

Chapter 3

The Evolution of HR: From Traditional to AI-Enhanced

Tarun Madan Kanade

 <https://orcid.org/0009-0002-0084-3107>

Symbiosis Institute of Operations Management, Nashik, India

Radhakrishna Batule

Vishwakarma University, Pune, India

Jonathan Joseph

 <https://orcid.org/0009-0009-6543-6108>

Sandip Institute of Technology and Research Centre, Nashik, India

ABSTRACT

The chapter “The Evolution of HR: From Traditional to AI-Enhanced” explores the transformative journey of Human Resources (HR) from its traditional practices to an AI-driven, strategic powerhouse. It begins by outlining the core functions and limitations of traditional HR, such as manual recruitment processes, performance management, and compliance tasks. The narrative then shifts to the early adoption of technology in HR, highlighting the role of HR Information Systems (HRIS) in streamlining operations. These technologies revolutionize recruitment, enabling automated resume screening and predictive hiring success. Performance management and employee development are enhanced through continuous monitoring and personalized feedback. AI also improves employee engagement by providing insights from sentiment analysis and delivering customized communication. This comprehensive exploration underscores the importance of adapting to AI technologies, positioning HR professionals as strategic partners in driving organizational success.

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1. INTRODUCTION

1.1 Overview of HR Evolution

Human Resources (HR) has undergone a significant transformation over the decades. Initially, HR functions were largely administrative and focused on maintaining employee records, ensuring compliance with labor laws, and managing payroll. The role of HR was to handle the fundamental aspects of employee management, such as recruitment, performance evaluations, and conflict resolution. These tasks were primarily manual and time-consuming, relying heavily on paperwork and face-to-face interactions.

As organizations grew and the complexity of managing human capital increased, HR began to evolve. The introduction of Human Resource Information Systems (HRIS) in the late 20th century marked the beginning of a more data-driven approach to HR. These systems automated many of the traditional HR tasks, enabling more efficient handling of employee information and streamlining processes such as payroll and benefits administration. However, even with these technological advancements, HR remained largely reactive, focusing on day-to-day operations rather than strategic initiatives. (Mina, Unveiling the Evolution and Significance of Human Resources (HR) in Business Success, 2023)

1.2 Importance of Adapting to AI in HR

The advent of Artificial Intelligence (AI) represents a revolutionary shift in the HR landscape. AI technologies, such as machine learning, natural language processing, and predictive analytics, have the potential to transform HR from a support function to a strategic partner in organizational success. The importance of adapting to AI in HR cannot be overstated for several reasons.

Firstly, AI enhances the efficiency and accuracy of HR processes. For example, AI-powered recruitment tools can analyze thousands of resumes in a fraction of the time it would take a human recruiter, identifying the best candidates based on predefined criteria. This not only speeds up the hiring process but also reduces human bias and error.

Secondly, AI enables more personalized and effective employee management. Through continuous monitoring and data analysis, AI can provide real-time feedback and development suggestions tailored to individual employees. This leads to more accurate performance evaluations and more targeted development plans, ultimately enhancing employee satisfaction and productivity.

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