

BITA: Stepping into HR HR ChatBots for improvised experience-A Review

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ABSTRACT:

BITA- Business- Information Technology Alignment has been a hot topic for last few decades. Gone are the days BITA was mere a concept. Present era witnesses the implementation of BITA in almost every span of businesses. Focus of this review article here is on identify the feasibility of using IT both as tactical gizmo and as a strategic collaborator of an organization. If the two sets of strategies are aligned then it could be assumed that IT itself would be aligned with the corporate objectives, and that this alignment would therefore provide performance benefits to the organization, this is the core crux of BITA.

Every communication with the company, either going through a job posting, exploring the job portal, interacting to an employer or recruiting manager, or the genuine apply and interview process can certainly impact the job seeker's observation about the company. Such candidates choose to join organization or not, based on how well an executive deputed by company treat them, and how well-informed they are all through the process, and most significantly if they're being treated as a human being or just as pieces of paper.

This paper focuses on analyzing the role of ChatBots in HR domain for an improvised experience. AI can perform excellently while aligned with HR Processes especially in recruitment function and HR Chatbots are the live example. All business units need to manage their jobs while putting the overall business first and at the core of the talk. The objective of the proposed study is to analyze the role of BITA in directly or indirectly optimizing the profitability of an organization with proper alignment of recruitment process with IT through ChatBoats,

Key Words: BITA, ChatBots, IT, AI.

Introduction:

“Just because Digital Technology makes connecting possible doesn’t mean you’re actually reaching people”

Maureen Dowd

Present era is witnessing the automation, technology & computer science because the compelling wants of just about each span of our life however all this is often useless if not getting used expeditiously and optimally. Technology diffusion with business processes and communication techniques had born to a particularly impactful and well-liked buzzword- i.e. Chatbots, tiny dialogue boxes that seem on websites giving apparently human-like facilitate to candidates through text voice communication area unit referred to as Chatbots. Though technically they’ve been existing since Fifties, virtual chatbots exclusively got adapted recently.

At organization, nearly each stake holder is in race with the time particularly once they’re excavation for answers to their doubts/queries. Potential job applicant expects fast answers to questions on the corporate and Chat-bots can simply offer that in a quick manner through Q&A feature in them. Because of the recent progressions in our technology Chatbots offer quick and tailored answers to all or any issues associated with businesses.

HR Chatbots can assist improvising twinge ends that are universal in the paper-based workflows and enables employees to get information they need fast. From recruiting to appraisal, there are so many ways ChatBots can help to automate HR functions. Instead of recalling the whole lot at once, an HR chatbot resolves queries in real time, leading to quick decision making for the employees.

Main thrust of this review paper is digging answers to few questions as under:-

- Relevance of Chatbots in an organization
- Impact of HR ChatBots on employee/employer experience
- Challenges being faced by HR ChatBots.

ChatBots in Businesses– Need for the Hour

“What’s broken, is not our people. It’s our process. It’s a process that has been endlessly debated but not reinvented, and it has not adapted to the changing world around us”

Grayson and North, 2016

Hardly matters as to what role is being played by you in an organization, recruiter, payroll manager, or a generalist, you certainly need to deal with your communication style, communication style of your peers, subordinates and upper management. It’s significant that HR works to guarantee

communication all through an organization as without lucid communication, offer letters might get drafted incorrectly. Benefits that aren't explained correctly can result in employees with poor attitudes.

At times emotional element innate to office communications gets overlooked, as well as the straight impact it can have on employee engagement.

An emotional part of communication connects to our basic human need to feel appreciated. When staff gets appropriate, optimistic, and productive communication, they gets into the loop.

Good communication also creates belief and authenticity between managers and their people.



Unveiling the potential of Chatbots

Chatbots not only offer tremendous benefits for the employees rather offer so many inbuilt features for employers as well. HR chatbot is not only a complex self-service platform but it gets integrated into an existing intranet or website backend; easing up the process of getting information from HR as having a face to face dialogue. A 24/7 query handling also encourage people to opt for this method of communication.

Benefits to the candidates

- **QUICK QUERY FIX:**

Gone are the days when employees used to seek time for a face to face query resolution or waiting for a revert on their mail sent to HR manager. With the advent of bots now, employees can use their mobile device for getting their question answered in few seconds.

- **DIRECT INTERFACE TO HR:**

Some HR questions are awkward to ask a human. Chatbots are much more approachable than humans when it comes to asking highly sensitive personal questions or questions that might

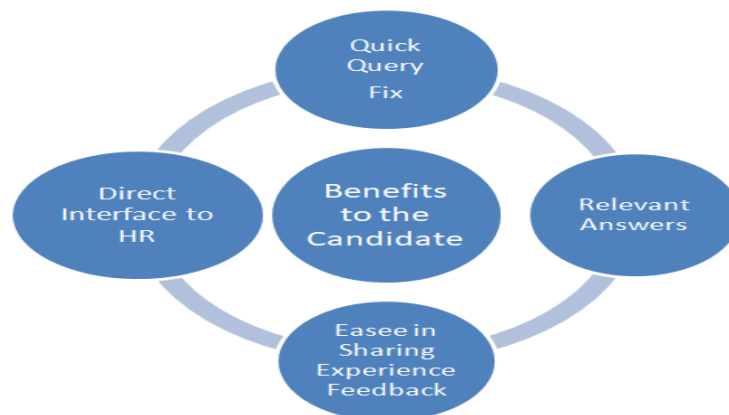
be considered an initial indicator that an employee is “getting their ducks in a row” before quitting.

- **RELEVANT ANSWERS**

Query resolution and the accuracy rate of answers goes up with chatbots because of their ability of sorting big databases and digging for specific employee’s information at a very quick rate. It is very tedious and time-taking job for an individual to explore and dig for information in an employee’s file.

- **EASE IN SHARING EXPERIENCE FEEDBACK**

At times, sharing few experiences face to face seems infeasible and often employees feel uncomfortable connecting to HR in person for digging day to day job related information or sharing work related feedbacks. In such situations, HR chatbot proves to be an effective tool. HR Chatbot also enables employees to provide their experience feedback at their ease.



Benefits to the Employer

- **PROBLEM TRACKING:**

Chatbots can spot as to when the same query got raised by an employee over and over again. For such redundant questions, we can regulate our training upstream to resolve it, revise puzzling company policies, or allow HR to take punctual action before a chronic issue arises

- **LET HR EMPLOYEES FOCUS ON OTHER TASKS**

HR managers are usually greatly skilled experts. They require to used their skills for solving high-level HR concerns rather than spending much of their time and expertise in tiny issues related to hiring , onboarding or any such process.

Chatbots aren’t destined to substitute HR pros — but they just assist eliminate corrective tasks from their workload.

- **CONSISTENT COMPANY MESSAGING**

If everyone is delivered the same information, it’s easier to be sure that the whole company is on the same page. It is also easy to point to the process an employee went through with the

onboarding bot if they claim they weren't aware of an important company policy, especially since the conversation history can be kept

- **EFFICIENCY BOOSTER**

Messaging applications eliminates repetitions and paper-based jobs and hence give back to employees. As per few guesses, Chatbots can assist decreasing expenses upto 30% for customer sales and support by removing halt time for customers and linking people to sales associates quickly.



Working Challenges with HR Chatbots

As compared to CRM, IT troubleshoot desks, HR needs to manage individual recognition information (IRI)/perceptive personal information(PPI) of employee. Hence, few factors to ponder upon before employing bots to HR are as under:-



- Many enterprises using traditional on-premise HR management systems (i.e. Peoplesoft, Workday, Success Factors) must ensure their information does not to leave their corporate firewall. All HR data in flight and data at rest should be encrypted and fully secure.

Considering an organization's security needs, HR managers should look into a deployment models for HR chatbots.

HR chatbots should strictly operate within its permissible swim lanes. Let's take an example of an employee question:

*"What is the finest health plan for my family?
My wife has a health condition."*

A chatbot not only expected to answer above question rather it should put back the employee to a generic link on how to select strategy. HR managers would lose sleep if the bot started recommending health plans on a case-by-case basis. Moreover so many ethical and legal consequences exist when depending on AI for automating such queries to fullest.

With the organizational growth, its required that the skills of HRbots must evolve. For this reason, it is essential for HR section to be able to simply widen the bot with more expertise and competences.

This is only possible if the chatbot platform you select has visual tools to add new skills to a bot without any coding.

Every interaction a chatbot has with an employee should be vaulted by the bot for any future data-retrieval purposes. So, if anytime if a piece of data is required during audit, the HR bot needs to be completely ready with all the HR data required.

Conclusion

Integration of chatbots in the organizational process leads to outstanding changes in the working styles and organizational communication mechanism. Moreover there will arise the need for a drastic change in the skillsets required by the HR employees owing to the prior obstacles resolved and the new challenges that are yet to be encountered.

Employees are a vital part of the workforce and form the backbone of every company. Improving employee experience through the incorporation of AI chatbots can go a long way, emphasising on the fact how the HR department needs to be ready to embrace AI and chatbots for good.

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