

Can AI Disrupt Human Resource Professionals? A Critical Study of Vulnerable Jobs and Irreplaceable Human Roles”

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Abstract:

Background: Historically, any kind of technological change have always changed the previous way of doing things thus leading to many uncertainties and initial job loss. However, evidence shows that such changes typically involve both job displacement and job creation, leading to structural changes in the workforce. The arrival of Artificial Intelligence has also bought enormous changes in the operations of the Human Resource professionals. We are observing a huge shift in the way HR, department works. Traditionally,, the Human Resources (HR) department was defined by filing cabinets, paper resumes, and big databases. But now with coming of AI, all the work has changed where humans would take months to read, censor, select the best resume,, AI can do the same in minutes Thus, taking away the jobs of many people. HR Professional world-wide are nervous about this and asking the question- Is AI coming for my job?.

Materials and Methods: This paper is a descriptive study on how to understand the prospective impact of AI on HR jobs, is the threat to HR jobs real? Will AI lead to job displacement or will it lead to role transformation?. This paper is an attempt to look into and find answer to this question. This paper aims at understanding what types of HR jobs has become vulnerable and which ones will remain steady even in the face of Artificial Intelligence.

Results: The findings suggest that there is no simple answer to this question? Yes, some jobs will be taken away by AI but many new jobs with new frontiers will also arise, thus, creating more job potential for the HR professional's.

Conclusion: The future of HR jobs professionals is not completely going to be disrupted but yes it will be deeply transformed. All jobs involving deep thinking, strategic planning, change management, succession planning, will become more valuable. On the other hand daily routine task that involve a similar pattern to be followed will be replaced by AI. HR professionals will now need to adapt themselves to this change in the business environment. They must upscale their skills so as to adapt to the changes bought by AI swiftness. They need to align their strengths with the strength of AI tools so as to create an environment which balances emotional connect with Artificial intelligence.

Key Word: HR professionals, Artificial Intelligence, Job replacement, Job transformation, Change management

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I. Introduction

The rapid rise of new technology, fast growth of Artificial Intelligence has transformed in the way we work and Human Resource is most affected by this change. Present day HR handles a lot of work from effective recruitment, selection training development performance management to succession planning and sustainability management. It ensures the putting of right person at the right job, grow the company and keep the employees happy. However the coming of AI has drastically changed the role of HR professionals. This study aims to highlight this change and remove the scare that AI shall take away all the AI jobs.

II. Material And Methods

This study is based on secondary data collected from published journals, company data and research papers. It is an attempt to ascertain the trends and patterns and thus analyze whether the coming of AI Has actually disrupted and uprooted the HR jobs or rather it has led to the creation of more jobs.

Study Objectives:

- To understand the role of Artificial Intelligence in Human Resource Management
- To Identify how and which jobs shall be effected by AI.
- To identify HR jobs that are irreplaceable by AI

Research methodology:

This is a descriptive analysis, this paper aims to put light and provide answers to the apprehension that AI will take away all the HR jobs. This is an attempt to remove the misperception caused by the coming of AI in the HR jobs. This is an endeavor to explain what is changing in the HR field today and what the future projections are. The data used are secondary in nature, the information has been sourced from corporate records, previous research papers presented and published in International and national journals, related to HR and management, articles from trusted websites, and real-life case examples of companies using AI in their HR practices.

III. Discussion and Interpretive Insights

Yes, HR jobs will definitely be affected by AI, but it does not mean that all HR jobs will disappear. It is more about a change in the way work is done rather than complete job loss. AI is mainly taking over tasks that are repetitive, monotonous, and time-consuming. With the coming of AI- HR professionals can now focus more on making employee happy introducing and enforcing sustainability and building a more motivated work force. In simple terms, AI is changing HR roles by reducing routine work and increasing the need for more thoughtful and people-focused responsibilities.

HR jobs prone to AI threat. Which HR jobs are more at risk?

Resume Screening

HR professionals procure resumes of candidates and then spend many manual hours - screening and shortlisting the right resume with the appropriate skills and experience as required by the organization. AI can do the same job in minutes. AI, once given the right instructions will segregate and categories all the resume received on the basis specified in instructions. It shall prepare data files where prospective candidates are ranked as per gender, age, skills, experience and all other requirements in very less time. Thus, creating a more understandable list for the organization to make quick decisions. Thus all these kinds of jobs shall be replaced by AI in future.

Scheduling Interviews

Once the candidates are shortlisted, HR professional proceed towards the process of selection by fixing interview with departmental heads, managers and directors. Many a times when there are multiple candidates it leads to confusion, and double booking. AI automation can send multiple mails in seconds, check schedules and fix interviews in no time. Thus, ensuring a smooth and continuous flow of the selection process. Thus, HR professional involved in these jobs are at a risk of losing their jobs to AI

Payroll management

Payroll management involves mathematical calculations of different elements of an employee's pay based on his grade in the organization. All the calculations are prone to human errors and thus mathematical mistakes. Moreover maintenance of proper records involve many manual hours. However AI can handle all these calculations without any mathematical mistakes and maintain records in the manner instructed. Thus, many organizations have shifted their payroll management to AI.

Employee Onboarding Management

Onboarding of a new employee involves many steps and paper work- like contracts signing, medical referencing, code of ethics agreement, verification of documents etc. this is fundamentally a regular process. AI can create multiple digital forms, collect medicals, other documents directly from the portal etc. all this can speed up the process of employee onboarding and make it easier and comfortable for the new employee. This makes AI a better options to perform all the Onboarding process.

HR Administrative and Data Entry Roles

Conventionally, all employees coming in and out were required to sign a register at the HR office, their time of entry, holidays, half days were all manually jotted down by the Personnel managers. However with the coming of AI everything is automated. Online or biometric attendance can be taken and accumulated by AI in minutes. AI can also analyse all the data is employee logbook and identify patterns of vacations or late arrivals. Thus, no need for HR professionals to do it themselves

Performance Statistics

Employee performance in the year end is evaluated by measuring the levels of goals achieved, feedback reports, 360 degree appraisal reports etc. These reports provide the data that is used to produce performance graphs, employee performance ranking and other valuable reports which helps higher management to take quick and informed decisions. AI performs this task easily without any risk of errors as caused by manual calculations. AI can create and present the data in a more straightforwardly, understandable form free from human bias making it best for strategic decision making.

Employee Query Handling (HR Helpdesk)

Traditionally HR professionals have a desk job whose work is to provide basic help to employees and handle queries like no. of holidays, sick leaves, insurance policy, and many more. But now AI chat-bots can do all the query handling. It can easily provide answers already fed in the system to the employee as and when required. Thus, with the coming of AI, robots can now handle these repetitive tasks, there is less need for people to do them, which means some of these jobs may be at risk.

Employee Exit Management

HR professionals are responsible not only for employee on boarding but also the employee de-boarding process. The Employee de-boarding, involves many steps starting with the furnishing of the resignation letter to approvals for the release of EPF/PPF, No objection certificate has to be taken from various departments. Exit interviews, final financial settlement discussion etc. all of these is done by HR professionals which involves a lot of documentation, approval letters to be prepared and signed by the authorities. Typically, this would take a few days to be prepared however with the coming of AI all the documents are prepared in some minutes, communicated through mails and approvals taken in a day or two.

Tracking the need for Training and Development

AI can easily track an employee's performance records for a few years, rank them and put the performance metrics in a graphical presentation for past number of years. Thus, identifying the areas where the employee is not able to perform up to the mark, Emphasizing the needs for enhanced training in the given areas. AI also helps in ascertaining employees who can be trained so as to prepare him for future roles.

HR roles that cannot be replaced by AI

HR professionals support roles

HR professionals not only collect data, analyze it and provide business related information but also contribute by solving intricate strategic people related problems. Many issues gets resolved only by a warm whole hearted discussion, grievance are handled, all this can be done effectively only by a human touch. It cannot be replaced by machines.

Relationship management

HR leaders in their day to day routine handle employee clashes, objections, complaints and sensitive work place issues. All these issues involves an emotional connect and human understanding. Which AI cannot handle

Organizational ethics and culture Development

This role emphasizes on laying down the ethics and code of conduct in an organization. It is these codes which shapes the culture of an organization, improves teamwork, and building a positive work environment. It requires originality, emotional intellect, and understanding of human behavior. These are human strengths that AI cannot replicate.

HR professionals for Succession planning and Talent management

This role centers on recognizing employees who can be trained and developed into future leaders. Understanding their strengths, improving on their weakness- developing employee potential, and planning the most suitable leadership roles appropriate for the particular employees. All of these require a personalized thinking, strategic planning and intuitive understanding of employee potential.

Change Management Leader

The business operates in a dynamic environment. Every now and then some changes comes in its environment. The HR leader manages all major changes like reorganization, mergers, or digital transformation. It necessitates influencing people, handling resistance, and guiding emotions during change—strong human skills that AI cannot replace.

IV. Conclusion

In conclusion, we can easily say that yes, Artificial Intelligence has changed the way human resource professionals worked. Yes, AI has taken away many of the task originally performed by HR employees. However AI has not completely disrupted the HR jobs rather AI has transformed the HR employees jobs. The HR professionals are now performing roles that require strategic thinking and deep understanding of human emotions. Work such as screening resumes, shortlisting candidates, processing payroll, maintaining employee records, generating reports, and answering basic employee queries can now be done very quickly and efficiently by AI systems.

Thus, this shift highlights the evolving nature of the profession it certainly does not mean that HR as a function will be wiped out. All HR responsibilities that require human connection will continue to remain indispensable and may become more important with time. Roles that involve human interaction, emotional intelligence, leadership, and complex decision-making cannot be easily replaced by AI. Roles such as HR leaders, Employee Relations Managers, Organizational Development specialists, Diversity, Equity and Inclusion (DEI) leaders play a critical role in shaping organizational culture and guiding people-related strategies. These roles depend heavily on empathy, trust-building, ethical thinking, conflict resolution, and the ability to understand nuanced human behavior - areas where AI still has significant limitations.

At the same time, AI is not just replacing tasks, it is also transforming the way HR professionals work. By providing data-driven insights, predictive analytics, and real-time information, AI enables HR teams to make more informed and strategic decisions. Overall, the future of HR jobs professionals is not completely going to be disrupted but yes it will be deeply transformed. All jobs involving deep thinking, strategic planning, change management, succession planning, will become more valuable. On the other hand daily routine task that involve a similar pattern to be followed will be replaced by AI. HR professionals will now need to adapt themselves to this change in the business environment. They must upscale their skills so as to adapt to the changes brought by AI swiftness. They need to align their strengths with the strength of AI tools so as to create an environment which balances emotional connect with Artificial intelligence.

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