AI and Human-*ish* Resources

HCI Human Capital Institute
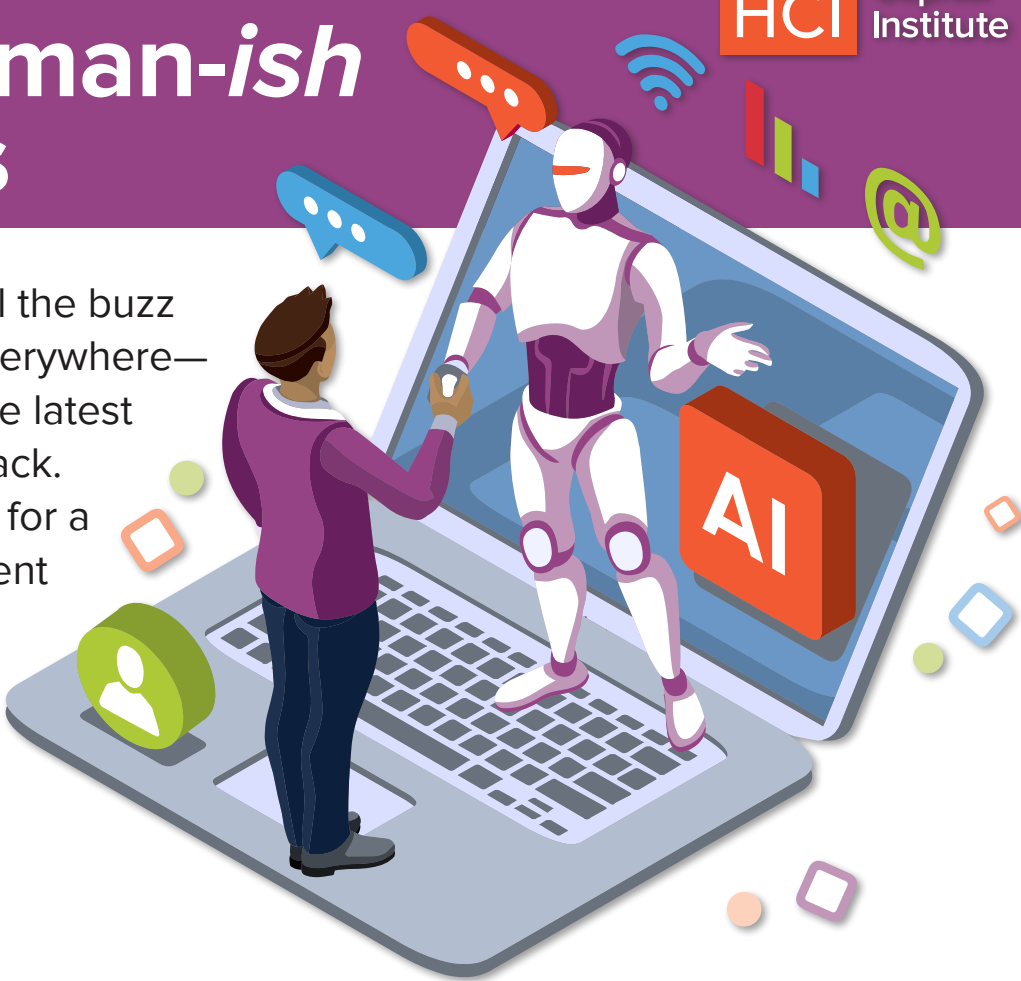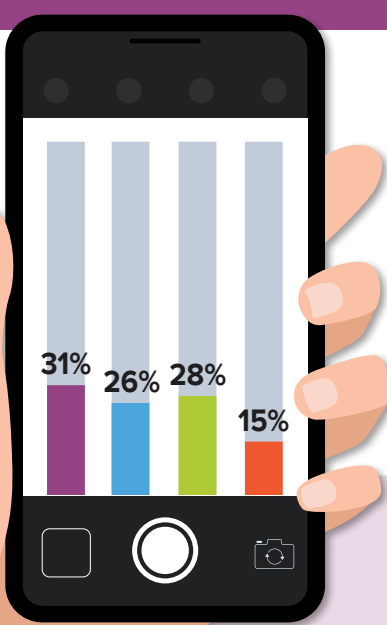
Generative AI has been all the buzz recently. You've seen it everywhere—from Super Bowl ads to the latest update in your HR tech stack. While AI has been around for a while in various ways, recent advancements have enabled it to do more.

It got us wondering: **What ways are our members using AI?**
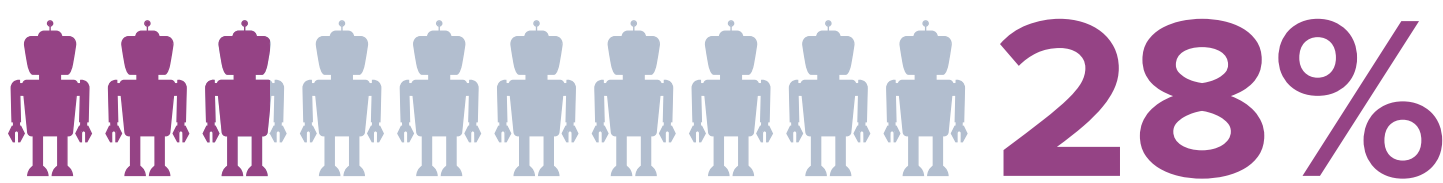
Here's your Quick Pulse Snapshot

An HCI survey of 309 HR professionals found that

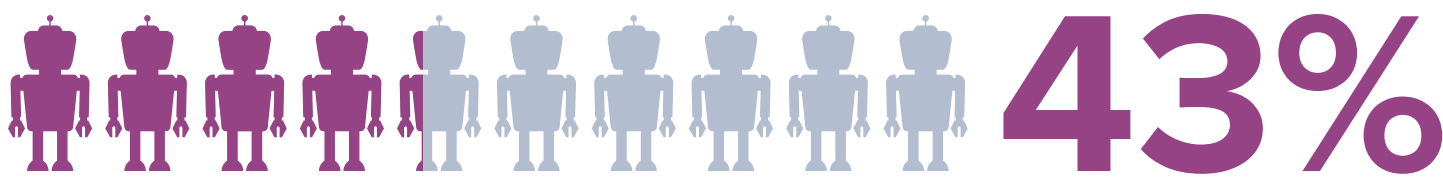**69%** of respondents reported using generative AI tools in the past twelve months.

Over the past twelve months, how often did you use generative AI tools in your HR work tasks?
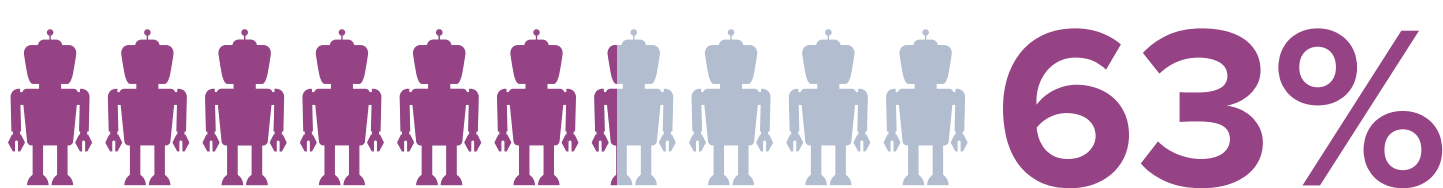
31% 26% 28% 15%

Never Rarely Sometimes Often

According to those members, they primarily used AI in their "Recruitment" (28%) and "Training and Development" (27%) HR functions
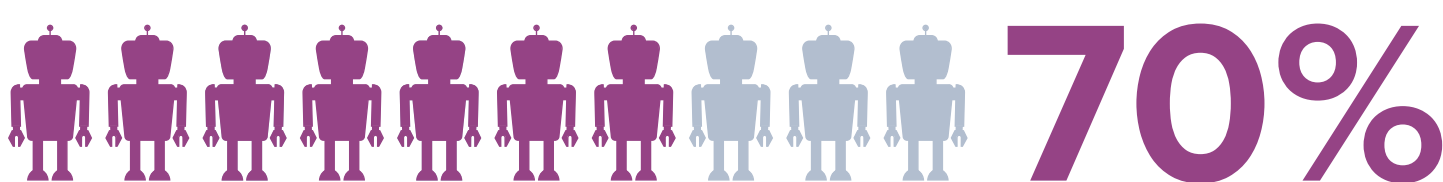
28%

Forty-three percent (43%) of AI users reported that generative AI tools either "significantly" or "moderately" improved the efficiency of their HR tasks.
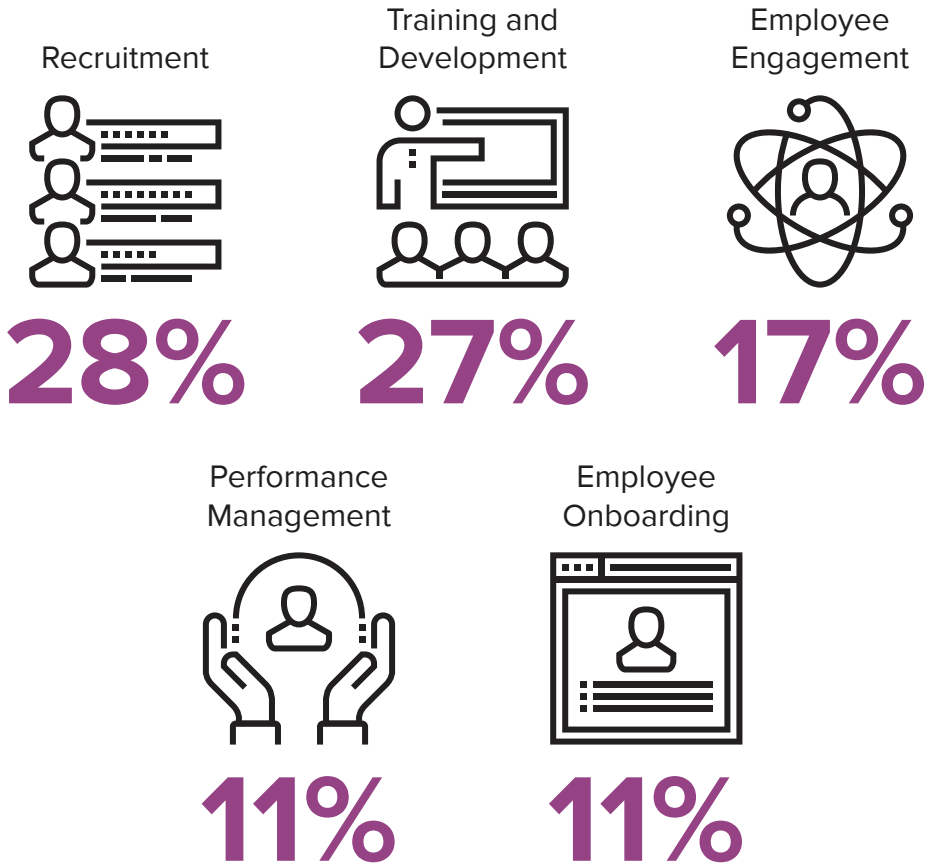
43%

Sixty-three percent (63%) of AI users reported being either "satisfied" or "very satisfied" with the accuracy of generative AI tools in assisting decision-making within HR.
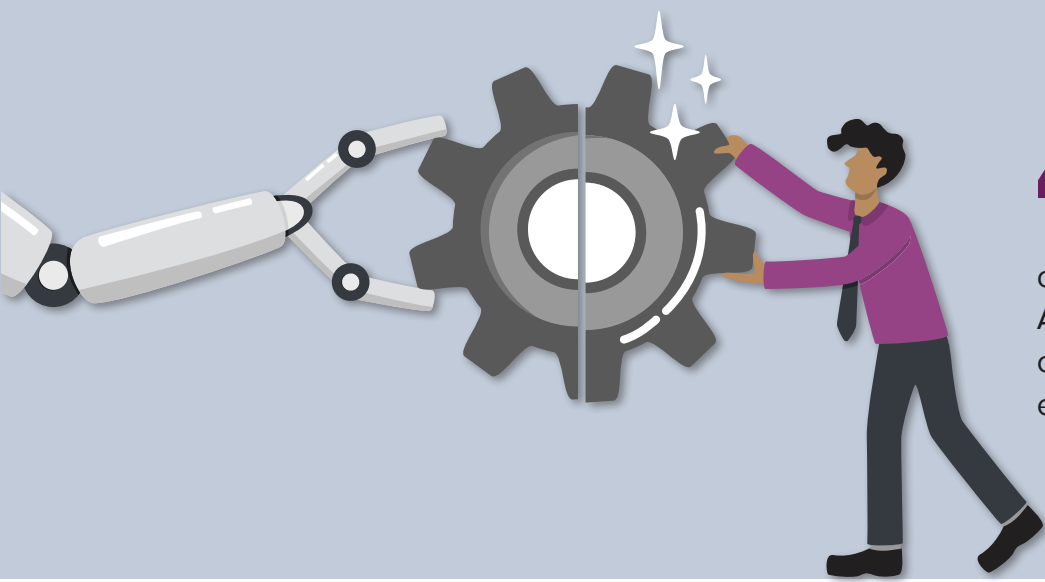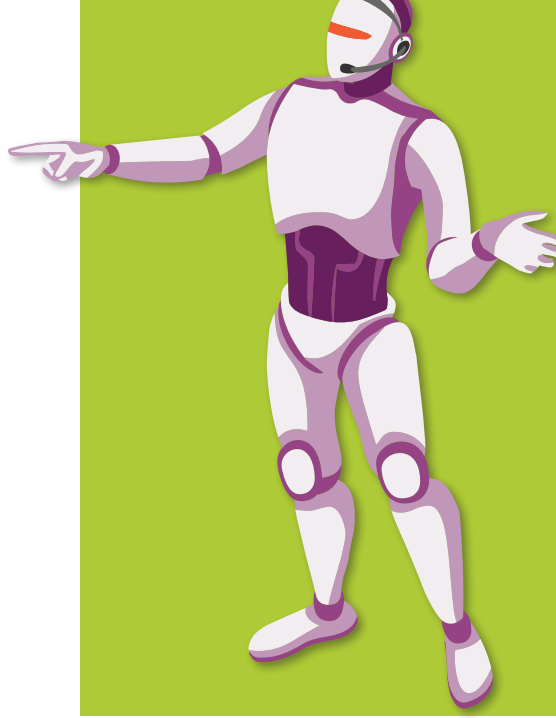
63%

Seventy percent (70%) of AI users reported they would "definitely" or "probably" recommend the use of generative AI tools to their HR peers in other organizations.

70%

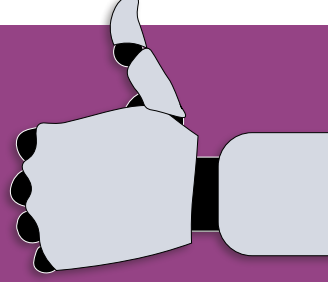**What specific HR functions have you incorporated generative AI into?** (Select all that apply.)

Members also said they used AI in writing and communications.

Recruitment
28%

Training and Development
27%

Employee Engagement
17%

Performance Management
11%

Employee Onboarding
11%

43% of AI users reported that generative AI tools either "significantly" or "moderately" improved the efficiency of their HR tasks.

63% of AI users reported being either "satisfied" or "very satisfied" with the accuracy of generative AI tools in assisting decision-making within HR.

Based off what our members are saying, AI is here to stay.

42% of those who said they don't currently use AI, reported they were 'likely' or 'very likely' to use generative AI tools in their HR work tasks over the next twelve months.

While many are expressing concern over security, policies, and ethical use of AI, approaching AI use with curiosity and caution will be key. At the end of the day, keeping the human touch in human resources will always be important, whether you let generative AI help you along the way or not.

QUICK PULSE
PROPRIETARY RESEARCH FROM HCI