

The Impact of ChatGPT on HR Recruitment

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Abstract. With the development of technology, ChatsGPT has become known as a new artificial intelligence tool. ChatGPT can generate text by analysing the language of the data to write and even talk to people. Because of its intelligence, it has been welcomed by many users. In the HR recruitment process, there are often many interviewees to be screened, and HR practitioners usually spend a lot of time posting jobs, communicating about the position, arranging interviews, etc. There is a lot of text generation and dialogue required in these processes, ChatGPT can then help with some of the work, but this can also cause problems. This paper will analyze the role ChatGPT may play in the HR recruitment process and whether ChatGPT may have a negative impact on HR recruitment. Examining the feasibility of using ChatGPT to help HR recruitment, will help solve some existing problems in HR recruitment or help HR recruitment to proceed more efficiently.

Keywords: ChatGPT; recruitment; efficient; psychological stress.

1. Introduction

Recruitment refers to the recruitment and hiring of workers and staff to participate in the workforce. In general recruitment process, the recruitment process can be divided into 4 stages. The first stage is to confirm the staffing needs, the employer submits an application and the HR department determines the job title as well as the number of places to be recruited based on the applications submitted by the department for the staff in need. The second stage is the development of the recruitment plan, where the HR department limits the basic requirements of the candidate, such as education, age, and skills, and approves the basic salary and budget salary, thus confirming the final recruitment plan. The third stage is the selection of candidates, confirming the channels of notification of the job offer and sending out notifications, and conducting the screening and interview process. The fourth stage is the recruitment assessment stage, candidates are assessed against the recruitment and the final person is identified. A company's ability to attract the best talent is linked to the value that future employees can contribute to the company, so companies should focus more on optimising their recruitment processes to attract talent [1]. Artificial intelligence as a technological tool can help the conduct of work in many industries. A recent application of artificial intelligence to a new job is in the recruitment process to help the organisation select talent and facilitate a more effective recruitment process [2]. The use of artificial intelligence tools such as ChatGPT is a great method of optimising the recruitment process

When organisations are applying AI, they need to be aware of whether these changes to the recruitment process can meet their intended needs and think about whether this change will benefit both recruiters and job seekers [3]. At the stage of specifying the recruitment plan, the human resources department will impose restrictions on the conditions of the recruit. A more reasonable standard can be arrived at by using the data to count the conditions of staff in the same position. During the staff selection process, the job posting needs to explain the position and describe exactly what is required of the candidate. When there are multiple job openings, it can take a lot of work to edit the content for different job postings, and the content posted on different job platforms can be adjusted accordingly, if the HR department can quickly generate content for the recruitment platform, it will be able to recruit more efficiently. The process of communication between recruiters and candidates can also consume a lot of time, which is one of the main reasons why recruitment efficiency is affected.

2. Literature Review

ChatGPT can produce complex and intelligent writing through an autonomous learning system that analyses data, and these writings, although occasionally inappropriate, can simulate human writing but it may be subject to some errors and biases.. Many similar artificial intelligence techniques are applied in the recruitment process. For employers, the use of artificial intelligence helps to recruit to be efficiently and can help to improve employer attractiveness and employer branding, and can also help to recruit to process and assess nominations as quickly as possible [4]. This means that some labor costs can be saved through AI, and with its own advantages of efficiency, fairness and accuracy, may play a role in replacing HR recruitment in the recruitment process. Some of the day-to-day tasks in recruitment management will be more likely to be replaced by intelligent AI technology and will gradually disappear, enhancing the design of the recruitment process for strategy [5]. However, AI also has its own drawbacks, in that some of the work carried out by corporate recruiters requires manual judgment and the replacement role of AI is weak. And, rather than waiting for new technology to replace certain jobs, we should actively adopt new technology, adopt new approaches to recruitment management and evolve with technology [6].

3. The Positive Impact of ChatGPT among HR Recruiters

3.1. Improving the Efficiency of Recruitment

During the recruitment process, the interaction between personnel and candidates takes up a lot of time. On some recruitment platforms, job seekers can communicate with the candidate company before submitting their CVs according to the job information, and if they do not get a response from the candidate company, some candidates may choose to give up the job application, this is why some companies have employees who are responsible for keeping an eye on the recruitment platform. Recruiters can effectively increase the efficiency of their recruitment efforts through the use of artificial intelligence. Artificial intelligence can perform some time-consuming tasks more quickly than manual labour [7]. ChatGPT can collect and analyse data to form text responses to online messages, using ChatGPT to engage with candidates and reply to messages in real time. Further explanation of the job information before the start of the recruitment process, so that potential candidates who do not meet the requirements of the job can be excluded in advance through communication. ChatGPT can help people get their work done quickly, whether it's completing a paper or doing a quick review analysis [8]. As a result, the talent obtained in the formal CV collection is more in line with the job requirements. ChatGPT can help to reduce the time spent finding and recruiting good potential candidates, that can increase recruitment efficiency.

3.2. Improving the Fairness of Recruitment

In a typical interview process, if a partially blind interview is taken, the interviewer will not have an initial biased impression of the candidate and will thus be able to rate the stigmatized applicant more fairly for the interview [9]. The same can be achieved when ChatGPT is involved in the interview. ChatGPT communicates with the candidate during the interview without personal colors. There is some discrimination in recruitment, which can take various forms such as exclusion, ridicule, rudeness, etc. Some of this discrimination is difficult to detect. Some HR do not intend to conduct unfair interviews, but their subjective thinking has some influence on their behaviour and any unfair behaviour in recruitment can have serious consequences for the company. Unfair discrimination can also cause qualified candidates to be overlooked in the initial recruitment process or in the promotion process. ChatGPT, as an artificial intelligence, does not have human emotions so the questions it asks during the recruitment process are based on an analysis of the standard recruitment process, which will help to prevent discrimination against specific groups and thus achieve a fairer recruitment result.

3.3. Reduce the Psychological Stress of Recruiters

In an interview, candidates are under psychological pressure, no matter how much or how strong that pressure may be. The most common form of psychological stress comes from the environmental climate that. When a candidate enters an interview room and finds the interviewer with a serious, unsmiling expression and cold eyes, while the room is very quiet and a tense atmosphere pervades the air. In this scenario, the interviewer's every word and action is magnified and he or she becomes uncontrollably nervous, a sense of pressure brought on by the environment. Despite the existence of the 'pressure interview', the sudden aggressive questioning by the interviewer during the interview, such as continuous follow-up questions, negative answers and interruptions, can cause some interviewees to be overly stressed and this can affect the authenticity of the interview results.

The questionnaire revealed that in response to the question, figure 1 shows that when answering the question “To what extent do you think ChatGPT can relieve the psychological stress of candidates?”, more than half felt that it could provide relief to a greater extent.

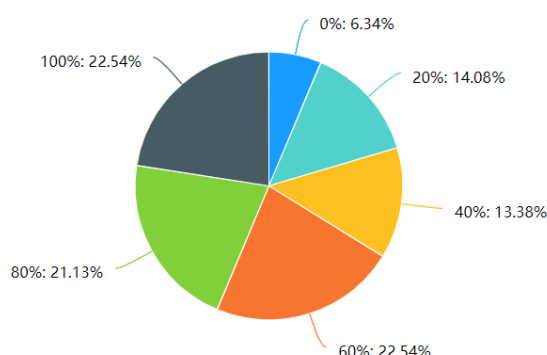


Fig 1. To what extent do you think ChatGPT can relieve the psychological stress of candidates?

In contrast, ChatGPT as a program does not show expressions and attitudes. When candidates are faced with a programmed interview, they can answer calmly and even though they are nervous because of the interview, the psychological pressure on the candidate will be greatly reduced. That will help HR to have a more comprehensive and accurate understanding of the interviewee's capabilities.

4. The Negative Impact of ChatGPT among HR Recruiters

In figure 2, when people are asked “To what extent do you think ChatGPT can replace certain aspects of recruitment?”, more people chose “60%” and “40%”, this seems to be a more neutral degree, which shows that there still remain doubts about the ability of ChatGPT to do its job. It is also true that ChatGPT has a number of shortcomings that can affect its role in human recruitment.

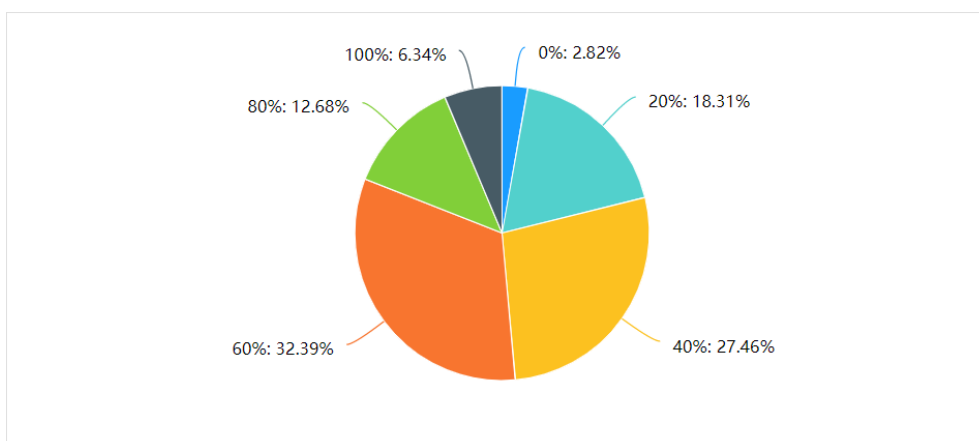


Fig 2. To what extent do you think ChatGPT can replace certain aspects of recruitment?

When artificial intelligence is used in HR work, the processing of data must be interpreted and mastered to make the most of its intelligence [10]. This requires us to use accurate and realistic data so that we can properly use artificial intelligence. However, the data analysed by ChatGPT is not in itself absolutely accurate. When artificial intelligence is involved in recruitment, the experience analyzed is past historical experience, but there is a historical perception, for example, that skilled workers tend to be male, and this bias cannot be screened and adjusted in time. The bias created by ChatGPT is more like an analysis of faulty data, based on historical data, which can be a major drawback. Even in the process of communicating with candidates, ChatGPT's analysis based on previous communication experiences may make the content of their interactions somewhat tendentious, even if it avoids direct discrimination against the candidate during the interview, which may create some risk of bias. If there is too much reliance on artificial intelligence in the recruitment process, this can lead to companies recruiting a single type of talent that lacks personality and is not conducive to a well-rounded talent pool. At the same time, Artificial intelligence faces the challenge of data from HR operations and the collection and use of this data remains a challenge [11]. Some interview data may be confidential to the company, and the channels through which accurate data is collected is also a problem ChatGPT encounters in practice.

The interview process is not only about the professionalism of the interviewee but also about the personal image and demeanor of the candidate. ChatGPT is difficult to do this, whether it is a video chat or other ways of talking, it needs to have certain analytical skills, for example, by analyzing the tone of voice, gaze, and expressions of the candidate's reply, to determine whether the candidate is endowed with the job. Enthusiasm. So when applying AI to recruitment, it also requires constant monitoring and regular analysis of the results by the people involved to reduce bias. If there are some problems, this may incur more costs than traditional recruitment methods.

5. Summary

To conclude, when adopting a new AI tool, ChatGPT can have a significant impact on the outcome of recruitment, whether a business chooses to create a more effective recruitment system or improve interviews to find more personalised talent. The use of ChatGPT can bring many benefits to the recruitment process, increasing the efficiency of recruitment while avoiding unfairness. The use of ChatGPT can also help to reduce the psychological pressure on candidates so that they can present a fuller presentation of their capabilities. However, ChatGPT also has some drawbacks and may produce unavoidable biased results due to data issues in the application process, but if a company establishes the correct application process for its recruitment process, it can have many positive effects.

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