

# A COMPREHENSIVE EXPLORATION OF ROBOTICS AND AUTOMATION'S IMPACT ON TRANSFORMING HR OPERATIONS

## Abstract

Robotics and automation have brought about a revolutionary transformation in HR operations, reshaping multiple facets of the HR domain. As organizations strive for increased efficiency and effectiveness, automation technologies have emerged as a powerful tool within the HR domain. The article examines how robotics and automation are revolutionizing recruitment, onboarding, payroll management, HR analytics, employee self-service, and ethical considerations. In addition, the article discusses key themes such as the revolutionization of recruitment, onboarding, payroll management, HR analytics, employee self-service, and ethical considerations. By utilizing robotic process automation (RPA) and intelligent automation, HR professionals can streamline tasks, minimize errors, and improve the employee experience. The article also addresses implementation challenges, including change management, system integration, and data security, while emphasizing ethical considerations in HR decision-making. Overall, the article offers valuable insights into how robotics and automation can optimize HR functions and enhance organizational efficiency and effectiveness.

**Keywords:** Robotics, Automation, Onboarding, HR analytics, Robotic process automation (RPA), Intelligent automation.

## Author

**Ms. J. Nisha**  
Research Scholar  
Department of Business Administration  
Annamalai University &  
Assistant Professor  
Department of B. Com (ISM)  
Alpha Arts and Science College  
Chennai, Tamil Nadu.  
nishaeswar31@gmail.com

## I. INTRODUCTION

In today's fast-paced and technologically driven world, the role of robotics and automation is increasingly gaining significance across various industries. Human Resource (HR) operations, traditionally associated with manual processes and administrative tasks, are also undergoing a transformation through the adoption of these advanced technologies. The transformative power of these technologies, emphasizing their ability to carry out tasks that were previously designated for human workers will create a drastic change [1]. The integration of robotics and automation in HR processes offers a myriad of advantages, such as increased efficiency, enhanced accuracy, and improved productivity. These technologies have the potential to revolutionize crucial HR functions, including recruitment, onboarding, payroll management, HR analytics, and employee self-service. By automating repetitive and time-consuming tasks, HR professionals can focus on strategic activities and provide more personalized and value-added services to employees.

Robotics and automation have significantly transformed HR operations, particularly in recruitment, onboarding, payroll management, and HR analytics. With the help of AI and machine learning, organizations can automate resume screening, candidate sourcing, and initial interviews, leading to a more efficient and effective talent acquisition process. Automated onboarding workflows streamline employee integration, saving time and enhancing the onboarding experience. In payroll management, automation ensures accurate and timely processing while increasing compliance with tax regulations. Additionally, automation enables HR analytics to leverage large volumes of data, providing valuable insights for talent management and decision-making. Predictive analytics can be utilized to forecast workforce trends, identify skill gaps, and make data-driven decisions regarding talent management and succession planning. Overall, robotics and automation have revolutionized HR operations, improving efficiency, accuracy, and strategic decision-making.

While the integration of robotics and automation into HR operations offers significant advantages, it is not without its challenges. Organizations must successfully navigate change management procedures, seamlessly integrate these technologies with their existing systems, and address concerns surrounding data security and privacy. Ethical considerations, including the need to ensure fairness and mitigate biases in automated decision-making processes, also require careful attention.

## II. REVIEW OF LITERATURE

1. **Papageorgiou, D. (2018) in his article “Transforming the HR function through robotic process automation”:** examines the transformative potential of robotic process automation (RPA) in HR operations. The article explores specific use cases where RPA can streamline HR processes, such as data entry and validation, improving data accuracy and enhancing HR service delivery through self-service options. Cost savings and scalability are also discussed as advantages of RPA implementation in HR. Additionally, the article emphasizes the importance of change management and collaboration between HR and IT departments to ensure successful integration. Overall, the article offers valuable insights into how RPA can revolutionize HR functions and serves as a relevant resource for HR professionals seeking to enhance operational efficiency and effectiveness [2].

2. **Turcu, C. E., &Turcu, C. O. (2021) in their article “Digital transformation of human resource processes in small and medium sized enterprises using robotic process automation”:** published in International Journal of Advanced Computer Science and Applications examine the digital transformation of human resource processes in small and medium-sized enterprises (SMEs) using robotic process automation (RPA). The review highlights the potential benefits of RPA in SMEs, including increased efficiency, reduced costs, and improved data accuracy. It explores the application of RPA in areas such as employee onboarding, payroll processing, leave management, and performance evaluation. The authors emphasize the importance of careful planning, process assessment, and change management in successfully implementing RPA in SMEs. The literature review thus offers valuable insights on how SMEs can utilize RPA for digital transformation in their HR processes, providing guidance to enhance efficiency and competitiveness within these organizations.[3]
3. **“Madakam, S., Holmukhe, R. M., & Jaiswal, D. K. (2019)” in their article “The future digital work force: robotic process automation (RPA)”:** published in JISTEM- Journal of Information Systems and Technology Management examine the transformative potential of RPA in reshaping work processes and the future of the digital workforce. The review highlights the advantages of RPA, such as improved efficiency, cost reduction, and scalability. It explores diverse use cases across multiple domains while addressing challenges related to change management, data security, and ethics. The authors also discuss the evolving nature of work and the need for individuals to acquire new skills in response to these changes. Overall, this comprehensive literature review provides valuable insights for researchers, practitioners, and organizations as they navigate digital transformation and consider the impact of RPA on work processes and the workforce of tomorrow [4].
4. **“Mohamed, S. A., Mahmoud, M. A., Mahdi, M. N., & Mostafa, S. A. (2022)” in their article “ Improving efficiency and effectiveness of robotic process automation in human resource management”:** discuss the utilization of robotic process automation (RPA) to enhance the efficiency and effectiveness of human resource (HR) management. The article highlights the potential benefits of RPA, including improved process efficiency, cost reduction, enhanced data accuracy, and an improved employee experience. It examines specific applications of RPA in HR processes such as recruitment, onboarding, employee data management, training, and performance evaluation. Additionally, the authors address challenges related to data security, privacy, ethical considerations, and sustainability in HR management. Published in 2022, the article provides contemporary insights and serves as a valuable resource for HR professionals, researchers, and organizations seeking to optimize HR operations through the implementation of RPA [5].
5. **“Samarasinghe, K. R., &Medis, A. (2020) “in their article “Artificial intelligence based strategic human resource management (AISHRM) for industry 4.0”:** published in Global Journal of Management and Business Research, emphasizes the need for strategic HR practices that align with the evolving technological landscape. Samarasinghe and Medis propose AISHRM as a framework that leverages AI technologies to enhance various HR processes and decision-making. The review examines the potential applications of AI in talent acquisition, performance evaluation, employee engagement,

training and development, and succession planning, highlighting specific AI techniques such as machine learning and predictive analytics. The authors stress the benefits of AISHRM, including data-driven decision-making, bias reduction, operational efficiency improvement, and strategic workforce planning. They also address the challenges related to ethical considerations, data privacy, and employee acceptance. Overall, this comprehensive review serves as a valuable resource for HR professionals and researchers seeking to harness the power of AI in strategic HR management, enabling organizations to adapt and thrive in the era of Industry 4.0 [6]

6. “Saukkonen, J., Kreuz, P., Obermayer, N., Ruiz, Ó. R., &Haaranen, M. (2019, October)”in their article “AI, RPA, ML and other emerging technologies: anticipating adoption in the HRM field”: In ECIAIR 2019 European Conference on the Impact of Artificial Intelligence and Robotics provides valuable insights into the expected integration of these technologies in HRM. The authors discuss the advantages of AI, RPA, and ML in enhancing decision-making, improving efficiency, and automating HR processes. They examine the factors influencing the adoption of these technologies, including organizational preparedness and the challenges faced, such as data security and privacy concerns. The review also highlights the evolving role of HR professionals and the significance of ensuring fairness and transparency when implementing these technologies in HR decision-making. On the whole, this comprehensive review serves as a valuable resource for HR professionals, researchers, and organizations, offering insights into the potential impact of emerging technologies on HRM practices and strategies [7].

### III. ROLE OF ROBOTICS AND AUTOMATION IN TRANSFORMING HR OPERATIONS

The role of robotics and automation in transforming HR operations is significant and far-reaching. These technologies are revolutionizing traditional HR practices by automating repetitive tasks, reduce errors, and enable HR professionals to focus on more strategic activities that require human judgment and decision-making [8]. Here are some keyways in which robotics and automation are transforming HR operations:

1. **Streamlining Recruitment Processes:** Robotics and automation technologies, coupled with AI and machine learning, can automate resume screening, candidate sourcing, and initial interviews accelerating the recruitment process, improves candidate selection, and enhances the overall efficiency of talent acquisition.
2. **Enhancing Onboarding Experiences:** Automation simplifies and standardizes the onboarding process by automating paperwork, provisioning access to systems, and delivering training materials leading to smoother transitions for new hires, reduces administrative burdens, and improves the onboarding experience.



**Figure 1:** Role of Robotics and automation in HR operations

- 3. Automating Payroll Management:** Robotics and automation technologies automate payroll processes, including timekeeping, salary calculations, tax deductions, and direct deposit ensuring accurate and timely payment disbursements, minimizes errors, and streamlines payroll administration.
- 4. Enabling HR Analytics:** Automation tools gather, consolidate, and analyse HR data from various sources allowing HR professionals to derive valuable insights, identify trends, forecast workforce needs, and make data-driven decisions for strategic talent management and organizational planning.
- 5. Empowering Employee Self-Service:** Robotics and automation enable self-service portals and chatbots that provide employees with instant access to HR information, such as leave requests, benefits enrolment, and personal data updates promoting autonomy, reduces dependency on HR staff, and enhances employee satisfaction.
- 6. Improving Compliance and Data Security:** Automation ensures compliance with labor laws, regulations, and data privacy requirements by reducing human errors and standardizing process enhancing data security measures by automating access controls, encryption, and data storage protocols.
- 7. Mitigating Bias and Enhancing Fairness:** Automation technologies can help mitigate unconscious biases in HR decision-making processes. By leveraging objective algorithms and standardized criteria, these technologies reduce the influence of subjective factors, promoting fairness and consistency.
- 8. Increasing Efficiency and Productivity:** By automating repetitive and administrative tasks, HR professionals can dedicate more time and effort to strategic activities such as employee development, performance management, and talent acquisition improving overall HR productivity and allows for a more strategic focus.

#### IV. COMPONENTS OF RPA ENABLED HR OPERATIONS

- 1. Process Identification:** The first step is to identify the processes that are suitable for automation. This includes considering the following factors:
  - The amount of time and effort that the process currently takes.
  - The number of errors that are made in the process.
  - The level of accuracy that is required for the process.
  - The potential cost savings that can be achieved by automating the process.
- 2. Process Documentation:** Once the processes have been identified, they need to be documented in a way that can be understood by the RPA bots. This includes defining the steps in the process, the data that is used in the process, and the expected outputs of the process.
- 3. BOT Development:** The next step is to develop the RPA bots. This involves creating software programs that can be used to automate the identified processes. The bots are typically developed using a graphical user interface (GUI), which makes it easy to create bots that can interact with a variety of systems and applications.
- 4. BOT deployment:** Once the bots have been developed, they need to be deployed in the production environment. This involves installing the bots on the appropriate systems and configuring them to run the identified processes.
- 5. BOT monitoring and maintenance:** Once the bots are deployed, it is important to monitor and maintain them. This involves ensuring that the bots are running correctly and that they are up to date with the latest changes to the processes that they are automating.
- 6. BOT optimization:** As the bots are used, it is important to optimize them to improve their performance. This may involve making changes to the bots' code or to the way that they interact with the systems and applications.
- 7. BOT retirement:** As processes change or become obsolete, it may be necessary to retire the bots that automate them. This involves removing the bots from the production environment and ensuring that they do not interfere with the running of other processes.

#### V. IMPACT OF ROBOTICS AND AUTOMATION ON HR PROCESSES

- 1. Increased efficiency and productivity:** Robotics and automation can help to automate repetitive tasks, freeing up HR staff to focus on more strategic and value-added activities. This can lead to significant improvements in efficiency and productivity.
- 2. Improved accuracy:** Robotics and automation can help to reduce errors in HR processes. This is because robots are programmed to follow specific rules and procedures, which can help to eliminate human error.

- 3. Better data quality:** Robotics and automation can help to improve the quality of HR data. This is because robots can be programmed to collect and store data in a consistent and accurate way.
- 4. Improved customer service:** Robotics and automation can help to improve customer service by providing self-service options for employees. This can free up HR staff to focus on more complex and demanding tasks.
- 5. Reduced costs:** Robotics and automation can help to reduce the costs of HR operations. This is because robots can be programmed to perform tasks that would otherwise be done by human employees.

## VI. OBSTACLES TO ROBOTICS AND AUTOMATION IMPLEMENTATION IN HR OPERATIONS

Implementing robotics and automation in HR processes brings about several challenges and considerations that organizations need to address. These challenges include:

- 1. Change Management:** Introducing robotics and automation in HR processes requires organizational change and workforce adaptation. Employees may need to learn new skills, adapt to new technologies, and adjust to changes in their roles and responsibilities. Proper change management strategies, including communication, training, and support, are crucial to ensure a smooth transition.
- 2. Integration with Existing Systems:** Integrating robotics and automation technologies with existing HR systems, such as HRIS (Human Resource Information System), payroll software, and recruitment platforms, can be complex. It requires seamless data integration, process mapping, and compatibility between different systems. Ensuring smooth integration is essential for avoiding data discrepancies, system conflicts, and disruptions in HR operations.
- 3. Data Security and Privacy:** Robotics and automation involve handling sensitive employee data, including personal information, payroll details, and performance records. Ensuring data security, protection, and privacy compliance are critical considerations. Implementing robust cybersecurity measures, encryption techniques, and access controls is necessary to safeguard HR data from unauthorized access, breaches, and misuse.
- 4. Ethical Considerations and Bias:** Automation in HR processes can introduce ethical considerations, particularly when it comes to decision-making algorithms. Organizations must address potential biases embedded in algorithms and ensure fairness and transparency in automated HR processes. Regular audits and monitoring of algorithms, as well as incorporating diverse perspectives in algorithm development, can help mitigate bias.
- 5. Cost and Return on Investment (ROI):** Implementing robotics and automation technologies requires financial investments, including acquiring the necessary hardware, software, and infrastructure, as well as training and maintenance costs. Organizations

need to conduct a cost-benefit analysis to assess the potential return on investment and determine the financial viability of implementing these technologies in HR processes.

6. **Workforce Reskilling and Training:** Introducing robotics and automation may require reskilling or upskilling the HR workforce to operate and manage these technologies effectively. Providing training programs and resources to enable HR professionals to adapt to and leverage automation tools is crucial for maximizing the benefits and optimizing the use of these technologies.
7. **User Acceptance and Resistance:** Employees may have varying levels of comfort and acceptance of robotics and automation technologies in HR processes. Some individuals may be resistant to change or fear job displacement. Organizations need to address these concerns, provide clear communication about the benefits and impact of automation, and involve employees in the implementation process to foster acceptance and collaboration.
8. **Process Standardization and Optimization:** Before implementing robotics and automation, organizations should assess and optimize existing HR processes. Standardizing processes, eliminating inefficiencies, and streamlining workflows are necessary for maximizing the benefits of automation and ensuring a smooth implementation.

By addressing these challenges and considerations proactively, organizations can overcome barriers and successfully implement robotics and automation in HR processes, reaping the benefits of increased efficiency, accuracy, and productivity.

## VII. THE ETHICAL CONSEQUENCES OF ROBOTICS AND AUTOMATION IN HUMAN RESOURCES DECISION-MAKING PROCESSES

The use of robotics and automation in HR decision-making processes raises important ethical considerations. While these technologies offer numerous benefits, organizations must address the following ethical implications:

1. **Algorithmic Bias:** Automation relies on algorithms to make decisions. If these algorithms are biased or trained on biased data, they can perpetuate existing inequalities and biases. Organizations need to ensure that the algorithms used in HR decision-making are fair, transparent, and free from discriminatory biases.
2. **Lack of Human Judgment:** HR decisions often require human judgment, empathy, and ethical reasoning. Relying solely on automated processes may overlook nuanced circumstances or fail to consider individual circumstances that require human intervention. Striking the right balance between automation and human judgment is crucial to avoid dehumanizing HR practices.
3. **Privacy and Data Protection:** Automation in HR processes involves handling sensitive employee data. Organizations must adhere to privacy regulations and implement robust data protection measures to safeguard personal information from unauthorized access, breaches, and misuse. Transparent data usage policies and informed consent should be maintained to respect employee privacy rights.



4. **Employee Trust and Engagement:** The use of automation in HR processes can impact employee trust and engagement. Employees may question the fairness and transparency of automated decisions, potentially leading to reduced trust in HR practices. Clear communication and transparent policies regarding the use of automation can help mitigate concerns and maintain employee trust.
5. **Equity and Accessibility:** Organizations need to ensure that automation does not perpetuate or exacerbate inequalities. The use of automation should be accessible to all employees, regardless of their demographic characteristics or abilities. Regular audits and assessments of automated systems can help identify and address any biases or inequities that may arise.
6. **Accountability and Responsibility:** While automation carries out tasks, accountability and responsibility still lie with the organization and its HR professionals. It is crucial to clearly define accountability for automated decisions, ensure the ability to override automated processes when necessary, and establish mechanisms for addressing errors or disputes arising from automated HR decisions.
7. **Job Displacement and Reskilling:** The implementation of automation in HR processes may lead to job displacement for some HR roles that are susceptible to automation. Organizations should proactively address the impact on employees by offering reskilling and upskilling opportunities to transition them to new roles or prepare them for future work requirements.
8. **Ethical Use of Data:** Automation relies on vast amounts of data, and organizations must ensure that data is collected and used ethically. This includes obtaining proper consent, anonymizing data when necessary, and avoiding the use of personal data for purposes unrelated to HR decision-making.

To address these ethical implications, organizations should establish clear policies and guidelines for the ethical use of robotics and automation in HR decision-making. This includes ensuring transparency, fairness, and accountability in algorithmic processes, protecting employee privacy, promoting diversity and inclusion, and fostering ongoing ethical awareness and training for HR professionals involved in automated decision-making.

## VIII. FUTURE IMPLICATIONS OF ROBOTICS AND AUTOMATION IN HR OPERATIONS

The future implications of robotics and automation in HR operations are significant and hold tremendous potential for shaping the way HR functions are performed. Here are some future implications to consider:

1. **Enhanced Strategic Focus:** As robotics and automation take over routine and administrative HR tasks, HR professionals can shift their focus towards more strategic initiatives. This includes talent development, organizational culture, employee engagement, and aligning HR strategies with overall business objectives.

2. **Personalized Employee Experience:** Automation can enable personalized employee experiences by leveraging AI and data analytics. HR systems can analyse employee data to offer tailored recommendations, learning opportunities, career paths, and benefits packages, leading to higher employee satisfaction and retention.
3. **Augmented HR Workforce:** Robotics and automation will augment the HR workforce rather than replace it. HR professionals will collaborate with automation technologies, leveraging their analytical insights and decision support capabilities to make informed strategic decisions and drive organizational success.
4. **Continued Advancements in AI and Machine Learning:** AI and machine learning will continue to advance, enabling more sophisticated automation capabilities in HR operations. Natural language processing, chatbots, sentiment analysis, and predictive analytics will become more refined, enhancing employee interactions, sentiment monitoring, and talent management processes.
5. **Ethical AI in HR Decision-Making:** Organizations will emphasize the development of ethical AI frameworks to ensure fair and unbiased HR decision-making. Efforts will be made to mitigate algorithmic biases, promote transparency, and establish mechanisms for reviewing and addressing potential biases in automated HR processes.
6. **Intelligent HR Process Automation:** Automation technologies will become more intelligent and adaptive. They will learn from patterns and historical data to optimize HR processes, identify anomalies, and recommend process improvements. This will drive continuous process enhancement, cost savings, and operational efficiencies.
7. **Seamless Integration of HR Technologies:** The integration of robotics and automation with other HR technologies will become more seamless. Robotics process automation (RPA) will work together with AI, analytics, cloud-based HR systems, and other emerging technologies, enabling comprehensive end-to-end automation of HR processes.
8. **Upskilling and Reskilling Initiatives:** With automation transforming HR roles, organizations will invest in upskilling and reskilling programs to equip HR professionals with the necessary skills for collaborating with automation technologies. This will include developing competencies in data analysis, AI understanding, change management, and strategic thinking.
9. **Continuous Learning and Adaptation:** As automation technologies evolve, HR professionals will need to embrace a culture of continuous learning and adaptability. Staying updated with emerging HR technologies, industry trends, and evolving regulations will be critical for HR professionals to thrive in a dynamic and automated HR landscape.
10. **Agile Workforce Management:** Automation will enable organizations to adopt more agile workforce management strategies. They will be able to quickly scale HR operations based on business needs, leverage contingent workers effectively, and adapt HR processes to accommodate changing workforce dynamics and emerging work arrangements.

These future implications highlight the transformative potential of robotics and automation in HR operations, paving the way for a more strategic, personalized, and agile HR function that aligns with the evolving needs of the workforce and the organization.

## IX. SUMMARY

The integration of robotics and automation in HR operations holds significant implications for the future of HR functions. It enables HR professionals to shift their focus from administrative tasks to strategic initiatives, such as talent development and employee engagement. Automation enhances the employee experience by providing personalized recommendations and tailored benefits packages. As AI and machine learning advance, there will be a greater emphasis on ethical AI frameworks to ensure fair and unbiased HR decision-making. Intelligent automation will optimize HR processes, identify anomalies, and drive continuous improvement. The seamless integration of robotics and automation with other HR technologies will streamline operations, while upskilling initiatives will equip HR professionals with the necessary competencies. Continuous learning and adaptability will be crucial in navigating the evolving HR landscape. Agile workforce management strategies will become more prevalent, allowing organizations to scale HR operations based on business needs. Overall, the future of robotics and automation in HR operations holds promise for a strategic, personalized, and agile HR function that enhances organizational success and meets the evolving needs of the workforce.

## REFERENCES

- [1] Davenport, T. H., & Kirby, J. (2016). *Only Humans Need Apply: Winners and Losers in the Age of Smart Machines*. Harper Business.
- [2] Papageorgiou, D. (2018). Transforming the HR function through robotic process automation. *Benefits Quarterly*, 34(2), 27-30.
- [3] Turcu, C. E., & Turcu, C. O. (2021). Digital transformation of human resource processes in small and medium sized enterprises using robotic process automation. *International Journal of Advanced Computer Science and Applications*, 12(12).
- [4] Madakam, S., Holmukhe, R. M., & Jaiswal, D. K. (2019). The future digital work force: robotic process automation (RPA). *JISTEM-Journal of Information Systems and Technology Management*, 16.
- [5] Mohamed, S. A., Mahmoud, M. A., Mahdi, M. N., & Mostafa, S. A. (2022). Improving efficiency and effectiveness of robotic process automation in human resource management. *Sustainability*, 14(7), 3920.
- [6] Samarasinghe, K. R., & Medis, A. (2020). Artificial intelligence based strategic human resource management (AISHRM) for industry 4.0. *Global Journal of Management and Business Research*, 20(2), 7-13.
- [7] Saukkonen, J., Kreuz, P., Obermayer, N., Ruiz, Ó. R., & Haaranen, M. (2019, October). AI, RPA, ML and other emerging technologies: anticipating adoption in the HRM field. In *ECIAIR 2019 European Conference on the Impact of Artificial Intelligence and Robotics (Vol. 287)*. Academic Conferences and publishing limited.
- [8] Kotalkar, M. S. G. (2019). Role of Robotics in HR: Currents Trends and Impact. *Allana Management Journal of Research*, Pune, 9, 1-6.
- [9] Bondarouk, T., Ruël, H., & Looise, J. K. (2017). *Electronic HRM in theory and practice*. Emerald Group Publishing.
- [10] Bersin, J. (2017). *HR technology disruptions for 2018: Productivity, design, and intelligence reign*. Deloitte Insights.
- [11] Society for Human Resource Management (SHRM). (2018). *Automation, AI, and the Future of Work: How HR Can Adapt to the Changing Landscape*. Retrieved from: <https://marutitech.com/rpa-in-hr/>

## GLOSSARY

- 1. Robotics:** The branch of technology that deals with the design, construction, and operation of robots. It involves the use of computer systems to control and automate physical tasks.
- 2. Automation:** The use of technology and machines to perform tasks or processes with minimal human intervention. It aims to increase efficiency, accuracy, and productivity while reducing human effort.
- 3. Artificial Intelligence (AI):** The simulation of human intelligence in machines that are programmed to perform tasks that typically require human intelligence, such as learning, problem-solving, and decision-making.
- 4. Machine Learning:** A subset of AI that focuses on enabling machines to learn and improve from experience without being explicitly programmed. It involves algorithms and statistical models that allow computers to analyze and interpret data to make predictions or take actions.
- 5. Robotic Process Automation (RPA):** The use of software robots or "bots" to automate repetitive and rule-based tasks or processes. RPA mimics human actions within digital systems and interfaces to perform tasks more quickly and accurately.
- 6. Chatbots:** Computer programs that use natural language processing and AI techniques to simulate human conversation. Chatbots are often used in HR operations to provide employee support, answer frequently asked questions, and assist with basic HR tasks.
- 7. Employee Self-Service (ESS):** An online portal or system that allows employees to access and manage their personal HR-related information, such as updating personal details, accessing pay stubs, submitting leave requests, and participating in performance evaluations.