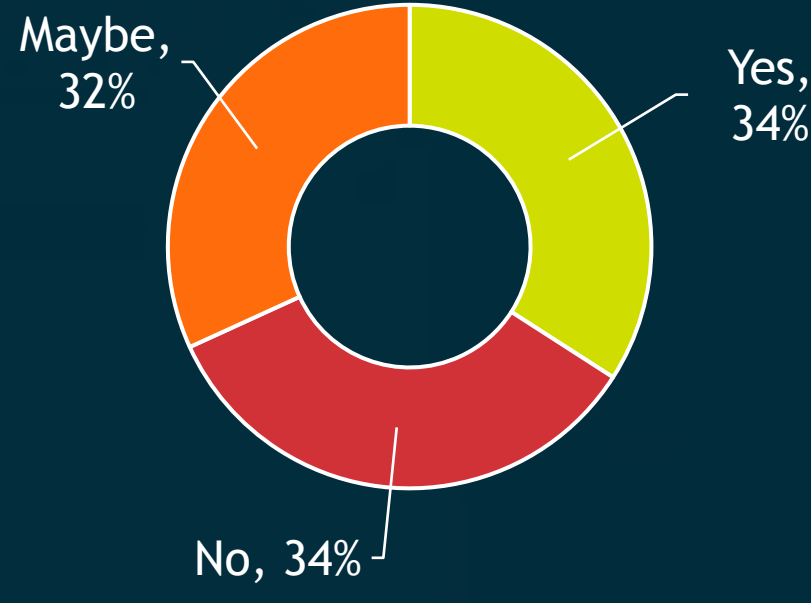


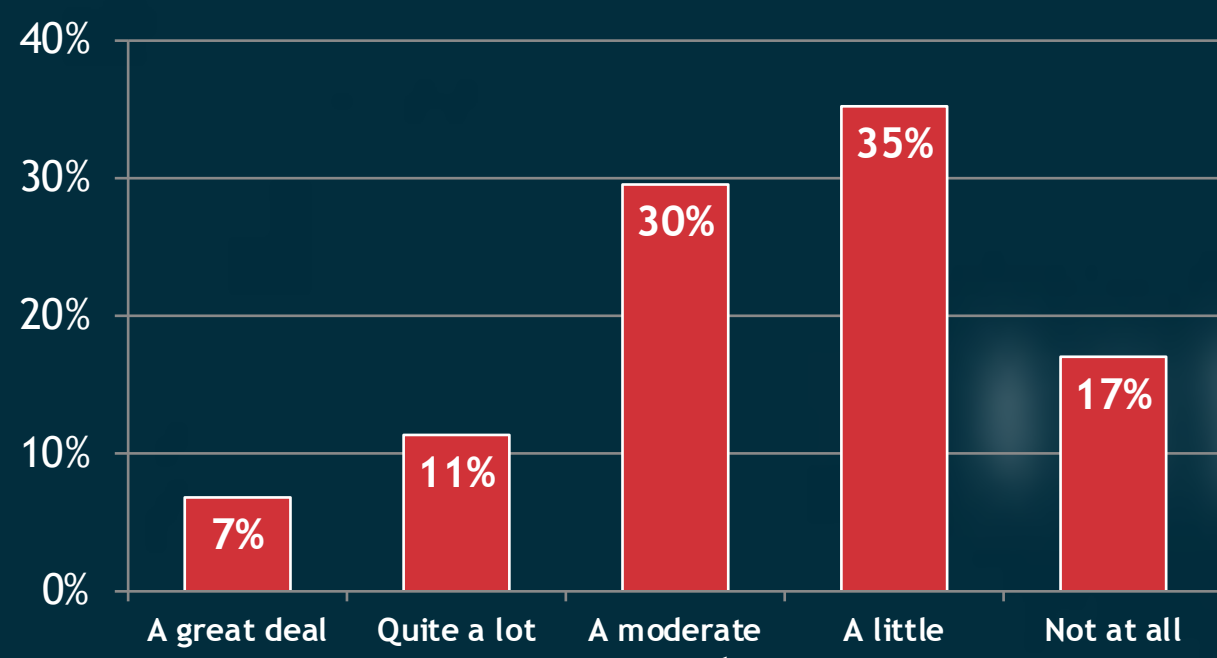
HR professionals are balanced in their scepticism and acceptance for the hype around AI in HR

There is a very mixed picture of acceptance, balanced with an undercurrent of scepticism for the potential impact AI will have on HR. Our survey respondents provide an even split between those who think AI in HR is overhyped, those who believe AI will live up to 'hyped expectations' and those who are reserving their judgement of the impact of AI on HR. Clearly organisations are finding their way.

Do you think the claims for the impact of AI in HR are over-hyped?



How much is AI already impacting your HR function?



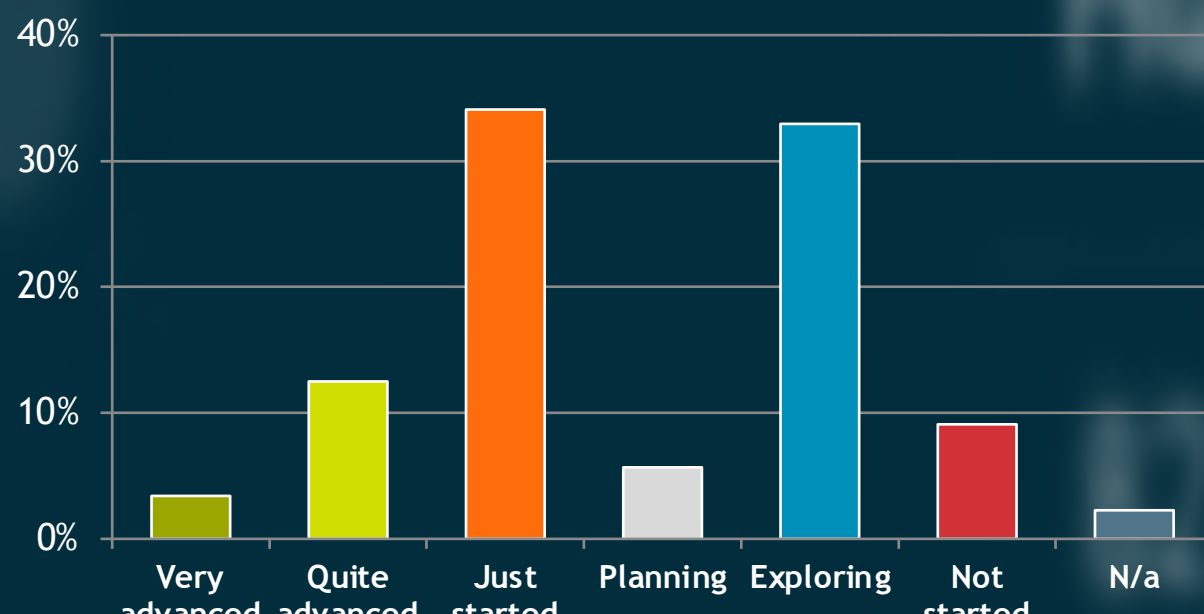
83% are already experiencing some impact from AI on their HR function

Almost 48% have already experienced more than a moderate amount of impact from AI on their HR team. This marries neatly with the fact that half of our respondents have reported that they have already implemented some form of AI-powered tools or systems to support their HR processes today.

But HR teams rarely consider their adoption of AI in HR as advanced

Only 16% of our respondents believe their practices around AI adoption in HR are advanced. What we have found from our research conversations is that the adoption of AI is advanced typically only in niche HR processes. AI is emerging in discreet HR specialist practices and the cumulative impact of AI is disrupting the HR, manager and employee experience.

How advanced is your HR team in adopting AI within your people processes?



72% plan to expand their use of AI in HR

Only 8% don't plan to extend their use of AI into their future HR processes

The momentum for AI in HR is high. 72% plan to expand their use of AI in people process in the future, with a small but noticeable group of 20% unsure about their HR organisation's plans for AI.

The top drivers for adopting AI in HR are productivity, speed of process, employee experience and quality

For those who are adopting AI in HR today, HR productivity is the major driver alongside delivering faster processes. The reduction of bias and increasing inclusion are the least significant drivers for adopting AI in HR.

76%



Enable greater operational efficiency and productivity

69%



Speed up processes

64%



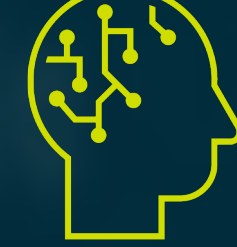
Improve the employee experience

59%



Raise accuracy and quality

55%



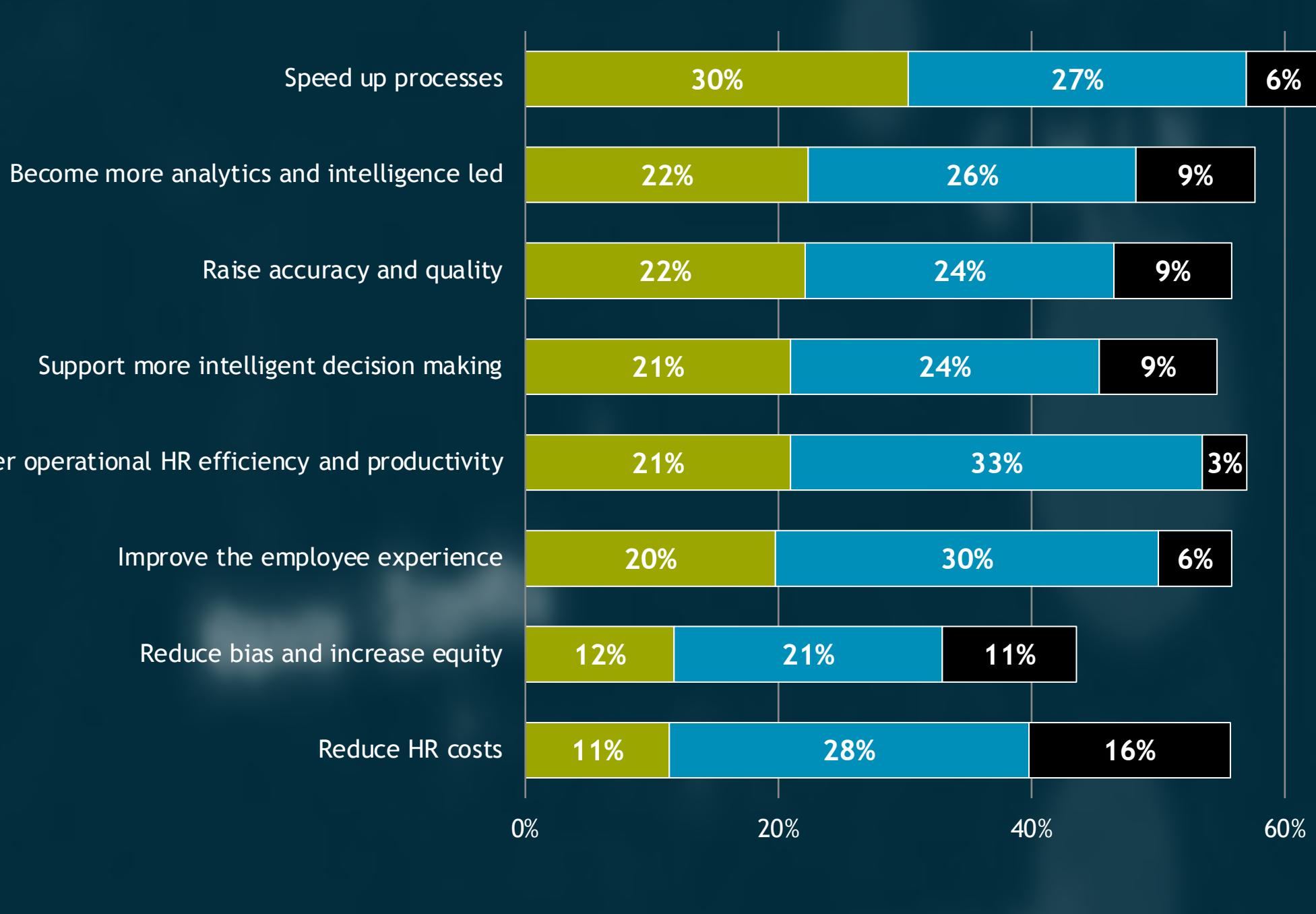
Support more intelligent decision making

Currently, the main AI benefits that HR reports are not explicitly about cost reduction, but about speeding up HR processes for stakeholders, workers and teams

Despite operational efficiency and productivity being rated as the top driver of AI adoption, it is not the main benefit HR teams report. Today the primary benefits HR is realising from AI are speeding up processes, enabling better decisions and greater operational efficiency and effectiveness.

Notably, improving the employee experience and reducing costs is also not a primary benefit achieved through AI, yet. What's behind this? Anecdotally from our research conversations with enterprise corporates, the main focus for HR teams in adopting AI is 'doing more with what we have' and enabling better processes with our existing resources. This is symptomatic of HR teams with stretched headcount, limited budgets and the need to deliver against ever growing stakeholder and employee expectations with limited capacity.

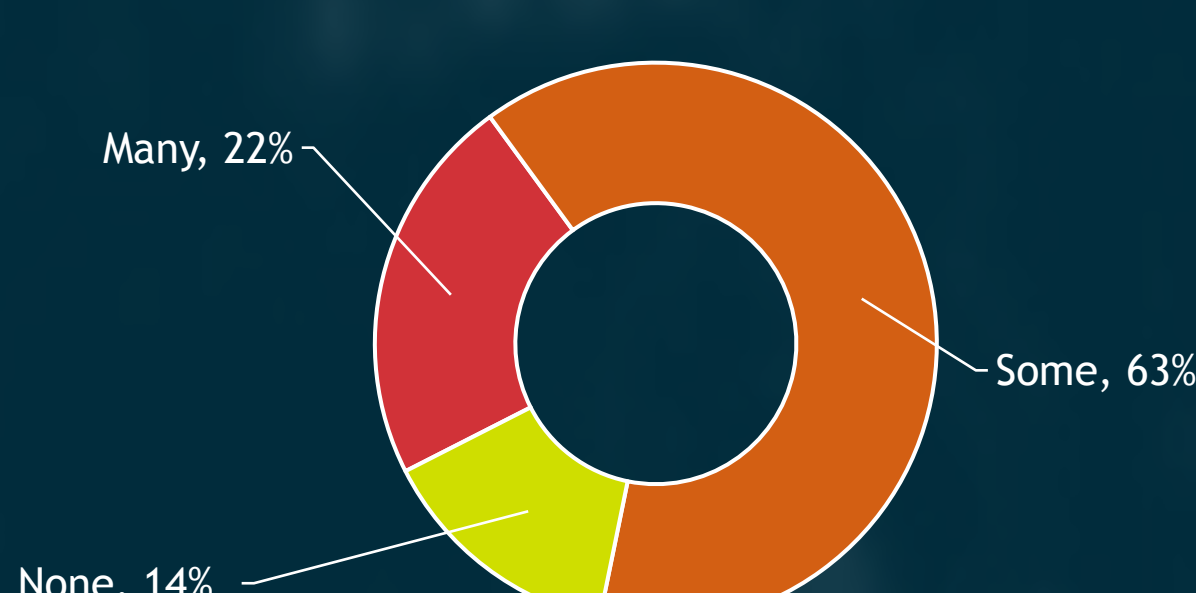
What benefits have you observed since adopting AI in your HR processes?



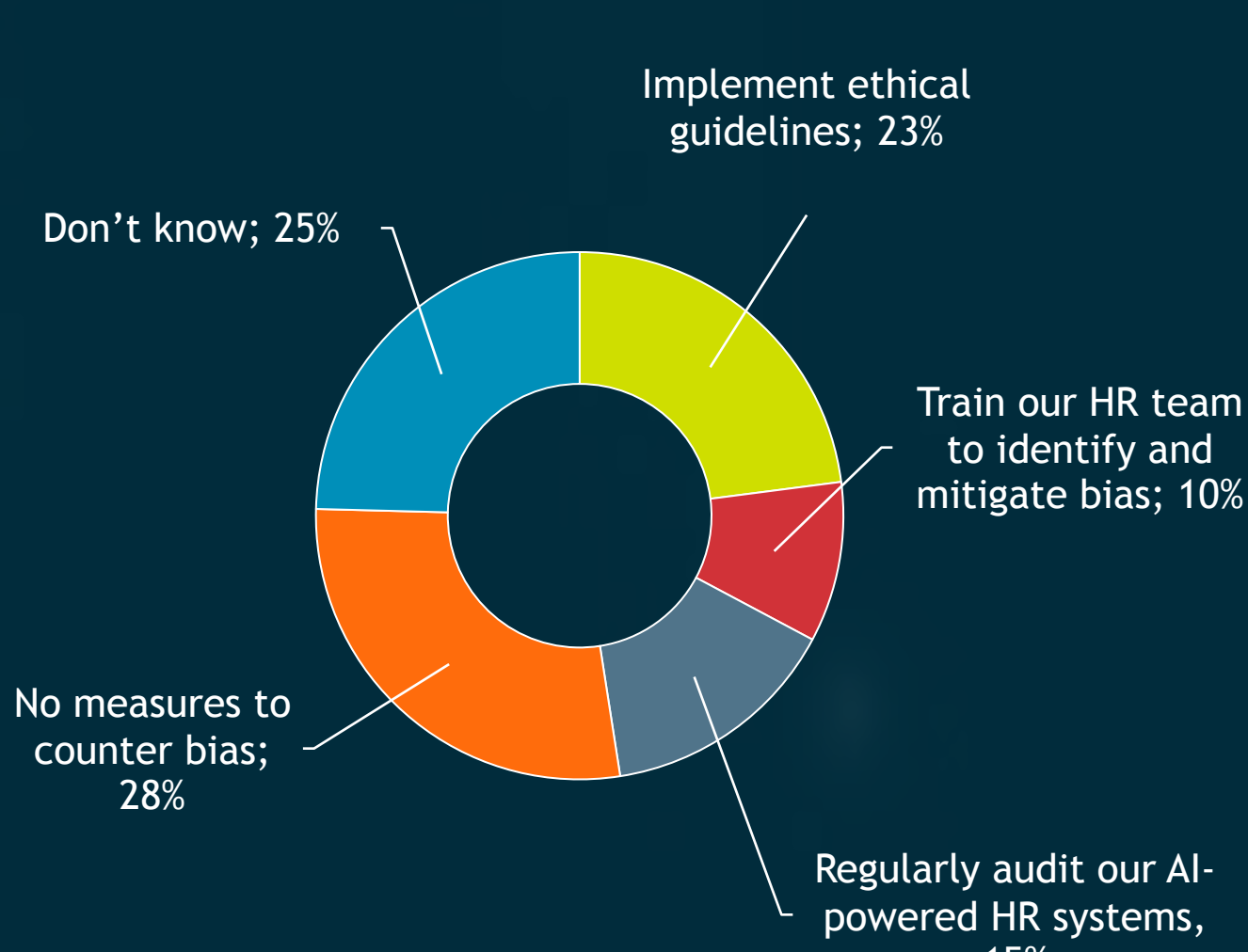
85% have experienced challenges with implementing AI in HR

The implementation of AI does not come easily, with only 14% reporting they had not experienced challenges in adopting AI in their HR experience or processes. Almost one in four had experienced many challenges in adopting AI. It is incumbent on HR teams to spend sufficient time testing and validating the tools they adopt.

Have you experienced any challenges while implementing AI in your HR processes?



How do you ensure that AI-powered HR systems and tools are fair and unbiased in their decision-making?



Only half of those who have implemented AI in HR are taking steps to check that their AI is unbiased

Despite the emerging nature of AI in HR, not all HR teams are managing the risk of AI proactively. **This is a high-risk strategy.** To be successful HR teams need to implement ethical guidelines for the use of AI in HR processes, train the HR team in AI to recognise and mitigate bias, and regularly audit AI-powered HR systems for bias and take corrective action when necessary.

Just as there are huge opportunities with AI in HR, it pays to be proactive in managing the risks and legislation that it brings.