

EXPLORING THE INFLUENCE OF ARTIFICIAL INTELLIGENCE TECHNOLOGY IN MANAGING HUMAN RESOURCE MANAGEMENT

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ABSTRACT

Numerous areas have conducted in-depth study on artificial intelligence. The world's growing reliance on technology in the context of globalization emphasizes how crucial it is for businesses to be innovative and competitive. The field of Human Resource Management (HRM), has become more important than it has ever been, especially when it comes to hiring workers who can provide an organization with invaluable expertise and skills. With the use of cutting-edge technology, many operations that were formerly completed by hand may now be automated. As such, it is essential to thoroughly examine and assess how technology is affecting the human resource management industry. A theory covering six important areas of HRM was established in an attempt to close the gap between AI and HRM. Human resource planning and strategy, hiring and selecting procedures, skill-development techniques, performance appraisal, pay appraisal, and staff engagement management are some of these domains. The potential use of AI technology is interwoven with these disciplines. This study's main goals were to investigate artificial intelligence's application to human resource management and to learn more about the difficulties that human resources departments encounter. The results of the study showed that AI is crucial to many HR functions, including hiring, data analysis, gathering data, and job fulfilment. This emphasizes how AI is becoming more and more important in improving the efficacy and efficiency of HRM procedures.

Keywords: *Artificial Intelligence; Human Resource Management; Recruitment; Training; Performance Management.*

1. INTRODUCTION

AI is a factor in improving performance on several of fields by utilizing human intelligence. This is also an advanced technique that would be used to improve productivity and effectiveness across all industry sectors. AI has the unbelievable capacity to perform in a same way that a neural network does, but does so very efficiently. It uses various inputs to produce outcomes in human resource management (HRM) [1]. Robotics is an artificial intelligence that primarily deals with each aspect of the industry. Artificial intelligence is

essentially intelligence performed by computers. It performs in voice recognition, solving problems, and so on.

Modern artificial intelligence is rapidly evolving. Technology is now widely used in almost every field. A large portion of the individual is under the authority of an intelligence system. It can be used in almost every industry [2]. The internet has drastically altered lives. In today's world, depend on technology to be doing jobs simply, so human resource management (HMR) is mainly responsible for the implementation of remuneration

and wages, effectiveness, employee engagement to do their better to organize and accomplish the goods to accomplish the organizational objectives [3]; the performance of the business and its strategic planning in specific encourages the perspective of a successful organization.

Artificial intelligence is the key in the management of human resources, particularly in decreasing the impact on human resource managers, even though artificial intelligence utilizes voice-based agnostic solutions and algorithms, and the entire process, such as recruitment, collection, preparation, advancement, and so on, is based on methodologies [4]. The feature could be obtained, and auto-editing would be performed, with results supplied. Artificial intelligence is very essential in personnel administration for its impressive success, and in the future, it will undoubtedly be a way for the entire organization which helps the employee's manager to improve the operational efficiency in the organization, it also includes selecting potential candidates on resume and resume information [5]. As a result, AI is a pattern that is spreading all across the organization.

"Rapid changes in the economic environment necessitate prompt responses." Several businesses have indeed begun to integrate AI into their operations. The primary reason that organizations are adopting advanced technology and adopting technology innovation is that they have recognized the massive potential of big data and the critical significance in the achievement of people and organizations [6]. HRM denotes to a set of HR processes and work corporate performance management [7]. These operations primarily have included the practice of corporate human resource strategies, worker reward and recognition, learning and development, process improvement, benefits administration, employee dynamic resource, people management strategic planning, employee safety, and health strategic planning, and worker safety and health control [5].

The primary contributions of the present research are described as follows:

- This study makes a valuable contribution by offering a comprehensive understanding of how artificial intelligence technology affects recruitment, talent development, and performance management, among other aspects of human resource management (HRM).

- By identifying and investigating potential mediating factors like usability and creative thinking, the study makes a valuable contribution to our understanding of the complex interactions that exist among AI technology and HRM practices.
- This research provides useful insights that help organizations successfully integrate AI in HRM, promoting innovation and operational efficiency, by examining real-world examples as well as the impact of AI on HR functions.

2. RELATED WORK

Yawalkar [8] allows the sector to work more quickly and effectively to finish jobs. AI is finding its way into a number of industries, including finance, marketing, production, and HR. AI systems may be used by organizations to guide day-to-day activities and results. The nature of the research paper is descriptive. The secondary sources, which was gathered from published papers, articles, webpages, HR blogs, survey reports, and so on. The study's main goal was to investigate the function of AI in the department of HR and to comprehend the encounters in the HR department. According to the findings of the learning, the part of AI is expanding into different functions performed out during a HR department, where a robotics industry can manage recruiting efforts, employing, data analysis, data collection, minimize workplace volume of work, and improve workforce productivity.

Maduravoyal [9] HRM states that AI networks will eventually replace them, but in reality, AI clarifies their jobs by adopting this strategy and offering valuable insights free of confirmation bias. This research attempts to address the potentials of how AI is converting and assisting HR features such as enrollment, preparation, talent development, and preservation through real-world examples. It also provides insights on the crossing point of Artificial intelligence and HRM cases, and eventually discusses the prospective impact on the management workforce. Buzko et al.[10] Artificial intelligence technologies are those that are based on replicating the concepts of human intelligence workings. Without such attainment of components of self and self-cultivation, the rise of General Artificial Intelligence is unattainable. However, for the way to solve applied problems, require the use of Artificial Intelligence, this also makes specific tasks, especially in planning. The most challenging problem in Development of Human Resource is

determining the efficiency of the learning expenses because of its morphology and advanced feedback provided by efficient manufacturing findings of staff associated with the process. In the illustration of ALC "Severodonetsk manufacturer of chemical non-standard devices," use cognitive system IBM Watson Analysis tools to measure the effects of the company's results evaluation on indicators, characterizing the training program. The previous year's net income was discovered to be the most influential factor affecting the level of practice in the business.

Bhardwaj et al.[11] explores the critical need for AI and how the rapid advances in technology in the IT industry have affected HRM and how they have affected the field. It's clear that a lot of businesses are aggressively incorporating AI into their processes to increase worker efficiency. AI has a broad range of effects on the HR sector, from improving performance reviews to streamlining the hiring process. This study's main goal is to investigate the complex interplay among AI and HR initiatives in the IT industry, particularly in the Delhi/NCR area. Additionally, the research investigation looks at whether elements like creative thought and usability in management of human resources function as a mediating component in this link. The concept is empirically validated using multiple regression analysis, which confirms a favorable link between AI utilization and improved HR operational efficiency. The study also reveals that AI has a strong correlation with innovation and usability, indicating that AI has a broad influence on HR that includes both advances and usability. All things considered, this study provides insightful information on the significant impact of AI and its capacity to spur innovation in HR procedures. Using AI's transformational potential, it is set to usher in a new era of industrialization in the domain of HRM.

The review of the literature indicates that AI is becoming more and more integrated across a range of industries, most notably HR, demonstrating its potential to improve efficacy and efficiency. Because the research is descriptive in nature, it makes use of secondary sources such as survey reports, web pages, articles, and published papers. It highlights how AI is becoming increasingly important in HR tasks like hiring, data analysis, and worker productivity. The review dispels the myth that artificial intelligence (AI) will displace human resources (HR) professionals, contending that AI will enhance their positions by offering objective insights. The effects of AI on HR procedures like

hiring, training, talent development, and retention are demonstrated through real-world examples. Considering the dynamic nature of AI in HRM, most recent research has either lacked practical insights or concentrated on particular aspects of the field. By providing a thorough understanding of AI's impact on HRM functions, recognizing mediators, and providing useful implementation insights, our research fills this knowledge gap. The state of the art is greatly advanced by this all-encompassing approach. The review also looks at the urgent need for AI in HR given the speed at which technology is developing, highlighting the wide range of implications AI has for hiring and performance evaluation procedures. The goal of this study is to explore the complex dynamics and consequences of artificial intelligence adoption in human resource management (HRM), with an emphasis on comprehending the revolutionary impact and possible drawbacks of AI in HRM.

2.1 Research Question

1. How does using artificial intelligence affect human resource planning and strategy, and where does AI make a big difference in these areas?
2. What difficulties do HR departments encounter when incorporating AI into tasks like hiring, skill development, performance appraisal, pay assessment, and staff engagement?
3. How does AI improve the efficiency of HR processes, especially in tasks like data analysis, information gathering, and job fulfillment, and what positive results emerge from using AI in these areas?

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3. METHODOLOGY

3.1 Influence of artificial intelligence on Human Resource Management

The Human Resource (HR) mastery of data differs from an individual to individual, and the difficulty and complexity of the nature of work and material have a significant impact on HR aptitude in conventional human resource planning. Human resource planning by HR frequently results in deviations in planning accuracy and forecasting of employee supply due to a lack of gathered

information and skill. Human resource planning necessitates a significant investment in terms of manpower, time, and other resources [3]. Primary and secondary data collection, as well as employee communication, are particularly hampered, making the task extremely difficult. This can easily discover and complement data that complies with the features of the organization and the considerations regarding the industry using AI's extensive processing and machine learning tools, which are based on advanced analytics, optimize the documents, and predict the company's future requirements [1]. A precise overview of the

existing organization's human resources can also be developed, and HR could indeed make an informed decision based on this information. Artificial intelligence replaces human resources to perform fundamental data gathering and organization tasks, and provide appropriate approvals and data processing.

3.2 HRM Six dimension

As illustrated in Figure 1, the 6 elements of HRM are interrelated and combine to produce an important HRM structure. Between them are

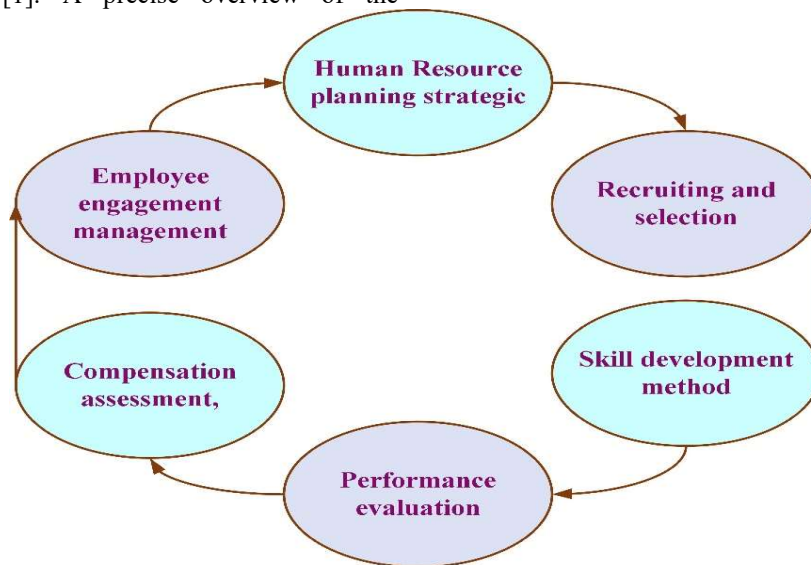


Figure 1: Six elements of HRM

1. Human resource planning primarily assists the organization in predicting future employee requirements and fundamental personnel characteristics through the strategy.
2. Recruitment and implementation, with human resources management as a contribution, are analogous to the organization's blood, offering nutrition, resolving organizational staffing, and staff identification problems.
3. The concept of professional development is "learning."
4. The basic structure of the six dimensions is quality management. It also serves as the primary input for other measurements.
5. The aim of performance management is to stimulate individuals to overcome problems in the workplace.
6. Employee relationship management focuses on managing employees and improving the organization in forming an

effective process of reasonable human allocation of resources.

3.3 AI in Human Resource Management

AI has shown itself to be a disruptive force in HRM, completely changing how businesses hire, retain, and grow their employees. HR departments must adopt AI-driven solutions if they want to remain competitive in a globalized environment where technology is becoming more and more important. AI has several advantages for HRM, including the automation of repetitive processes like interview scheduling and resume screening as well as the provision of data-driven insights for improved decision-making [12]. One important area in which AI has had a big influence is hiring. Large data sets may be analyzed by AI-powered algorithms to find top talent, making the applicant selection process more precise and efficient. Additionally, by instantly answering questions and assisting candidates with the employment process,

chatbots and virtual assistants have improved the candidate experience. AI also excels in the development of skills. Employees can have individualized learning programmes designed to meet their unique requirements and advance their general skill sets. AI removes biases from performance evaluation and provides valuable insights into areas for development, making it more objective. AI's data-driven methodology also helps with employee engagement and compensation evaluation. The use of AI in HRM is not only in style; it is strategically required. It improves productivity, lessens prejudices, and frees up HR specialists to work on important, high-value projects. HRM will depend more and more on AI as technology develops in order to fully use the workforce.

3.4 AI in HRM – Various field

3.4.1 Recruitment

Identifying the best future employment is critical for the entire organization. The need for integrated AI systems assists the recruitment process team in analyzing repeated findings and comparing them to an individual workforce with the same employer, allowing them to select the most destructive candidate. As a result of the lack of human intervention, there would be few human decisions [11]. Using interconnected AI systems should help to accelerate the recruiting process.

Many organizations are still trailing behind from successfully Integrating into their HR-Practices due to the cost of integration. AI is now managed to integrate. Employers also used to spend a lot of time checking on advances and selecting the best between them. However, the incorporation of AI into hiring has drastically transformed the selection process of candidates with the necessary skills. When it comes to the present state of employment and AI, it could be classified into two parts: - (1) Interviews with bots (2) Machine Learning Performance

Because of the introduction of Ai in HR / HCM (Human Capital Management), the organization benefits from mechanization and improved returns. Because AI in HR becoming the another most exciting possible thing that could happen in the coming years. It has been well known that artificial intelligence (AI) has entirely infiltrated the organization, and AI has already taken on a different dimension as prospective employees. Currently, current AI, when compared to other HR processes, is closely related to hiring workers. The

effective integration of AI and HR in hiring has aided businesses in getting the right people.

3.4.2 Training

Organizations create their development programs beyond the previously strict limits, and many institutions, in a context, don't understand how else to completely encourage their staff. The majority of researchers believe that whatever recruits learn within at least the majority of skills training is a waste of time.

However, the use of such AI in instruction is now becoming a powerful tool for organizations, and T&D processes work best when AI-based Optimization techniques observe and develop the skills, behavior, and behavior of employees working across different levels [13]. Because individuals have different teaching methods, AI can be used to customize training programmers. Following training, responses from students are used to make structural changes. AI assists both the management and the staff in identifying gaps in their skills, achievement, personality, understanding, and so on, and assists them in developing and contributing as much as potential to their employment.

3.4.3 In performance management

The conventional assessment of performance management is decreasing as a result of the use and application of AI. The majority of the staff noticed that most supervisors exhibited bias during the assessment process, but that the failure rate was indeed very high. Everyone is now wondering whether the incorporation of AI into the company performance management process will influence employee performance or not [14]. However, the answer would be yes, as many of the world's leading companies, such as Microsoft, Adobe, Accenture, and Deloitte, have achieved success with AI applications for performance monitoring. Presently, AI integration is directly correlated with recruitment practices, but AI will quickly be implemented to every aspect of human resources - practicing and via discussion groups, and specific programs for AI.

3.4.4 Labor relation management

Traditional employee engagement focuses on repetitive tasks such as social security payments, process preparation, leave methods, employee breaches of contract, and so on. Through machine learning techniques and methodologies, AI not only clarifies but enables work. It assists indirectly in

selecting the best scheme, providing the enterprise and employee, and ensuring that both parties establish satisfactory labor relations under objective and unbiased situations [15]. Artificial intelligence has made more great recommendations and interoperability for the growth of a business and the workforce planning of the workforce even as information has been automatically updated.

3.5 In the future, the Impact of AI on various occupation

a. Doctors

Robots will start replacing doctors by 2035, and AI will undoubtedly swap 50 percent of jobs within the next century. He even stated that types of machinery will substitute 80 percent of doctors in the coming years by healthcare noticed entrepreneurs never by healthcare experts.

b. Teachers

According to a United Nations Scientific, Cultural, and Educational Institution, significant amount of elementary and a high school students need not come to school, so digital educators will use AI to encourage students to understand something.

c. Lawyers

AI can expect to recognize the right smarter than people. It is evident that AI and a machine learning were unfolding and converting at this time, and by 2036, 1 lakh law responsibilities will be digitalized, reducing the job of lawyers, as well as the manner cases, were moved. According to a Institute of Mckinsey Global, 23% of future trades could be digitalized.

d. Blue-collar and white-collar

Blue-collar and white-collar jobs would be destroyed, and between 20 and 30 million jobs will disappear by 2030, resulting in the loss of 30 percent of labor jobs and the displacement of 800 million people.

e. Drivers

Artificial intelligence would also substitute drivers by mid-2020s, using precise algorithms for heavy vehicle and avoiding injuries and hazards. While driverless vehicles are already on the market, they will arise and convert by 30% in the next few centuries.

4. RESULT AND DISCUSSION

HR professionals can use AI to help them do their employments were more efficiently. This AI had a favorable effect on a range of areas, including related recruitment and direction process: One of the most significant functions of AI in HR is talent attribution

Table 1. Percentage of employment

Profession	Percentage of employment effected (%)	Year
Doctors	80	2035
Teachers	56	2030
Lawyers	23	2036
Blue collars and white collars employment	30	2030
Drivers	30	2030

. AI helps HR teams by allowing them to review and process a larger number of resumes to find the best candidates. By utilizing this AI, the organization saves a lot of time and therefore can choose the best employee for the position by evaluating elements such as values, skills, experience, and so on. Each newly hired individual has different preferred learning styles, so by analyzing employee behavior, customization or training/coaching is executed, and this is regarded to be among the most significant impacts of AI on various occupations is shown in Figure 2, and Table 1 shows the percentage of job affected by AI.

Preservation of talent as well as continuous employee satisfaction: Because employee engagement is both complicated and essential, irrespective of the benefits provided by the employer, AI supports skilled professionals in looking at individual attainment, employment balance, and trying to connect with its customers in the organization. Predicting future turnaround necessitates prediction.

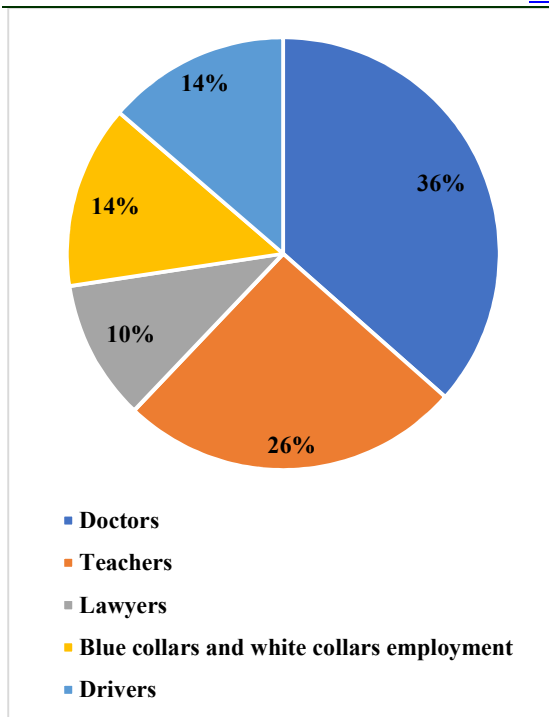


Figure 2: Jobs affected percentage

AI should be able to use historical data more accurately to make predictions than ever. The data gathered can be used to advise the organization on how to make more changes.

4.1 Benefits of AI in HR

The majority of experts accepted that AI benefits recruiters except period and currency by systematizing repetitive and organizational tasks. As an effect, applicants have much more period to think on the best applicants. The use of AI in hiring aids recruiters, particularly in the evaluation, priority, and requirement procedures of job aspirants, permitting them to initiate the recruiting procedure with most suitable individuals by interviewing them immediately. Whenever it derives to decision-making between recruitment agencies and potential employees, many professionals don't care if it's completed through a human or an AI-powered robot. Five out of eight professionals believe that using AI to speed up the recruiting process can save time.

This also noted that AI gives all applicants an improved chance of existence selected for a occupation because human bias is condensed. Two of the eight experts claimed that AI can be used to find and realize both possibly quiet and outstanding prospective employees.

4.2 Challenges of using AI in HR

The transformation of technological advances within an AI, as well as an absence of confidence, are two recognized difficulties that AI can take to productions. Because it is necessary to know about using AI in the organization, providing decent adaptability toward AI and needing appropriate tools to use AI are crucially significant. Several analysts contend that HR departments are perceived to be conventional, and therefore it is essential to consider paying attention to improving of technological advancements' adaptability. One of the specialists recommended that organizations should be eligible to purchase AI in order to receive the complete potential about using it in recruitment. This suggests that employers must designated sufficient time to spend on new ideas.

Several organizations started during the discussions that they would like to use AI, but they don't necessarily understand why or how to do so. It's possible that the organization doesn't require the bandwidth or reliability that AI provides, or that the organization lacks the technical expertise to integrate AI. Recognize well how AI can recognize the company's core values or whether an AI appreciates the kinds of job applicants the organization is trying for AI in the recruiting procedure. And giving to some experts, AI may take effort understanding educational boundaries because of terminology varies across a cultures and countries. As a result, through the discussion, one of the most main difficulties using AI in enrollment that was mentioned to train employees to train computers to prevent biases.

4.3 Difference from Prior Research

This research presents novel findings in the discussion of the results, demonstrating how usability and creative thinking play critical mediating roles in the AI-HRM relationship. This study adds depth to the understanding of the complex dynamics among artificial intelligence technology along human resource management, making it stand out from previous studies.

4.4 Open Research Issues

Although this study offers insightful information about the incorporation of artificial intelligence (AI) into human resource management (HRM), there are a number of unresolved research questions that need to be investigated further. First off, there is still much to learn about the ethical ramifications of AI in HRM, such as concerns about bias, privacy, and algorithmic fairness.

Second, a crucial area for further research is comprehending how AI implementation affects organizational culture, job satisfaction, and employee well-being over the long run. In-depth research is also necessary due to the possible socio-economic effects, which include job loss and the requirement for upskilling. Finally, more research is needed to determine how contextual factors, like the size of the organization and the nature of the industry, affect the efficacy of AI in HRM.

5. CONCLUSION

To integrate six aspects of HRM with existing AI technologies, this work provides a conceptual AI framework for HRM. Knowledge discovery, data mining, strategy, and human resource planning are all included in the suggested integrated structure. Acquiring skills are improved by using facial recognition as well as natural language processing during the selection process, in addition to robotic systems along with visual monitoring during training. When performance measurement and data mining are combined, a clever incentive system is produced. Even though AI lacks cognitive and emotional intelligence, its use in HR has a big impact on organizational performance. The study comes to the hopeful conclusion that AI development holds promise for bettering lives and encouraging a promising future when properly comprehended and applied. Through a thorough investigation of the effects of artificial intelligence on Human Resource Management (HRM) and the identification of mediating factors such as creativity and usability, this study effectively examined the complex relationships between recruitment, talent development, and performance management. The attained goals expand the conversation on technology in human resources and offer useful insights to companies integrating AI in HRM. It's crucial to recognize the study's limitations, though, such as its industry-specific focus and any potential issues with temporal validity brought on by AI's ongoing evolution. Furthermore, depending entirely on extant literature and real-world instances raises the risk of bias in data sources, highlighting the necessity of careful review and consideration in subsequent studies.

5.1 Future Work Directions

Future research should explore the ethical implications of AI in HRM and provide frameworks for the responsible adoption of AI, building on the open research issues that have been identified. Researching the long-term impacts on workers along with organizational dynamics can

help direct the creation of tactics that support a constructive AI-human interaction. Furthermore, policy recommendations along with proactive workforce adaptation measures can be informed by an understanding of the socio-economic implications. Implementation guidelines will become more complex and context-specific as a result of investigating the significance of specific variables in shaping AI outcomes. To sum up, filling in these research gaps will improve the comprehension of the complex interplay between AI and HRM and help organizations and policymakers navigate the changing terrain of technology integration in HRM.

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