

Research Paper

Psychological Perspective and Ethical Consideration of Artificial Intelligence in Human Resource

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ABSTRACT

This is a conceptual paper of a future study based on the review of literatures, discussion with field experts, peers and library search related to Artificial Intelligence in Human Resource management. Ethical HRM is a combination of employee engagement and moral treatment, with employees having the right to liberty, safety, meaningful work, and respect. Human resource management ethics are concerned with the employer's moral obligations to employees in order to maintain equality and equity. AI is being used in HRM to automate repetitive tasks, improve employee experiences, and increase organisational efficiency. AI systems are revolutionising our lives, but there are ethical dilemmas to address. These include unemployment, inequality, humanity, artificial ignorance, and racism. AI systems can be used to nudge society towards more positive behaviour, but in the wrong hands, it can be harmful. AI systems can be a catalyst for positive change, but they can also be abused and have the potential to turn against mankind. We must protect AI from adversaries, avoid unforeseen consequences, maintain command over complex intelligent systems, and characterise AI's humanitarian treatment. AI is deficient in emotional intelligence, can only function with inputted data, lacks soft skills, and is limited by the data it receives. AI and ML technologies are increasingly being used in HR to increase efficiencies and reduce costs, but AI must be ethical to protect individuals and create a more equitable society. This paper has developed a theoretical framework for future research on HR Survival, shifting the focus from AI to Human Interface Survival. AI and AI evaluation in HR will be required to ensure ethical compliance.

Keywords: *Artificial Intelligence, Human resource, Ethics, Human interface*

HRM ethics addresses ethical issues arising from the employer-employee relationship, such as the rights and duties owed by both the employer and the employee. These could include concerns about the fairness of the employment contract and the balance of power between the employer and the employee. Thus, ethical HRM is defined as the combination of employee engagement and moral treatment of employees. Employees have the fundamental rights to liberty and safety within the workplace; in addition, for achieving its over includes freedom of association, the right to organise, collective bargaining, abolition of forced labour, equality of employment and treatment, and other standard regulating conditions across the entire spectrum of work-

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related issues. Employees have the right to meaningful work in addition to this. Employees also have the right to 'respect,' which includes the rights to liberty, well-being, and equality. This interpretation of ethical HRM suggests that the organisation will not only operate in the interests of its employees, with the purpose of enhancing those interests, but will also engage employees in choices affecting those interests. Given these claims, it is clear that the demands on the organisation of ethical HRM are extremely high. Organisations must not only strive to provide a safe and secure working environment, with adequate pay and benefits, but must also ensure that employees have the right to meaningful work (Khanka, 2014, p. 257).

Ethics and Human Resource

Ethics are values or principles that a person internalises or that are reinforced externally to assist them in distinguishing between right and wrong and acting accordingly. The application of distributive justice and basic decency to the treatment of employees is referred to as "human resource management ethics. Human Resources is responsible for creating employee handbooks that instruct employees on what is right and wrong. Human resource management business ethics are concerned with the employer's affirmative moral obligations to employees in order to maintain equality and equity. Workplace safety, respect, fairness, privacy, basic human rights, justifiable employee treatment, and truthful workplace processes are all examples of HRM ethics. The importance of ethics in human resource management stems from globalisation, increased competition, and the increasing ability of companies to conduct international business. It is critical that only relevant information be used in decisions affecting the employment relationship (Tongai, 2019). According to a study conducted by Bilqees Ghani, human resource management (HRM) plays a critical role in shaping ethical codes, policies, and procedures, as well as conducting ethics-related activities at the workplace. According to the findings of this study, HRM is responsible for increasing organisational efficiency, employee performance, and resolving ethical violations. It was also discovered that the case has its own code of business conduct that all officers, employees, contractual workers, and agents must follow. This study emphasises the significance of HRM in corporate ethics programmes and the need to assess HR's effectiveness in establishing ethical relationships (Ghani, 2015).

Applications of Artificial Intelligence in HRM

Numerous experts and businesses throughout the world have recognised that the use of smart technology such as Artificial Intelligence (AI) is actively changing workplaces. AI is used in practically every profession and sector, including human resources. AI is being employed in human resources to enhance the efficiency of employee-oriented operations, such as recruiting, hiring and retention processes. By automating the mundane administrative tasks, AI is allowing human resource professionals to focus on the creative aspects of the role such as developing strategies and improving employee morale (Scott, 2022).

Repetitive Task Automation

AI can be used to automate repetitive tasks in HR software, allowing firms to save time and resources. Examples include employee benefit management, general team inquiries, and new employee onboarding. AI solutions can handle provisioning devices, distributing space, and other necessary duties, allowing HR personnel to focus on other tasks (Goyal, 2021).

Improved Employee Experience

AI is assisting businesses in improving employee experiences by streamlining the HR department and providing voice assistants to help with business issues. AI can also assist firms in automating employee training and designing precise learning routes. HR-based AI technologies can improve employee experience within an enterprise (Goyal, 2021).

Bias Reduction

Recruiters are increasingly turning to artificial intelligence (AI) to find candidates for their organisations. AI has no bias and is based on logic and reasoning, making it ideal for recruitment. However, there are other types of bias that can be damaging to a company's growth, such as racial bias or gender bias. AI technologies can be used to detect and eliminate these biases, allowing HR managers to interact based on data rather than emotions (Goyal, 2021).

Artificial Intelligence in Decision Making

AI may assist enterprises in making better decisions by translating data into text and extracting insights more quickly than traditional approaches, resulting in speedier decision making and increased productivity (Goyal, 2021).

Offering Employee Advantages

One of the most common AI applications in HR is utilised to manage employee perks and increase communication. Chatbots are an excellent approach to improve communication and deliver speedy responses. AI can also be used to evaluate and improve employee perks (Goyal, 2021).

Intelligent Analysis

AI has become a popular technique for locating the proper clients and improving promotion accuracy. Businesses can utilise this skill to locate fresh talent by examining resumes and CVs to determine which prospects are a good fit for the company. AI can also assist businesses in determining what issues are preventing employees from becoming fully productive (Goyal, 2021).

Is an employee leaving?

Veriato's AI can detect outliers by following and analysing employee computer behaviour. It may be used on both in-office and remote workers, making it appropriate for all enterprises. AI also gives managers with productivity reports, context-rich recordings, and user behaviour analytics (Goyal, 2021).

Disadvantages of Artificial Intelligence in HRM

The most important details in this text are the high prices and preciousness of artificial intelligence (AI). AI requires the most recent tackle and software to stay current and meet the most recent conditions, and it cannot be tutored to suppose outside the box. AI can learn over time with pre-fed data and former guests, but it cannot be creative in its approach. AI operations make humans lazy by automating the maturity of tedious and repetitious tasks, and AI dependence may have long-term consequences for unborn generations. AI has no ethics and morality, and the rapid-fire advancement of AI has raised concerns that it will one day grow uncontrollably and wipe out humanity. AI is also impassive and lacks the mortal touch set up in other Forbes papers. Artificial intelligence (AI) is a technology that cannot be developed by humans due to its preloaded data and experience. It cannot be penetrated and used in the same way that mortal intelligence can, but it can store a horizonless quantum of

data. AI is only as good as the tasks assigned to it, and it cannot make split-second decisions. It is necessary to monitor algorithms and marketers, as they are the primary source of new data for the artificial intelligence required for learning. Costs and maintenance of AI software must be upgraded on a regular basis, and companies must assess the return on investment before implementing any AI technology. The most important details in this text are that marketing success is heavily reliant on creativity and novel ideas, and that machines and artificial intelligence are hampered by a lack of creativity. AI can help determine which image types are more likely to be clicked on by a consumer, but it lacks originality and creativity. Privacy, safety, and ethics are all lacking, and AI use cases and their boundaries still require more thought and determination. AI safety is critical, and quick action is required. AI critics express ethical concerns about its use, not only in terms of how it destroys the concept of privacy, but also from a philosophical standpoint. AI does not have the ability to adapt to changes in a variety of circumstances, and driverless vehicles are significantly safer in some situations, but they fail to provide assurance in situations like this. AI can be used to trick data models, but this can be dangerous in extreme cases (Duggal, 2021).

Artificial Intelligence lacks Ethics

AI systems are revolutionising our lives, making our planet more efficient and prosperous. Alphabet, Amazon, Facebook, IBM, and Microsoft, as well as people such as Stephen Hawking and Elon Musk, believe that the moment has come to discuss the practically limitless landscape of artificial intelligence. Because this is a new area for ethics and risk assessment, what questions and discussions keep AI professionals awake at night? As AI systems become more complex and advanced, there are inevitable ethical dilemmas that must be addressed (Bossmann, 2016).

Unemployment. What happens when jobs are terminated?

The hierarchy of labour is concerned with automation, which may allow workers to take on increasingly sophisticated responsibilities. Trucking, for example, employs millions of people in the United States alone. If self-driving trucks become generally available in the next decade, it might have a severe impact on office employees and the majority of the population in industrialised countries (Bossmann, 2016).

Inequality. How can we disperse the riches created by machines?

AI-powered businesses can substantially reduce their dependency on human labour, resulting in a growing wealth gap in which start-up founders reap a large amount of the economic surplus. How can we create a fair post-labour economy? (Bossmann, 2016).

Humanity. How do machines influence our behaviour and interactions?

Artificially intelligent bots are getting increasingly adept at simulating human interaction and relationships. In 2015, a bot named Eugene Goostman won the Turing Challenge, in which human raters used text input to converse with an unknown entity. This is just the beginning of an era in which we will routinely interact with machines as if they were humans. Machinery, such as click-bait headlines and video games, can activate the reward centres in the human brain. Software can be used to nudge society towards more positive behaviour, but in the wrong hands, it can be harmful (Bossmann, 2016).

Artificial ignorance. How can we avoid mistakes?

AI systems go through a training phase where they learn to notice patterns and act on them. They can, however, be deceived by random dot patterns, so it is critical to ensure that the machine works as intended and that people cannot misuse it (Bossmann, 2016).

Racist robots. How can we eliminate AI bias?

AI is a great tool for identifying people, objects, and scenes, but it can also be prejudiced and judgmental. Google and its parent company Alphabet are leaders in this field, but AI systems can fail, such as when a camera misses racial sensitivity or software designed to predict future criminals is biased against black people. When applied correctly, AI can be a catalyst for positive change (Bossmann, 2016).

Safety. How do we protect AI from adversaries?

The more powerful a technology develops, the more easily it can be abused. This applies to robots, autonomous weapons, and AI systems, emphasising the importance of cybersecurity (Bossmann, 2016).

Wicked genies. How can we avoid unforeseen consequences?

AI systems have the potential to turn against mankind, although this is unlikely to be deliberate. It is more likely to be a "genie in a bottle" who may grant wishes but with unintended effects. Consider an AI system that is told to eliminate disease but instead kills everyone on the earth. The computer would have accomplished its aim, but not in the manner that humans planned (Bossmann, 2016).

Singularity. How can we maintain command over a complex intelligent system?

Humans are at the top of the food chain due to our innovation and intelligence, which can be challenged by artificial intelligence. This might lead to the "singularity," in which humans are no longer the most intelligent beings on the planet (Bossmann, 2016).

Robot privileges. How do we characterise AI's humanitarian treatment?

Neuroscientists are learning about the core mechanisms of reward and aversion in artificial intelligence systems like reinforcement learning. Genetic algorithms function by simultaneously constructing numerous instances of a system, with only the most successful surviving and combining to build the next generation. When do we consider genetic algorithms to be a sort of mass murder? Should machines be treated similarly to intelligent animals? (Bossmann, 2016).

How to tackle to disadvantages of AI

Contact an AI vendor with the necessary experience and a strong portfolio. Determine which of your processes and IT systems could benefit from AI by working with a qualified business analyst. Think about how moral concerns can prevent you from utilising AI to its greatest potential. Make a proof-of-concept evaluation to evaluate the viability of the solution and avoid AI-related technological hazards.

Create a thorough implementation plan for your AI project that addresses personnel onboarding, solution integration, and scale. Start developing your system with your vendor, making sure to share expertise continuously.

Be realistic about your expectations; developing AI solutions capable of enhancing or replacing crucial functions requires time, patience, and a lot of data.

Engage specialists in the field to improve AI algorithms

Inform your workforce of the value of data-driven decision-making and the optimization possibilities provided by AI (*Top 5 AI Implementation Challenges and How to Overcome Them*, 2021).

HR is a Human Interface Function

The most important details in this text are that AI is deficient in emotional intelligence, can only function with inputted data, lacks soft skills, and is limited by the data it receives. Emotional intelligence is essential for humans as social creatures, as it is made possible by the chemical and natural commerce of hormones and feelings between the parties involved. AI lacks this mortal capability when brainstorming creative generalities and styles of doing work, as it's limited to the given templates and cannot concoct new styles, styles, or patterns of doing work. Soft skills are essential for all workers in the plant, as they provide the affable sensation of commodity new and different. AI can only serve in certain situations, as it lacks the capability to suppose outside the box. Soft skills such as cooperation, attention to detail, critical and creative thinking, effective communication, and interpersonal chops are essential for plant development and growth. Humans are tutored and needed to have these chops, and these soft skills give them an advantage in the plant over AI. AI cannot develop these soft skills, as humans make AI function. AI is intended to condense rather than contend with mortal capability and intelligence, and it will ultimately replace numerous of the jobs that people do moment. However, as the world moves towards a more intertwined tech geography, changing plant demands will produce new places for humans. The big question is how humans can unite with AI rather than being replaced by it (Oluwaniyi, 2022). Artificial intelligence (AI) is gaining traction in the plant, and it is expected to replace many of the jobs that people do. However, it lacks empathy, can't think of novel solutions to emerging problems, and is not capable of thinking critically through complex scenarios, analysing context, or developing complex strategies. AI and machine learning (ML) technologies are increasingly being used in HR, particularly in the recruitment sector, to increase efficiencies and reduce costs. AI can assist in the recruitment process by aggregating job openings and connecting them to potentially qualified candidates, as well as increasing candidate screening. However, AI cannot think of anything outside the box, and can only process data that has been coded into its system, but organisations and their teams are constantly interacting with the outside environment. Different work environments necessitate varying levels of adaptability to sudden changes. AI chatbots can help businesses save time and money by assisting with initial application screening. However, AI can be particularly dangerous when it comes to reclamation, as it can lead to swathes of people from different backgrounds not being suitable to pierce the same openings as their peers, affecting their long-term prospects and heightening social inequality. To protect individuals and create a more equitable society, ethics must be at the heart of AI systems in order for anyone, regardless of machine learning knowledge, to understand how and why a decision was made. AI has the potential to transform the HR function by automating repetitive and time-consuming tasks, allowing those working in the industry to provide a more rich and personalized experience (Gupta, 2021).

Where AI can be used without overtaking Human Decision

The role of AI in HR is to assist humans rather than to replace them. While AI can likely accomplish many of the jobs that human HR managers presently perform, it is still up to humans to make decisions about the work that AI performs. Even if you automate many of your department's procedures, you'll still need someone who knows how to use the system and can give it new instructions if something goes wrong or if its operation has to be

changed. Additionally, human HR managers can provide a personal touch that AI may not be able to replicate, such as understanding the unique needs and emotions of employees and providing support in a compassionate manner. This can help foster a positive work environment and improve employee satisfaction. In fact, many employees believe that AI improves their professions by presenting them with data-backed insights that they would not have known about otherwise. For instance, an AI-powered HR system may recommend which candidates to recruit based on a set of variables specific to your firm or industry. But, whether or not this person is a suitable fit for your firm will eventually be determined by a human manager who is familiar with your organization's culture and needs. The AI system can help streamline the recruitment process and narrow down the pool of candidates, but it cannot replace the human touch when it comes to assessing soft skills, personality fit, and company culture alignment. Therefore, it is crucial to use AI as a tool to support human decision-making rather than rely on it completely. It's difficult to predict if AI will completely replace the HR function. Yet, this does not preclude it from being utilized to supplement human expertise, speed processes, and ultimately improve the overall grade of service provided by your HR staff. AI has the potential to automate repetitive tasks, reduce bias in decision-making, and provide data-driven insights that can inform strategic HR decisions. However, it is important to ensure that AI is implemented ethically and transparently, with appropriate safeguards in place to protect employee privacy and prevent discrimination. We should embrace AI in HR, but not at the expense of our own employees. Everyone benefits from the effective use of AI, including HR leaders, organizational leaders, and employees. Yet, even as AI advances, there will always be a need for our human labour, and we must keep that in mind. AI can help HR leaders automate tedious tasks, allowing them to focus on more strategic initiatives. However, it is important to remember that AI should be used as a tool to augment human capabilities, not replace them entirely. By leveraging AI, HR leaders can also gain insights into employee behaviour and preferences, which can inform decision-making around talent management and retention. It is crucial to strike a balance between the use of AI and human intuition to ensure that the organization benefits from both (Can Artificial Intelligence Replace HR? 2022).

REVIEW OF LITERATURE

1. Verma & Bandi, 2019 - AI is a technology that enables machines to think, comprehend, and complete tasks previously performed by humans, allowing IT companies to make better, quicker decisions. HR recruiters have implemented AI software to speed up hiring and increase competence.
2. Votto et al., 2021 - This paper uses a systematic literature review methodology to identify the tactical HRIS (T-HRIS) components that are mentioned in the literature and how each component is portrayed. 67 articles related to T-HRIS, with employee performance evaluation and satisfaction being the most discussed area.
3. Cappelli et al., 2018 - AI-management of human resources presents four difficulties: complexities of HR phenomena, limitations imposed by small data sets, moral issues related to fairness and legal constraints, and employee reactions. To address these challenges, causal reasoning can be used to identify relevant factors that contribute to employee outcomes.
4. Munn, 2022 - AI ethical principles are ineffective due to their lack of consequences and adherence to corporate agendas. Alternative methods for achieving AI justice should involve co-creation of AI systems, collaboration with communities, collection and analysis of data, and the creation of standards that promote accountability, transparency and responsible use.

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5. Eitel-Porter, 2020 - AI can have unintended negative effects on businesses, such as brand damage and compliance and governance violations. To reduce these risks, organisations are developing ethical AI frameworks and principles, as well as strong, legally required governance controls. AI risks can be reduced by establishing and strengthening an ethics board, and governance frameworks can help companies anticipate, monitor and control AI risk.
6. Mittelstadt, 2019 - AI ethics has converged on four principles that closely resemble medical ethics, but there are differences between medicine and AI development that suggest a principled approach may not achieve the same success. AI ethics has converged on four principles that closely resemble medical ethics, but there are differences between medicine and AI development that suggest a principled approach may not achieve the same success.
7. Hagendorff, 2020 - This paper examines the overarching principles governing the construction of ethical guidelines for artificial intelligence (AI) systems and how they can be improved.
8. Rodgers et al., 2022 - This study draws conclusions from concerns about the impact and acceptance of artificial intelligence (AI) integration in human resource management (HRM) to identify and compare ethical issues associated with different AI-enabled practices and help organisations reduce the potential risk of unethical decision-making.
9. Pauketat & Anthis, 2022 - The moral consideration of AIs as moral patients is rooted in psychological considerations such as perspective, relational, expansive, technological and affective predictors, with positive emotions, substratism, sci-fi fan identity, techno-animism being the best predictors.
10. Pereira et al., 2021 - A review of AI's effects on workplace outcomes is needed to direct future research and assist managers in effectively utilising AI technology to enhance workplace and organisational outcomes. This systematic review examines and cross-relates 60 papers published in 30 prestigious international journals over a 25-year period to investigate the relationship between AI and workplace outcomes. It examines theories related to the antecedents, phenomenon and outcomes process in HR.
11. Vrontis et al., 2021 - Intelligent automation technologies are a novel way of managing employees and improving business performance, creating both opportunities and challenges for human resource management. This study identified 45 articles exploring AI, robotics, and other cutting-edge technologies in HRM settings, focusing on HRM activities such as hiring, training, and job performance.
12. Varma et al., 2022 - AI has the potential to boost business profitability, but its use in human resources (HR) processes and systems raises ethical issues. HR managers should be ethically sensitive and responsible, keeping a close eye on AI programmes to ensure they function as intended and uphold the dignity of the worker. They should also consider how AI will affect fairness and equity, both in terms of distribution and procedure.
13. Budhwar et al., 2022 - The proliferation of AI-based HRM applications over the past ten years has sparked a new line of inquiry into issues such as the social impact of AI and robotics, the effects of AI adoption on both individual and corporate outcomes, and the assessment of AI-enabled HRM practises. However, little and inconsistent research has been conducted. This special issue provides a systematic review of what is known, yet to be known, and future research directions to frame a future research agenda for international HRM.
14. Hmoud & Várallyai, 2020 - This study aims to fill a research gap by investigating the factors that influence HR-leaders' intentions to use artificial intelligence in human resource information systems (HRIS). It investigates empirically the effects of trust,

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technological readiness, facilitating condition, and performance expectancy on HR-professionals' behavioural intention to use AI in HRM. Data was gathered from 185 HR managers via an online questionnaire and a structural framework was introduced to test the relationship between the study's latent variables. The findings revealed that trust and performance expectations have a significant impact on HR professionals' performance expectancy of using AI-HRIS, while facilitating conditions, organisational size and technological readiness had no effect. This study's findings contribute to the theory of information technology diffusion.

15. Burton et al., 2017 - This article provides practical case studies and links to resources for AI educators to address moral, ethical, and philosophical issues in their AI courses. It also offers concrete suggestions for incorporating AI ethics into a general AI course and teaching a stand-alone AI ethics course.

METHODOLOGY

The methodology used for this paper consists of library search, discussion with practitioners and peers and by evaluating previous literature review on the subject of Ethics and Human resource management. The library search encompasses from online and offline materials to article journals and chapter in a book. References are based on online databases such as Google Scholar and Research gate. References are only taken from article from journal, chapter from a book and blogs. Thus, the limitations from this paper could be due to limited resources from databases as mentioned earlier as the search results are also excluded Sciences, Education and Health studies related to Ethical considerations of Artificial intelligence impact towards HRM. Also taking into consideration worldwide HRM progress from 2017 until 2022.

CONCLUSION

This paper has successfully developed a theoretical framework that is helpful for future research in this area. Besides, this study has provided new insight view on HR Survival and shift the development of research from looking at the Artificial Intelligence factors to different angle which is identifying factors to improve the Human interface survival. The understanding of Human interface survival significance may lead to the effort in promoting technological innovation in HRM, but being controlled by humans. Theoretically, artificial intelligence and human input are the main variables that found to be significant to Human interface survival. Nevertheless, as this is a conceptual paper, empirical data is yet to be generated in-depth. The framework in this study is self-constructed with reference to the previous literatures and discussion with practitioners and peers. Therefore, only generalization that can be drawn is that AI and evaluation of AI in HR functioning will be a constant need to ensure ethical complicity in HR profession.

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