

CHATGPT IN HR PRACTICES: A GAME CHANGER IN THE 21ST CENTURY

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ABSTRACT

Since the industrial revolution, Human Resource Management (HRM) has advanced significantly, and with the development of technology, the subject has seen an unprecedented transformation. An AI-powered chatbot called ChatGPT has been making headlines in the human resources sector. It has pervaded the private and the public sector both in Individuals and organizations. Introducing and infusing ChatGPT in HR practices will not only be optional but a compelling part of one's very survival. ChatGPT affects the human world including our very choices, options, skills, performance, and excellence. Hence, defining and understanding the importance of ChatGPT and its technology as well as its ethical use in HR practices without diluting the professional competence of the process be kept in mind. ChatGPT is intended to automate the hiring procedure and offer a quicker and more effective approach to screening applicants. But, ChatGPT is redefining how HR organizations run even outside the normal hiring process. It can automate administrative duties, provide employees with real-time feedback, and even measure employee engagement. In this technical study viewpoint, we will dig into the ChatGPT universe and examine how it has revolutionized HR practices in the twenty-first century. Although many research articles are rolled out recently, related to ChatGPT in general, this research exhibits some reflections on the positive and negative aspects of ChatGPT and their influence on HR employees. This research heavily relies on secondary data to justify the above statements.

Keywords: Chatbots, ChatGPT (Generative Pre-trained Transformer), Human Resource (HR) Practices, Artificial Intelligence (AI) tools, ChatGPT-at-work-with-HR, 'Conversational Agent'

OVERVIEW OF CHATGPT AND HR APPLICATIONS AND PRACTICES

Logically and yet paradoxically, if we understand ChatGPT as an outcome of one of the AI tools of Chatbots, then ChatGPT is not a new 21st Century tool but has its roots way back in 1950. Currently, there are several AI tools like Runway, Victory, Tome, Browse, Adobe Podcast, Nvidia Broadcast, Codedamn, Descript, Notion, Synthesia, Resemble, Soundraw, Futurepedia, Mid-Journey, Writesonic, Ref-n-Write, Elicit, Quillbot, Shortly, Anyword, Copy, FeedHive, GPT-3, GPT-4, GPT-5, GitHub Copilot, Stable Diffusion, etc, to help the HR practices to be more effective and productive. In the field of Artificial Intelligence (AI), ChatGPT was ultimately released to the public in 2023 by openAI. ChatGPT is gradually viewed as 'automated communication' or 'assistive generative technology', rather than misconstrued as an 'advanced search engine' or a 'synthetic intelligent person'. The application of artificial intelligence (AI) in a variety of sectors, especially human resources, has gained popularity in recent years. The ChatGPT is a language generation model that fuses deep learning methods to generate human-like responses to text-based inputs, making it one of the most well-known AI models being used today.

ChatGPT on HR meaningful practices are built on the foundation of philosophical understandings of *homo sapiens*, technology, public ethics, human energy, social justice, a safe and fair workplace, and life identity. We, humans, have evolved to utilize and build capabilities through innovative tools, as well as the struggle to retain the originality of moral conscience. In this technocratic society, a phenomenal continuous evolution takes place revolving around technology and humans in the universe leading to what is called 'techno-humans' or 'post-humans' or 'super-humans', or 'trans-humans' often engaging in a war or positive tension between technology and humans. This notion I describe as, "Technology-at-work-with-people". On the one hand, Human Resources focus on different trends, abilities, and practices such as organizational behavior, selection, recruitment, training, development, performance appraisal, feedback, compensation, rewards, work design, cross-cultural issues, work culture, teamwork, leadership, motivation, people behavior, etc. On the contrary, Technology draws swift attention to its capabilities for automation, robotization, chatbots, big data analysis, multi-complex networks, analysis, accurate forecast, HR resource plans, and automated designs and has entered into all arenas of society.

The ChatGPT adds rapid information, resulting in what we may informally refer to humans as 'chatterboxes' or 'chat-bot-humans', or 'chat-robot-humans'. It will result in bio-technological information, interaction, engagement, and conversation between chatbots and people. This we refer to as 'ChatGPT-at-work-with-HR'. As the HR world is deeply threatened by the recent layoffs and the replacement of humans with AI and its varied AI tools, the question asked is: Will AI (inclusive of ChatGPT) take over the rest of the HR workforce, leaving the employees jobless? ChatGPT, also called 'Conversational AI' or 'Conversational Agent' is a powerful technology that enables organizations to deliver more effective, efficient, and tailored HR services. It is bridging the gap between HR and technology to streamline and improve HR procedures. Modern technology called ChatGPT has been touted as a game-changer for 21st-century HR procedures. By the use of sophisticated chatbots backed by GPT (Generative Pre-trained Transformer) technology, this cutting-edge platform aims to expedite HR procedures and enhance HR practices as a whole.

TECHNICAL CONTEXT: A DESCRIPTION OF CHATGPT'S OPERATION

Modern machine learning models were used to create the conversational AI technology known as ChatGPT. It is an advanced and effective application that may be employed to automate a number of HR operations, including hiring, training, and employee engagement. ChatGPT is fundamentally a language model which has also been pre-trained on a sizable quantity of data. In essence, it has been designed to recognize human speech and provide replies based on that recognition. With the use of a method known as "transformer architecture," it can easily analyze lengthy and intricate words. The power of ChatGPT lies in its ability to generate human-like responses to questions and statements. It can understand the context of a conversation and provide personalized responses based on that context. This makes it an ideal tool for HR departments, as it can help to streamline communication with employees and candidates. To use ChatGPT, employees or candidates simply need to input their questions or statements into the chatbot. The chatbot will then analyze the input and generate a response based on its pre-programmed understanding of human language.

Due to its capacity to simplify and automate many HR procedures, ChatGPT is now a game changer for 21st-century HR operations. Its technological foundation, which is built around machine learning models, enables it to comprehend human language and produce tailored replies. Because of this, it has become an important tool that HR departments try to boost productivity and communication with applicants and workers.

SOME OF THE BENEFITS OF CHATGPT IN MEANINGFUL HUMAN RESOURCE PRACTICES

Human Resource Practices are nothing but strategies and guidelines which every Organization implements for the effective management of their workforce. Some of the meaningful HR practices are enlisted below:

1. **Providing Security to Employees:** Job security, health insurance, and other safety measures are designed to keep workers safe in the workplace. ChatGPT is used as the utmost tool in providing security to employees.
2. **Selective Hiring:** Only those candidates who meet the company values and culture and possess the required skills, knowledge, and experience in a specific job description should be selected.
 - a. **Honest conversation:** ChatGPT is designed to facilitate an honest conversation with the candidate about the job-related issues in the hiring process related to compensation and company solvency. According to Oracle in "Future Workplace AI 2019 global study" found that "50% of workers are currently using some form of AI at work, compared to 32% in 2018".
 - b. **Automation:** In the recruitment process, HRs with the help of ChatGPT, automate the entire recruitment process including how to write job descriptions, Standard Operating Procedures (SOP) for selection, screening, sending reminders, sending offer letters, and customizing company websites and social media.
3. **Personalized and Transparent Communication:** As an AI language tool, ChatGPT plays a pivotal role in personalized and transparent communication to better HR practices within the organizational setup. By handling a high volume of inquiries and giving consistent and correct replies to employees, ChatGPT may aid HR practices in maintaining efficient communications. It may also help with the creation of training programs, the generation of frequently asked questions, and the timely and cost-cutting formation of applicable policies. ChatGPT can also establish connections within the group and respond to follow-up directions, resulting in more effective interaction.
 - a. **Building Trust:** ChatGPT would be programmed to create and build a trusted climate within the Organization. This not only builds an interpersonal relationship between the workforce and the employer but also weaves the network among cultural differences. According to 'factorialhr', AI assistive tools such as ChatGPT are trained to control more pre-emptive areas of HR and weave HR teams to go beyond the culture of an organization.
4. **ChatGPT and Top-level Involvement:** Chat Generative Pre-trained Transformer (ChatGPT) may assist the top-level involvement in several ways such as improving data input and interpretation, automating repetitive jobs, hiring process, personalizing employee performance, recruiting patterns, policy making, and payroll processing. ChatGPT assists in the Employee experience through instant response to queries on pay, payroll, deductions and compensations.
5. **ChatGPT in the HR Practices of Training and Development:** ChatGPT could easily provide tailored learning experiences to the potential employee and fit according to every employee's needs, skills, and capacities. Based on each employee's unique learning preferences and styles, ChatGPT may provide customized training modules to them. This may assist businesses in enhancing the efficiency of their training initiatives and guarantee that staff members have the skills and information required to be successful in their positions.
6. **ChatGPT in the Fair and Performance-based Compensation:**
 - a. ChatGPT might design survey questions, examine the findings, and offer suggestions based on the gathered information. AI might therefore be applied to further innovation.
 - b. ChatGPT may be able to help with competency-based compensation, which often focuses more on an employee's knowledge, abilities, and experience than it does on their position or level of seniority.

- c. It is essential to remember that every compensation strategy, regardless of whether it's regarding wage management or bonus administration, aims to be equitable while rewarding performance. Being fair entails that the payment amount was decided upon in an objective, unbiased, and favoritism-free way based only on merit.
7. **ChatGPT and Work Culture:** Many capabilities provided by ChatGPT can assist HR managers in tracking employee happiness, seeing possible problems, and resolving them. This can aid businesses in improving employees' productivity, lowering attrition rates, and fostering a healthy workplace culture.

TECHNICAL RESEARCH FINDINGS: RESULTS OF STUDIES CONDUCTED ON CHATGPT

An artificial intelligence model called ChatGPT, (Chat Generative Pre-trained Transformer) may produce replies to text input that resemble those of a person. It was created first by OpenAI team and it has gained attention in the HR sector because of its potential to transform current HR procedures. A number of studies have been done on ChatGPT to see how beneficial it is for HR procedures. According to one research, ChatGPT was effective in reducing the burden of HR staff members and enhancing employee response times by offering automated answers to frequently asked issues.

Different research assessed ChatGPT's application in hiring procedures. According to the study, ChatGPT is also able to efficiently discover and assess potential applicants, saving recruiters a considerable great deal of time and money. Moreover, ChatGPT has been utilized to promote staff engagement and retention. According to research, ChatGPT may offer employees individualized solutions, increasing their engagement or job happiness. Overall, the results of the technical research on ChatGPT point to the possibility of a paradigm shift in 21st-century HR practices. It is an invaluable tool for HR managers due to its capacity to automate monotonous processes, speed up response times, and offer tailored experiences for employees. Like any other introduction of any new technology, the ethical and legal implications of its usage must be carefully considered.

POTENTIAL LIMITATIONS OF CHATGPT IN THE HR PRACTICES

According to Azaria, A (2022) in his paper on 'ChatGPT Usage and Limitations' depicts that language models 'often provide incorrect information... their ability to calculate the value of mathematical expressions... computing roots of a number, computing the value of a number to a power of another number (especially fractions), and adding (or subtracting) a number to an irrational number (e.g., pi or e).'

Additionally, the research shows that ChatGPT sometimes admits its mistakes, and other times it responds incorrectly with over-confidence. It is interesting to note that with the minor rewording to a question, the responses lead to a contradiction. In the social experiments, ChatGPT gave human-like responses.

1. **Data and Privacy:** Organizations need to be extremely careful in the use of data, and confidential information in ChatGPT against data sneaking, infringement of copyright issues, and cyber security thefts. If the data are not protected sufficiently or supported by high-quality data or represent diverse perspectives, then the Organizations' data could be easily compromised.
2. **Artificial Intelligence (AI) Bias:** AI bias is nothing but, 'an anomaly in the output of machine learning algorithms, due to the prejudiced assumptions made during the algorithm development process or prejudices in the training data.' The user receives trained results based on the kind of programming that was supplied into the system. In the selection process of hiring, name or caste or religion or race could be a grave concern for the jobless. The ChatGPT could be tailored

wrongly by the company in such a way that it would recruit only those who belong to a certain region, language, religion, race, caste, or ethnicity.

3. **Non-replica of Social Skills and Empathy:** ChatGPT has no capability to replicate social skills and empathy which could negatively affect the needs of the employees.
4. **Simulation Techniques:** ChatGPT will simulate techniques based on the data fed into it and that too till 2021 only. Any unexpected inputs are not handled except the general inquiry.
5. **Non-updates on human feedback:** If no human feedback is trained to accept and incorporate, more mistakes and inaccuracies will continue to occur.
6. **Greening of the Digital Workforce:** In light of the current environmental concerns and deterioration, it is quite worrying what percentage of the greening of the digital workforce might be handled by the ChatGPT.
7. **Lack of Emotional Intelligence:** The algorithmic program-based software and AI tools that do not involve human touch fail most part of the HR system, as it involves people-relationships, touch, emotions, and feelings. ChatGPT could aggravate the emotive factors if it is not trained and programmed properly.

Although there are many potential risks associated with using ChatGPT, it can be a useful tool for HR practitioners and companies to make informed decisions if used sensibly and correctly.

FUTURE CHALLENGES AND OPPORTUNITIES OF CHATGPT FOR THE BEST HR PRACTICES

To design ChatGPT towards the best HR Practices, so that the user or the employer could take informed decisions, it's important to consider the following aspects:

1. **Accuracy:** ChatGPT should be able to provide accurate information on HR practices on a real-time basis. Developers might, for instance, focus on enhancing the technology's algorithms' precision and dependability as well as making sure that it is all staff members accessible and user-friendly. Furthermore, ChatGPT has the potential to be combined with other cutting-edge technologies, such as virtual reality (VR) as well as augmented reality (AR), to provide even deeper immersive, and fascinating HR experiences.
2. **Accessibility:** ChatGPT should be user-friendly and people-friendly. It should be easy to access and affordable to use if this is rolled out to be a paid version in the future.
3. **Personalization:** ChatGPT should provide information related to persons and personal choices needs and requirements.
4. **Security:** The confidentiality of the user's data should be in safe custody.
5. **Relevance:** ChatGPT should provide relevant and reliable information with meaningful recommendations.
6. **Continuous Improvement:** ChatGPT should be tailored to improve itself continuously on a real-time basis.
7. **Surveillance versus Support:** ChatGPT is to be used as a tool for support and collaboration, rather than as a tool for surveillance and control in the workplace.
8. **ChatGPT and Green Human Resource Management(GHRM):** According to Amalan.D (2022) the GHRM should be incorporated in the following areas of best practices, namely,
 - (i) **Green Recruitment & Selection:** Green corporate culture and policies should be implemented for the recruitment and selection of a particular job. ChatGPT should assist in this endeavor.
 - (ii) **Green Appraisal and Performance Management:** With the help of ChatGPT, the workforce trainees need to be aware of green information systems, and solve environmental issues in the multi-cultural environment through diversity, innovation, inclusion, and teamwork.
 - (iii) **Green Training and Development:** The knowledge, skills, and abilities of the workforce should focus on the greater use of green products. They need to be trained accordingly. ChatGPT could immensely provide an enormous support system in this area of HR practices.
 - (iv) **Green Rewards & Compensation:** Any kind of green ideas, innovations, behaviors and participation in environmental programs should be accolade with green awards and rewards. These Green awards and rewards and compensation could become more fair and just through the assistance of ChatGPT.

- (v) **Green Employee Relations:** The green relationships among the workforce lead to creating better green aims and objectives towards meaningful engagement with the assistance of ChatGPT.
- (vi) **Green Building:** Green buildings, saving energy, and use of renewable energy through hand holding are a few of the many practices towards Green HRM and ChatGPT that could be explored in this area.

CONCLUSION

Overall, ChatGPT offers numerous benefits that can help organizations to streamline their recruitment processes, improve employee engagement and retention, and enhance their training and development programs. In essence, ChatGPT is a game-changer for HR practices where AI-based chatbots are used in HR operations because they are effective, quick, and accurate. An excellent illustration of how AI can be applied to streamline HR procedures and raise employee engagement is ChatGPT. ChatGPT has the power to transform HR procedures in the twenty-first century, automate operations, increase productivity, innovation, and growth, and boost employee engagement. ChatGPT should be made known that HR executives are capable of performing their duties without completely relying on AI-powered chatbots such as Chat GPT. It will be important for HR professionals to approach ChatGPT with caution and to work collaboratively with developers to ensure that it is used in a way that benefits both employees and the organization as a whole. Human will, judgment, prudence, and volition are necessary for all situations for the development of the business and the people.

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