



Article

Impact of AI on Human Resource Management to Achieve Higher Organisational Performance: A Systematic Review of Literature And Future Research Agenda.

Abhinanda Bhattacharya, Assistant Professor, Sharda School of Business Studies, Sharda University, Greater Noida (India), 201310.

Shweta Gupta, Assistant Professor, Sharda School of Business Studies, Sharda University, Greater Noida (India), 201310.

Abstract

Artificial Intelligence (AI) is prevalent in every facet of today's life. From the ChatGPT revolution to the entry level interviews being outsourced to Bots to performance appraisals and KRA mappings being done by AI-enabled software, the HR domain is heavily influenced by AI. Extant literature is filled with studies on AI and its utility on different HR functions. However, there is a gap in literature relating the same to overall organizational performance. To bridge the gap, this paper aims to showcase the impact of introducing AI to Human Resource (HR) systems to improve organizational performance. Systematic literature review method is used to review papers from 2017 to 2022 and present the results after reviewing 25 selected papers. The findings showed three distinct areas where AI has significant influence: "Performance Enhancement of HR processes", "Enhancement of Business Processes" and "Ethical Dilemma". The findings portray the use of AI-enabled software to enhance performance effectiveness of HR and business processes of an organization in general. The question of AI decision making in terms of the ethical dilemma is also highlighted. The paper concludes showcasing the increased organizational effectiveness with the use of AI in HRM, while identifying the actual contributions of HR to organizational goals..

Keywords: Artificial intelligence, HRM, Organizational Performance, Systematic Literature Review, AI and HRM, Technology and HRM