insightful findings.

Data collection:

Surveys:
Online questionnaires will be distributed via Google Forms to collect quantitative data on employee perceptions, expectations, and concerns regarding AI in HR.

Statistical tool used
- Simple percentage
- Chi-square

LIMITATION OF THE STUDY

This statement is constrained by, the investigation into AI in HR from the employee — our studies. Poor Sample (small or poorly diverse) limits the generalizability of the results presented, Deep response bias — self-reporting is never depth of response because employees can have a blind spot and will only see terms. Differences among the AI system YOU are employing may lead to fundamentally disparate experiences and comparisons to facee-ination Also, the fast changing dynamics of employee AI as a field and awareness/concerns amongst employees could and should change over time. Perhaps it is also a higher micro level study which is not able to look at the broader issues like algorithmic bias and explainability. Starting with — other variables such as cultural & organizational differences from a distance, varying levels of AI predisposition on Tier 1-5 and data related privacy/ethical use cases in tier 2 will also affect the results. Moreover, the things such as trust and short-term perception are hard to measure so even the conservative estimates on how some organizations are resisting towards AI will make the perception skewed. Finally, a subsets approach will likely underwhelm the global heterogeneity of AI diffusions and legal implications that an analysis of this sort should strive to cover.

III. REVIEW OF LITERATURE

Lee et al. (2023), AI's ability to provide instant feedback on performance can boost motivation, but when employees feel that their contributions are being evaluated by impersonal systems, it can result in demotivation and reduced engagement.

Wright et al. (2023), employees appreciate the customization that AI can offer but also worry about the over-reliance on automated systems that may lead to disengagement if the AI cannot account for nuanced human needs.

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Singh and Verma (2022) show that while AI can handle repetitive tasks, many employees worry about the possibility of automation replacing HR roles, leading to fears of unemployment and reduced job security.

Wang and Zhang (2022) explored how employees view AI's role in decision-making, revealing that perceptions of fairness are significantly influenced by transparency in how decisions are made and communicated.

Davidson and Patel (2021) studied how employees interact with AI-driven HR platforms, finding that many employees feel disconnected from HR processes when human interaction is replaced by machines, especially in sensitive areas like conflict resolution.

SIMPLE PERCENTAGE

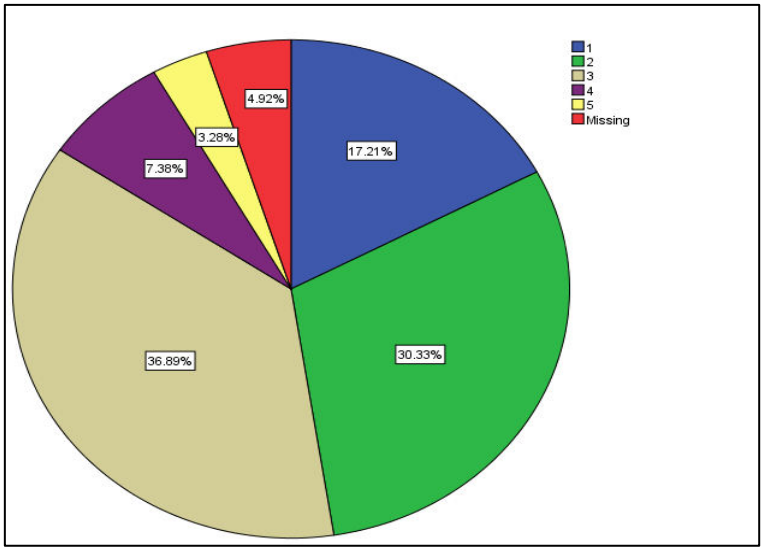
EMPLOYEE TRUST AND ACCEPTANCE

S.NO	EMPLOYEE TRUST AND ACCEPTANCE	NO OF RESPONDENTS	PERCENTAGE
1	Needs the Most Improvement	21	17.2
2	Needs Improvement	37	30.3
3	Neutral	45	36.9
4	Less improvement	9	7.4
5	Needs the least improvement	4	3.3
TOTAL		120	100

FINDING

The majority of the respondents fall within 3 (36.9%)

EMPLOYEE TRUST AND ACCEPT



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CHI-SQUARE

Null hypothesis (H_0) There is no significant association between age of respondent Expect AI to improve in HR
Alternative hypothesis (H_1) There is a significant association between age of respondent Expect AI to improve in HR

Age of respondent * Expect AI to improve in HR Crosstabulation								
			u expect AI to improve in HR					
			0	Faster processes	Better decisions	Less bias	Nothing	Total
t	18-25	Count	12	11	24	16	7	70
		Expected Count	14.6	8.8	26.3	14.6	5.8	70.0
	25-34	Count	8	1	7	1	2	19
		Expected Count	4.0	2.4	7.1	4.0	1.6	19.0
	35-44	Count	1	3	8	7	0	19
		Expected Count	4.0	2.4	7.1	4.0	1.6	19.0
	45-54	Count	4	0	4	1	0	9
		Expected Count	1.9	1.1	3.4	1.9	.8	9.0
	55 or older	Count	0	0	2	0	1	3
		Expected Count	.6	.4	1.1	.6	.3	3.0
Total		Count	25	15	45	25	10	120
		Expected Count	25.0	15.0	45.0	25.0	10.0	120.0

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	24.612[a]	16	.077
Likelihood Ratio	28.758	16	.026
Linear-by-Linear Association	.114	1	.735
N of Valid Cases	120		
a. 18 cells (72.0%) have expected count less than 5. The minimum expected count is .25.			

DEGREE OF FREEDOM = (Rows-1)*(Column-1)
= (5-1)*(4-1)
= DF=12
TABLE VALUE = 21.026
CALCULATED VALUE = 24.61

IV. SUGGESTIONS

The growing adoption of AI in HR functions has significantly influenced employee experiences, shaping their perceptions, expectations, and concerns.

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A final year project on this topic could explore various aspects, such as how employees perceive AI-driven HR tools used for recruitment, performance evaluation, and workplace engagement.

A survey-based study could gather insights into whether employees view AI as a helpful tool that enhances efficiency and fairness or as a potential threat due to biases and job security concerns.

Another approach could involve analyzing employee expectations—whether they anticipate AI to streamline HR processes, reduce administrative burdens, and offer personalized career development insights, or if they expect more transparency and ethical considerations in AI decision-making.

V. CONCLUSION

Lastly, the research seeks to explore employees' perceptions, expectations, and fears about the use of Artificial Intelligence (AI) in Human Resource (HR) functions. Through the exploration of the ways AI is transforming HR processes—varying from recruitment and performance management to training and employee engagement—the research hopes to emphasize the benefits and threats of AI implementation. Workers' views are central in deciphering the effects of AI on organizational dynamics, and responding to their issues can increase acceptance, trust, and satisfaction. Ultimately, the conclusions seek to offer practical advice for HR professionals to use AI ethically, efficiently, and in accordance with both business goals and workers' welfare.

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