

INTERNATIONAL JOURNAL OF LAW MANAGEMENT & HUMANITIES

[ISSN 2581-5369]

Volume 7 | Issue 2

2024

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A Critical Study on Artificial Intelligence and Ability to Reduce in Recruitment Bias in IT Companies, with special reference to Tamilnadu

R GOHULA THARANI¹

ABSTRACT

This study delves into the realm of Artificial Intelligence (AI) and its transformative potential in mitigating recruitment bias within IT companies, focusing on the unique context of Tamil Nadu, India. The research critically analyses the existing biases prevalent in traditional recruitment processes and investigates how AI-driven tools and algorithms can serve as effective remedies. The study employs a comprehensive literature review to establish the theoretical foundation, exploring key concepts such as recruitment bias, AI technologies, and their ethical implications. Methodologically, a combination of qualitative and quantitative approaches is adopted, including surveys, interviews, and case studies conducted within various IT firms across Tamil Nadu. Through rigorous analysis, the research evaluates the impact of AI tools in minimising unconscious biases associated with gender, ethnicity, and other demographic factors. It investigates the implementation of AI-driven resume screening, chatbots, and predictive analytics in enhancing objectivity and fairness in the recruitment process. Moreover, the study examines the challenges and ethical dilemmas that emerge with the integration of AI, emphasising the importance of responsible AI development and deployment. The findings of this study contribute valuable insights to the fields of AI ethics, human resources, and IT industry practices.

Keywords: Artificial Intelligence, Recruitment Bias, IT Companies, Diversity and Inclusion, Responsible AI, Resume Screening, Predictive Analytics.

I. INTRODUCTION

In recent years, the Information Technology (IT) industry has witnessed unprecedented growth, becoming a cornerstone of economic development in regions like Tamil Nadu, India. However, amid this progress, concerns regarding fairness and impartiality in recruitment processes have become increasingly prominent. Recruitment bias, whether conscious or unconscious, poses

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significant challenges, hindering equal opportunities for candidates and impeding the cultivation of diverse and inclusive work environments. This study embarks on a critical exploration of the intersection between Artificial Intelligence (AI) and recruitment bias within IT companies, with a specific focus on Tamil Nadu. Artificial Intelligence, encompassing machine learning algorithms and data-driven decision-making, has emerged as a powerful tool with the potential to revolutionise various sectors. In the realm of human resources and recruitment, AI holds the promise of mitigating biases, thereby fostering a more equitable hiring landscape. Tamil Nadu stands as a prominent hub for the IT industry in India, home to numerous technology companies and a vast pool of skilled professionals. Understanding the dynamics of recruitment bias in this context is imperative, as it not only influences individual career opportunities but also shapes the diversity and inclusivity benchmarks of the entire industry. By delving into the nuances of AI applications in recruitment, this study aims to unravel the multifaceted ways in which technology can serve as a catalyst for positive change. The integration of AI technologies in recruitment processes introduces a paradigm shift, offering objective assessments and data-driven insights. [By automating tasks such as resume screening, chat-based interviews, and predictive analytics, AI minimises human biases associated with race, gender, ethnicity, and other demographic factors. However, the implementation of AI in recruitment is not devoid of challenges. Ethical concerns, algorithmic biases, and the ethical implications of AI decision-making require careful consideration and scrutiny. This study seeks to bridge the gap between the theoretical potential of AI and its practical implications in reducing recruitment bias within IT companies in TamilNadu. Through a critical lens, it explores the effectiveness of AI-driven solutions, evaluates their impact on diversity and inclusion, and provides actionable insights for industry practitioners, policymakers, and academia. By addressing these issues, this research endeavours to contribute meaningfully to the ongoing discourse on ethical AI deployment and equitable employment opportunities, ensuring that the IT sector in Tamil Nadu remains a beacon of innovation and fairness in the digital age.

(A) Objectives:

- To Investigate Existing Recruitment Biases
- To Explore AI-Based Solutions
- To Evaluate the Effectiveness of AI in Bias Reduction
- To Examine Ethical Implications
- To Analyse Industry Practices

(B) Review of Literature:

Geetha R (2018) An industry or a business or a firm requires quality personnel for accomplishment of objectives framed by them in order to survive in this competitive era. They all are in the beginning of the fourth industrial revolution. To remain competitive in this digital world all search for bright, potential and dynamic employees. Organisations with an effective recruitment strategy will be able to employ suitable individuals in order to manage the digital world and developing business environment. So the recruitment strategy is the prime factor for every organization in hiring skilled employees who could be more efficient and effective in accomplishing the job objectives. The recruitment strategy as it is a major function of organisation apparently takes help of data analysis for the decision making process. The data analysis is known as "Artificial Intelligence" which plays a crucial role in recruitment decisions. Artificial intelligence in the most basic terminology is a human developing intelligent machines. AI will work and react like a human and its ultimate goal is to facilitate computers to carry out the work as normally done by people. AI leads with an incredible speed and accuracy. The major objective of this paper is to study how Artificial Intelligence influences the recruitment strategy. The study also throws light on the techniques used by companies in AI while recruiting. This study is entirely done based upon secondary sources of information like conceptual papers, various peer reviewed journal articles, books and websites are used to further explore the concept. **Jennifer Johansson (2019)** The world is constantly becoming more prone to technology due to globalisation which implies organisations have to stay up to date in order to be competitive. Human Resource Management (HRM) is more important than ever, especially with a focus on the recruitment of new employees which will bring skills and knowledge to an organisation. With technological advances also comes the opportunity to streamline activities that previously have had to be carried out by humans. Therefore, it is of the highest importance to consider and evaluate the impact technology might have on the area of HRM and specifically the recruitment process. The purpose of this thesis is to research the implications that technological advancements, in particular Artificial Intelligence (AI), have for the recruitment process. It aims to investigate where AI can be implemented in the traditional recruitment process and possibly make the process more effective, as well as what the implications would be of having AI within recruitment. This thesis uses a qualitative study with semi-structured interviews conducted with eight international companies from all over the world. It is viewed through an interpretivism research philosophy with an inductive research approach. The results show that the area of AI in recruitment is relatively new and there are not many companies that utilise AI in all parts of their recruitment process. The most suitable parts to implement AI in

traditional recruitment include recruitment activities such as pre-selection and communication with candidates and sending out recruitment results for applicants. The main benefits of AI were seen as the speeded quality and elimination of routine tasks, while the major challenge was seen as the companies' overall readiness towards new technologies. **Jessica Ochmann (2019)** Traditional recruiting techniques are often characterised by discrimination as human recruiters make biased decisions. To increase fairness in human resource management (HRM), organisations are increasingly adopting AI-based methods. Especially recruiting processes are restructured in order to find promising talents for vacant job positions. However, use of AI in recruiting is a two-edged sword as the neutrality of AI-based decisions highly depends on the quality of the underlying data. In this research-in-progress, we develop a research model explaining AI adoption in recruiting by defining and considering fairness as a determinant. Based on 21 semi-structured interviews we identified dimensions of perceived fairness (diversity, ethics, discrimination and bias, explainable AI) thereby affecting AI adoption. The proposed model addresses research gaps in AI recruiting research in general and arising ethical questions concerning the use of AI in people management in general and recruiting process in particular. We also discuss implications for further research and next steps of this research in progress work. **Albert, E. T., (2019)** Artificial Intelligence (AI) can play a pivotal role in the firm's recruiting process, facilitating excellence. This study investigates the challenges AI faces in the hiring process and the outcomes/ results of using AI in the hiring process. The benefits of using AI in the hiring process include identifying AI vendors and firms that have adopted AI in the hiring process, analysing the present state of AI to facilitate the hiring process, and the impact of adopting AI in the hiring process. Through this study, different perceptions, theories, ideas, and opinions are presented to modulate the use of AI in human resource management utilising papers from 1988 to 2020. The findings indicate that AI is adopted mainly in high-tech or large companies. The reports presented by these companies on the use of AI thus do not provide an actual picture of the usage and step by step evaluation as interviews are still a part of the recruitment process providing space for human bias. Future research may include aligning the AI with the mission and vision of the company and the rules and regulations of the country that they have adopted. The aspect of AI to support human resources in decision making, not a threat as AI is considered to take over the human roles in human resource management, should also be studied in detail. **Garima Bharadwaj (2020)** The phenomenon of AI has been widely studied in several areas. This paper is based on the use of artificial intelligence and its impact on HRM due to technological advancement in the IT landscape. At Present almost all companies are implementing AI in their functional areas to increase efficiency of employees in

organisation. AI role in HR domain starts with recruitment till performance appraisal of employees. The aim of the present research is to examine the relationship between artificial intelligence and Human resource functions in IT industry In Delhi/NCR location whether this relationship is moderated by innovativeness and ease of use at HR operations. This study was conducted among 115 HR professionals at various IT sectors in Delhi/NCR region. A multiple regression method was used to test hypotheses and confirmed positive relationship between these two factors establishing about the increased use of AI at work results better HR functional performance. However AI has significant relationship with innovativeness and also with ease of use which reflects AI effects HR with innovations and ease of use. This study will give insights of Artificial intelligence which is coming as a new revolution in industry with the new name Industry 4.0

Dr. Amol Murgai (2018) It was perhaps this imagination by the artists that led science on the path of inventing artificial intelligence in the first place. However, as things have advanced, science and AI have proven themselves to be much more than merely helpful for mankind so far. Machines have a long way to go before they reach the point envisioned by Asimov as they are still dependent on people to make moral judgement. Among the latest patrons of AI are the HR departments that have realised the wisdom and impact of assisted decision making about the most valuable resource of an organisation - the people. The present paper stresses upon the impact of Artificial Intelligence on Human resource management. The paper goes on discussing the areas of Human Resource wherein Artificial Intelligence is used.

Nishad Nawaz (2019) The paper is to examine the artificial intelligence (AI) on recruitment effectiveness, the study made in CMMI (capability maturity model integration) software companies of Bangalore, collected data through a structured questionnaire from 100 human resource professionals. Around Bangalore, descriptive statistics and structural equation modelling were used to test the hypothesis. The study found that using artificial intelligence in the recruitment process select right applicant for the talent pool for the organisation.

Sunita Yadav (2022) A company, Industry or a business requires relevant candidates for accomplishment of objectives designed/planned by them to be at the top in this competitive era. To sustain in this competitive and digital world all look for brilliant and dynamic employees. Firms with established recruitment strategies can only employ relevant candidates in order to dwell competitively in the digital world to grow their business. Many recruiting surveys suggest that scouting top quality candidates is the biggest challenge for today's recruiters. Hence proper recruitment planning is the key factor for all companies in hiring talented employees who could be more effective in fulfilling the job objectives. The recruitment planning is the key function of any company to run smoothly and to evaluate the process it takes help of data analysis to conclude

the process. Artificial Intelligence is a Theory/process, to make machines interact or behave like HUMANS.. It is one of the leading technologies in the HR industry. It helps the recruiters and reduces their repetitive work. AI helps search executives to save productive time and can focus more to make the workflows faster. Objectives: - The core objective of this paper is to learn how Artificial Intelligence is helping the recruitment strategy. The study also shares a brief on Benefits and Drawbacks of AI and automated recruitment processes. This study is entirely done based upon primary sources like feedback from recruiters and leaders of staffing companies and secondary sources like research papers, websites & books to explore the concept.

Ashima Garg (2021) Human resource management, a field that has the involvement of Human Brains, Manpower, Psychological Behavior, code of conduct, human behaviour and soon. Every organisation has a human resource department specifically dedicated to work towards the betterment of the employees starting from the very sourcing, screening, recruiting, induction, performance management, employee engagement, learning & development and activities. In the modern world, innovation in technology has ended up bringing the science and technology in HR Operations of the company. The innovations led in AI and ML have worked towards implementing them in carrying out the HR process that may lead to reducing rather sharing the work of the HR personnel. Artificial Intelligence work towards simplifying the tasks of the Managers. However, there is another perception that the Artificial Intelligence can replace the human workforce, irrespective of the type of work. Transformation and the deviation of the work towards the automated systems, have its own benefits of reducing the work and also the work becomes less prone to error.

Nilsson (1985) Artificial intelligence (AI) will have many profound societal effects. It Promises potential benefits (and may also pose risks) in education, defence, business, law, and science. In this paper we explore how AI is likely to affect employment and the distribution of income. We argue that AI will indeed reduce drastically the need for human toil. We also note that some people fear the automation of work by machines and the resulting unemployment. Yet, since the majority of us would rather use our time for activities other than our present jobs, we ought to greet the work-eliminating consequences of AI enthusiastically. The paper discusses two reasons, one economic and one psychological, for this paradoxical apprehension. We conclude with a discussion of problems of moving toward the kind of economy that will be enabled by developments in AI.

Mc. Robbie (1988) In the first part of this paper a brief elementary introduction is given to Artificial Intelligence (AI) which is intended for a general audience. In the second part, predictions are made about future developments in each of what are arguably the major subfields of AI. These predictions evolved over a timespan of about two years. Initial versions of them drawn from the literature and

elsewhere, were distributed to a number of experts working **in** the various subfields, revised following their criticisms and suggestions, distributed again, and so on for a number of iterations. Not surprisingly, no clear consensus emerged and thus we are solely responsible for the final form they take. The second part also briefly takes up some broad questions concerning the future economic significance of these developments and the likely social changes they will bring about. **Dr. R. Manikandan (2020)** The destruction caused by the COVID -19 virus to the human race is beyond the imagination. This article elucidates how COVID – 19 is identified as a threat to human life. The statistical report is given for the some of the countries which are highly affected by this pandemic. The medical advancements and the impact of insufficient medical facilities, are available even in the well-developed nations. The role of Information Technology (IT) in the development of various effective algorithms for the diagnosis and prevention of the disease is discussed. This research article also covers the responsibilities of the various social media along with their vulnerable efforts in carrying awareness to society. **Supriya poduval (2018)** As the Indian corporate sector is moving towards digitization, one observes an immense potential for the utilisation of artificial intelligence in the human resource department, especially in recruitment. This research paper will be analyzing the future applications of Artificial Intelligence (AI) in the recruitment process and also, how this technology can/will reshape the ‘human resources department’ (HRD) holistically. The analysis will also be done in order to explore the strength and weakness of the existing corporate sector, to be more precise, the HRD dynamics in accepting AI. The research is done with a future orientation kept in mind, wherein the forecasting is done more on the basis of the current requirements of AI. **Hemalatha (2021)** artificial Intelligence (AI) is one of the promising and compelling technologies nowadays which continuously transforms human lives and massively impacts almost all spheres of the business world. While AI is constructively indiscriminately flourishing in all fields, workforce management is not an exception to the rule. The primary purpose of this research is to critically analyse the impact that Artificial Intelligence (AI) is having on Human Resource management practices, more specifically on recruitment and Selection in organisations. The researcher has concentrated on four AI capabilities, namely Natural Language Processing, Machine Vision, Automation, and Augmentation, and their impact on the Recruitment and selection process. The researcher has collected primary data through an online survey from 141 IT employees regarding Chennai city. The researcher has also focused on external secondary data (articles and reports) to demonstrate some of the findings of the impact of AI capabilities on Recruitment and Selection. The study finds that AI technologies capabilities namely NLP, Machine Vision, Automation, and Augmentation have

a significant impact on the Recruitment and Selection Process with potential positive outcomes such as time & cost-saving, accuracy, removes bias, reduced workload, increased efficiency, and candidate experience. **Verma, V. K (2022)** The artificial intelligence (AI) offers a number of benefits including but not limited to scalability, accuracy, efficiency, and data-driven decision-making. This has positively impacted several industries and service sectors. Given the complex nature of operation in library services, there is a significant scope for the application of AI services in the library operations. In this context, this article examines the applications and potential impact of AI on the libraries, services, and library professionals. The article first defines the scope of AI, followed by a review of contemporary policies and initiatives related to AI at the international and national levels. The potential for applicability of the AI in the library operations has been analysed through a SWOT analysis for understanding strengths, weaknesses, opportunities, and threats associated with AI applications in the libraries. The article also discusses the significance of making library professionals aware of issues and challenges related to AI. The data for the article has been sourced through systematic review of the published literature. The results revealed that emerging AI technology has considerable potential for integration with a library's operations and can improve its services and functions. However, there are several unexplored areas. The article gives insights that can be utilised to educate the library professionals about leveraging and integrating AI technology in the library landscape to provide adequate services to its patrons. **Gabriel (2019)** This paper is an adaptation of a presentation given by the author at the NFAIS Conference on Artificial Intelligence that was held in Alexandria, VA from May 15–16, 2019. It provides an overview on the need for increased Artificial Intelligence (AI) usage in scholarly communications for both information providers and the research community. It also includes an introduction to how Elsevier transitioned from print to electronic to information solutions (P – E – S) and how some of its tools employ AI. In addition, it covers two case studies showcasing how Elsevier incorporated Machine Learning (ML) and Natural Language Processing (NLP) to create two technological and data-based solutions for researchers, as well as a summary of the solutions' positive outcomes. Lin (1994) Artificial intelligence (AI) systems represent contextual changes in manufacturing concepts. The major purpose of this paper is to provide not only a view of some of the important managerial issues of AI systems in manufacturing, but also to place them into a research perspective and explore why the issues are important to manufacturers. This paper first provides a brief overview of AI system concepts and the applications in manufacturing. Two conceptual endeavours constitute this ongoing effort: (1) an analysis of technical and behavioural competencies of the AI systems in manufacturing, and (2) discussion of

manufacturing infrastructure and AI system infrastructure. Chassang (2021) We propose a comprehensive analysis of existing concepts of AI coming from different disciplines: Psychology and engineering tackle the notion of intelligence, while ethics and law intend to regulate AI innovations. The aim is to identify shared notions or discrepancies to consider for qualifying AI systems. Relevant concepts are integrated into a matrix intended to help defining more precisely when and how computing tools (programs or devices) may be qualified as AI while highlighting critical features to serve a specific technical, ethical and legal assessment of challenges in AI development. Some adaptations of existing notions of AI characteristics are proposed. The matrix is a risk-based conceptual model designed to allow an empirical, flexible and scalable qualification of AI technologies in the perspective of benefit-risk assessment practices, technological monitoring and regulatory compliance: it offers a structured reflection tool for stakeholders in AI development that are engaged in responsible research and innovation.

Zhao (2019) artificial intelligence has developed rapidly and has been increasingly used in teaching, which has brought about earth-shaking changes in the education of various subjects. To further promote the intelligent development of college online courses, this paper studies the mathematical models and algorithms in the learning management system based on the knowledge forgetting curve. Through the analysis of the current situation of mathematical modeling and application of “knowledge forgetting curve,” the method of fuzzy mathematical knowledge and differential modeling is used, the mathematical model and algorithm design of a new “knowledge forgetting curve” is proposed. And the English word review program test is designed. The results show that the use of the program can overcome the oblivion of the words. It can be seen that the “integrated intelligent teaching network platform” has great application prospects and potential benefits.

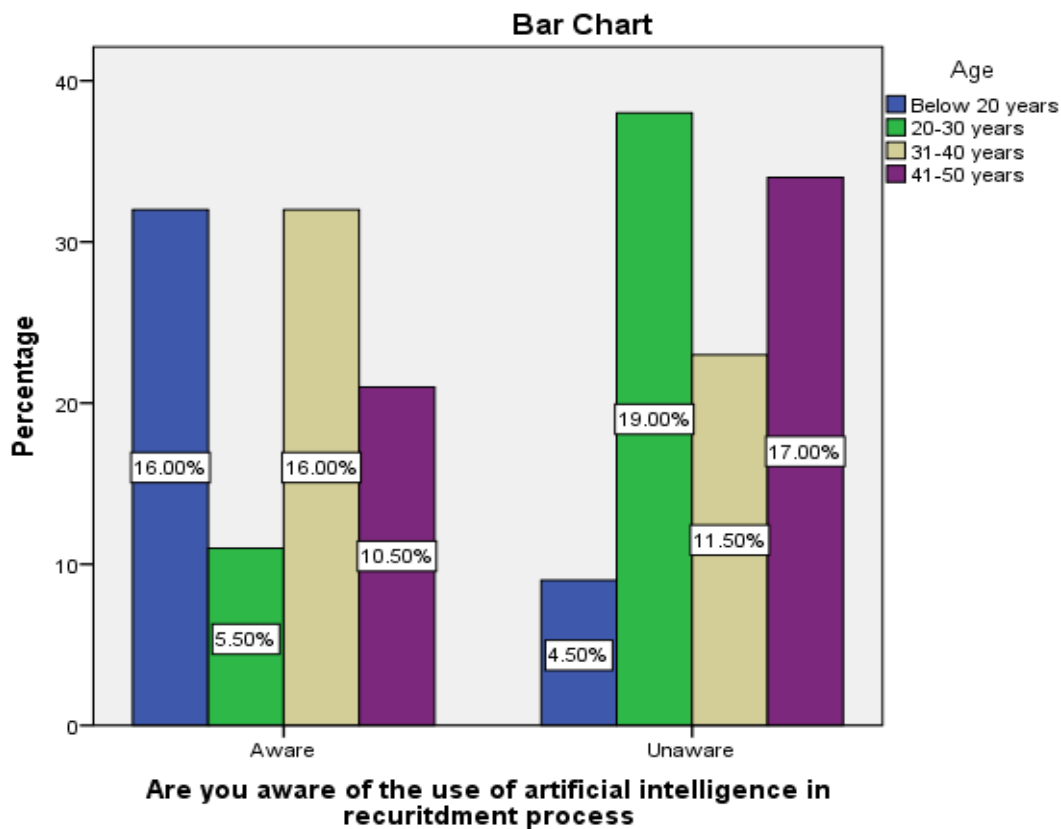
Piotr Horodyski (2023) The proliferation of Artificial intelligence (AI) technologies impacting entire business sectors is also transforming the field of human resources and recruitment. AI-based recruitment tools are changing the way recruitment processes are conducted. However, the perception of AI technology from the candidate's perspective has received limited coverage in the literature. Since little is known about how applicants experience AI-enabled recruitment, this paper explores their experiences and perceptions in hiring processes. The results of this study show that applicants perceive AI technology positively in hiring processes and see it as useful and easy to use. In terms of advantages, reduced response time was recognized as the most significant benefit. The lack of nuance in human judgement, low accuracy and reliability, and immature technology were identified as the biggest drawbacks of AI in recruitment.

(C) Methodology:

The study deals with empirical research i. e., non doctrinal study. It deals with both primary as well as secondary sources of data and various secondary sources like books, articles, research papers etc were used as reference. The study deals with survey methods and the main tool for analysing the result in spss. The method of collecting is through a direct survey method by people’s opinion and answer to the questionnaires. Convenient sampling methods were used for the purposes of this collection of responses for this study. There are a total of 219 samples collected with regard to this study. The independent variables that deals with the study are age, gender, education, occupation, annual income.

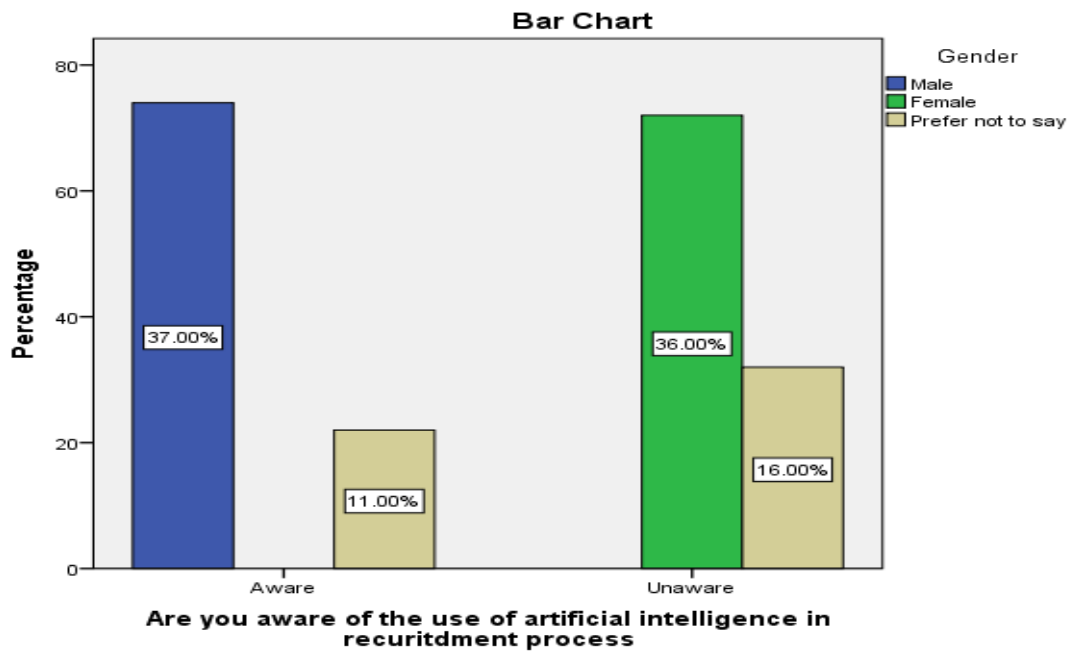
II. ANALYSIS

Figure 1:



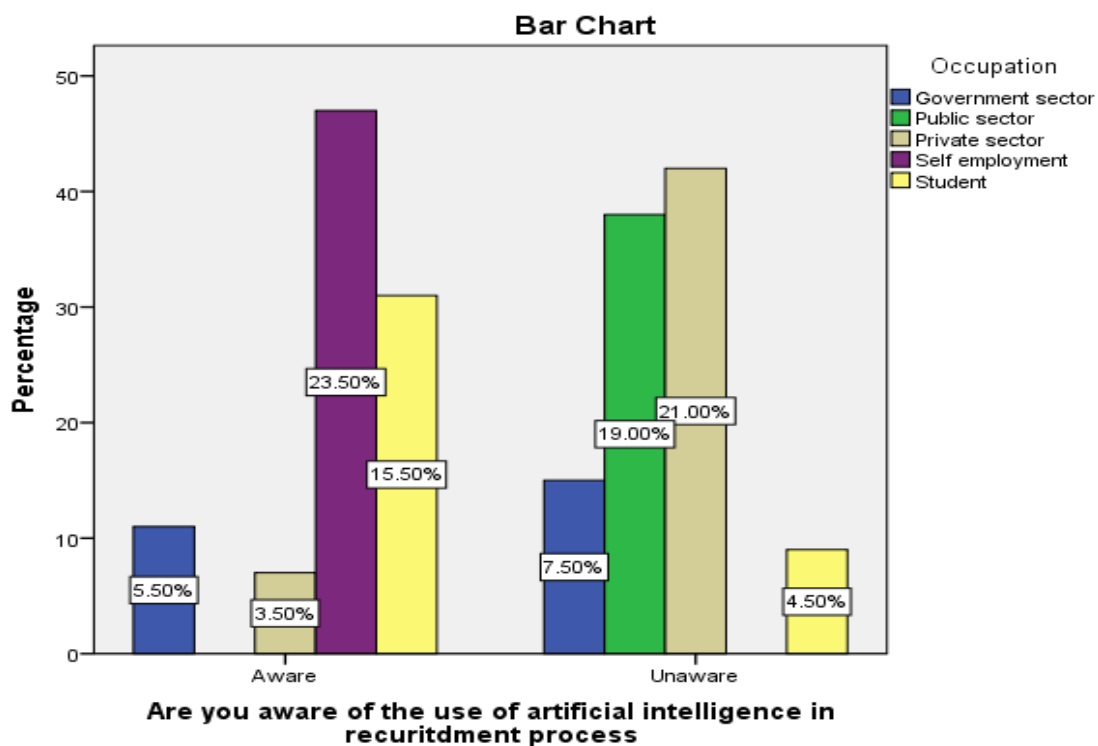
Legend: The above graph represents the age and awareness of the use of artificial intelligence in recruitment process

Figure 2:



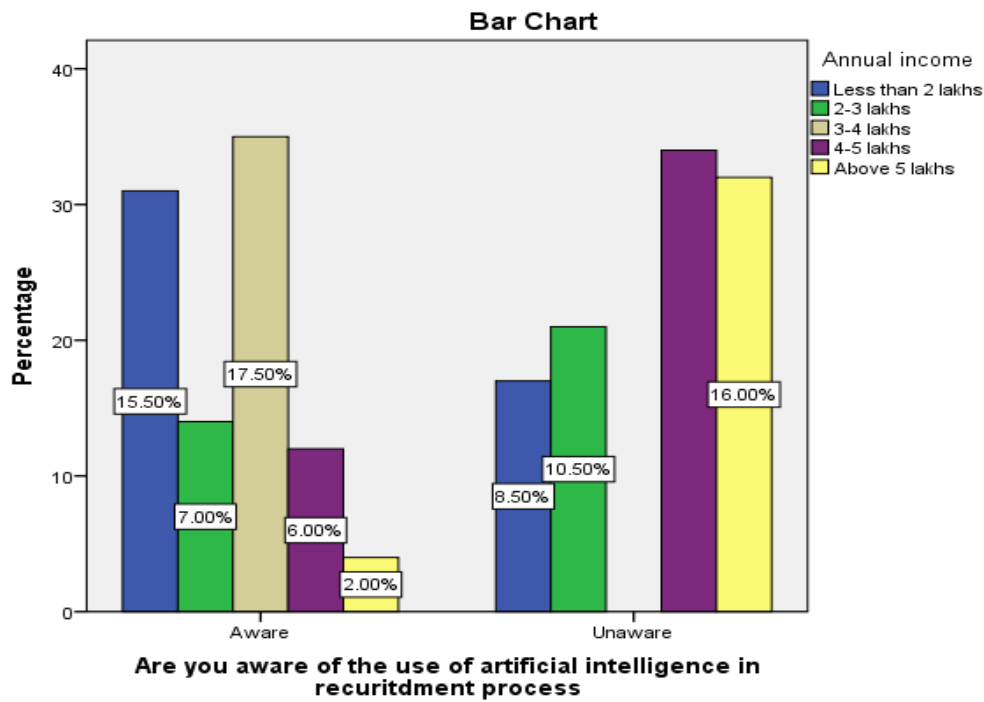
Legend: The above graph represents the gender and awareness of the use of artificial intelligence in recruitment process

Figure 3:



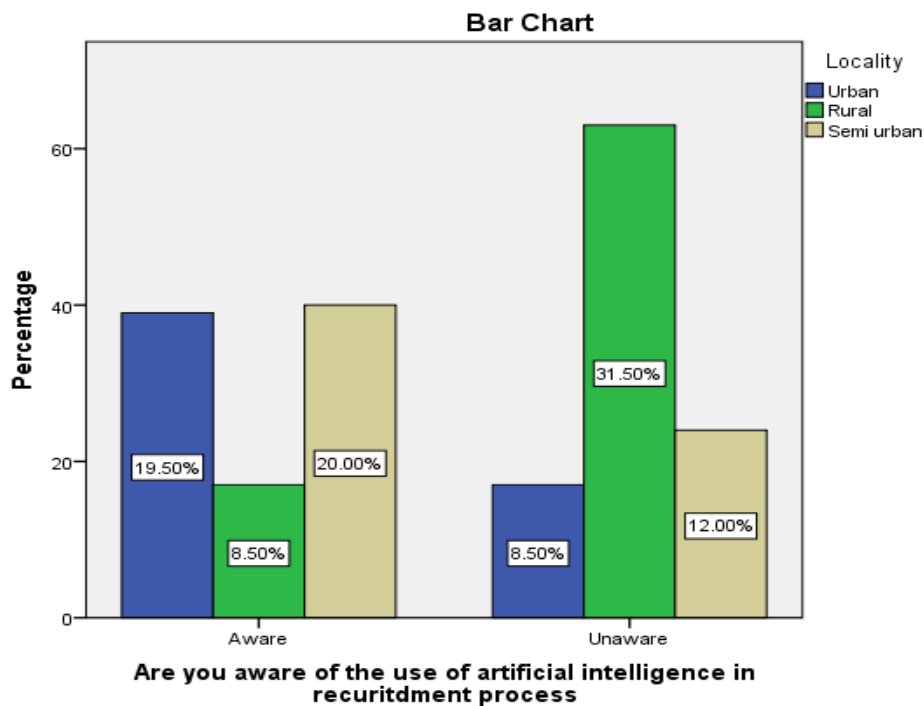
Legend: The graph represents the occupation and awareness of the use of artificial intelligence in recruitment process

Figure 4:



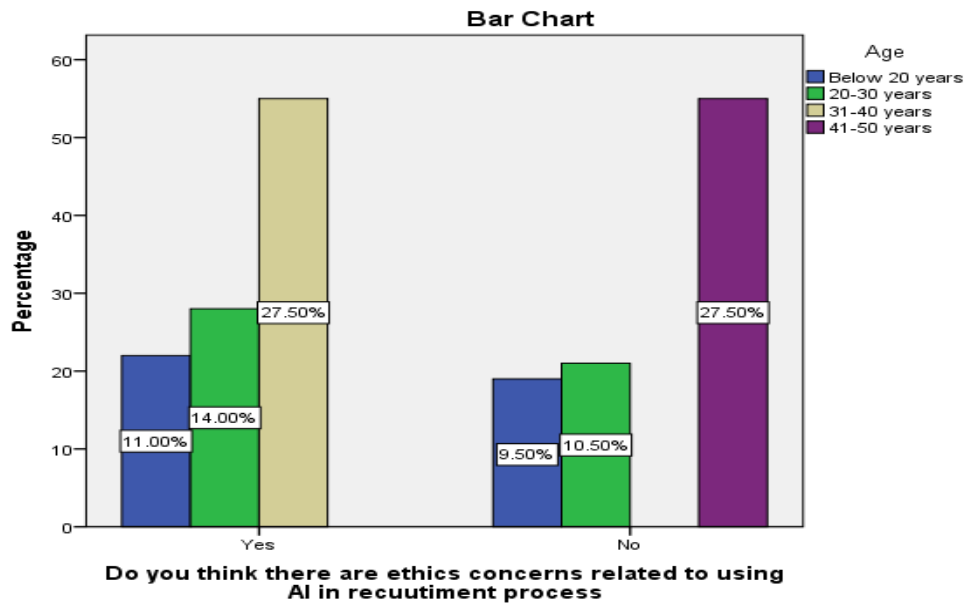
Legend: The above graph represents the annual income and awareness of the use of artificial intelligence in recruitment process

Figure 5:



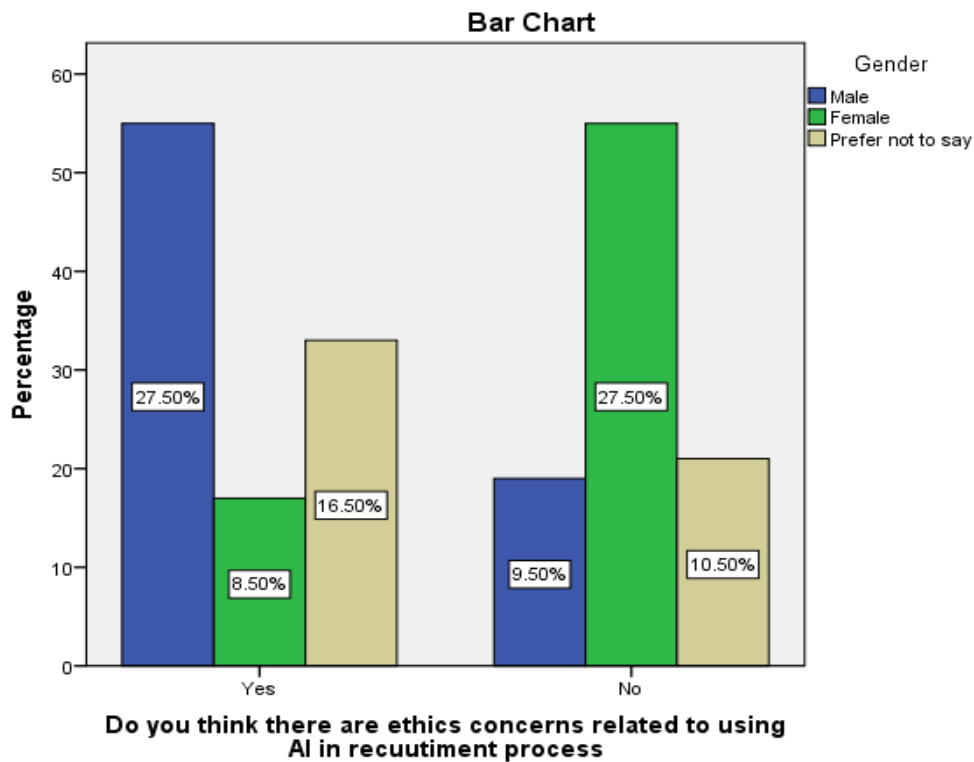
Legend: The above graph represents the locality and awareness of the use of artificial intelligence in recruitment process

Figure 6:



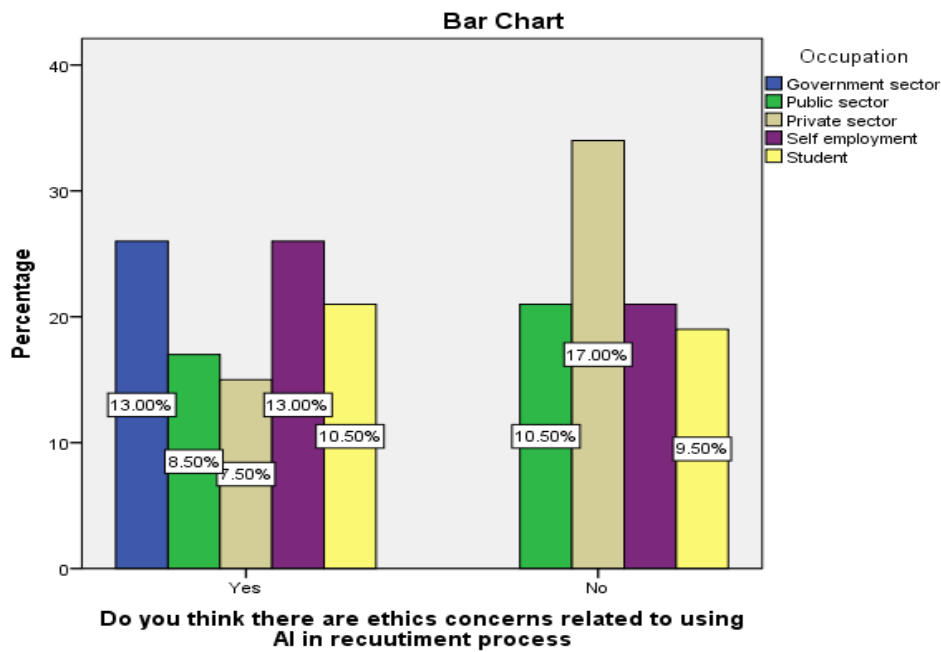
Legend: The above graph represents the age and ethics concerns related to using AI in recruitment process

Figure 7:



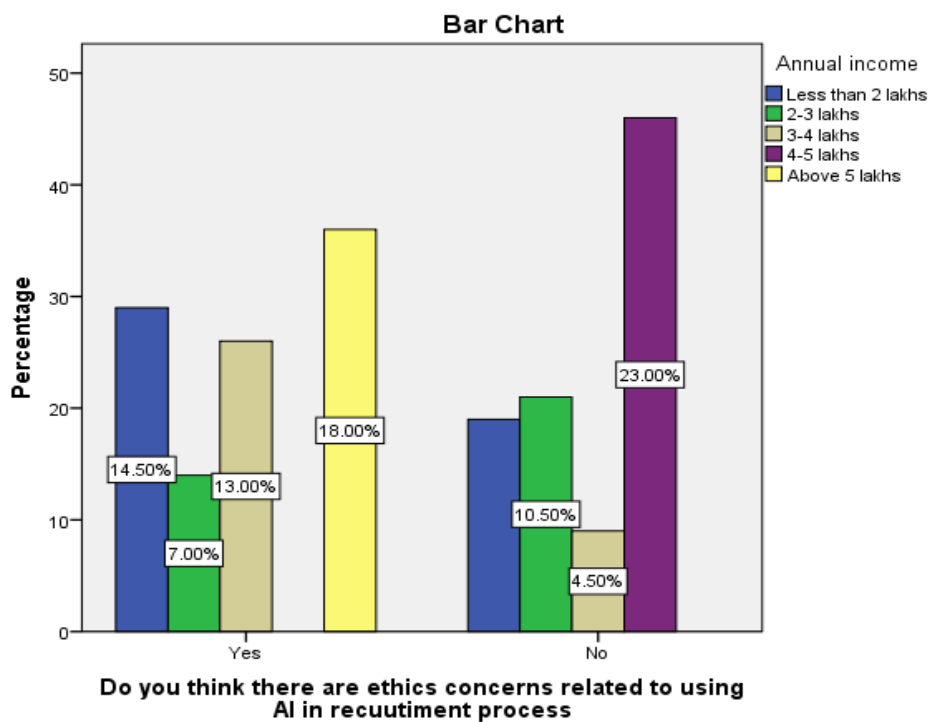
Legend: The above graph represents the gender and ethics concerns related to using AI in recruitment process

Figure 8:



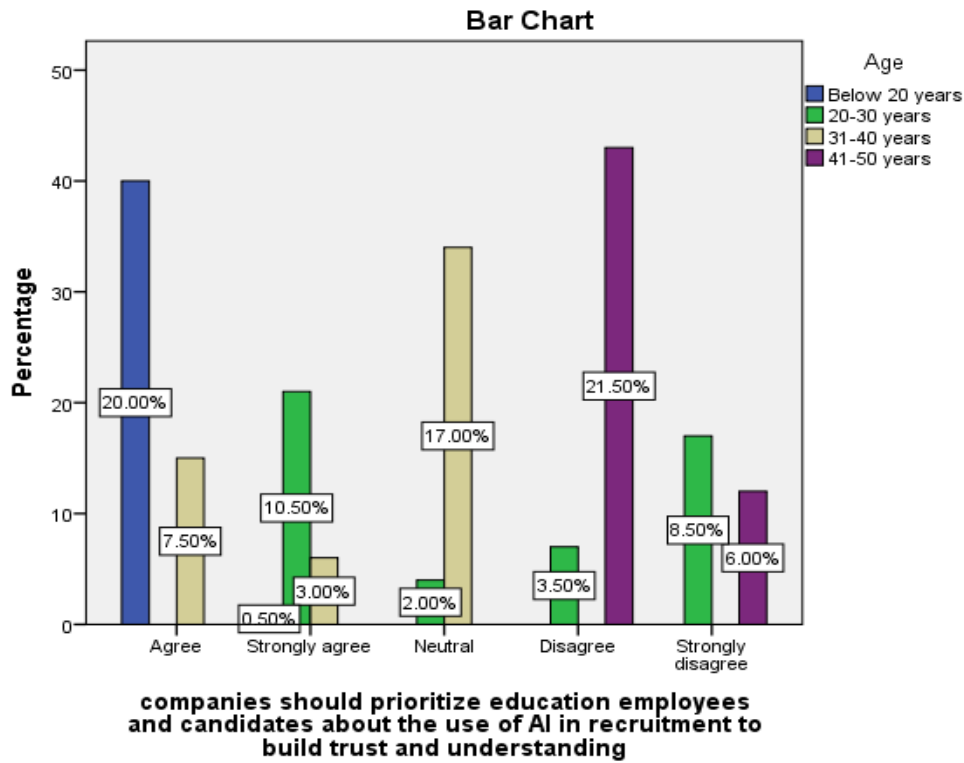
Legend: The above graph represents the occupation and ethics concerns related to using AI in recruitment process

Figure 9:



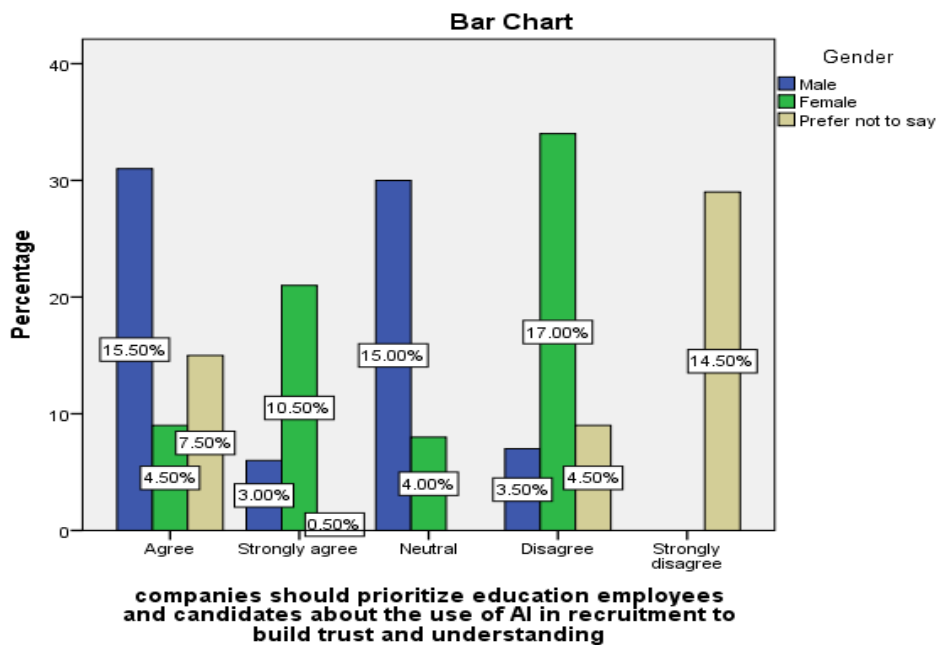
Legend: The above graph represents the annual income and ethics concerns related to using AI in recruitment process

Figure 10:



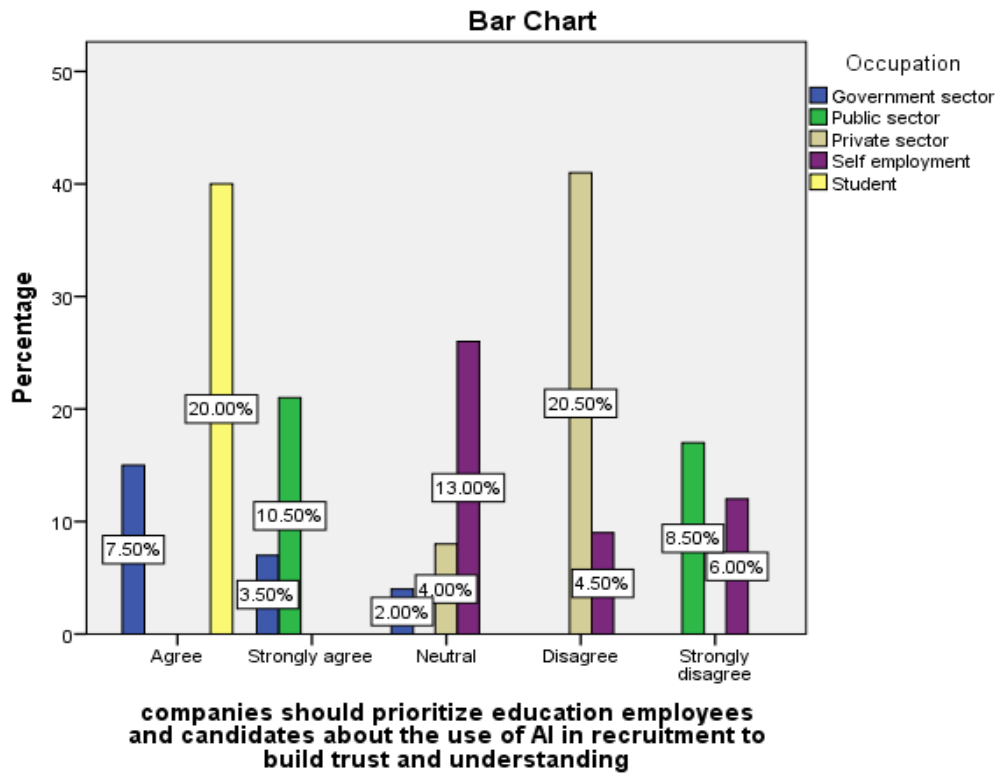
Legend: The above graph represents the age and companies should prioritise education employees and candidates about the use of AI in recruitment to build trust and understanding

Figure 11:



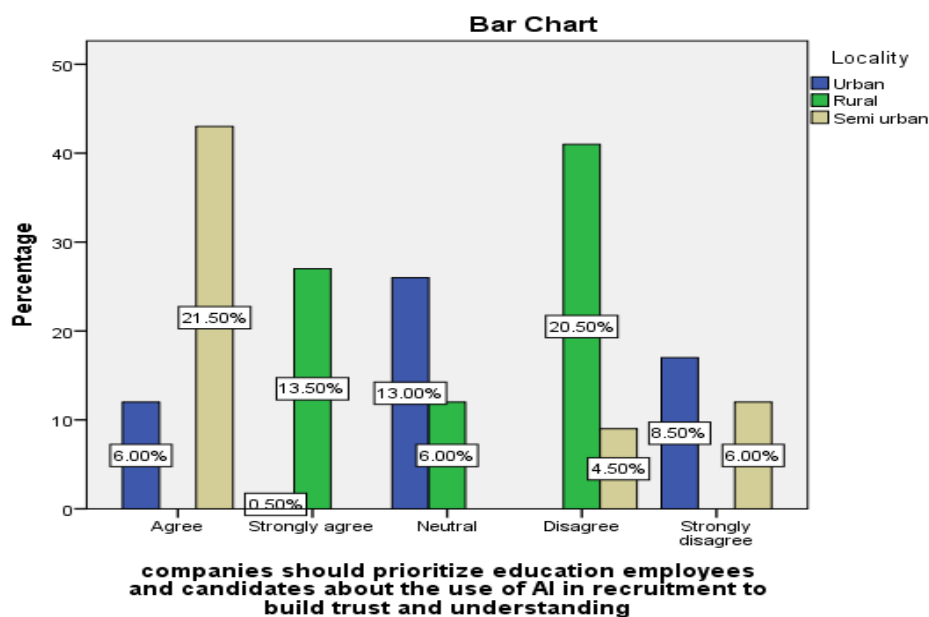
Legend: The above graph represents the gender and companies should prioritise education employees and candidates about the use of AI in recruitment to build trust and understanding

Figure 12:



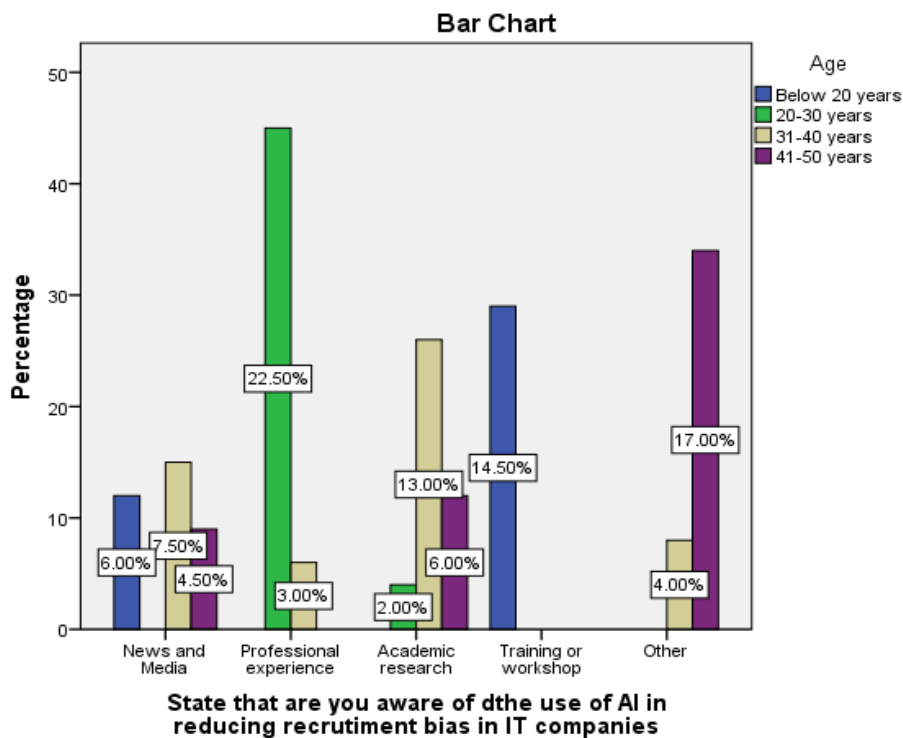
Legend: The above graph represents the occupation and companies should prioritise education employees and candidates about the use of AI in recruitment to build trust and understanding

Figure 13:



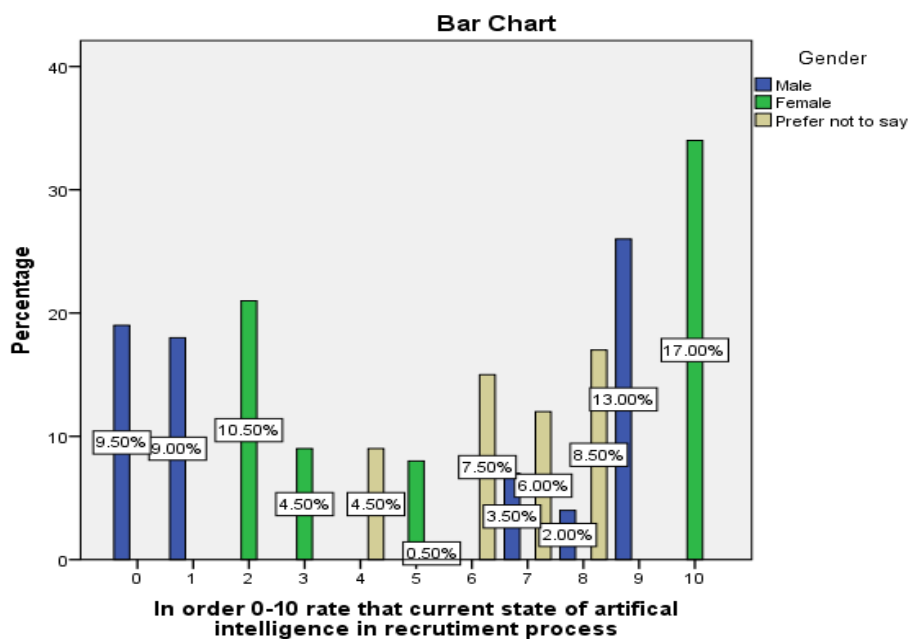
Legend: The above graph represents the locality and companies should prioritise education employees and candidates about the use of AI in recruitment to build trust and understanding

Figure 14:



Legend: The above graph represents the age and that awareness of the use of the AI in reducing recruitment bias in IT companies.

Figure 15:



Legend: The above graph represents the gender and 0 - 10 rate that current state of artificial intelligence in the recruitment process.

III. RESULT

Figure 1: The above graph represents the age and awareness of the use of artificial intelligence in the recruitment process where most respondents have said unaware with 19.00%. **Figure 2:** The above graph represents the gender and awareness of the use of artificial intelligence in the recruitment process where most of the respondents said they were aware with 37.00%. **Figure 3** The graph represents the occupation and awareness of the use of artificial intelligence in the recruitment process where most of the self employment have Said they were aware with 23.50%. **Figure 4** The above graph represents the annual income and awareness of the use of artificial intelligence in the recruitment process where most of them are aware with 17.50%. **Figure 5** The above graph represents the locality and awareness of the use of artificial intelligence in the recruitment process where most of the rural respondents have said they are unaware with 31.50%. **Figure 6** The above graph represents the age and ethics concerns related to using AI in recruitment process they were said yes with 27.00% **Figure 7** The above graph shows the gender and ethics concerns related to using AI in recruitment process where have 27.50% of female said No. **Figure 8** The above graph represents the occupation and ethics concerns related to using AI in recruitment process where the private sector has highly responses of No with 17.00%. **Figure 9** The above graph shows the annual income and ethics concerns related to using AI in the recruitment process where most of them said No with 23.00%. **Figure 10** The graph shows the age of the respondents and their opinion on the ethics concerns related to using AI in the recruitment process, where 21.50% of respondents said they disagree. **Figure 11** The above graph shows the gender and companies should prioritise educating employees and candidates about the use of AI in recruitment to build trust and understanding Where male 15.50% said they agree. **Figure 12** The above graph shows the occupation and companies should prioritise educating employees and candidates about the use of AI in recruitment to build trust and understanding. Where the Private sector has said 20.50% disagree. **Figure 13** The graph shows the locality and companies should prioritise education employees and candidates about the use of AI in recruitment to build trust and understanding urban with 13.00% of said strongly agree. **Figure 14** The graph shows the age of the respondents and awareness of the use of AI in reducing recruitment bias in IT companies where age of 20-30 years have 22.50% of said professionals experience. **Figure 15** The above graph shows the gender and state that are aware of the use of AI in reducing recruitment bias in IT companies where females have 21.00%.

IV. DISCUSSION

Figure 1: The above graph represents the age and awareness of the use of artificial intelligence in the recruitment process where most respondents have said unaware with 19.00%, unaware 17.00%. **Figure 2:** The above graph represents the gender and awareness of the use of artificial intelligence in the recruitment process where most of the respondents said they were aware with 37.00%, unaware 36.00%. **Figure 3** The graph represents the occupation and awareness of the use of artificial intelligence in the recruitment process where most of the self employment have Said they were aware with 23.50%, unaware 21.00%. **Figure 4** The above graph represents the annual income and awareness of the use of artificial intelligence in the recruitment process where most of them are aware with 17.50%. **Figure 5** The above graph represents the locality and awareness of the use of artificial intelligence in the recruitment process where most of the rural respondents have said they are unaware with 31.50%. **Figure 6** The above graph represents the age and ethics concerns related to using AI in recruitment process they were said yes with 27.00% **Figure 7** The above graph shows the gender and ethics concerns related to using AI in recruitment process where have 27.50% of female said No. **Figure 8** The above graph represents the occupation and ethics concerns related to using AI in recruitment process where the private sector has highly responses of No with 17.00%. **Figure 9** The above graph shows the annual income and ethics concerns related to using AI in the recruitment process where most of them said No with 23.00%. Yes, Above 5 lakhs. **Figure 10** The graph shows the age of the respondents and their opinion on the ethics concerns related to using AI in the recruitment process, where 21.50% of respondents said they disagree, 31-40% said Neutral 17.00%. **Figure 11** The above graph shows the gender and companies should prioritise educating employees and candidates about the use of AI in recruitment to build trust and understanding Where male 15.50% said they agree, female 17.00%, prefer not say 14.50%. **Figure 12** The above graph shows the occupation and companies should prioritise educating employees and candidates about the use of AI in recruitment to build trust and understanding. Where the Private sector has said 20.50% disagree, 20.00% students agree. **Figure 13** The graph shows the locality and companies should prioritise education employees and candidates about the use of AI in recruitment to build trust and understanding urban with 13.00% of said strongly agree, rural with 20.50%, semi urban 21.50% **Figure 14** The graph shows the age of the respondents and awareness of the use of AI in reducing recruitment bias in IT companies where age of 20-30 years have 22.50% of said professionals experience 41-50 years, others 17.00%, and below 20 said training or workshop 14.50%. **Figure 15** The above graph shows the gender and state that are aware of the use of AI in reducing recruitment bias in IT companies where females have

21. 00%, male 15. 00%, prefer not say with 12. 00%.

V. CONCLUSION

In conclusion, the integration of artificial intelligence (AI) in the recruitment processes of IT companies offers a transformative approach to addressing and mitigating biases. The traditional hiring practices often unwittingly perpetuate biases, leading to a lack of diversity within the workforce. By adopting AI-driven solutions, organisations have the opportunity to foster a more inclusive, fair, and merit-based hiring environment. One key strategy involves implementing blind recruitment techniques facilitated by AI algorithms. This entails removing personally identifiable information from resumes during the initial stages of evaluation, ensuring that candidates are assessed solely on their skills and qualifications. This not only minimizes conscious and unconscious biases but also enhances the objectivity of the hiring process. Moreover, AI can play a pivotal role in diversifying the talent pool by actively identifying and attracting candidates from a wide range of backgrounds. Machine learning algorithms can be trained on diverse datasets to recognize and appreciate a broader spectrum of experiences, skills, and educational backgrounds. This proactive approach contributes to building a more heterogeneous and innovative workforce. However, it is crucial for IT companies to approach AI implementation with caution. Biases embedded in algorithms can inadvertently perpetuate or even exacerbate existing inequalities. Regular audits and assessments of AI models are imperative to identify and rectify any biases that may emerge over time. Transparency in the decision-making processes of AI systems is equally important, ensuring that candidates and employees understand how these technologies are being utilized. Additionally, responsible AI practices involve continuous monitoring and refinement of algorithms to align with evolving ethical standards. Collaborative efforts between data scientists, ethicists, and HR professionals are essential to strike a balance between leveraging the benefits of AI in recruitment and safeguarding against discriminatory outcomes.

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