

Essay draft

Topic - AI application in Human resource management is creating biases

Technological emergence has a significant impression on several organizational operations including Human resource management. Artificial Intelligence or AI is one of the emerging technologies transforming business operations to a new level. As per a report, 80% of global organizations are using AI technology in some form within their HRM system (Brin, 2019). However, AI technology with its several applicability also brings the concern of biases. On the other hand, researchers suggested that AI is an impressive tool for removing bias. In this context, a study stated that the use of AI technology for hiring by HRM can be effective to avoid unconscious bias (Raveendra, Satish and Singh, 2020). Additionally, this study stated that bias-free hiring will ensure the quality and effectiveness of hiring and help any organization gain more advantages.

On the contrary, AI is also becoming a concern for algorithmic bias that puts limitations on its HRM uses for hiring applicants. As per a study, the retail giant Amazon utilized an AI-driven tool to review and sort applicant profiles and faced an issue of bias (Dastin, 2022). As per the study, the AI algorithm was ignoring applicant profiles which mentioned the term 'women' or 'female' while sorting. In this context, a book stated that the AI-integrated system of Amazon taught itself using the global data of IT profiles which have more males compared to the number of females working in several organizations and prefers male candidates over female candidates while sorting applicant profiles (Mehan, 2022). The book also mentioned that gender and race bias due to the AI algorithm happens again when Facebook allows advertisers on its platform to promote brands based on race and gender using AI technology. To solve such issues related to AI-based hiring by the HRM, researchers and developers have suggested several norms. In this respect, a study stated that the Algorithmic de-biasing technique is the best suited for mitigating the limitation in AI-driven tools (Raghavan et al., 2019). Utilizing bias-free AI tools can be very effective for a transparent and effective hiring system that can leverage HRM with benefits.

| Successful search items | Unsuccessful search items |
|--|--|
| Brin, D. W. (2019) <i>Employers embrace artificial intelligence for HR, SHRM</i> . Available at: https://www.shrm.org/resourcesandtools/hr-topics/global-hr/pages/employers-embrace-artificial-intelligence-for-hr.aspx (Accessed: February 1, 2023). | Kodiyar, A.A., 2019. An overview of ethical issues in using AI systems in hiring with a case study of Amazon's AI based hiring tool. <i>Researchgate Preprint</i> , pp.1-19. |

| | |
|---|---|
| Raveendra, P. V., Satish, Y. M. and Singh, P. (2020) "Changing landscape of recruitment industry: A study on the impact of Artificial Intelligence on eliminating hiring bias from recruitment and selection process," <i>Journal of computational and theoretical nanoscience</i> , 17(9), pp. 4404–4407. doi: 10.1166/jctn.2020.9086. | Yam, J. and Skorburg, J.A., 2021. From human resources to human rights: Impact assessments for hiring algorithms. <i>Ethics and Information Technology</i> , 23(4), pp.611-623. |
| Dastin, J. (2022) "Amazon scraps secret AI recruiting tool that showed bias against women," in <i>Ethics of Data and Analytics</i> . 1st Edition. Boca Raton: Auerbach Publications, pp. 296–299. | Cenite, M. (2015) "Google Books," in <i>The SAGE Guide to Key Issues in Mass Media Ethics and Law</i> . 2455 Teller Road, Thousand Oaks California 91320: SAGE Publications, Inc., pp. 847–858. |
| Mehan, J. E. (2022). "Artificial Intelligence - Ethical, Social and Security Impacts for the Present and the Future". United Kingdom: IT Governance Ltd. | Government Policy Toward Open Source Software. (2010). United States: Brookings Institution Press. |
| Raghavan, M. <i>et al.</i> (2019) "Mitigating bias in algorithmic hiring: Evaluating claims and practices," <i>arXiv [cs.CY]</i> . Available at: http://arxiv.org/abs/1906.09208 . | |

Table 1: Unsuccessful and successful search results

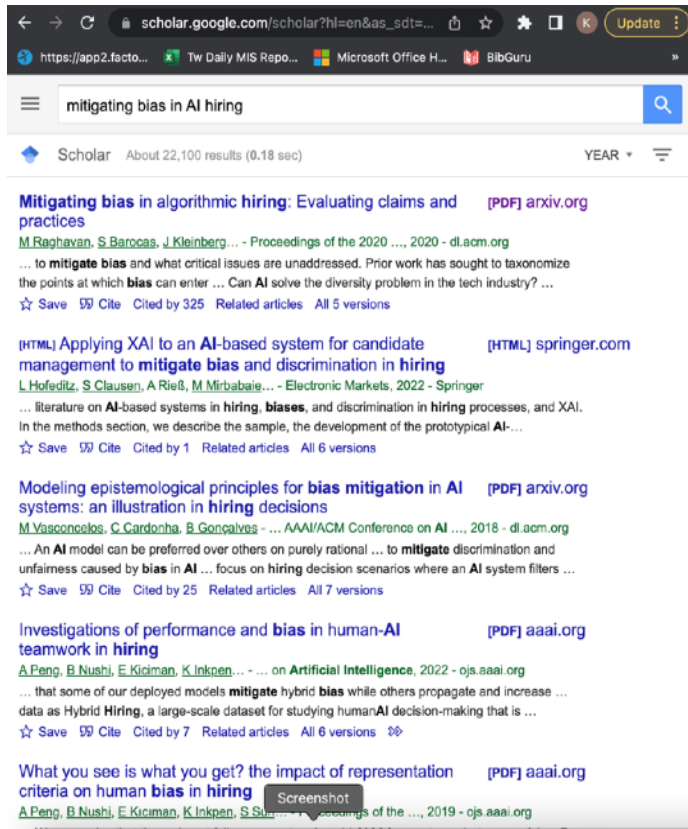
The terms I used for searching the relevant literature are "AI", "Hiring", and "Bias". When I searched "AI creating bias in hiring", it provides relevant results in google Scholar as depicted below screenshots. Searching "Mitigating biases in AI hiring" also provides me with relevant results. However, searching with "bias-free AI hiring" does not provide relevant studies. The reason is due to the specific terms that I used in previous successful searches such as creating bias or mitigating bias.

References

- Brin, D. W. (2019) *Employers embrace artificial intelligence for HR, SHRM*. Available at: <https://www.shrm.org/resourcesandtools/hr-topics/global-hr/pages/employers-embrace-artificial-intelligence-for-hr.aspx> (Accessed: February 1, 2023).
- Dastin, J. (2022) “Amazon scraps secret AI recruiting tool that showed bias against women,” in *Ethics of Data and Analytics*. 1st Edition. Boca Raton: Auerbach Publications, pp. 296–299.
- Mehan, J. E. (2022). “Artificial Intelligence - Ethical, Social and Security Impacts for the Present and the Future”. United Kingdom: IT Governance Ltd.
- Raghavan, M. *et al.* (2019) “Mitigating bias in algorithmic hiring: Evaluating claims and practices,” *arXiv [cs.CY]*. Available at: <http://arxiv.org/abs/1906.09208>.
- Raveendra, P. V., Satish, Y. M. and Singh, P. (2020) “Changing landscape of recruitment industry: A study on the impact of Artificial Intelligence on eliminating hiring bias from recruitment and selection process,” *Journal of computational and theoretical nanoscience*, 17(9), pp. 4404–4407. doi: 10.1166/jctn.2020.9086.

Appendices

Screenshots:



← → ↺ scholar.google.com/scholar?hl=en&as_sdt=... ☆ 🌟 📄 K Update

https://app2.facto... Tw Daily MIS Repo... Microsoft Office H... BibGuru

☰ how to fix AI biases while hiring 🔍

📌 Scholar About 23,900 results (0.19 sec) YEAR ▾ ☰

Can **AI** solve the diversity **problem** in the tech industry: **Mitigating noise and bias in employment decision-making** [PDF] stanford.edu
KA Houser - Stan. Tech. L. Rev., 2019 - HeinOnline
... **AI** will abate the problems caused by unconscious **biases** and noise in human decisionmaking, and in doing so increase the **hiring**... in these **Jobs**, many are alienated **during** the **recruiting** ...
☆ Save 📄 Cite Cited by 66 Related articles All 3 versions

[PDF] Notes from the **AI** frontier: Tackling **bias** in **AI** (and in humans) [PDF] mckinsey.com
J Silberg, J Manyika - McKinsey Global Institute, 2019 - mckinsey.com
... The growing use of artificial intelligence in sensitive areas, including **hiring**, criminal justice, and ... **While "bias"** can refer to any form of preference, fair or unfair, this article uses the term to ...
☆ Save 📄 Cite Cited by 73 Related articles 🔍

Can **AI** **hiring** systems be made antiracist? Makers and users of **AI**-assisted **recruiting** software reexamine the tools' development and how they're used-[News] [PDF] ieee.org
J Hsu - IEEE Spectrum, 2020 - ieeeexplore.ieee.org
... But whatever **AI**'s role in the **hiring** process, humans cannot ... **"When** we talk about **bias**, there are so many nuances and spots along this talentacquisition process where **bias** and **bias** ...
☆ Save 📄 Cite Cited by 6 Related articles All 2 versions

[PDF] Building ethical **AI** for talent management [PDF] egn.com
T Chamorro-Premuzic, E Polli, B Datner - Harvard Business Review, 2019 - egn.com
... This is particularly true **when** we consider the ways it is ... to **fix bias** in the performance ratings that are often used in training data sets. We are shocked that **AI** can makes **biased hiring** ...
☆ Save 📄 Cite Cited by 28 Related articles 🔍

Amazon scraps secret **AI** recruiting **showed bias** against women
J Dastin - Ethics of data and analytics, 2018 - apixia.amanca.com

←

→

↻

google.com/search?q=Artificial+intelligence...

📄

☆

⚙️

🔍

Update

🌐 https://app2.facto...

📄 Tw Daily MIS Repo...

📄 Microsoft Office H...

📄 BibGuru

»

🔍 Artificial intelligence in hiring remove biases

✕

🔍

🔍 All

📰 News

🖼️ Images

📺 Videos

📖 Books


⋮ More

Tools

Any view ▾

Any document ▾

Any time ▾



books.google.co.in › books

Artificial Intelligence - Ethical, Social and Security ... - Page 164


Julie Mehan · 2022

FOUND INSIDE – PAGE 164

Amazon's sexist hiring AI In 2018, Reuters reported that Amazon had implemented an AI-based hiring system designed ... 127 Rather than helping to remove biases present in the recruitment process, the AI algorithm simply automated them.

📖 Preview

☰ More editions



books.google.co.in › books

The Adoption and Effect of Artificial Intelligence on Human ... - Page 42

Pallavi Tyagi, Naveen Chilamkurti, Simon Grima · 2023

FOUND INSIDE – PAGE 42

Caprino, K. (202) remove bias from the hiring process and promote diversity and diversity. Retrieved from



AI creating bias in Hiring



Scholar About 101 results (0.02 sec)

Amazon scraps secret AI recruiting tool that showed bias against women

J Dustin - Ethics of data and analytics, 2018 - api.taylorfrancis.com

Ethics of Data and Analytics; Concepts and Cases Page 1 296 Chapter 7.1 Amazon Scraps Secret AI Recruiting Tool that Showed Bias against Women* Jeffrey Dustin * Dustin, Jeffrey ...

☆ Save Cite Cited by 1150 Related articles All 2 versions

[PDF] Amazon's sexist hiring algorithm could still be better than a human [PDF] imd.org

M Lavanchy - The Conversation, 2018 - imd.org

Copyright© 2006-2018 IMD-International Institute for Management Development. All rights, including copyright, pertaining to the content of this website/publication/document are ...

☆ Save Cite Cited by 9 Related articles

[CITATION] Amazon scraps secret AI recruiting tool that showed bias against women| Reuters

J Dustin - Hentet fra https://www.reuters.com/article/us-amazon ..., 2018

☆ Save Cite Cited by 5 Related articles

[PDF] Big data and gender-biased algorithms

[PDF] academia.edu

E Saka - The International Encyclopedia of Gender, Media, and ..., 2020 - academia.edu

Algorithms and big data have recently become household terms and, almost immediately, issues of bias began to surface in the critical literature. Race bias was the first to be named ...

☆ Save Cite Cited by 12 Related articles All 3 versions

[BOOK] Women in Tech: Take Your Career to the Next Level with Practical Advice and Inspiring Stories

T Wheeler - 2016 - books.google.com

"Jam packed with insights from women in the field," this is an invaluable career guide for the aspiring or experienced female tech professional (For a Screenshot of a startup, Tarah ...

☆ Save Cite Cited by 3 Related articles



bias free AI hiring



Scholar About 53,200 results (0.09 sec)

YEAR ▾



[PDF] Will AI remove hiring bias

[PDF] shrm.org

N Lewis - Strategic HR Review. Retrieved July, 2018 - shrm.org

... intelligence (AI) tools to tackle discrimination in hiring—and ... ering AI solutions caution that a totally bias-free hiring process ... However, she asserts that bias can occur later in the hiring ...

☆ Save 📄 Cite Cited by 9 Related articles All 2 versions 🔗

Changing Landscape of Recruitment Industry: A Study on the Impact of Artificial Intelligence on Eliminating Hiring Bias from Recruitment and Selection Process

[PDF] researchgate.net

PV Raveendra, YM Satish ... - Journal of Computational ..., 2020 - ingentaconnect.com

... processed and analysed through AI to avoid any bias based on age, gender, race etc. It ensures that the suggestions offered by AI is free from any unconscious biases in hiring. • Value ...

☆ Save 📄 Cite Cited by 6 Related articles All 3 versions 🔗

Bots, bias and big data: artificial intelligence, algorithmic bias and disparate impact liability in hiring practices

[PDF] uark.edu

MK Raub - Ark. L. Rev., 2018 - HeinOnline

... be released unless it has been tested to be bias-free (which we do!)." Whether this ... bias and discriminatory effects. In selecting a hiring assistance service that uses artificial intelligence ...

☆ Save 📄 Cite Cited by 116 Related articles All 3 versions 🔗

[PDF] An overview of ethical issues in using AI systems in hiring with a case study of Amazon's AI based hiring tool

[PDF] academia.edu

AA Kodiyann - Researchgate Preprint, 2019 - academia.edu

... Another definition of fairness would be free from bias based on gender or ... free from bias or other issues before deployment. • Compromise: Company is to develop system free from bias ...

☆ Save 📄 Cite Cited by 23 Related articles All 3 versions 🔗

[PDF] AI is the future of hiring, but it's far from immune to bias

[PDF] harvard.edu

D Ghosh - Quartz at Work, 2017 - scholar.harvard.edu

... Algorithmic bias could also show up in ... free of any sort of bias. The likelier scenario, though, is

Screenshot