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Adoption of AI-Chatbots in HRM: A Digital Collaboration

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Abstract

Businesses are constantly looking for methods to improve efficiency and streamline their HR operations in today's fast-paced business environment. By automating and streamlining operations in a variety of HRM areas, such as hiring, onboarding, core HR, absence management, benefits, performance management, and employee self-service, chatbots have the potential to revolutionise the industry. The usage of chatbots improves productivity, reduces human error, and enhances the applicant, employee, and hiring manager experience during the hiring process, during onboarding, and during routine HR duties. The present article outlines the adoption of chatbot in HRM, emphasizing the key areas of HRM in which chatbots can be implemented. Despite the perceived advantages, the article acknowledges potential risks associated with chatbot implementation in HRM. By addressing these risks and capitalizing on the advantages of chatbots, organizations can significantly enhance their management of human resources and transform HRM processes. The present study is a conceptual article, and offers insights upon adoption of chatbots, which is still a novel technology especially in the Indian context.

Keywords: Chatbots, HRM, Technology, Digitalization, Industry 5.0, HR-Bots, AI-Bots