

EMPIRICAL REVIEWS ON AI IN HR

Global



Regional



Local



SUMMARY



INTRODUCTION

M.L NPL, VR, AR,

Artificial Intelligence has been **an area of interest and has hence attracted numerous studies** with researchers interested in unearthing how this development is going to impact several sectors of service delivery.



ARTIFICIAL INTELLIGENCE

General findings indicate that developments in artificial intelligence (AI) have the potential to disrupt and transform socio-economic activities across all industries.



Robotics in war,
Drones in Const
Self-driven Car –Tesla,
Space Tourism,
Digital V.A,

Evidence indicate that **businesses and governments across the world are hereby positioning themselves** to maximize these potentials while keen on the ripple effect they have to their Human resources.



Deloitte.

**Deloitte's
Report on the State of
AI in Global
Enterprises, 2nd
Edition survey,
Published,
2022**



OVERVIEW/FINDINGS



SHOWS that 33% employees desire that their workplace will become integrated by AI in the coming future.

Reason: If repetitive tasks can be assist by digital system and automated software it would make easier for manpower to give more time on innovations and creativity.

United States, China, Canada, and several European countries, such as the United Kingdom, France, and Germany



FINDINGS: With IBM leading, the study reveals that top global companies developing AI for HR and recruiting are Paradox (in Phoenix, Arizon), Hirevue (SouthJordan Utah),iCIMS (Califonia), Textio (Seatle , Washington), Phenom People (Pennyslavia, Jobvite, XOR.ai, Upwork, Bullhorn,Eightfold AI.

The Companies then sell the software globally, however they still retain the rights



#1) ScienceSoft, 2) InData Labs. #3) DICEUS, #4) Innowise. #5) ThirdEye Data.,#6) DataRoot Labs. #7) DataRobot

Real life example of AI in recruitment is the Mya Systems, hiring Chabot. It uses conversational AI to streamline the recruiting process for large recruitment agencies and companies such as L'Oréal, Adecco, Hays and Deloitte

Critique/ Limitations

The Deloitte study report is a detailed work product bringing out the levels of AI adoptability at a global point, the different kinds of AI used and the respective benefits.

However, the potential of AI to improve **human to human relationships** among the **workforce** or with **customers and potential recruits** what we call the social side of work has greatly been overlooked.



The findings look biased as it is more of promoting the Western companies compared to those from other continents.



State of AI in Africa

2022 REPORT



Baselining the 4IR in Africa –
A Foundation for Growth



**The
New State of AI
in Africa Report by
the AI Media
Group, South
Africa;
2022**

Overview/ Findings



Offers an analytical insight into the growing (AI) sector in Africa, report contains **statistics and trends**, offering an in-depth look at key factors and communities driving the ecosystem across the continent.

There are now **over 30 AI / Deep Tech communities in the Africa region** providing a range of services and attracting “wannabe learners, entrepreneurs and job seekers allied to a growing range of vendor based programmes supporting the creation of AI / Deep Tech solutions

South Africa, Nigeria, Egypt and Kenya dominate this sector with AI impacting at least 120+ separate market segments across Africa



InstaDeep Tunisia- Tunis-based AI startup which provides self-learning decision making systems.

Sama Kenya- Sama provides high-quality training data that powers AI technology.



Critique

- ❑ Focusing on adopting a **problem-driven approach** where local needs and problems are contextualized into AI policy formulation, may not sit well with **African culture, tradition practices and beliefs**
Ubuntu – belief of prioritizing human, services by humans

❑ Study doesn't **examine the roles of international communities** in bridging the technological gaps in Africa.

- ❑ Study has dwelt more on how the use AI is a game changer in service delivery, BUT has not brought out how the use of AI is **leading to unemployment and redundancies.**

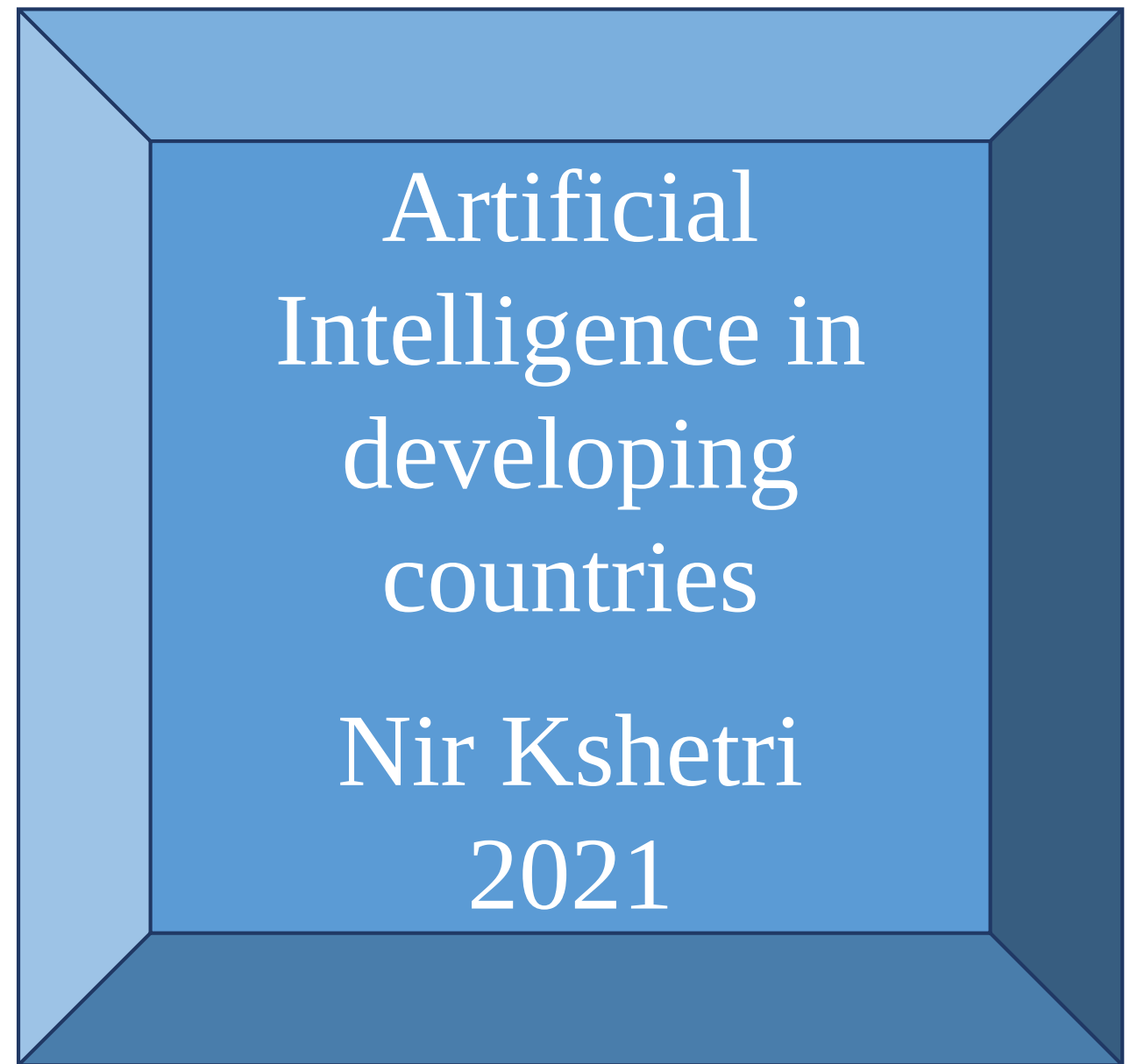
- ❑ Hasn't brought out the **Environmental hazards of AI**



Artificial
Intelligence in
developing countries



Nir Kshetri



Artificial
Intelligence in
developing
countries

Nir Kshetri
2021

Overview/ Findings

Findings indicate that many developing countries have made serious commitment to develop AI capabilities. **They are accelerating the process of establishing new policies, regulations, and practices for utilizing AI.**

❑ Countries such as China, India, Kenya, Mexico, Russia, and the UAE **have released AI strategy documents**

- ❑ Explains how AI can be integrated with EI (Emotional Intelligence) where various robots use automated learning, reasoning and structural programming and abilities to recognize emotions and feelings of humans.
- ❑ These machineries **provide information to guide, direct, think, behave and manage emotions according to the changing dynamic environment.**

The study AGREES that country has employed AI in Farming and agriculture, Mining and energy, Telecommunication, Healthcare and medical, Finance and banking and in the HR Management using UAVs, unmanned drones.



Caltech Post Graduate
Program In AI And Machine
Learning in Nairobi, Kenya



Employee
Supervision Drone

Overview/ Findings

The study demonstrates how Kenyan companies are using Chat bot Voice recognition, and other customer service AI to improve both employee and customer satisfaction. e.g. Safaricom, (Zuri),

60 percent of companies interviewed had were using automated digital assistants on their webpages to serve clients and manage internal employees

Furthermore, he lauds Samasource, AI data training company headquartered in San Francisco but currently with in Nairobi, Kenya, BPO is a social enterprise i.e. ADEC Kenya Oasis Out sourcing, MobiDev, NdovuCloud, Ishara Data

AI recruitment assistant's (AIRA) system publishes vacancy announcements in recruitment websites. It reads and ranks the résumés and uses psychometric tests. It also conducts video interviews with applicants. An applicant's performance is measured with indicators related to emotion analytics. Factors such as attention levels and facial expressions are converted into numbers.



Critique

- The study recommends **change of the country's policies and culture** to a more AI friendly and receptive culture , However doesn't take cognizant of how that change is going have a ripple **effect to Kenyan Communities' way of life and traditions**

- Study doesn't provide findings on **a skill-gap analysis and how it can be bridged**



- Unlike other related studies, this study **doesn't explore how machine learning** is done by Kenyan AI training companies: for instance through annotation, image tagging, semantic and text classification.

SUMMARY

AI applications are tackling economic and social challenges facing developing countries. Economically speaking, AI possesses unique mechanisms that allow it to have significant impacts on economic productivity.

While developing countries may experience a decline in outsourcing jobs from developed countries, the potential negative impact of such decline can be minimized by appropriate policy to deploy AI solutions. The true potential of AI comes from the ability to complement as well as enhance traditional factors of production.

The most valuable uses of AI would be in **performing tasks that humans are not currently capable of doing such as detecting dangerous activities, dealing with work traffic and congestion, and providing real-time actionable recommendations** to Human resource decision makers.