



BETTER WORKPLACES  
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# Automation & AI in HR



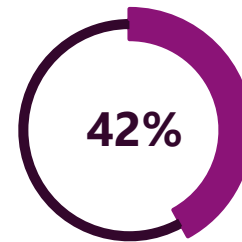
# Methodology

The survey was fielded electronically to a random sample of HR professionals from the active SHRM membership from February 1, 2022 to February 17, 2022.

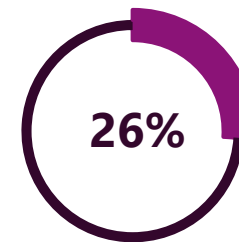
In total, **1,688** members participated in the survey. Academics, students, consultants, and retired HR professionals were excluded. Respondents represented organizations of all sizes in a wide variety of industries across the United States.

**Nearly 1 in 4**  
organizations use  
automation and/or AI  
to support HR-related  
activities.

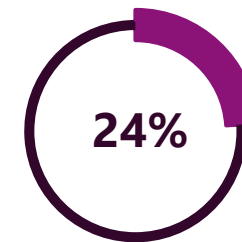
**The largest organizations are more to be utilizing automation and/or AI to support HR-related activities**



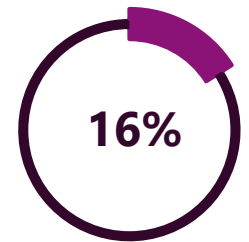
Extra-large  
organizations  
(5,000+  
employees)



Large  
organizations  
(500-4,999  
employees)



Medium  
organizations  
(100-499  
employees)



Small  
organizations  
(2-99  
employees)

## In which areas does HR currently utilize automation and/or AI?

*\*Question was select all that apply.*



**79%**

Recruitment and hiring



**41%**

Learning and development



**38%**

Performance management



**18%**

Productivity monitoring



**8%**

Succession planning



**4%**

Promotion decisions

## Top areas where organizations will start using or expand their use of automation or AI in the next 5 years

**1 in 4**

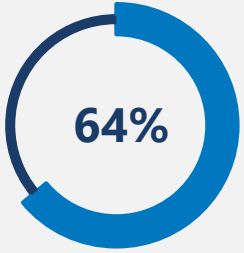
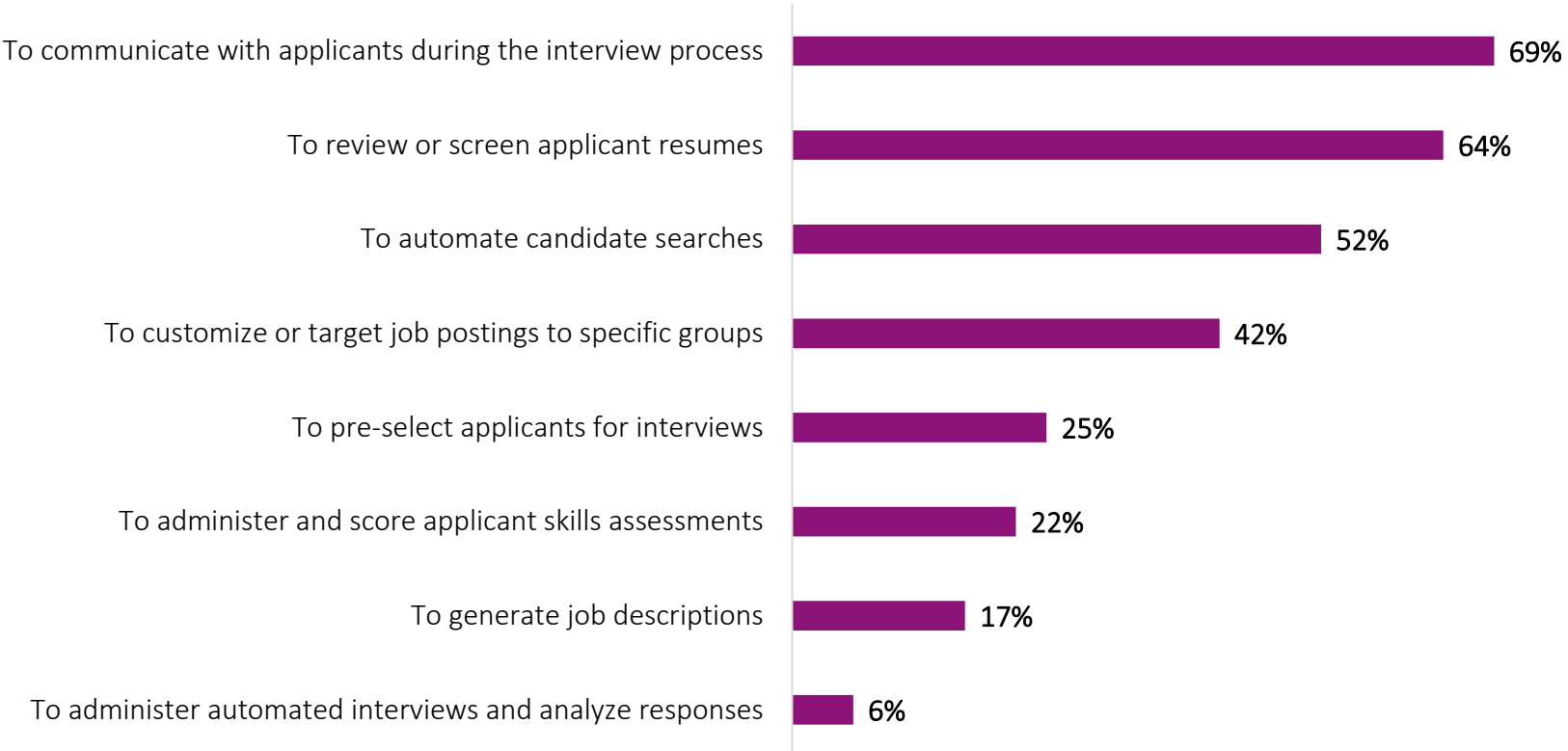
organizations plan to start using or to increase their use of automation or AI in **recruitment and hiring** over the next five years.

**1 in 5**

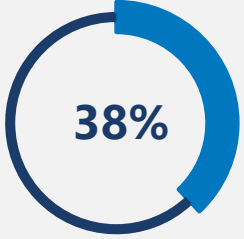
organizations plan to start using or to increase their use of automation or AI in **performance management** over the next five years.

# How organizations use automation or AI to support recruiting and hiring activities

*\*Question was select all that apply.*



64% of HR professionals say their organization's automation or AI tools **automatically filter out unqualified applicants.**



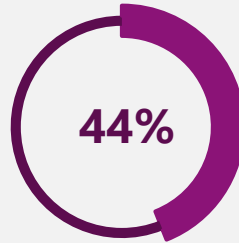
38% of HR professionals say their organization's automation or AI tools **provide a percentage match or ranking for each applicant.**

## Why do organizations use automation and/or AI to support recruitment or hiring activities?

*\*Question was select all that apply.*



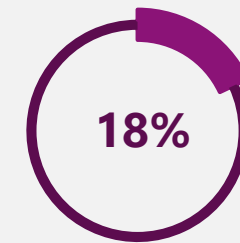
It saves them time and/or increases their efficiency



It improves their ability to identify top candidates



It improves their ability to reduce potential bias in hiring decisions



It improves their ability to identify more diverse candidates



Over 2 in 3 HR professionals say the **quantity** of applications they must manually review is somewhat (**44%**) or much better (**24%**) due to their use of automation or AI.



Over 2 in 3 HR professionals say the **time** it takes to fill open positions is somewhat (**53%**) or much better (**16%**) due to their use of automation or AI.

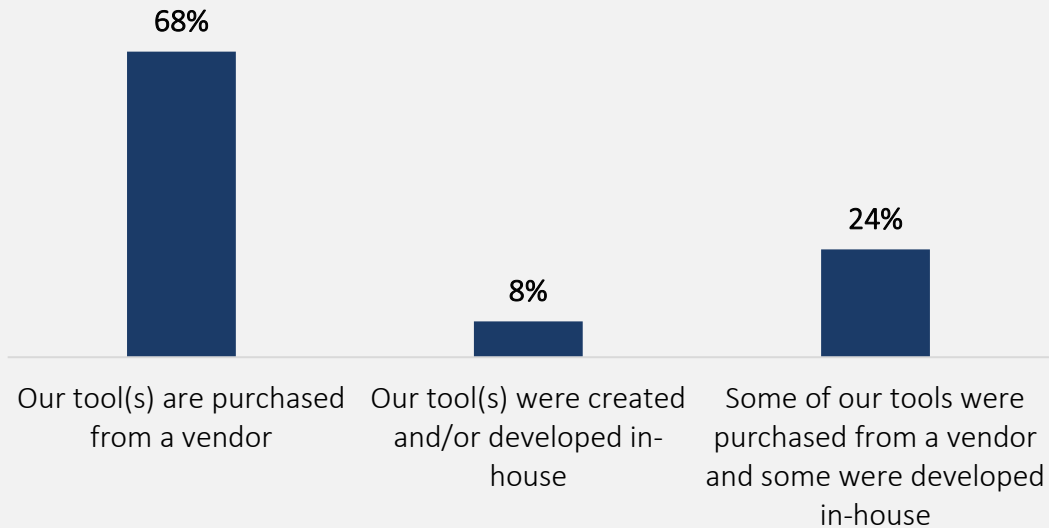


Nearly 3 in 5 HR professionals say the **quality** of their organization's hires is somewhat (**50%**) or much (**9%**) better due to their use of automation or AI.

# 92%

of organizations that use automation or AI to support HR-related activities **source some or all of these tools** directly from a vendor.

**Which of the following best describes how your organization has sourced the automation and/or AI tools used to support HR-related activities?**

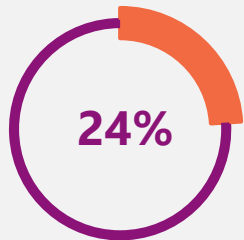


## Only 2 in 5

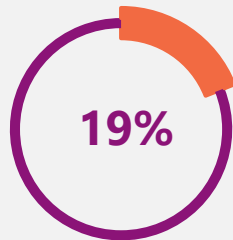
organizations that purchase automation or AI tools from vendors say their vendor(s) are **very transparent** about the steps taken to ensure the tools prevent or protect against discrimination or bias.

# 54%

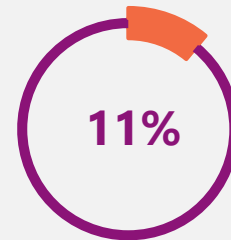
of organizations that utilize automation or AI to support HR-related activities say they've faced at least one **challenge** when using these tools.



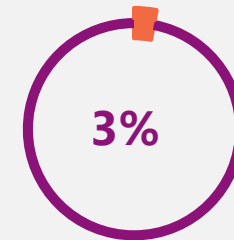
Have not had the **resources** (time, money, labor) to properly audit or correct AI algorithms



Have experienced automation or AI accidentally **overlooking or excluding qualified applicants** or employees



Have experienced a **lack of transparency** around how automation or AI makes decisions



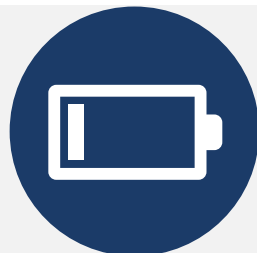
Have experienced issues with automation or AI **repeating or exacerbating patterns of bias** since it can learn from past data

*Question was select all that apply.*



# Top 5 reasons organizations don't utilize automation or AI to support HR-related activities

*\*Question was select all that apply.*



**44%**

Lack of resources (time, money, labor) to properly audit or correct AI algorithms



**36%**

A lack of knowledge about what tools would best fit their needs



**35%**

Automation or AI lacks the "human touch"



**34%**

Can't afford to implement automation or AI



**25%**

Concerns that automation or AI may accidentally overlook or exclude qualified applicants or employees

**46%**  
of HR professionals whose organizations use automation or AI to support HR-related activities would like to see more information or resources on how to identify potential bias when using these tools.

## What kinds of additional information or resources would organizations find useful about issues of **bias and/or discrimination** when utilizing automation or AI?

*\*Question was select all that apply.*

