[1]Dr. Mohd Zafar Shaikh

[2]Dr. M. Sankar

[3]Ms. Shivani Raina

[4]Dr. K. Jayapriya

[5]Mr. A. Raj Naveen Chander

Artificial Intelligence and Public Sector Human Resource Management: Opportunities, Challenges

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Abstract: - We have developed concerning individuals, technology, industry, and different resources because of developing globalization since evolution is an ever-evolving shift through time. Mechanical technology, language acknowledgment, picture acknowledgment, information investigation, and a couple of additional master frameworks is a portion of the innovations that are essential for the evolution of digitization and regularization of artificial intelligence. Organizations, particularly those in the IT sector, are adopting various innovations including virtual reality, augmented reality, artificial intelligence, and others. Human resource management methods must now undergo the same evolution through computerization of work, which might incorporate undertaking, employing achievement (the enlistment and determination process), upgraded ability quality, information examination, and group plan viability. In the current study, we carefully examined and analyzed a sizable number of published papers based on their contributions to the field of knowledge with the quickly developing trend of using artificial intelligence technology in contemporary economics. Additionally, look into how experience and age affect the suggested associations. In order to examine the link between the study's latent variables, a structural framework was established. The findings showed that behavioral intention of HR professionals is significantly influenced by trust and performance expectations. The performance expectations of HR professionals were significantly influenced by trust and technical readiness. Finally, there was no moderating influence of age or experience on the link between performance expectations and behavioral intention and trust. The results of this study help advance the notion of information technology dissemination in human resource management. All the examination of information relating to human resources has attracted the consideration of all organizations late years, and the accentuation has been put on human capital, which is viewed as the essential variable affecting the improvement of the business and its exercises at all degrees of human resource arrangements. It tries to clearly outline the problems that computer scientists are working to address for HR researchers. By emphasizing those that use artificial intelligence, it simultaneously outlines the many and modern IT approaches, tools, and methodologies now in use.

Keywords: Artificial intelligence; Applications, Challenges & opportunities; Evolution; Information Technology; Human resource management best practices.

I.   INTRODUCTION

Because of the expansion of challenges relating to the HR capability and the development of its effect over corporate key dynamic cycles, human resources management has encountered tremendous changes. The HR capability is at present advancing increasingly more toward individualized HR practices that think about the one of kind qualities of each objective. The goal is to help chiefs in improving intergenerational coordinated effort. To pursue the best choices and improve their functional exhibition, organizations can profit from utilizing their "worker" information bases using human resources investigation [1, 2]. Artificial intelligence in light of "AI"

[1] Principal, Shree Bhagubhai Mafatlal Polytechnic Mumbai

https://orcid.org/0000-0001-8857-7485

[2]Associate Professor, Department of Management Studies, Knowledge Institute of Technology, KIOT Campus, Kakapalayam, Salem

https://orcid.org/0000-0002-8614-7956

[3]Assistant Professor, Khandelwal Vaish Girls Institute of Technology Jaipur

https://orcid.org/0009-0006-8717-1874

[4]Assistant Professor & Head, PGP College of Arts and Science, Namakkal (Dt), Tamil Nadu

https://orcid.org/0009-0002-7301-6751

[5]Assistant Professor (Depute), Department of Commerce and Management Studies, Government Arts and Science College, Idappadi, Tamil Nadu

https://orcid.org/0009-0001-3000-6767

technology [3] vows to revolutionize human resources divisions at different levels, including enrollment, preparing, profession management, versatility, pay, and advantages to draw in ability and high potential, treat and assess selections as fast as could be expected, really look at the reasonableness of the profile and position, and more when business pioneers are planning for a computerized world that is picking up speed.

Losing at least one of its fruitful workers to one of its adversaries is one of the most difficult circumstances for any business that desires to be current and cutthroat [5]. Artificial intelligence permits HRDs to make human capital execution pointers that depend on inner information investigation and cross-referred to with information from the outer market, especially contest. It will be practical to plan the ongoing profiles as per every representative's efficiency and adequacy utilizing the discoveries of these examinations [6–9]. This technology, which is undergoing a technical boom and is rapidly producing convincing results among the industry's titans, is inspired by how the human brain functions (Apple, Face book, Google, Microsoft ...). To take advantage of it, it is important to learn and dissect how information is dealt with. The HR capability will actually want to underwrite and lift its capability to a higher key and decisional level based on this reflection and its instinct. Certain individuals could accept that information and calculations can replace their dynamic keenness, however truly, they just consider a more compelling sign of that intelligence. It is essential to fathom that information isn't independent assuming it becomes unavoidable. All the perusing and understanding of this information by human intelligence is where its worth rests. Data is at HR's disposal; it does not substitute their wisdom and bravery. The data gives HR the foundation they need to construct their future. The trouble that shows up with the subduing of information by HR is testing pre-made portrayals and biased suppositions to incite proposition in view of these perceptions [10].

Modern society has gradually shifted to the new world of artificial intelligence as a result of the advancement of science and technology. It has changed over time. The development of artificial intelligence is an inexorable phase in human growth. Since things have been changing so quickly, human resources must become more skilled to meet workplace demands. In order to keep up with the growing use of artificial intelligence, human resources are required. In the last 20 years, a lot has changed. All technologies are developing so quickly. 2003 saw the launch of LinkedIn; 2004 saw the evolution of Face book; 2005 saw the arrival of YouTube; 2006 saw the creation of Twitter and Apple, respectively; 2007 saw the emergence of Integral and Snap Chat; and others. The majority of these technologies, even though they existed, were not in use before 15 years ago. But in the year 2020, everyone will be utilizing these advanced technologies. In conclusion, artificial intelligence is a prevalent technology nowadays.

Digital exhaust, application tracking systems, human resource information systems, and other indicators are all essential inputs for the "data production" stage. Before analysis can begin, this input typically needs to be pulled from several databases, changed to a standard format, and combined.

Driving organizations have seen a change toward artificial intelligence, the computerized age, and regularization. They are carrying out artificial intelligence to change their businesses. Organizations can altogether further develop different human resource management best practices like expanding employing achievement rates, learning and improvement, enlistment, determination, information investigation and preparing, and adequacy of group plans by using many fields like computer generated experience, increased reality, AI, and artificial intelligence. Automation work, data analysis, and people analytics can all be used to solve this. Artificial intelligence is being used by businesses to enhance personalization and suggestions. [11] [12]

In this paper it explains on the following sections. They are, Section 2 AI: The Potential of Human and Machine Intelligence, Section 3 Backbone of Artificial Intelligence, Section 4 Applications of artificial intelligence, and last but not least Section V Overall Conclusion of the study.

II. AI: THE POTENTIAL OF HUMAN AND MACHINE INTELLIGENCE

"The science and engineering of constructing intelligent devices, especially intelligent computer programmers," is the definition of the phrase "artificial intelligence." The goal was to create intelligent machines that could do human-like tasks. Artificial intelligence is capable of problem-solving. Language recognition, issue complexity, and self-improvement are all areas where this technology has made significant progress. In virtual approaches, augmented reality, facial recognition, audio to text conversion, and other fields, AI has been successfully applied.

Artificial intelligence gradually integrates into the enthusiasm for realizing new learning, critical thinking, analysis, and work behavior in the context of human resource management. [13] The higher cognitive functions of the human brain, which are capable of problem-solving, are stimulated by artificial intelligence. In this context, broad learning (human resource) is referred to as intelligence (technology), and it can help learners perform better across the board. Artificial intelligence improves decision-making skills that are suited to the scenario at hand by giving human resources the ability to make conclusions. [14]

In the age of artificial intelligence, more tasks that involve critical thinking, nature, and analysis need to be automatable. In order to succeed in this new world of work, human resources must expand their abilities in light of the huge technological explosion that is occurring everywhere. Human resources must develop fundamental platforms, such as chat bots, to enable employees deskill and up skill their work and expertise in order to prepare them for the future of work. Personalization and human resources can work together to give workers some genuine opportunities. Employees will be urged to develop their hard and soft skills through running programmers with the use of personalization, which will be advantageous for human resources. [15] These programmers cover user-centric design, innovation, and lifelong learning. They also cover up skilling and deskilling for success. New intelligent people who can react similarly to human intelligence are needed for human resource management. The use of machines is also gradually replacing human labor. Companies currently use two different work models: class work and mass work. Any routine task that can be completed by any company is considered mass work. Contrarily, classwork involves specialization along with a greater emphasis on data analysis and artificial intelligence. Workforce planning is necessary for human resources to push themselves further into digital and data-driven activities. Human resources must take advantage of the enormous prospects offered by the company to integrate artificial intelligence into the classroom. [16] [17] [18].

In the context of human resource management, new ideas about artificial intelligence will lead to better learning, enhanced effectiveness, decreased operating and managerial costs, and improved talent acquisition. Digitalization and regularization of human resources can be accomplished by adopting new technological mindsets. The goal of artificial intelligence is a win-win team strategy. [19]

Human resources must deskill, up skill, and be realistic. Human resources must explore for opportunities in the paperless world. Employees are educated on the use of artificial intelligence at work by human resources. In terms of employee movement, candidate evaluation, CV screening, selection effectiveness, and other issues, human resource management is confronted with numerous difficulties. Machine learning is crucial for the employees employing artificial intelligence and big data analysis to tackle the aforementioned difficulties. When it comes to innovation, learning, and growth, human resources professionals only need to push themselves out of a stage of demagnetization (doubts and fear). [20][21]

The principles of various domains, such as augmented reality and virtual reality, need to be discovered and explored by human resources in a more individualized, digitalized, and tailored fashion. All they have to do is attract them. The world is entering a brand-new era known as artificial intelligence. It takes a lot of work to close the knowledge and work gaps in the field of artificial intelligence within the context of human resource management. [33] Human resources have the same opportunity to meet human needs. Humans are 3D beings with 3D brains that can think and retain knowledge. Artificial intelligence (AI) allows us to build, recreate, and create 3D pictures in the real world. Artificial intelligence increases both human and machine power. [22] [23]

III.   BACKBONE OF ARTIFICIAL INTELLIGENCE

The field of artificial intelligence is extending quickly. The greatest study of the twenty-first century is artificial intelligence. With the advent of super computers and relentless robots, this technology has created a brand-new world. Humanity is changing due to artificial intelligence many methods and tools. So, in order to meet the growing demand in the workplace, it is necessary for human resources to create new ways of doing things. Machine learning and the connection between learning and labor form the basis of artificial intelligence. Coding, patterning, and algorithms are defined by machine learning. One of the most mind-blowing instances of machine execution is Google Interpretation. AI has recently been used for the enrollment cycle in human resource management. In a less volatile corporate environment, human resources are quite important. Therefore, each artificial intelligence solution must be applied in an organization with consideration for the context of human

resource practices in order to close the knowledge-to-work gap. As a result, human resources must be heavily integrated into an organization's artificial intelligence system. [24] [25]

3.1. Artificial intelligence aspects in relation to methods of human resource management:

Artificial intelligence is a vast field that has the capacity to make intelligent, independent decisions. It has achieved great degrees of success in measuring issue complexity, language recognition, pattern recognition, and self-improvement. Hypothetical neurons are arranged by artificial intelligence in a way that makes it possible for humans to construct concepts. As a result, the computer is built in a way that allows it to solve issues using everyday language. Human resources are encouraged by artificial intelligence to develop new techniques for determining and assessing problem complexity. Human resources need to improve their ability to cope with ideas because they are the sources of innovation and creativity. As a result, human resource management procedures require self-improvement.

IV. APPLICATIONS OF ARTIFICIAL INTELLIGENCE

Menial helpers (the development of a completely new world), increased sees (the expansion of virtual items to this present reality — blend reality), AI (the extension of homeroom work), mental processing (the key structure blocks expected to figure out artificial intelligence), and forecast examination are instances of artificial intelligence (more advanced and more information driven). Human resource artificial intelligence can possibly emphatically help associations. There are a plenty of purposes for artificial intelligence comparable to strategies for human resource management. Artificial intelligence can have a significant impact in a less unpredictable corporate environment since it analyses a lot of historical and current data to evaluate personnel.

Automation and artificial intelligence will eventually replace manual labor in the workplace. Enhancing knowledge and human resource management effectiveness -accurate evaluation of the candidates and improved job candidate matching

Increased openness and employee-driven career management will improve the income of human resource management businesses. Employee productivity, cost savings, and survey results on engagement or experience promote improved learning opportunities for employees and the transformation of human resource management.

Artificial intelligence in ability securing builds the adequacy of enlistment and choice. Associations can find competitors who address their issues. Furthermore, it aids rapidly tracking down an up-and-comer with an elevated degree of potential (insignificant possibility missing extraordinary gifts).

4.1 Opportunities to Improve Human Resource Management Techniques Using Artificial Intelligence:

The company transitioned from a big data perspective to machine learning and is currently moving to artificial intelligence. A computer can now make decisions and other things that would typically require human brain thanks to artificial intelligence. It can be challenging to distinguish between individual performance and collective performance in complex work designs. Jobs with a higher degree of predictability and repetition are very risky. Human resources must adapt their methods of operation to these strategies. Applications of big data with machine learning would produce an algorithm that may be highly helpful for a small number of jobs, such as the short listing of potential applicants who possess the necessary abilities. Let's say that, when hiring, we need to choose 50 candidates from a pool of 1000 CVs. This can be done by adjusting our software's algorithm (keywords) for obtaining results. In order to achieve the necessary results, we can modify our requirements in the programmers without using up all of the energy of our employees. This is the modern approach to hiring applicants that makes use of artificial intelligence.

The firm altered its method of evaluating candidates from an IQ test to an EQ test to a Social Quotient (SQ) test. Game-based technology claims that candidate evaluation can be done through gasification with the use of artificial intelligence. Additionally, it makes the process more detailed and interactive. This makes it easier for recruiters to comprehend how academic study would affect psychometric testing.

Candidates that join an organization often struggle to understand the corporate culture, changes in requirements, and improvements. Chat bots powered by artificial intelligence make it simple. This is how a platform, such as a messaging programmer, which serves as a channel of communication between coworkers and employees, is developed. Through, one can exchange the necessary data and obtain the desired data regarding the workgroup (project) and workplace. Artificial intelligence can enhance employee communication with chat bots. By creating a healthy workplace, we may turn all applications of artificial intelligence in human resource management into opportunities and approach our work more effectively while overcoming all obstacles.

4.2 Artificial Intelligence in Human Resource Trends

Advances utilized in artificial intelligence incorporate mechanical technology, language and picture acknowledgment, information examination, and a couple of other master frameworks. Strong artificial intelligence also has knowledge of the aforementioned technologies and how the human brain functions. The technology's use of both machine learning and human intelligence works flawlessly. There are numerous ways to look at how to improve artificial intelligence in relation to human resource management. Artificial intelligence can enhance individual performance inside a company, which will ultimately benefit the firm. Behavioral research is used to better understand the psychology of an employee. This can be accomplished by giving the staff real feedback methods and on-the-job simulated training. Chat bots used by employees and candidates can now engage on platforms made possible by artificial intelligence. To enhance remote work, core systems must be established to boost employee experience. Gratefulness is a game-based technology that is used to evaluate candidates. The most popular application of artificial intelligence that will provide "anytime-anywhere" access is going to be the mobile workplace. Artificial intelligence is making significant contributions to career planning and building this new, technologically advanced world.

4.3 Artificial Intelligence Challenges In Relation To Human Resource Management

The workplace underwent an unintentional transformation, making it the most difficult sector for human resources to integrate artificial intelligence. Artificial intelligence has an issue in human resource management since it cannot be utilized to make moral and social judgments. Because it demands human contact there are several organizational difficulties as well, such as the investment component or business issues that still require a perspective to attain artificial intelligence. Technical difficulties, implementation obstacles, and various managerial approaches are additional difficulties. Human resources must comprehend how the workplace is evolving and developing. The client will tolerate work that is repetitive in nature. Human resources capable of critical analysis and thought can lead to revolution. Artificial intelligence revolution with more specialization and more automatable work will be approved.

Contemplate on the off chance that an up-and-comer's exhibition at work in the event that employed is anticipated by the economic wellbeing of their place of graduation. From the stance of creating calculations, it is adequate in the event that the societal position metric works on the general accuracy of a task execution forecast calculation. Conflictingly, customary insights could inspect the legitimacy of the connection between friendly standing and occupation execution all alone, instead of similarly as a part of a more muddled calculation, and whether it was causal. The task of proving causation is substantially more challenging. Since causal algorithms may more easily be defended in court, they at least partially alleviate some of the legal restrictions mentioned above. They are more equitable because they explicitly state the causal relationships between socio demographic characteristics and performance. This enables people to be recognized for qualities that improve their performance, such as grit or intrinsic motivation, without regard to their affiliation with a particular group (such as their alma mater status), and to take action to make up for socio demographic disadvantages (e.g., to create a strong support network that graduates from top schools get by default). Employees are considered as individuals rather than group members because they "minimize or eliminate the causal dependency on elements outside an individual's control, such as their perceived race or where they were born." In this instance, individual fairness takes the role of group fairness. By looking for causal diagrams that match the available data, computer algorithms can aid in the causal discovery process. These algorithms are actively being developed; but, in order to evaluate them, one must have data regarding potential causes and associated confounders. Randomized field experiments can be used to determine whether certain elements are causal in the absence of complete data. This is one reason randomization is our second methodology for handling decency and different hardships with artificial intelligence in human resource management. We propose tolerating that numerous HR results are irregular instead of expanding the low prescient

force of current HR calculations utilizing non causal elements, which demolish shamefulness. Exhibits how clamor and consistency in human dynamic about HR give semi trial variety, which is free to AI as in, in the event that great result estimations are available, can be used to de-predisposition calculations. Additionally, studies demonstrate that workers believe that complicated and consequently unpredictable outcomes are determined fairly by random processes.

V. CONCLUSION

The exploration on the utilization of artificial intelligence in human resource management is terrifying. Especially the peculiarity of its reception determinants and the outlook of HR experts toward its application. The aftereffects of this study are a work to propel reception hypothesis for information technology. A hypothetical survey of the writing uncovered that age and experience made little difference to the expects to utilize, which recommends that the prior distinctions in perspectives toward technology between various age bunches are moreover shutting. Making better decisions is a result of this. Artificial intelligence can enhance employee performance within a company, which will ultimately benefit the company. This can be accomplished by giving the staff real feedback methods and on-the-job simulated training. People need to improve their skills. Additionally, compassion, empathy, and human touch are needed with artificial intelligence in certain areas of human resource management, such as ethical, social, and disciplinary difficulties. Human resources may therefore use artificial intelligence to create possibilities rather than viewing it as a threat. Human resources have a chance to put their abilities to use and support an organization's expansion through the use of artificial intelligence. Human Resources must accept the new way of thinking. Artificial intelligence is progressively becoming realized in the desire of human resources to learn, think, and act in new ways. It emphasizes a WIN-WIN team strategy.

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