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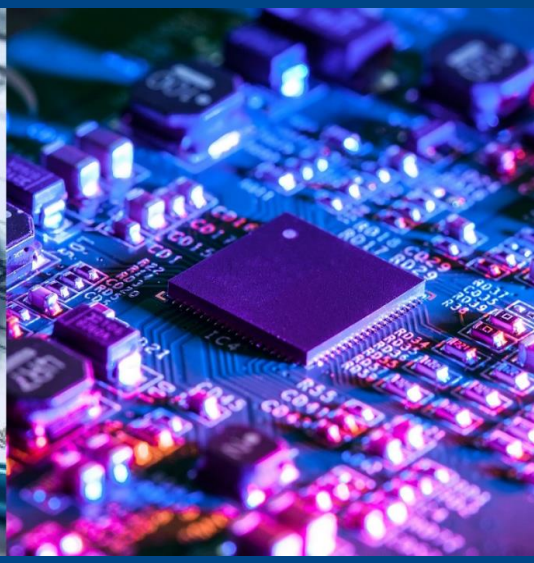

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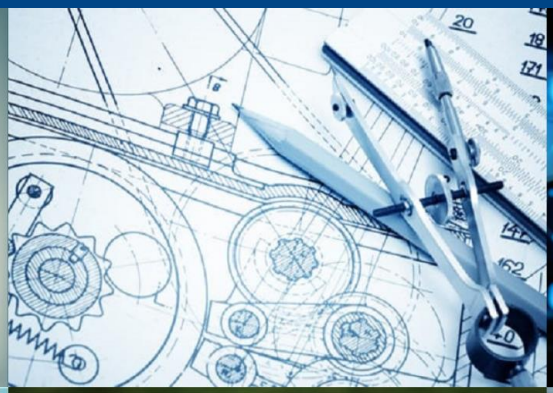

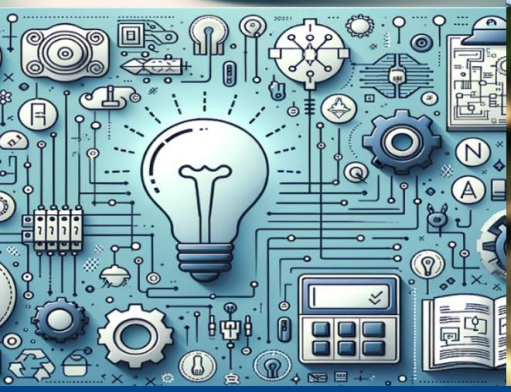

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Artificial Intelligence in Recruitment Process

Nikhil G Revankar, Prof. Murari B K

PG Student, St Joseph Engineering College, Mangaluru, Karnataka, India

Assistance Professor, St Joseph Engineering College, Mangaluru, Karnataka, India

ABSTRACT: The recruitment process poses significant challenges for many businesses, often being both costly and time- consuming. Identifying the right candidate can be hindered by flawed decision-making or a lack of objectivity, making the hiring process inefficient. To address these issues, businesses are increasingly turning to technology. Many companies now utilize internet and software tools to manage applications and evaluate candidates. However, these methods still require substantial time and personnel coordination, leading to additional costs. In response to these challenges, there has been a notable rise in the adoption of artificial intelligence in recruitment processes globally. Artificial Intelligence can streamline the hiring process by reducing costs, minimizing decision-making errors, and saving time. It assists managers by simplifying tasks and making the process more efficient. Nonetheless, there is a perception that AI could potentially replace human workers, regardless of the job type. The shift towards automated systems offers benefits such as reduced workload and decreased error rates, making work more efficient.

I. INTRODUCTION

With advancements in technology, artificial intelligence (AI) has become integral across various fields, from engineering to human resources. AI assists humans in organizing tasks efficiently, thereby aiding the achievement of organizational objectives. The HR department, crucial in coordinating all business operations, benefits significantly from AI, which helps manage manpower from junior to senior levels. By streamlining teams and standardizing work processes, AI effectively distributes workload. Although AI cannot replicate the human brain's capabilities, it excels in performing tasks with set formats, independent of human behavior. So, how does AI technology aid these processes? By adhering to predefined instructions and executing tasks based on set algorithms. Before implementing any innovation, thorough experiments and extensive literature reviews are necessary to understand the advancements. AI is designed with algorithms that follow trends and patterns without involving emotions or perceptions, making it suitable for technologies like voice recognition systems and bots. Voice recognition has transformed technology into smart features, reducing workload by acting as assistants to HR, executing tasks in a structured manner. For tasks involving speech-to-text, voice recognition systems are ideal, while bots are useful for tasks requiring adherence to prescribed instructions. Bots can assist with learning, chatting, and providing directions, among other functions, by responding to specific keywords and phrases. Despite their efficiency, even simple decisions can require complex logic solutions.

AI assists HR in candidate shortlisting by verifying requirements against a preset list of documents, thereby easing HR's workload. AI also aids in attrition analysis by matching documents and past data to make predictions. In HR operations like talent acquisition, development, and retention, AI proves to be an effective assistant, allowing HR to manage numerous employees with high precision. However, while AI supports humans, it hasn't yet replaced human effort entirely, necessitating data cross-checks to ensure alignment with workflow. Collecting data can sometimes result in accumulating junk data, increasing workload. Moreover, AI lacks the ability to understand emotions, perceptions, and feelings, which are crucial in HR work, potentially creating a gap between employees and HR. Despite AI's reliance on binary logic, HR involves complexities that are not strictly black or white, making it challenging to ensure employee comfort. Technological advancements in AI are ongoing, with current applications significantly supporting routine HR work and workload management. However, bots have limitations. Unlike the unrestricted human mind, bots are programmed with a limited set of questions and answers. When faced with queries outside their database, bots may fail to respond correctly or at all, potentially misleading users.

II. LITERATURE REVIEW

According to Heene (1997), a competence-based model is an effective HR tool that assists organizations in achieving their manpower goals through successful recruitment, planning, and development of applicants. G. Liddon (2006)

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describes the competence model as encompassing the necessary knowledge, skills, capabilities, and behaviors required for job performance. Organizations can use a competence-based system to focus on core competencies and design business strategies that enhance productivity and efficiency. These strategies streamline various HR functions, including hiring and selection, assessment, performance management, training and development, and employee engagement for career growth.

According to Murgai (2018) explores the impact of Artificial Intelligence in human resource management, examining its application in recruitment, selection, employee retention, performance appraisal, and more. This research, based on secondary data, aims to understand the scope and utility of AI in various HR functions.
According to Geetha R. and Bhanu Sree Reddy (2018) the aim of this paper was to analyse the role of AI in the recruitment process. Their study, which also utilizes secondary data sources like websites, journals, and newspapers, aims to understand how AI influences hiring strategies in companies.

According to Raviprolu Anjana (2017) investigates the role of Artificial Intelligence in recruitment, identifying various techniques and strategies used in the process. The research, based on secondary data, aims to highlight the methods employed to integrate AI into recruitment.

According to Jain S. (2017) examines how AI drives the transformation in business, specifically in HR. The paper investigates the application of AI across different management units, including marketing, HR, finance, and manufacturing. The research concludes that HR managers can leverage the latest AI technologies for functions such as recruitment, selection, training, development, compensation, and reward management.

Ruby Merlin and Jayam R. analyse human-machine collaboration in HR management, focusing on repetitive tasks using AI and machine learning. Their study extends beyond screening, sourcing, and recruiting to include performance management systems, training, learning, and development, illustrating the broad impact of AI on the HR operations lifecycle.

III. METHODOLOGY

The methodology for integrating artificial intelligence (AI) into HR processes begins with data collection, which involves identifying relevant internal and external data sources, gathering comprehensive datasets, and ensuring data quality by validating accuracy, removing duplicates, and standardizing formats. Compliance with data privacy regulations is crucial, requiring measures to protect sensitive information. In the data processing phase, raw data is transformed into a structured format, normalized, and integrated to create a unified dataset. Key features are selected using statistical techniques and domain knowledge. AI algorithms tailored to specific HR tasks are developed, employing machine learning techniques like supervised and unsupervised learning. The models are trained on a split dataset to recognize patterns and make predictions, with performance evaluated using metrics such as accuracy and precision. Cross-validation ensures model robustness. Finally, the trained models are deployed into HR systems, with continuous performance monitoring and adjustments made as needed. This structured approach enables organizations to leverage AI effectively, enhancing HR functions and ensuring efficient, unbiased decision-making.

- **Data Collection:**
  The initial step involves identifying data sources pertinent to the specific HR functions, such as recruitment, onboarding, and performance evaluation. These sources include internal data from HR databases, employee records, performance reviews, and exit interviews, as well as external data from job boards, social media profiles, and third-party databases. Collecting comprehensive and diverse datasets is crucial, and automated tools can be employed to efficiently extract data from these sources. Ensuring data quality is paramount; thus, validating the accuracy and consistency of the collected data, cleansing it to remove duplicates and errors, and standardizing formats are necessary steps. Compliance with data privacy regulations, such as GDPR or CCPA, is also essential. Measures must be taken to protect sensitive information through anonymization and secure storage.
- **Data Processing:**
  Once the data is collected, it must be prepared and transformed into a structured format suitable for analysis. This involves normalizing the data to eliminate redundancy, ensuring consistency, and integrating data from multiple sources to create a unified dataset. Key features relevant to the HR functions are identified using statistical techniques and domain knowledge. AI algorithms tailored to specific HR tasks, such as candidate shortlisting or

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performance prediction, are then developed, employing machine learning techniques like supervised learning, unsupervised learning, and natural language processing. The models are trained using a split of the dataset into training and testing sets, allowing them to recognize patterns and make accurate predictions. Model performance is evaluated using metrics such as accuracy, precision, recall, and F1 score, with cross-validation conducted to ensure robustness and generalizability. Finally, the trained models are deployed into HR systems for practical use, and their performance in real-world scenarios is continuously monitored, with necessary adjustments made to maintain accuracy and efficiency.

- **Data Cleaning and Normalization:**
  Data cleaning involves the meticulous process of ensuring data accuracy and quality. This includes detecting and correcting errors, such as duplicate entries, inconsistencies, and missing values. Each dataset is scrutinized to identify and rectify these issues, ensuring that the data is reliable and ready for analysis. Data normalization follows, which standardizes the data to a common scale without distorting differences in the range of values. This involves adjusting values measured on different scales to a notionally common scale, typically using techniques such as min-max scaling or z-score normalization. By normalizing the data, we ensure that it is consistent and comparable, facilitating more accurate and efficient analysis. This process is crucial in creating a unified dataset that the AI algorithms can process effectively, leading to more accurate predictions and insights in HR functions.
- **Recruitment:**
  Recruitment is the process of searching the candidates for employment and stimulating them to apply for jobs in the organization. This process involves identifying various sources of workforce requirements within an organization. It is a proactive approach to attract job seekers and encourage them to apply for specific vacancies. As Mondy (2010) describes, the role of a human resource manager is to utilize individuals to achieve organizational goals, serving as a crucial link between the organization and potential candidates. HR managers are often considered the backbone of any organization. Finnegan (1983) also highlights that recruitment involves placing the right people in the right jobs. Finding the ideal candidate goes beyond their educational qualifications; it also depends on skills that may not be explicitly listed. This is where interviews and group discussions come into play. The recruitment process is a blend of education, courses completed, work experience, and skill sets.

  The recruitment procedure encompasses various steps that can keep the HR team occupied. However, if candidate shortlisting follows a set format, it can significantly reduce the HR department's workload. Manual recruitment processes can be time-consuming and prone to bias, but AI can address these issues. Nonetheless, certain aspects like assessing a candidate's behavior and psychological state during an interview cannot be fully captured by AI. To streamline recruitment, initial shortlisting can be automated using technology, with subsequent steps handled by human managers. This division of labor can yield better results by alleviating the burden on managers and distributing paperwork tasks to technological bots that assist them.

IV. IMPACT OF AI IN RECRUITMENT PROCESS

Artificial Intelligence leverages machines to perform tasks, thereby reducing human workload and minimizing errors. In the context of recruitment, AI ensures that the process is efficient and error-free, which is crucial for matching candidates to the right profiles. AI can be integrated into the recruitment process in three key steps. First, during the initial screening, AI can swiftly review resumes and applications, filtering out those that do not meet the basic requirements. Second, AI tools can be employed for assessments, conducting standardized tests or analyzing candidates' responses to ensure an objective evaluation. Finally, AI can automate interview scheduling, coordinating between candidates and interviewers to find mutually convenient times, thus streamlining the overall process.

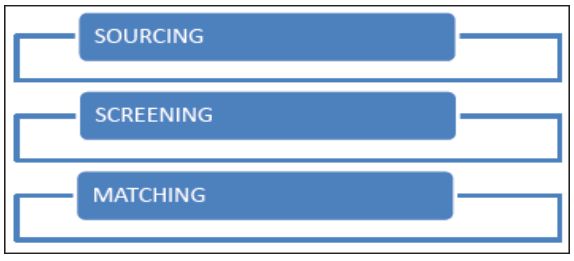

Fig1: Steps in Recruitment Process

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Sourcing requires access to data on professionals who are the perfect fit for open positions within an organization. Some job profiles demand specific technical and soft skills, often attracting former employees who are seeking new opportunities. The sourcing process can be tedious for HR departments, but with the assistance of AI and ML, this task can be streamlined, making it easier for organizations to compile the right list of candidates for the right jobs. Sourcing necessitates knowledge across various fields and involves evaluating candidates based on their expertise, academic background, and experience. By implementing a prescribed format, candidate shortlisting can occur swiftly at the sourcing level, promptly notifying candidates about their status, whether they have been shortlisted or do not meet the job requirements. Effective candidate sourcing, supported by AI and ML, ensures a more efficient and accurate process.

During the screening process, AI has become instrumental through the use of Applicant Tracking Systems (ATS). These systems are programmed with specific keywords that are matched against the content of applicants' resumes. This keyword matching facilitates efficient resume screening, enabling the process to be completed within a specified timeframe. The ATS filters the data by comparing keywords from the job description with those found in the resumes, shortlisting applications that contain these keywords. Although AI streamlines this process significantly, human resource personnel must still cross- verify the results to ensure accuracy. When the HR department handles the entire procedure manually, it is time-consuming; however, AI reduces the workload by handling a substantial portion of the initial screening.

After generating a list of suitable candidates, the final step before interviewing involves matching profiles with the desired traits, location, and salary package. While ATS shortlists resumes based on keyword matches, the precise profiles must be evaluated beyond keyword presence. This involves a thorough scan of resumes to ensure they meet all required details such as salary expectations, location preferences, and core competencies. The unique selling points (USPs) of each candidate are also considered to determine if the profile is the best fit. Consequently, from a large pool of profiles, those that meet all criteria are selected for interviews.

The use of AI aids in accurately matching candidates to job roles, enabling recruiters to save time and resources in identifying suitable candidates. When job descriptions are posted on portals, specific systems and patterns are employed to scan candidates' resumes. This process is effective when resumes are shortlisted and scanned based on predetermined keywords. AI reduces the workload by selecting the most qualified candidates according to their core competencies and listed soft skills.

V. CONCLUSION AND FUTURE WORK

The integration of artificial intelligence (AI) into Human Resources (HR) is transforming recruitment, performance management, and payroll processes by automating routine tasks, thereby reducing workload and improving efficiency. AI tools like Applicant Tracking Systems (ATS) streamline the recruitment process by quickly matching resumes to job descriptions, enabling HR teams to focus on more strategic activities. Additionally, AI's role in induction procedures is expanding, with bots now capable of guiding new employees through organizational policies and necessary formalities, further lightening the HR team's load.

While AI excels in handling tasks that follow predefined formats, it lacks the emotional intelligence required for nuanced human interactions, which are crucial in HR. This limitation underscores the need for human oversight to ensure that AI- driven processes are fair, accurate, and effective. Future advancements in AI and fuzzy logic-based HR systems hold the promise of even greater efficiency and reduced errors. However, continuous human supervision will be essential to refine these technologies, correct mistakes, and maintain the indispensable human touch in HR practices.

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