COMPANIES USE BOTH AI AND AUTOMATED MONITORING

Q: Does your company currently utilize AI and/or automated monitoring tools?

- Yes, we use both AI and automated monitoring: 53%
- Only AI: 16%
- Only automated monitoring tools: 9%
- No, we use neither: 21%
USE OF AI AND AUTOMATION TO INCREASE IN 2024

Q: Does your company plan to increase or decrease the use of AI and automation next year?

80% Increase
0% Decrease
0% No change
20% Unsure
USE OF AI AND AUTOMATION TO INCREASE IN 2024

Q: Does your company anticipate freezing hiring for AI-impacted roles for a period of time, as several companies have reported recently in the news?

- 70% No
- 27% Unsure
- 3% Yes
TOOLS ARE OFTEN CUSTOMIZED TO COMPANY NEEDS

Q: How are your tools developed?

- We develop or customize our tools in partnership with the vendor and tailored to our company: 86%
- We use off the shelf automated tools/AI: 66%
- We develop our tools in-house: 38%

NOTE: Respondents could select more than one choice; totals may not equal 100%
TOOLS ARE USED IN TANDEM WITH HUMAN INPUT

Q: Does your company use automated tools/AI to make decisions without human input for any of the below?

<table>
<thead>
<tr>
<th>Task</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hiring employees</td>
<td>7%</td>
</tr>
<tr>
<td>Compensation</td>
<td>3%</td>
</tr>
<tr>
<td>Disciplinary actions</td>
<td>0%</td>
</tr>
<tr>
<td>Termination</td>
<td>0%</td>
</tr>
</tbody>
</table>

We do not use automated tools/AI to make decisions without human input for any task.
USE OF AI TOOLS
AI TOOLS USE BOTH DYNAMIC AND STATIC ALGORITHMS

Q: Is the AI that you use a static algorithm (designed to replicate human-like decision-making when applied to data) or a dynamic algorithm (that will self-learn and change while deployed in a live environment)?

- Some uses are static and others are dynamic: 57%
- Static: 21%
- Dynamic: 18%
AI TOOLS USED FOR JOB CANDIDATES AND EMPLOYEE SELF-SERVICE

Q: Select all areas where your company utilizes AI tools:

- Enabling employee self-service such as looking up company policies or benefits: 65%
- Sourcing and screening job candidates: 62%
- Performance management: 12%
- Making compensation decisions: 8%
- Other*: 23%

*Other responses:

- Augmented writing – specifically Textio to help write better job postings and applicant communications
- Manufacturing
- System alerting and monitoring, data science and analytics, system workflows
- Interview scheduling
- Communications
- Products for consumers

NOTE: Respondents could select more than one choice; totals may not equal 100%
COLLECTED DATA GENERALLY NOT SHARED WITH EMPLOYEES

Q: Is collected data shared with employees?

14% Yes
86% No
AI TOOLS AUDITED INFREQUENTLY, IF AT ALL

Q: Does your company conduct internal audits of AI tools to assess disparate impact? If yes, how often?

*Other responses:

- The frequency of internal audits depends at least in part on the use case.
- We do not use bots or AI tools in any areas related to the hiring or management of employees that could cause disparate impact.
- Yes, based on IT audit controls and based on organizational needs.
- We do so prior to launch of products; but would like to clarify that while use of AI for resume review, for example, our recruiters still review all candidates that applied.
- Not currently using for selection.
- Unsure.
EMPLOYERS UNSURE WHETHER TOOLS SHOULD BE AUDITED

Q: Do you believe that employers should undertake AI third party audits?

- Yes: 24%
- No: 24%
- Unsure: 52%

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ENSURING ACCOUNTABILITY FOR AI TOOL USE FACES OBSTACLES

Q: Do you believe that ensuring accountability for the use of AI (for vendors, programmers, companies, individuals) faces obstacles currently?

- Yes: 80%
- No: 20%
LACK OF STANDARDS IS LARGEST ACCOUNTABILITY OBSTACLE

Q: What are the obstacles currently facing ensuring accountability for the use of AI?

- Lack of generally accepted standards to audit/assess against (83%)
- Third party vendors lack adequate data or are unwilling to share information that would enable independent review (56%)
- Absence of a federal law focused on AI systems (56%)
- Lack of coordination between different areas of your company (e.g., operations and HR) (28%)
- Other* (11%)

*Other responses:

- We are currently developing policy in this arena. I don't think many in most organizations understand the risks of AI tools, ChatGPT, etc. including the risk of accidentally releasing confidential information, etc.
- Data privacy, Bias in models, quality used to train the model

NOTE: Respondents could select more than one choice; totals may not equal 100%
USE OF AUTOMATED MONITORING TOOLS
AUTOMATED MONITORING TOOLS USED TO TRACK EMPLOYEE LOCATION

Q: Select all areas where your company utilizes automated monitoring tools:

- Tracking employee movement and location (e.g., staff badges, facial recognition, vehicle monitoring) - 83%
- Tracking employee performance metrics (e.g., customer service or sales departments) - 58%
- Monitoring engagement/sentiment or attrition risk - 58%
- Tracking worker behavior (e.g., computer monitoring, wearable scanners) - 50%
- Other* - 8%

*Other responses:
- Physical security with robots

NOTE: Respondents could select more than one choice; totals may not equal 100%
USE OF AUTOMATED MONITORING DATA IN EMPLOYMENT DECISIONS

Q: Does your company use data from monitoring tools to inform employment decisions? If so, which ones?

We do not use data from monitoring tools to inform any employment decisions: 62%

- Discipline: 31%
- Other*: 15%
- Promotions: 8%
- Compensation: 8%

*Other responses:
- Depends on the application
- General performance

NOTE: Respondents could select more than one choice; totals may not equal 100%
USE OF AI AND AUTOMATION TO INCREASE IN 2024

Q: How often does your company pull information to monitor and manage workers?

*Other responses:

- Depends on the application
- Varies based application; daily with time, weekly with workforce staffing, monthly with key metrics.
- Weekly
- Depends on purpose
- Depends on the system
- Varies based on information - metrics for performance reviews; computer utilization daily; we also use space monitoring to understand office utilization