Awareness of The Impact and Usage of Artificial Intelligence in Human Resources Practices: A Developing Country Case Study

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Abstract: - This study intended to examine the implementation of artificial intelligence (AI) in recruitment and selection (R&S) and how it may affect Human resources Management (HRM). For this, researchers combed through a database of indexed scientific articles and conference materials to gather their findings. The decision was also made to conduct a questionnaire among HR professionals and managers to better understand how the tool is being used in the recruiting and selection process, as well as the implications for HRM. Between March and May this year, a survey questionnaire was used to gather data. A total of 300 forms were filled out in this study. For this study, a quantitative descriptive analysis was conducted to examine the attitudes and perceptions of Human Resources (HR) professionals towards AI, as well as its utilization in recruitment and selection processes. According to the findings of this study, respondents are optimistic about the potential advantages that artificial intelligence (AI) might offer to the process of recruiting and selecting job prospects, but the lack of reliable research findings in the field was confirmed. It is anticipated that the issues raised in this article will lead to more theoretical and empirical investigations into the relationship between AI and HRM.

Key-Words: - Artificial Inelegance, Human Resources Management, Recruitment, Selection, Electronic Human Resources Management.

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1 Introduction

AI has made its way into a variety of different industries and workplaces in recent years as a direct result of improvements in related fields of technology. Along with areas like the forecasting of creditworthiness, criminal justice systems, and pricing of commodities, AI-enabled technologies have changed the practices of firms regarding people recruitment and selection. These technologies have entered the market at exponential rates (Lazzeretti et al., 2022). Organizations find AI-advanced selection tools appealing because of the greater speed and efficiency improvements they provide in comparison to conventional screening and assessment techniques (Esch & Black JS, 2019). These technologies are seen as significant assets in today's "battle for talent" (Leicht-Deobald et al., 2019). The current trend toward more work that can be done from home or in distant locations is further spurring the acceptance of alternatives to in-person job interviews that can be conducted remotely (Camacho & Barrios, 2022).

According to (Sehgal et al., 2022)organizational procedures have undergone significant transformation as a result of technological advancements. Organizational management is changing as a result of a variety of causes, including technological advancements, economic globalization, increased competitiveness between companies and nations, and a more diverse workforce. When it finally happens to boost productivity and make money, new management technologies must be used, as well as competent workers are recruited and retained, and production processes are made more stable. As this alliance develops to support and enhance strategic aims and objectives, the connection between technology and human activity is acknowledged as genuine and vital. Management and decision-making systems rely on technology for support and development. Depending on how much effort the workforce puts into finding new ideas and implementing them. In (Bellman & Lee ES, 1978) view, AI is the process of automating

human-like functions such as making decisions, solving problems, and learning.

AI is presently being employed in a broad range of applications, ranging from project management and new product development to the automation of tedious and time-consuming tasks performed by human operators in the workplace (Wang et al., 2021). AI enables quicker and more efficient decision-making, which contributes to the company's growth and brings employees closer together. This gives credence to the idea that AI approaches may be utilized to improve HRM efficiency and effectiveness if appropriately implemented. This subject includes not just employment rules and procedures, but also the recruitment and selection of potential employees. There has been a lot of shift and new market trends in this region. (van Esch & Mente, 2018) claim that in talent search, firms are beginning to use a variety of technology platforms as a means of attracting and selecting potential employees. Because of this, AI is being used more often in the recruitment and selection process (Fernández-Martínez & Fernández, 2020). HR develops recruitment and selection operations following the best standards (Naser et al., 2022). As part of the individual-job adequacy paradigm, these initiatives convey and distribute the job opportunity while attracting the applicant to the selection process (Eubanks, 2022). AI, by nature of its inherent values, enables activities to be completed as quickly as feasible (Koskimies & Kinder, 2022). Increased access to the internet and globalization have pushed new technologies to arise and grow, making HRM more important than ever before. It has long been a goal of business leaders and HR experts to make their organizations' human capital a source of competitive advantage (Boxall & Steeneveld, 1999).

A decision support information system is built into the HR subsystems, allowing the HR manager to access data relevant to their job more accurately, thanks to the use of new technologies. The significance of this article is acknowledged since it is a relatively new subject of study, notably in the domain of HR, and specifically in recruitment and selecting procedures. To do so, it is necessary to examine how AI has been used in HR, a critical area for the smooth operation of businesses.

2 literature Review

2.1. Artificial Intelligence

What exactly is AI? What is HRM? These questions have sparked a lot of debate, which has resulted in misunderstandings. As the term "artificial intelligence" suggests, this scientific subject aims to give robots the ability to execute tasks like logic, reasoning, planning, learning, and perception It is an interdisciplinary discipline that replicates human capacities and intellectual behavior via the use of AI. Stimulating human awareness and thought via the retrieval and extraction of relevant material, as well as providing direct and reasonable answers to our questions, is the goal of this technology's work (Marwick, 2001). Computers that can learn, plan, solve problems, reason, interact socially, be creative, and self-correct are at the heart of AI (Haleem et al., 2019).

In contrast to human intelligence, AI is just a machine's show of intellect. Robotics, machines, and programs having the capacity to learn and comprehend on their own might be referred to as AI, according to certain definitions (van Wynsberghe, 2021). Robotics, natural language processing, expert systems, and automated reasoning are just a few of the newer AI technologies (Murphy, 2019).

Marvin Lee Minsky, one of the founding fathers of AI, describes it as the study of having robots execute tasks that would need intelligence if done by mankind (Sidner et al., 2005). High-level mental functions, such as perception, memory, and critical thinking, are all required for success. Machine learning is a wide term that includes many subfields of computer science that enable computers to do functions traditionally performed by humans, such as problem-solving and making decisions (Shinde & Shah, 2018). The term AI refers to a computer system that is capable of learning from its surroundings and adapting its behavior to achieve its goals (Sarker, 2022). In the end, its ultimate purpose is to turn seemingly diverse issues into a group of generally similar kinds of problems, after which the problem may be addressed using various algorithms and eventually generalize the method to examples beyond those in the training set (Frey & Osborne, 2017).

AI may be considered the most evolved form of AI that works, which employs powerful pattern recognition software to adapt to new conditions and find and extrapolate trends, analyzing massive quantities of data to forecast the behavior of people (Schmidt et al., 2019). What HR professionals do, how they produce value, and what capabilities they require may alter significantly in the future when ML algorithms join the arena. A pretty recent area of computer science, AI aims to provide machines with ever-increasing degrees of intelligence. MIT scientist John McCarthy (1965) coined the term "Artificial Intelligence" (AI) to describe a branch of computer science that tries to make computers act and think like human beings, and McCarthy's definition is widely accepted (Schmidt et al., 2019). AI, according to Barnett et al. (1991), is the study of how computers can do tasks that humans excel at first. (Haugeland, 1989) describes AI as an exhilarating quest to make computers think for themselves. Taking the idea of robots with consciousness to its logical conclusion.

What was formerly considered science fiction has now become more commonplace because of the definitions of AI at a time when computers were still viewed as participants in a distant future and far from daily use in human existence. As scientists and the general public become more aware of and make use of computer science's achievements in artificial intelligence, these false elements are being obliterated (Harasim, 2017). To increase the scope of AI's current applicability, it is important to emphasize the progress of AI, as well as its significance and applications of AI. The history of AI, according to Muller (1998), began in the 1940s, after World War I. Weapons were the primary focus of technical research at a period when international relations were at an all-time high, setting the stage for World War II to break out. Psychologists began to speculate that computers will one day be able to think and interpret language at this point. During the 1970s and 1980s, robotics takes the lead in AI investigations, such as Wabot 21, a

Japanese robot. Machine learning and pattern recognition have been at the forefront of computer science research since the 1990s when artificial neural networks (ANNs) were first developed as a computational model based on the animal brain. Even 60 years after its inception, this scientific subject has made enormous, fast, and unanticipated development. Today, AI covers a wide range of tasks, from broad (such as learning and perception) to more specialized ones, such as playing chess, deducing mathematical theorems, crafting poetry, and even safely maneuvering a vehicle down a busy street. The area of AI is genuinely ubiquitous, since it may be applied to any kind of intellectual endeavor (Russell & Norvig, 2010). Aside from academic research, AI comprises technology that has a tremendous influence on daily life (Makridakis, 2017). Machine learning has received a lot of attention, maybe because of recent breakthroughs in AI, which have opened up a wide range of automation possibilities (Mendling et al., 2019). AI is now a part of many people's everyday lives, and they enable it to be used to make suggestions, map their daily patterns, and influence their purchasing decisions when they use websites or apps. Google, Facebook, Netflix, Amazon, and so many more well-known firms are instances of how AI is being used as a strategic tool by these large enterprises. Digital technologies, according to (Brynjolfsson & McAfee, 2015), will provide us with enormous riches in the form of personal technology, enhanced infrastructure, and practically borderless access to cultural things that will enrich our lives.

2.2. Artificial Intelligence Is a Must

Today's consumers have a stronger preference for goods and services that provide a high degree of sensitivity. To answer the issue of how AI could affect our industry, HR, and personnel management might benefit from the use of AI. It is not impossible to foresee a future in which the use of AI in HR and the management of people would result in significant improvements in both justice and efficiency. On the other hand, AI may potentially bring in a more dismal future, characterized by pervasive injustice and increased administrative control. A paradoxical lens leads one to believe that both imaginaries will co-exist alongside one another (Charlwood & Guenole, 2021).

The ability to respond quickly to customers' needs is the primary motivation for many consumer businesses to include AI in their goods. When it comes to having a pleasant experience at work, workers have the same expectations that employers have in their place of employment. The chiefs of HR departments have begun testing chatbots to improve the working environment for their staff. The use of AI in HRM has seen explosive growth. In four different ways, it has been an important factor in HRM, Fig. 1 presents these four aspects.

2.2.1. Recruitment

The vast majority of employment choices are made based on instinct alone. It doesn't take the interviewers more than a minute, on average, to evaluate whether or not a candidate is a good fit for the position they are hiring for. These choices are not supported by any evidence; thus, they cannot be made. A choice is made to recruit someone at random, taking into consideration the candidate's looks, speech, experience, and how they promote themselves. The fact that recruiters and hiring managers get between 30 and 40 percent of their prospects incorrect is the primary driver behind their complaints about the problem.

Systems are often developed in fields of human knowledge, with an excessive number of rules for people to be able to comprehend (Lucci et al., 2022). It generates outcomes that are both thorough and effective.

On the other hand, expert systems provide advice on what actions to take rather than forming views or gaining knowledge. There have been several types of research done on the topic of incorporating expert systems into the process of recruitment and selection used in human resource management (Cuggia et al., 2011; Faliagka et al., 2012; Onik et al., 2018).

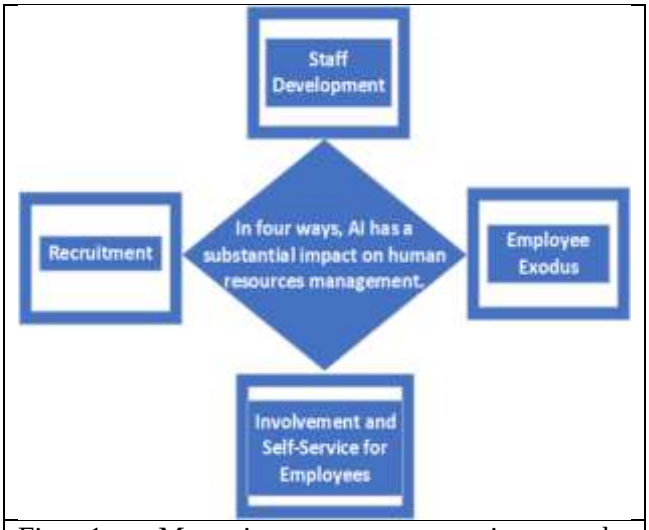

Fig. 1. Most important aspects impact the management of human resources.

People recruitment and selection is one of the most important processes of HRM since it involves the selection of individuals based on their characteristics, competencies and values and their alignment with the company's strategic goals, which help implement actions that lead the organization to success, through these chosen people. (Kitchener, 2022) defined skills as a person's ability to perform at a higher level in a job. A job description and a list of minimum qualifications for the position must be completed before the company can begin the recruitment and selection process to find a suitable candidate. For someone unfamiliar with a position, it is important to make the admission process as simple and clear as possible. (Guo & Ling, 2020) It should be noted that the description should specify the duties and responsibilities of the position as well as the frequency and type of interaction involved.

The process of hiring professionals consists of a series of steps that aim to find the most qualified individual from a pool of candidates, both internally and outside, to meet the organization's personnel requirements (Bendick & Nunes, 2012). It serves as a bridge between employers and job seekers by providing information about the organization and the requirements required for open positions (Holm, 2012). The HRM subsystem will suffer if recruiting is not done properly, i.e. not according to the organization's real requirements. It is difficult to quantify the expenses of a recruiting process, but they may be estimated by the number of hours it takes the recruiter to register the position, advise and contact applicants, and resolve the various concerns they may have at the time of their application. Even now, manual procedures such as phone, e-mail, and dedicated staff are still utilized to carry out this operation. This entails monetary outlay as well as time commitment on the part of the human staff, which may be better used elsewhere. People may be captured both inwardly and outside, according to Bendick & Nunes (2012). Internal recruiting may be defined as the process through which current workers are moved to new jobs inside the business (Bidwell, 2011).

Internal recruitment, according to DeVaro & Morita (2013), is one in which the firm's HR is given priority, unfilled jobs are advertised, and employees from inside the organization are recruited. If the firm doesn't have the right people in place to fill the role, or if it decides to bring in someone from the market with a different skill set that it thinks would be beneficial to the company, this is known as external recruitment. External recruiting, according to Bayo-Moriones & Ortín-Ángel (2006), is a multi-step process that begins with a decision-making process including two distinct variables: cost and time. External recruitment, according to Chan (1996), may benefit a firm by generating new ideas, raising its level of expertise, and renewing and enhancing its pool of HR. Companies must have all of the information necessary to make informed decisions about whether to hire internally or outside in their recruiting and people management practices. The company must maintain a database on the number of individuals required to meet its goals and have ways for selecting applicants who meet the appropriate profile for this to occur (DeVaro & Morita, 2013b). The company must interview candidates and then choose the one who is most suitable for the job requirements.

2.2.2. Staff Development

The majority of the time, managers and HR personnel are unaware of "what an employee needs to learn" to improve their performance on the job and increase their output. AI is being looked at as a potential solution by experts in the field. It is wonderful that we have algorithms that enable us to quickly pull data and sort it on different parameters such as age, lifestyle, previous learning experiences, educational background, professional experience, acting skills, activities, and behavior of individuals, and then

analyze data to create individualized educational programs for those individuals.
It will be easier for workers to be content in their jobs if they have access to AI-enabled tools that can help them build chances for professional growth and development. Based on the needs of the workforce, the formulation of career development plans results in increased productivity and decreased absenteeism (Bauer & Gewurtz, 2022).

2.2.3. Employee Turnover

It is common knowledge that a high staff turnover rate is both an expensive and difficult issue for firms, particularly those of a small or medium size. Based on the transactions that are made by the workers and machine learning, AI is utilized to properly anticipate when employees will leave the company. AI enables the leadership and HR to get insight into the levels of employee satisfaction and identify potential causes of employee turnover by providing data insights. This assists in detecting and resolving concerns faced by individuals or departments before the issue grows to become more widespread.
The productivity of employees is a critical factor in the level of rivalry that exists between businesses and organizations. The development and upkeep of a setting that is conducive to stability and collaboration among personnel is the key to achieving these outcomes. By analyzing the workers' database records, the human resource (HR) department should be included in the process of creating such an environment. When these statistics are analyzed, the administration is given the ability to enhance decision-making to reduce staff turnover (Balasubramanian et al., 2020; Ongori, 2007). A lot of academic emphases has recently been focused on trying to forecast employee turnover using artificial intelligence. Additionally, the growing quantity of data on this subject leads to a rise in the number of researches conducted in this area (Li et al., 2021; Liu et al., 2018).

2.2.4. Involvement and Self-Service for Employees

A corporation loses too much money due to poor performance by its employees. AI can identify trends and factors that lead to stress for workers, which in turn harms their performance. They are amenable to prompt attention and resolution.

According to (Carter et al., 2018), businesses that have staff that are highly interested in their work see increases in both their earnings and the happiness of their customers.

The use of AI in HRM now has very high expectations. AI provides a platform that may involve workers in the process of co-creating a powerful, intelligent, and cutting-edge workplace culture. The employees' perspectives on their occupations, the connections they have with their coworkers, and the role they play in the expansion of the firm have been altered as a result of this consistent success.

2.3. AI's Impact on HRM/Recruitment/Selection

AI improves personnel management, according to (Tian & Li, 2021) The study recommended investing in AI technologies to advance HRM. (Jarrahi MH, 2018) discussed AI in HRM, especially recruiting. The study examined whether AI is replacing humans in software businesses in India's recruiting process.
The research revealed AI replaces workers favorably. AI is advantageous in the early phases of the recruiting process, while human assistance is superior during the interview and wage package negotiation. AI will increase recruiting quality and speed without prejudice.
Man-machine cooperation reduces human effort, errors, and burdens. (Achieng et al., 2019) examined AI's usage in recruiting and selection. The study looked at AI usage in the employment process. Despite AI's increased usage, firms are reluctant to invest in AI for Recruitment and Selection. (Bhardwaj et al., 2020) looked at how AI affects HRM functions. Recruitment, Selection, Career Planning, and People Analytics are HRM functions studied. The research found a link between AI in HR and HRM effectiveness.

The efficacy of HR functions is also strongly correlated with AI use. Using AI in recruiting and selection may help firms locate qualified candidates. (Agarwal, 2022) studied the adoption of AI in HRM in which Multiple regression confirmed a favorable link between AI and HRM functions. AI is important in various HR roles, and its growing use at work would enhance HR performance overall.
AI simplifies HR tasks with minimum human participation. AI reduces attrition and improves talent

retention better than humans. AI adoption in HR. The research looked at AI's role in organizational decision-making and HRM activities. The research supported AI as a supporting HR tool, not as to replacement.

An AI system cannot give answers and outcomes without HR involvement (Bhardwaj et al., 2020). To influence businesses and employees, choices and insights must be well-received. AI in HRM may improve company performance, employee well-being, and staff turnover (Tian & Li, 2021). AI-enabled recruitment has gone from good to vital. AI-powered recruiting technologies are used for outreach, screening, evaluation, and coordination. AI-powered recruiting platforms may make job applications positive and easy, even for unsuccessful candidates (Jarrahi MH, 2018). AI is a cutting-edge technology that can improve employee performance (Zehir et al., 2020).

2.4. Possible Impact of AI on The Recruiting and Selection Process

(Presbitero & Teng-Calleja, 2022) examined workers' views regarding AI in the workplace. AI improved the speed and efficiency of job operations. Employees that used AI at work were positive about it and said it's simple to use, productive, and robust. Employees who hadn't utilized AI were skeptical that it might enhance their job (Agarwal, 2022). (Meikle et al., 2022) investigated how AI affects recruiting. Technology-enabled recruiting turns the employment process into a collaborative, time-and-space-independent one. The research found significant alterations in the recruiting process's sequence and divisibility. Technology-based recruiting and selection process demands qualified and experienced HR personnel and reduces costs and time (Meikle et al., 2022). AI and intelligent technologies may be utilized in recruiting and selection to discover the best applicant for the company. AI can remove discrimination, emotional variables, and bias and swiftly match prospects.
AI-enabled systems can link and uncover patterns that are time-consuming and difficult to locate. AI predictive intelligence helps HR to acquire, represent, and analyze data fast, making them proactive and strategic (Zehir et al., 2020). AI-enabled recruiting helps both employers and workers save time. AI helps HR professionals to reduce low-value, demanding duties, enhancing productivity and accuracy (Tian & Li, 2021). AI would boost human ingenuity and productivity. HR departments should invest in innovative technology for talent acquisition and employee engagement (Meikle et al., 2022). AI-enabled HR systems save expenses, reduce hassles, increase efficiency, eliminate bias, save time, and lessen employee turnover (Jarrahi MH, 2018).

Please, leave two blank lines between successive sections as here.

Mathematical Equations must be numbered as follows: (1), (2), …, (99) and not (1.1), (1.2),…, (2.1), (2.2),… depending on your various Sections.

2.1 Subsection

When including a subsection you must use, for its heading, small letters, 12pt, left justified, bold, Times New Roman as here.

2.1.1 Sub-subsection

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3 Problem Solution

Figures and Tables should be numbered as follows: Fig.1, Fig.2, … etc Table 1, Table 2, ….etc.

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When citing references in the text of the abstract, type the corresponding number in square brackets as shown at the end of this sentence [1].

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Also, they need to look over if the in-text citations of the Tables, Equations and Figures are properly connected with the Tables, Equations and Figures.

3 Artificial Inelegance and Jordanian Telecom

Jordan has one of the most advanced telecommunications sectors in the whole Middle East. It's a cutting-edge market, with 4G LTE choices available as of 2015. Jordan's government has made it available for companies to start working on 5G as of the year 2022. Enterprise insurance plan design policies have been in place for the last fifteen years, as well as a younger digital customer population. By the end of 2014, there were 11.1 million people with phone subscriptions, a huge increase from the 3.13 million people in 2005. (Brigham & Houston, 2016). Jordan Telecom Group was 60% controlled by the Jordanian government before its privatization on January 23, 2000. Investors in Jordan International Trading Center (JITCO) investment businesses, which included Orange (88 percent) and the Arab Bank (14 percent), held the last 40% of the group's shares (12 percent). Information technology (IT) is well supported by government resources. The Jordanian government started an early-stage seed capital venture in 2010 to support the development of 500 new businesses. As of this date, it has invested in a total of ninety-nine start-up businesses.

For the 2019 fiscal year that concluded on December 31, the General Assembly supported the Board of Director's report, which included the governance report, the disclosure statement, and the financial repercussions, on the company's organization. (a) reinvent Orange's operator model, (b) speed up in extended areas, and (c) regional records are all part of the company's five-year plan, which focuses on four pillars: (a) AI at the core of its innovation model, (b) speed up in extended regions, and (c) regional records. Synthetic intelligence has become more widespread in today's businesses because of the help of laptop learning. The telecommunications industry is no longer lagging behind the rest of the economy. AI in the Telecom Industry may be used by any large telecom company throughout the globe (Brigham & Houston, 2016).

4 Methodology and Model of Concept

A collection of variables was investigated in the search for correlations with the subject of the inquiry in this study, which employed a quantitative and descriptive research approach. As a result, a questionnaire was performed to find out how Jordanian HR professionals in the telecommunication sector investigate the use of AI in HR and its usage in automating activities and making contributions to recruitment and selection processes. Using the Google Forms tool, the researchers gathered information on the understanding of HR professionals, as well as management staff, i.e. those in charge of certain sectors or teams, concerning Artificial Intelligence. Questionnaires were utilized to gather information regarding respondents' understanding and usage of AI when applied to HR and recruitment and selection, as well as the impact of AI on the recruitment and selection process, as well as its role in the strategic repositioning of HR.

Email and a social media mobile application were used to distribute the questionnaire to the intended sample which was representing Jordanian HR professionals in the telecommunication sector. The sample tried to investigate the point of view of employees who are working in different companies such as telecommunication companies, distributed as a convenience sample, the 300 participants who decided to accept the questionnaire between January and March 2022 were included in the random sample.

4 Results & Recommendations

In the questionnaire, a total of 300 persons were surveyed as part of the study's findings. According to Table 1, 95.33% of the total population are females. This can be an indication that females are more into HR positions than males, while only 4.67% are males. Most of the respondents are working in the recruitment and selection department with about 59.67%, 20% working in the staffing department and 20.33% working in training and compensation. Respondents, according to Table 1, are from different specializations in the HR department which makes it a good sample that can represent the goal of the study. Having 87.67% of the respondents working currently in the HR department is also a good percentage that will serve the study aims. 5% of the respondents are from a managerial level and 10.67% used to work in the HR department. This also will contribute to the study aims in which the managerial point of view is

vital and the experience of the employees might lead to exploring the development that has been implemented.

Empirical evidence suggests that the low use of AI in companies is due to the high cost and necessity of specialized teams; furthermore, many organizations' cultures are not yet prepared for the insertion of activities of this nature. This study demonstrates the need for continuity in the clarification of these concepts as they apply to HRM. The high costs of implementing AI and the lack of understanding of the benefits in terms of organizational competitive advantage have led many to conclude that AI's use in recruiting and selection is unremarkable and has not prompted a disruption in HR practices. Since roughly 64% of the sample is currently employed or formerly employed in the field at issue but has never worked with AI, it is plausible that professionals in the field may be resistant to the introduction of technology out of fear for their jobs. Consequently, it's crucial to remember that a machine is just a tool, that it won't replace the human interview entirely, and that it can't solve every problem. In this way, the machine accelerates recruiting and selection, making it more effective. In addition, the study reaffirms that the strategic positioning of HRM is enhanced by the application of AI, particularly in recruiting and selection processes, as teams are more likely to dedicate themselves to activities of a strategic nature to achieve organizational goals.

The HR technician won't have to waste time interviewing unqualified applicants because they can skip straight to those whose personalities and goals mesh with the company's core beliefs. That can help keep employees from leaving, which is a huge plus. Surveying the Web of Science and Scopus-indexed surveys, the study also reveals the lack of solid lines of research on the subject and concludes that the practice is still very embryonic, despite the view of the respondents, positive about the benefits that AI can bring to the recruitment and selection of candidates. Because of this, new theoretical and empirical studies demonstrating the interactions between AI and HR are anticipated as a result of the questions raised in this study. Limiting factors include the need for larger sample size and the possibility of sub-sampling within the HR department's respondents. A possible suggestion for a follow-up study is to broaden the scope of the questionnaire to provide more thorough data treatment on AI-associated HR procedures. This study aims to find focus on a real problem that is related to awareness of the use of AI in HRM.

Table 1

Profile description of the sample's respondents.

Components	Gender	Number	Percentage
	Woman	286	95.33%
	Man	14	4.67%
	Overall	300	100%
Age			
18 - 32 years old		36	12%
33 - 37 years old		82	27.33%
38 - 42 years old		98	32.67%
43 - 47 years old		58	19.33%
More than 47 years old		26	8.67%
Overall		300	100%
Corporation branch			
Recruitment and Selection		179	59.67%
Staffing		60	20%
Training and Compensation		61	20.33%
Overall		300	100%
Do you operate in HR?			
Yes.		263	87.67%
No.		5(management)	1.67%
I worked in HR earlier, but now I'm doing something else.		32	10.67%
Overall		300	100%

Table 2

Questions to help with the research topic.

Component	Number	Percentage
what does AI mean?		
It seeks to make computers think and act like people	184	61.3%
Intelligent computer usage	62	20.6%
A computer game that simulates real-world conditions and challenges	39	13%
It's a place where smart people's software is made.	15	15%
Overall	300	100%
Does your organization use AI for management?		
Advertising	20	6.6%
Financial services	22	7.3%
Support service	56	18.6%
HR and Recruiting	21	7%
No usage	181	60.3%
Overall	300	100%
Have you used AI in the recruitment and selection processes before?		
Yes	67	22.3%
No.	240	77.6%
Overall	300	100%
Do you believe AI helps your job if you responded yes?		
Yes.	49	16.3%
No.	18	6%
Doesn't apply	233	77.6%
Overall	300	100%

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