

**STUDY ON RECENT ADVANCEMENTS ON ARTIFICIAL INTELLIGENCE IN
HUMAN RESOURCE MANAGEMENT AND PERCEPTION OF HUMAN
RESOURCE PROFESSIONALS ABOUT ARTIFICIAL INTELLIGENCE AT
SANKARA EYE FOUNDATION, INDIA**

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

In

Hospital and Health Management

By

DR.V.Gopika

Under the Supervision and Guidance of

DR.Vinod Kumar SV

2021

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Declaration by Student

DECLARATION BY STUDENT

I hereby declare that this dissertation titled “**Study on recent advancements in Artificial Intelligence in Human Resource management and perception of Human Resource professionals about Artificial Intelligence at Sankara Eye Foundation, India**” is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.

(Signature)

Name of Student: DR.V.Gopika

Date:

Completion Certification

CERTIFICATE

This is to certify that Dr. V.Gopika in partial fulfilment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur has successfully completed her internship at Sankara Eye Foundation, India during March 22, 2021 to June 19, 2021.

Place: Coimbatore
Date:

Preceptor/Head of the Organization
Name of the organization

CERTIFICATE

This is to certify that dissertation titled **“Study on recent advancements in Artificial Intelligence in Human Resource management and perception of Human resource professionals about Artificial Intelligence at Sankara Eye Foundation, India”** is a record of the research work undertaken by (Name of Student) in partial fulfilment of the requirements for the award of the degree of MBA (Hospital and Health Management)/MBA (Pharmaceutical Management)/MBA (Rural Management) from the IIHMR University, Jaipur under my guidance and supervision and his/her approach to the research study has been sincere, scientific, and analytical.

Faculty Guide
IIHMR University, Jaipur

School Dean
IIHMR University, Jaipur

Date

Date

ABSTRACT

TITLE: Study on recent advancements in Artificial Intelligence in Human Resource management and perception of Human Resource professionals about Artificial Intelligence at Sankara Eye Foundation, India.

INTRODUCTION: Over the last few decades, technological advancements have had a profound impact on practically every element of life. The HR department is not left behind the race. AI provides for faster and more effective decision-making, which benefits the organizational operations and brings people closer together. Human Resources professionals are optimistic about the role of Artificial Intelligence (AI) in improving the HR function. There are numerous AI technologies that are on current trends which helps HR professionals to perform their day-to-day task more effectively and efficiently.

OBJECTIVE: The study aims to determine the recent advancements in artificial intelligence in human resource management and perception of HR professionals about Artificial Intelligence at Sankara Eye Foundation, India.

METHODOLOGY: A questionnaire was created using google forms and was circulated among all the 18 HRs at Sankara Eye Foundation, India to evaluate their perception on artificial intelligence technology in Human resource department. An in-depth telephonic interview was conducted to investigate on the applications, scope, benefits, and challenges faced by Human resource department. Secondary data has also been collected from research papers, published materials, online websites, HR blogs, and survey reports published by various research organizations.

RESULTS: Human Resource Professionals have a positive attitude towards implementation of automation in certain processes. The study population seems to be interested in adapting new Artificial Intelligence technologies.

CONCLUSION: The current study was done to know about the recent advancements on Artificial Intelligence in Human Resource department. It was found that HR professionals at SEFI appreciate implementation of Artificial Intelligence in Human Resource processes. Artificial Intelligence does not replace but rather assists HR professionals by reducing the time taken to manage administrative tasks and letting them focus on developing effective strategies.

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ABBREVIATIONS

AI – Artificial Intelligence.

HR – Human Resource.

RPA – Robotic Process Automation.

SEFI – Sankara Eye Foundation.

CHAPTER-1

INTRODUCTION:

The emergence of artificial intelligence offers limitless opportunities to improve the efficiency and quality of human resource management in various industries. In production departments, robots have been replacing large numbers of employees since the 19th century. Human labour was displaced by machines in the third revolution, which began in the 1970s with the introduction of personal computers and the internet into the workplace. Digital technologies such as machine learning (ML) and artificial intelligence (AI) are becoming more popular. As opposed to natural intelligence developed by humans, artificial intelligence is manifested by machines. Artificial intelligence is beneficial in several diverse activities, especially assisting to minimise employee workload and job pressure. It can automate many time-consuming tasks that clutter the workflow of humans.

Organizations will be able to enhance their current performance and day-to-day operations by implementing Artificial intelligence. Artificial intelligence is increasingly being integrated into an organization's overall system, with one of the areas being the human resource department, where AI systems have replaced humans in all functions including candidate screening, recruitment, alignment of human resource activities, and performance management.

Healthcare is one of the important sectors where implementation of AI technology is blooming. Many hospitals use certain software in their management system to improve its functions. Use of AI technology in the healthcare sector plays a major role in performing tasks that are typically done by humans but in less time. Human resource department in the hospital uses AI to some extent. Sankara Eye Foundation also uses artificial intelligence technology in certain process in Human resource department. It has reduced repetitive administrative tasks.

ROLE OF ARTIFICIAL INTELLIGENCE IN HUMAN RESOURCE ^[10]

Nowadays, HR departments are embracing the digital revolution and employing a variety of techniques to streamline resources, including data analytics, artificial intelligence, and cloud computing. Most of the organization uses computing or digital technologies like chatbot, machines learning, and automation in human resource management. The success of any organization depends on however expeditiously and effectively individuals, method and

technology mix and delivers price at optimum value. Robotic process automation (RPA) helps to automate most of the rear workplace transactional work thereby facultative service delivery.

Below mentioned are the major HR functions in which the AI causes a great impact on the domains of Human resources:

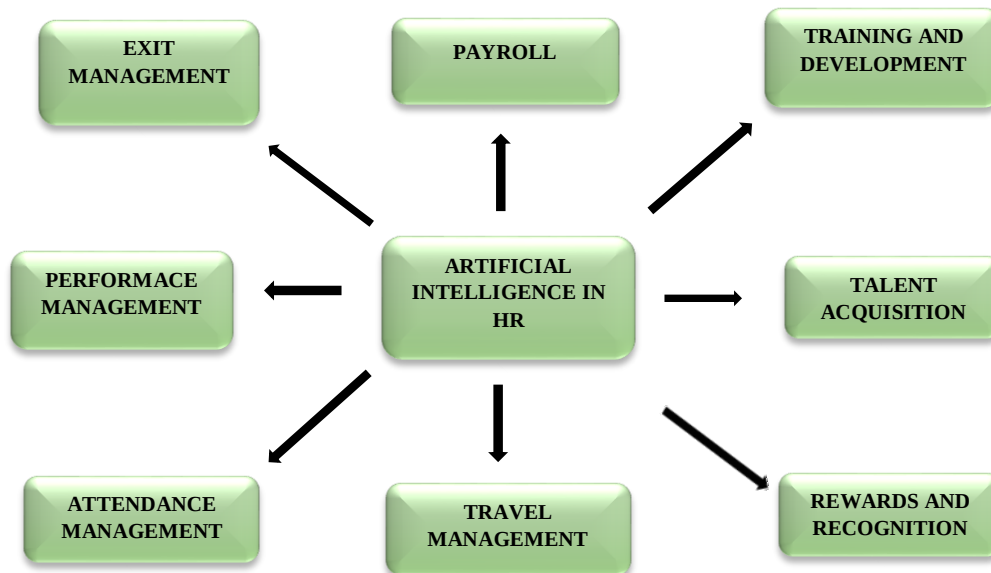


Fig 1.1 Processes that are carried out by human resource

IMPORTANCE OF ARTIFICIAL INTELLIGENCE IN HR PROCESS

- **Enhanced Employee Experience:** AI is effectively embedded into the complete worker lifecycle, right from enlisting and onboarding to unit of time service delivery and career pathing thereby providing a best worker expertise.
- **Data-Driven decision making:** AI allows the HR team to extract insights from data, analyse them and provide recommendations in a period, which eventually makes the process more efficient. AI also removes many of the common human biases and inconsistencies in a function that is as sensitive and crucial as Human Capital Management. Thus, decisions powered by Artificial Intelligence is potentially faster at scale and more data-informed and consistent, and unbiased.
- **Automation with Intelligence:** Intelligent automation combines AI with automation to allow robots to perceive, comprehend, learn, and act autonomously or with minimal

human intervention. Intelligent automation can not only perform manual tasks but also make intelligent insights and decisions as any human would do.

CONEXT OF ARTIFICIAL INTELLIGENCE IN RECRUITMENT

In the field of human resources, recruitment is a massive undertaking process. The use of AI in the recruitment process allows employees to leverage a broader candidate pool while also reducing paperwork. The use of AI-enabled technologies will aid in the recruitment process. Because of the high expense of integrating AI into HR procedures, most organisations are trailing behind. AI has now been successfully merged back in the days. Previously, recruiters had to spend a lot of time going over resumes and selecting the finest candidates. However, incorporating AI into the recruiting process has radically transformed the process of selecting individuals with the needed skill set.

BENEFITS: ^[11]

- Reduced time to hire.
- Accelerates candidate sourcing rate.
- Increases the rate and quality of the talent pool.
- This frees up recruiters' time to focus on more important responsibilities.
- Costs related with human errors are reduced.

CONTEXT OF AI IN TRAINING AND DEVELOPMENT ^[12]

The second area of HR where AI appears to have made an impact is Training and Development function, which focuses on giving training to candidates to enhance their performance by increasing their skills, behaviour, and cultural fit to the organisation. The application of AI-based Algorithms that monitor and study the skills, behaviours, and attitudes of employees working at various levels has become a powerful avenue in organisations, and T&D programmes are more effective by using AI-based Algorithms that monitor and study the skills, behaviours, and attitudes of employees working at various levels. Customization of training programs using AI, could be made as different people have different style of learning.

BENEFITS

- Automation of all the processes that save time.
- Attracting and retaining top talent.

- Better learning results lead to a positive return on a company's learning investment.
- Training can be integrated along with routine workflow.
- Optimize learning administration.

CONTEXT OF AI IN TALENT ACQUISITION ^[13]

The appointment of the most promising talent is the most significant concern of Human Resources Services. It is the process by which an organisation wants to develop leaders from its talent pool and has the time and resources to construct a meaningful and successful talent management programme, which will eventually become an important part of a long-term human capital strategy. Talent development software can analyse, read, and assess candidates and rapidly eliminate 75% of them from the recruitment process. Artificial intelligence in talent acquisition has a lot of advantages since it helps recruiters to spend more time analysing and assessing a smaller set of applicants.

BENEFITS

- Increases the quality of hiring decisions.
- Can ensure the commitment of individuals.
- Improves candidate experience during hiring process.
- Improve the ability to identify candidates with needed competencies.

CONCEPT OF AI IN PERFORMANCE MANAGEMENT SYSTEM ^[14]

A performance management system is a method of tracking and monitoring an individual's or a group's performance as a team, department, or organisation. Processes vary depending on the organisations. AI technology can easily find and screen employees in a short amount of time, as well as link their goals to their performance. Applying artificial intelligence technology in human resource, assist managers in setting appropriate objectives and ensure that all departments are working according to the primary vision.

BENEFITS:

- Aids in the real-time monitoring of the process and provides immediate feedback depending on the state.
- Seamless collection of information.
- Easy extraction of insights from real-time analysis.

- Eliminates any form of psychological bias.

CONCEPT OF ARTIFICIAL INTELLIGENCE IN TRAVEL MANAGEMENT^[15]

The traditional expense management workflow requires a traveller to create and submit a expense report on his or her travel expenses for approval. AI can transform travel and management in many ways. It plays a major role in finance and travel administrators in controlling the expenditure, improving compliance, and streamlining the travel management process. AI automatically adjust travel policies within a company's expense management system, based on its data mined.

BENEFITS

- Travel managers can view the real-time whereabouts of their travelling employees.
- Auto-approving of compliant expense reports.
- Faster reimbursements.
- Reduces the cost and manual intervention while increasing the visibility.

CONTEXT OF ARTIFICIAL INTELLIGENCE IN ATTENDANCE MANAGEMENT

Maintaining attendance management system is one the task carried out by the human resource department. AI has introduced a variety of ways for attendance management. Some of them includes real-time vision-based face recognition, virtual ID cards, biometric, automated attendance system. In an organisation, attendance management and pay roll management are intertwined. When attendance-related data can flow efficiently to the payroll module without leaking, the payment process becomes considerably faster and easier. It also provides an easy platform for the employees to resolve their attendance related issues.

BENEFITS:

- Reduces errors and admin cost.
- Provides a contact free system.
- Real time data sync with the Timesheet software.
- Process of payroll could be made more effectively and efficiently.
- Reduce human errors.

CONTEXT OF ARTIFICIAL INTELLIGENCE IN REWARDS AND RECOGNITION PROGRAM ^{[1],[16]}

Future of the organization depends on the rewards and recognition programmes, the one which are well planned, developed and implemented are of a great importance to the organization. It also has an impact on the career and growth of the employees. The employees who want to show their productivity and want to get recognized will have a fair chance as everyone will have to prove their efficiency and show their value in the organization. Deep data mining allows AI tools in the shape of friendly chatbots, collaborative robots, and even AI teamwork facilitators to develop rewards and recognition formats that are not only customised but personalised – meaning they make sense to each employee. AI will enable the transition of incentives and recognition from generalisation to customization, and then to individualization.

BENEFITS:

- Increases employee engagement.
- It makes the programmes more sustainable and relevant.

CHAPTER- 2- LITERATURE REVIEW

Table 2.1 : Review of Literature

AUTHOR	YEAR OF PUBLIC ATION	SAMPLE SIZE	METHODOL OGY	KEY LEARNINGS
1) K Vijaya segar Reddy	December 2020	NA	Review of literature	This study emphasizes mainly on the rewards and recognition programmes. It includes the challenges and problems that are encountered in applying AI technology in Rewards and Recognition programmes. The study reveals that programming of devices that can artificially speculate and provide decisions are best suitable as per the situation. It also focuses on the ways and the impact that Artificial Intelligence will have when they are introduced and implemented in the Human Resource Management activities. ^[1]
2) Dr. Benita. Monica ms. Shruti	November 2020	102	Convenience Sampling Method.	This research took a community-based strategy by emphasising the correlative role of human resource management in the context of Artificial Intelligence. This report also states that

				implementing AI in the field of HR will replace people, allowing them to dedicate more time to their strategic domains rather than to less important HR activities. ^[2]
3) B.v.d.s sai pavan kumar Dr. Komal nagrani	November 2020	150	Random sampling	The influence of integrating HR procedures with AI-based candidates on the growth of organisational performance is discussed in this study.. The study concluded that the role of AI in the various functions performed in the human. resources department where robotic companies can handle recruitment, recruitment, data. analysis, data integration, reduce workload and efficiency. ^[3]
4) Garima Bhardwaj; S. Vikram Singh; Vinay Kumar	January 2020	115	Multiple regression method.	The aim of this was to examine the correlation between artificial intelligence and HR functions. It was revealed that there is a positive link between these two elements, with increasing AI use at work resulting in improved HR functional performance. It was also shown that AI has a substantial link with

				innovativeness and simplicity of use, implying that AI has an impact on HR in terms of innovation and ease of use. ⁴¹
5) Ginu George, Mary Rani Thomas	December 2019	NA	Review of literature	This study emphasis that complete automation of entire HR processes using HR professionals gain from AI because it relieves them of mundane chores, allowing them to devote more time to strategic initiatives. Thinking, creativity, connection building, emotional intelligence, and better problem solving are all skills that may be improved. One of the problems that HR faces is ensuring that private papers and rules shared by organisations are not exploited, and that adequate precautions are made to keep them safe and secure. The study finds that while AI integration will not be able to complete tasks with 100% efficiency, it will be able to reduce human mistakes and bias to a large amount. ^[5]
6) Eric Premnath and Arun Antony Chully	December 2019	8	Purposive sampling method.	The aim was to explore the status of artificial intelligence in human resource

Christ				management in the Indian context. The result of this study was 70% of the firms conducting business out of India have turned to automation of recruitment, communication, performance management, collaboration, and other such operational activities. The primary finding was that most of the companies uses AI in their recruitment process, Training and Development function with 25% of the respondents using it for this function. The study also reveals that there is high potential for the AI technology to influence the employee engagement function. This study also explains in detail about the implications and integration of AI technology in the Human resource department.
7) Vivek V. Yawalkar	February 2019	NA	Review of literature	This study focusses on enhancing the speed for routine works in the human resource department using AI technology and the challenges faced by the employees in the organisation. One of the major challenges was

				employees faced difficulty to learn and adopt AI tools. Another challenge was to get right candidate to handle AI tools.
8) Madina Alamanova	March 2018	5	Qualitative research.	This study explains about the perception of HR towards adapting new technology especially artificial intelligence. The study concluded that despite the usage of numerous applications and candidate sourcing channels, recruitment has been highlighted as one of the most difficult parts of the current HR practices.

RESEARCH OBJECTIVE:

- To study the recent advancements in artificial intelligence in Human resource management.
- To study the extent of use artificial intelligence in HR management in SEFI currently.
- To study the perception of HR professionals on use of AI technology at SEFI.

CHAPTER – 3

METHODOLOGY:

- **Location of the study**

Sankara Eye Hospital

- **Study design**

Cross-sectional study conducted in Sankara Eye Foundation, India.

- **Study area**

This was conducted in Human Resource department of Sankara Eye Hospital, Coimbatore.

- **Study period**

This study was conducted between the period of March 29th to June 22nd.

- **Method of the research.**

Questionnaire

In-depth interviews.

Desk review of available literature.

- **Type of the research**

Qualitative.

- **Sources of data**

Primary- Questionnaire and Interviews.

Secondary- Research papers, published materials, online websites, HR blogs, and survey reports.

- **Sample size**

Human Resource Professionals at Mission Headquarters.

1-Chief people officer.

6- Business HR.

12- Unit HR

CHAPTER - 4

RESULTS AND FINDINGS:

With the aid of AI, HR has undergone a dramatic transformation, which has progressively trickled down to various HR tasks. Many robotic process automation software is currently in trend. Most of the organisations use AI technology in their day-to-day activities.

MARKET AREA IDENTIFICATION

To maintain the objectivity and breadth of the study few AI technology software, their features, and the vendors are analysed. These applications mentioned below vary in terms of ROI (return on investment), opportunities for growth and cost.

Below mentioned are some of the software used in various organisations for different functions and the impact created by the AI technology.

Table 2.2: Review of current trends on use and impact of Artificial Intelligence in Human Resource Department

<u>ORGANISATION</u>	<u>SOFTWARE COMPANY</u>	<u>PROCESS AUTOMATED</u>	<u>IMPACT</u>
The result companies	NICE	onboarding/offboarding	Process reduced to hours to seconds. Error rate reduced to 0%
Infosys	INFOSYS BMP	Employee experience. Compensation and benefits support.	65% reduction of manual efforts .83% reduction in average handling time with zero errors.
Wakefit	TURBOHIRE	Entire hiring process	33% reduction in time to interview. 40% better evaluation of candidates 270 candidates were hired in 45 days.
Swiss Insurance	UIPATH	Processing time in HR.	Processing time was slashed by 85%, reduced their error rate to zero. cut manual work by 25%. ROI in 4 months.
Deloitte	UIPATH	Pay roll, Processing time.	Processing time reduced by 85%.
Exicom Tele systems limited	DARWIN BOX	Travel reimbursement Attendance management.	80% reduction in manual efforts.
Zoho	ASSESS TEAM	Performance Assessment	Process is reduced to 80%.
Zydus Hospital	MARUTI TECHLABS	Chatbots for employee related queries.	70% reduction in manual efforts
IQVIA	Automation anywhere	Support requests	85% improved in the efficiency.
Oracle	JOLT (UIPATH)	Pay roll, attendance management, compliance & reporting, performance appraisal.	Quality improvement to 0% error. Faster processing time reduction by 85%. Manual effort reduction by 10%.
Siemens healthineers	VARIANT (IBM)	Incentive Management	Reduce time spent on implementation and rollout of variable compensations plans by 90%. Reduce time spent on auditing and compliance by 80%. Improve accuracy of payments by 90%.
Johnson & Johnson	HIREDSCORE	Recruitment	65% reduction of manual efforts.

ARTIFICIAL INTELLIGENCE AT SEFI

At SEFI, robotic process automation is extensively in use. Some of the processes are attendance management, pay roll, etc. Initially it took 27-man hours to complete Pay roll for each month. After implementation of robotic process automation, it was reduced to 2hours. This allows the HR professionals to focus in investing their time on other tasks. Qualitative data was collected from HR professionals at Sankara Eye Foundation, India. Below mentioned chart depicts the percentage of processes that have already been automated in Sankara Eye Foundation.

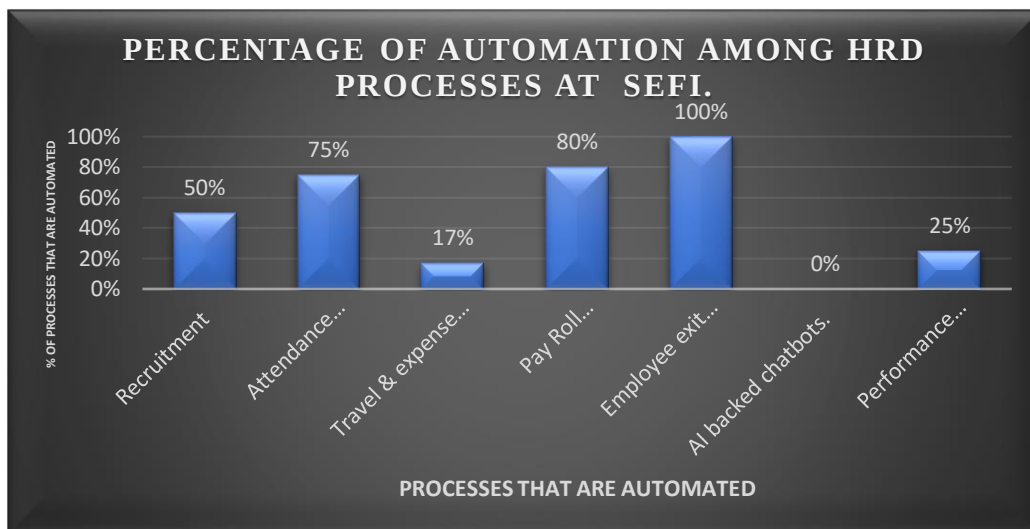


Fig.3.1 Bar graph representing percentage of automation among Human Resource processes at SEFI.

Figure 3.1 represents the Percentage of automation done among Human Resource Department processes at Sankara Eye Foundation, India. It depicts that 50% of the recruitment process have already been automated like candidate sourcing and onboarding. Next comes the attendance management, in this 75% of the processes are automated like Attendance regularisation, approval of leaves, raising issues regarding attendance etc. There is only 17% of automation done in travel and expense management. Sub-processes like approved workflow and reimbursement are done automatically whereas expense report creation, scanning of reports are done manually. Employee exit management has already been fully automated in SEFI. AI like chatbots and virtual assistants could be introduced to solve employee related queries. Only 25% of the process in performance management is done automated.

**DATA ANALYSIS- ANALYSIS OF THE RESPONDENTS WITH RESPECT TO THE
DEEPER UNDERSTANDING RELATED TO THE USE OF AI AT SANKARA EYE
FOUNDATION, INDIA ^[9]**

This analysis section will be focused on understanding the response of HR professional related to the existing and future use of AI at SEFI. To find out the feasibility it is important to understand the perception of the HR's in SEFI about automation in Human resource processes. In terms of new technologies, HR professional have mixed feelings about them, particularly regarding artificial intelligence technology, from one hand, they see it as something that may improve HR processes rather than replace human employees, but from the other hand, they are concerned about its implications such as quality and legalities of AI technology.

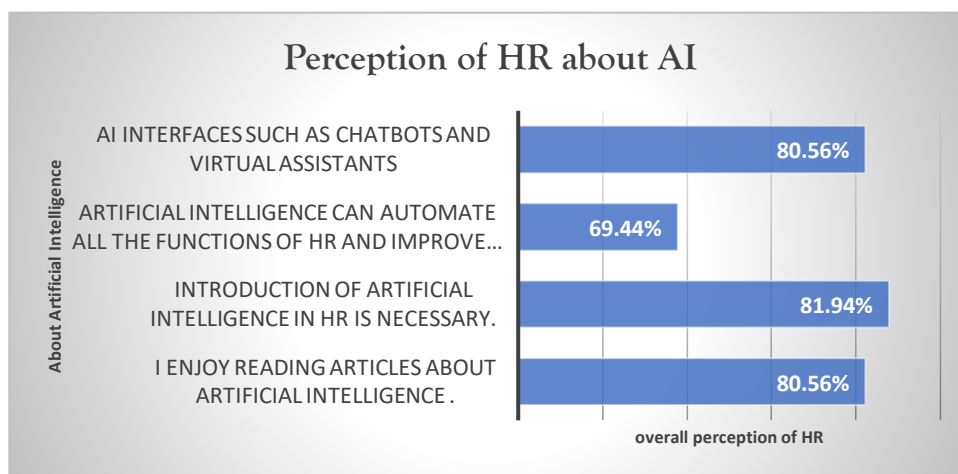


Fig.3.2 Bar graph depicting the perception of Human Resource professionals about Artificial Intelligence.

Figure 3.2 represents the overall percentage of perception of Human Resource professionals about Artificial Intelligence. It shows that 80.56 percent of HR professionals are interested in Chatbots and virtual assistants for employee related queries. Around 82 percent of them think that introduction of AI in HR processes is necessary. Majority of them i.e., 80.56 percent has

said that they enjoy reading about Artificial Intelligence. 69.44 percent of them think that Artificial Intelligence can automate all the functions and helps in improving the efficiency.

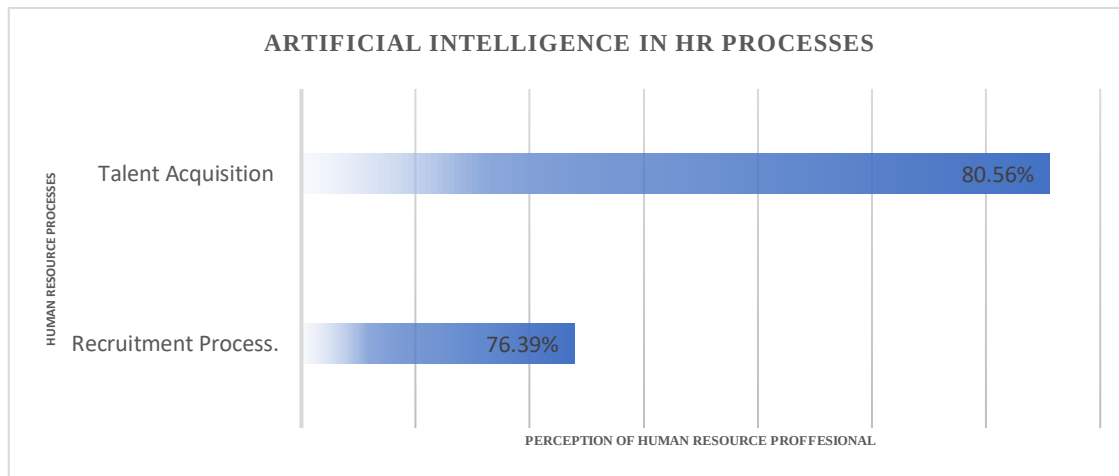


Fig.3.3 Bar graph representing the perception of HR in HR processes

Figure 3.3 represents that around 80.56 percent of the HR professional are interested in implementation of Artificial Intelligence technology in Talent Acquisition process. 76.39 percent shows interest in implementation of AI in Recruitment process.

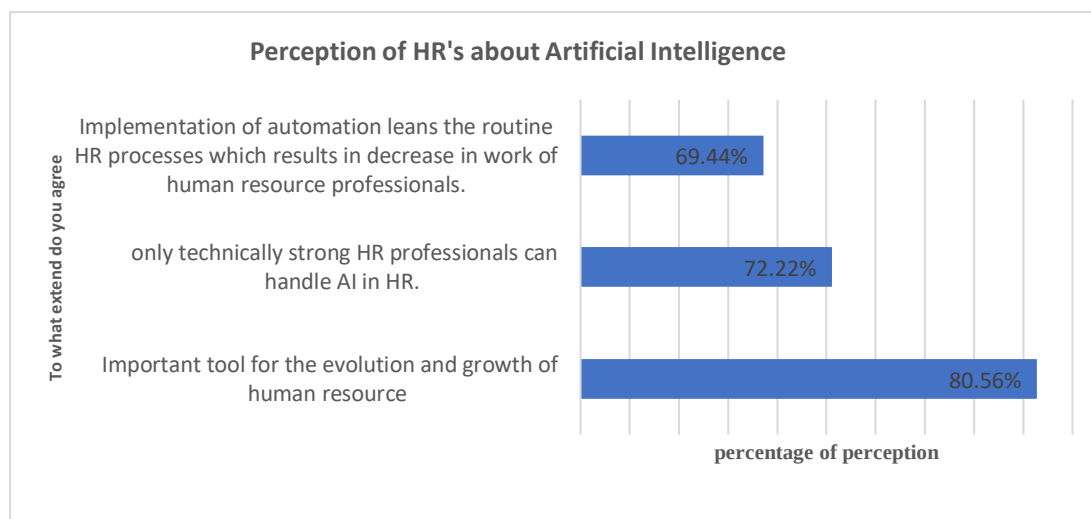


Fig.3.4. Representing perception of HR about AI

Figure.3.4 depicts that 69.44 percent of HR professionals thinks that implementation of automation leans the routine HR processes which results in decrease in work of manpower.

Around 72.22 percent agreed to the statement that only technically strong HR professionals can handle AI in HR. 80.56 percent of the HR professional agreed to the statement that introduction of AI is an important tool for evolution and growth of Human Resource.

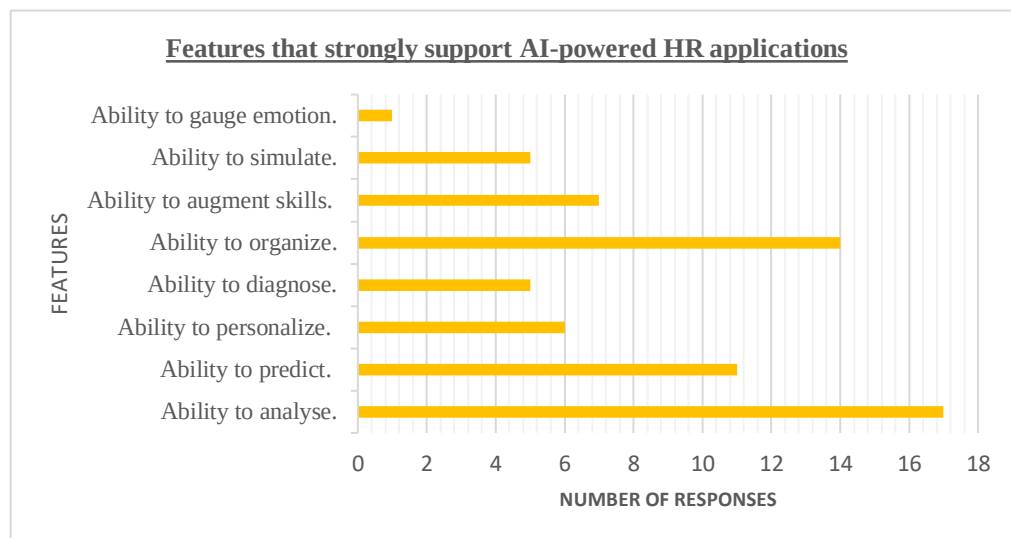


Fig 3.5. Bar graph representing Features in AI powered applications.

As the fig 3.12 depicts majority of the respondents are most interested in the feature ability to analyse and ability to organize.

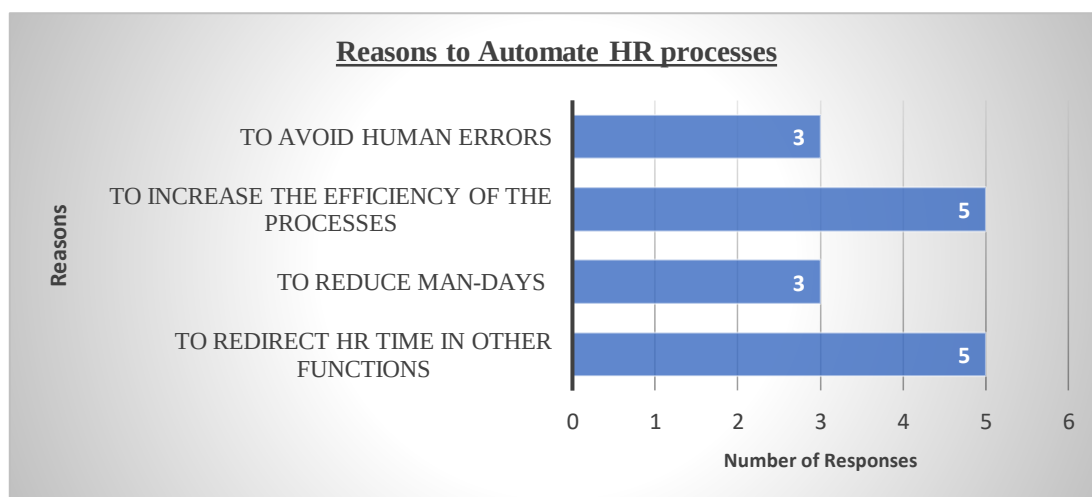


Fig 3.6. Bar graph showing reasons to automate HR processes.

According to fig 3.6 out of 18 participants 5 of them has chosen the reason as to increase the efficiency of the processes, 5 of them has chosen to redirect HR time in other functions,

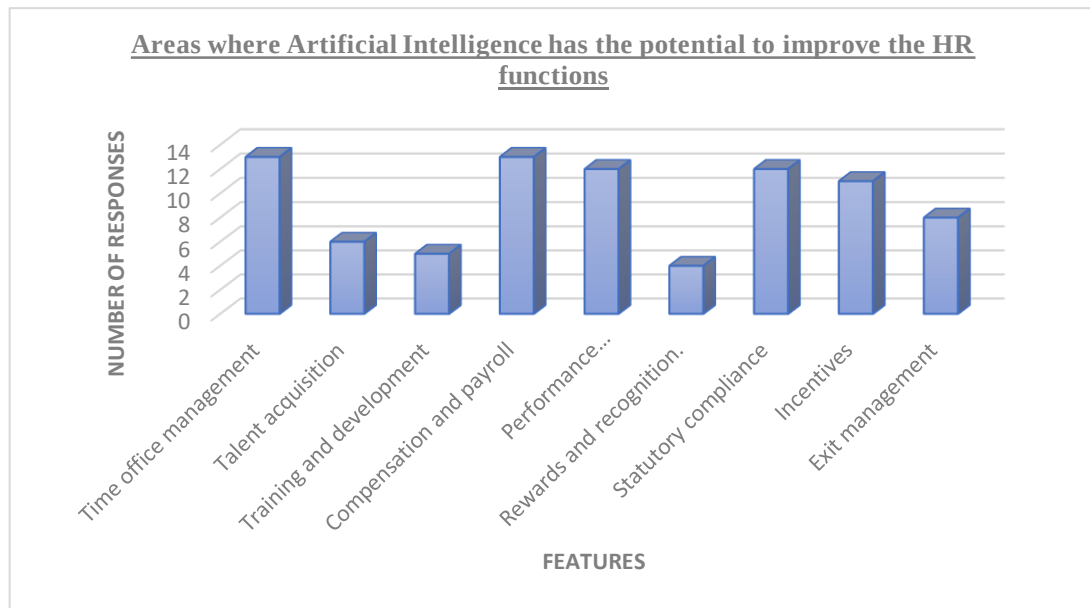


Fig.3.7 Graph showing Areas where AI improves HR functions.

As shown in the figure 3.7 participants have chosen areas like time-office management, compensation, performance management system, statutory compliance etc where artificial intelligence could improve HR functions.

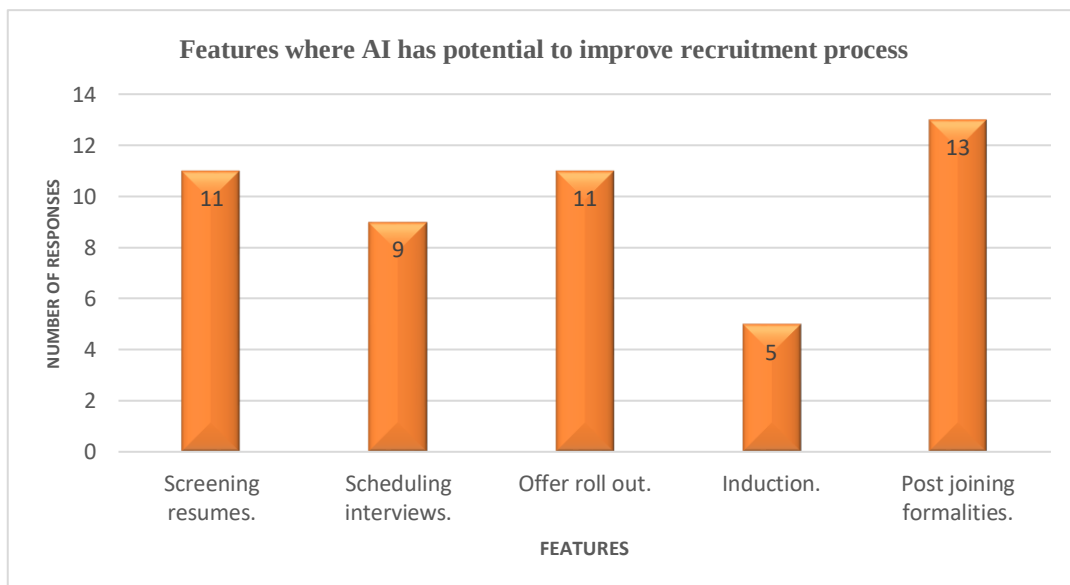


Fig 3.8 Bar graph representing the perception of HI in improvement of Recruitment process using AI.

As shown in the fig 3.8 respondents have shown interest in features like post joining formalities, screening resumes, offer roll out where automation could improve recruitment processes.

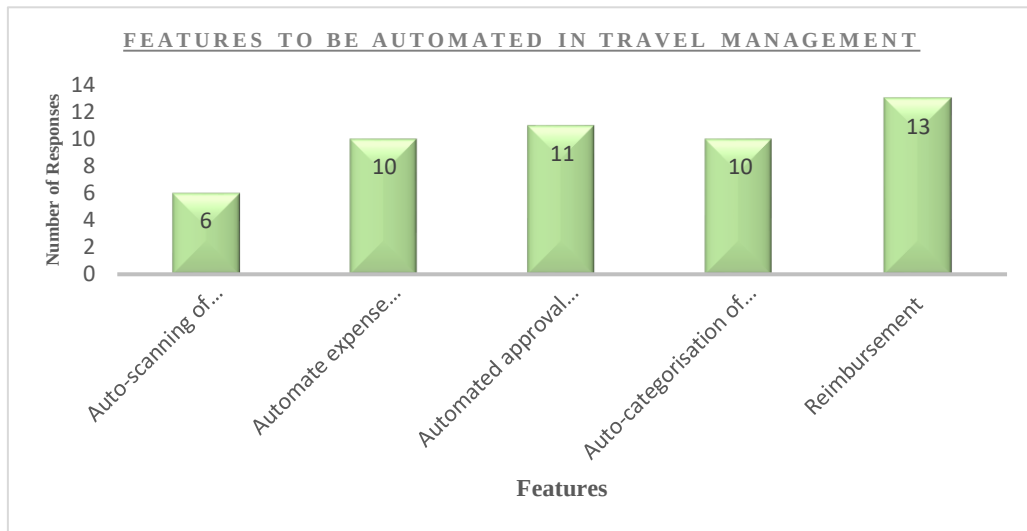


Fig.3.9 Bar graph depicting the features that are to be automated in Travel Management.

As shown in the figure 3.9 participants would like to have automation in Reimbursement, automated report creation, automatic workflow approval, automated expense management.

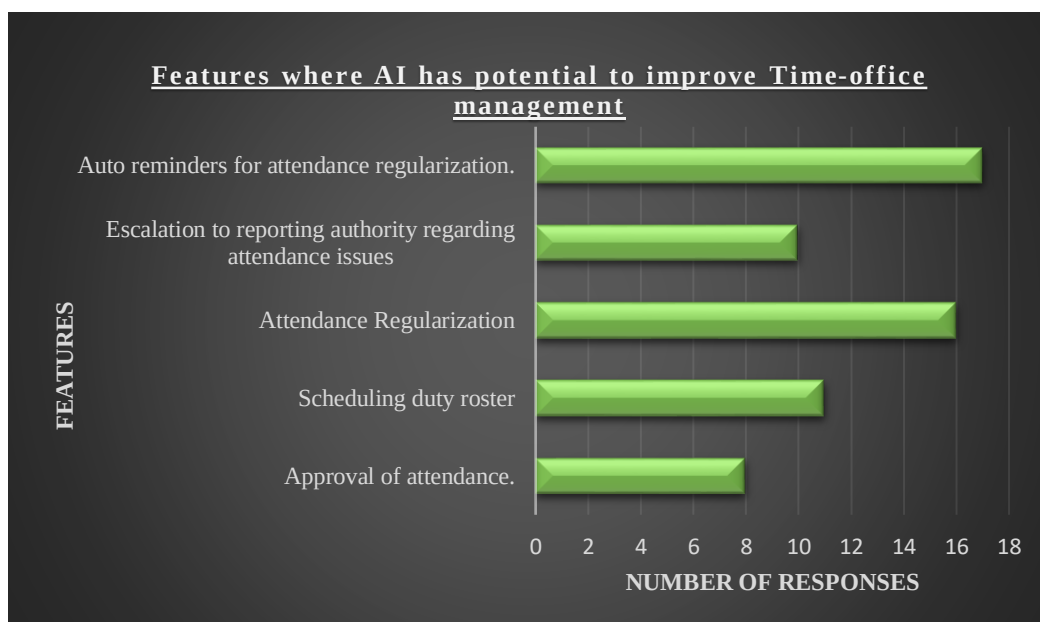


Fig3.10. Bar graph representing the features where AI can improve Time-office management.

According to the figure 3.10 participants opted for the features where AI can be used are auto reminder for attendance, attendance regularization, scheduling duty roster etc.

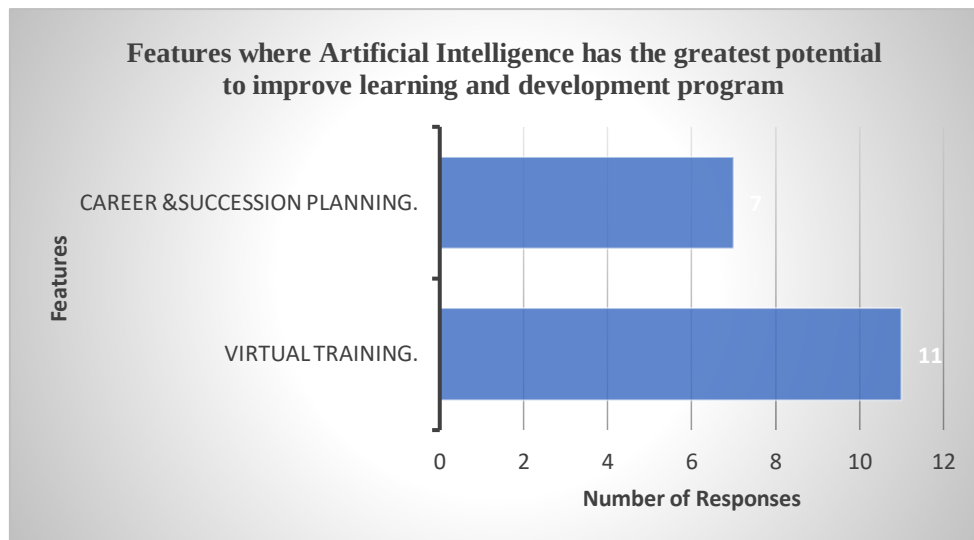


Fig 3.11. Bar graph showing features of Artificial Intelligence in Learning and development

As shown in the figure 3.17 out of 18 participants 11 of them have shown interest in virtual training program and 7 of them in career and succession planning programs.

In the interview, questions were asked to all the HR's in SEFI regarding the challenges faced by them in day-to-day administrative tasks and about their perception in implementation of artificial intelligence. It was found that certain processes are time consuming and requires more amount of manpower. Some of the challenges that the HR professionals felt that could occur.

after implementation of automation are most of the times it was difficult for the employees to learn and adopt new Artificial Intelligence tools. They also felt that getting right candidate to handle AI tools is one core challenges in front of industry. Another challenge was explaining to employees how their data will be used and having policies to ensure that it is not misused. One of the challenges was the high cost associated with implementing Artificial Intelligence Technology.

CHAPTER - 5

DISCUSSIONS:

The findings revealed that Human Resource Professionals at SEFI showed a positive attitude in adopting new Artificial Intelligence technology in day-to-day processes. Most of them preferred automation in HR processes. Majority of the participants agreed that introduction of AI is an important tool for the evolution and growth of human resource Department. A very few participants felt that only technically strong employee could handle AI in HR whereas most of them disagreed to this. One of the respondents also quoted that “AI-based applications have the potential to dramatically raise the productivity of employees.”. There are also certain processes where HR’s preferred automation as they were time consuming. They are Time-office management, travel management, recruitment processes etc. AI technology is not new to SEFI, it has already been introduced in few processes like pay roll and attendance management. Implementation of AI in HR has reduced the involvement of human manpower. The reasons that were opted by the participants for the implementation of automation was to increase the efficiency of work, to reduce human errors and to redirect HR time in other functional areas. The participants also felt that certain processes like automatic scanning of receipt, automated expense creation and reimbursement needs to be automated. They also felt that introduction of Mobile Apps can make the processes more easier. According to the survey's findings, most respondents want to see AI used in recruitment procedures. Majority of the participants preferred Chatbots and virtual assistants for employee related queries. Most of the respondents agreed to the statement that Implementation of automation leans the routine HR processes which results in decrease in work of human resource professionals whereas there are also a few who disagreed to this statement.

Many respondents expressed their concerns about privacy issues associated with Artificial Intelligence in the interview, since AI-driven apps would be handling mission-critical data of a business. one of them quoted that “AI could be used to monitor employees more closely than ever before, should it be used for that? How will that impact corporate culture, employee retention and other issues? AI will raise more of such issues, and HR must be prepared to address them ?” Similarly, respondents emphasised the expense of integrating AI technology in their responses. The cost associated with AI, despite its vast application in many processes in HR and the fact that it has improved efficiency, continues to be perceived as a concern.

Though AI offers numerous advantages and may prove useful for businesses in various processes by enhancing their efficiency, concerns like as cost, security, and maintenance are still debated among HR professionals.

Table 2.2 represents the current trends of software's used in different organisation for different purposes like recruitment, rewards and recognition, Travel management, employee engagement etc. This AI technology may vary in terms of Return on Investment, level of adoption, features and services. Since there is a lack of information, it is difficult to paint a clear picture of the magnitude of each application. The above-mentioned applications result in similar outcomes and even overlap in some ways. Main impact caused by that software are it increases the efficiency of the process, reduces manual efforts thus resulting in reduced man errors. Only in recent years has momentum been built around these AI-tools. Most of this software can be used in SEFI, considering the cost of adoption, utilization, and Return on Investment.

RECOMMENDATIONS

In Sankara Eye Foundation human resource department, certain processes are time consuming and requires more number of man-in days. Some of them are recruitment, employee related queries, travel expenses etc.

The whole process of travel expense management requires 56 hours i.e., 7 days for completion. Whereas implementation of robotic process automation will reduce the man hours involvement. Use of AI technology software like "DARWIN BOX" helps in improving the process more effectively and efficiently. Some of the features are,

<u>FEATURES</u>
• Auto scanning of receipts
• Auto generation of expense report.
• Automated approval workflow.
• Auto-categorisation of expenses.
• Transparent Reimbursements Employees and finance teams have a real-time visibility of reimbursement status.
• Closely Integrated with HRMS Closely integrated with leaves and attendance, payroll and an all-in-one ESS mobile app.
• Advanced Analytics and Reports

Crystal clear visibility with a single view of employee/ org/ department expenses. Scalable and Secure

Table 2.3 Representing the features in DARWINBOX.

After execution of this software, the time taken will be reduced and there will also be reduction in the involvement of human resource. It shows an uptime of 99% after implementation., The total time taken for the software to complete the process is approximately 0.56 hours. It also provides its features through mobile app, which is more user friendly for the employees.

Another feature which is provided by this AI technology is voice Bot. It helps to solve employee related queries. Implementation of this technology shows 70% reduction in manual efforts. Chatbots can easily answer queries without human intervention thereby reducing turn-around time.

FEATURES
• <u>Voice Bot:</u> Not only does it reduce time to action, it also gives access to intelligence and increases process adherence, • it also helps your employees be more engaged and empowered.
• <u>Noticeboard:</u> Items on noticeboard via mobile and make things transparent across the organisation

Table 2.4 Representing features of DARWINBOX in Virtual assistants.

FEATURES	
SOURCE BETTER • Job board integration • Branded careers page • Chrome Extension	TRACK APPLICANTS • Customize hiring pipeline. • Collaborate on jobs. • Reports
SCREEN FASTER • Candidate Ranking • Parse Resumes • Detect Duplicates	IMPROVE PRODUCTIVITY • Email Communication • Document Collection • Automated reminders.

Table 2.5 showing the features in TurboHire for Recruitment.

Next comes the recruitment, it is the central activity of HR. AI technology has tremendous impact on recruitment activity as it enables the recruiter to align all some unstructured candidate biodata, construct profile into uniformity, identify and match skill sets required for the organisation. In Sankara Eye Foundation, recruitment process id done manually. If automation is introduced in this process, it will increase its efficiency by improving the quality of hiring, unbiased recruitment, quality aspirants etc. Software like “TUBOHIRE” increases the quality of hiring. It shows 78% reduction in time to hire at the same time it also reduces the cost of hiring. ^[20]

CHAPTER – 6

CONCLUSION:

The current study was done to know about the recent advancements on Artificial Intelligence in Human Resource department. It was found that HR professionals at SEFI appreciate implementation of Artificial Intelligence in certain processes. There has been a dramatic increase in the use of Artificial Intelligence applications during the past few years, such that devices are being programmed and are able to artificially speculate and make decisions based on current conditions. Several strategies have been developed to incorporate Artificial Intelligence in Human Resource Management activities at SEFI. In essence, Artificial Intelligence does not replace but rather assists HR professionals by reducing the time taken to manage administrative tasks and letting them focus on developing effective strategies. Finally, the study found that AI has a bright future in HR, but that integrating it into HR has several difficulties that must be solved in order to fully benefit from it.

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ANNEXURES

QUESTIONNAIRE

- 1) To what extent do you agree with the following statement?
 - I consider myself knowledgeable using artificial technology for the purposes of enhancing the human resource's function.
 - Introduction of artificial intelligence in HR areas is necessary.
- 2) According to you which of the following is the most appropriate reason to automate the HR processes?
- 3) To what extent do you agree with the following statement?
 - Can Artificial intelligence automate all the functions of HR and improve its efficiency?
- 4) Select the features you would most like to see in an AI-powered HR application.
- 5) Select the areas where you think AI has the greatest potential to improve the HR function.
- 6) To what extent do you agree with these statements?
 - AI can improve the recruitment process.
- 7) Select the features where you think AI has the greatest potential to improve in recruitment process.
- 8) select the features which you think should be automated in travel management.
- 9) Select the features where you think AI has the greatest potential to improve Time-office management.
- 10) To what extent do you agree with these statements?
 - AI interfaces such as chatbots and virtual assistants will become an increasingly viable way for employees to get real-time answers to their HR-related questions.
- 11) Select the features where you think AI has the greatest potential to improve learning and development program for the employees.
- 12) To what extent do you agree that introduction of AI in talent acquisition will have an positive impact in the organization.
- 13) To what extent do you agree that artificial intelligence is an important tool for the evolution and growth of human resource?
- 14) To what extent do you agree that only technically strong HR professionals can handle AI in HR.
- 15) To what extent do you agree that AI will potentially harm HR professionals?

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