

# Emergence of AI in HR

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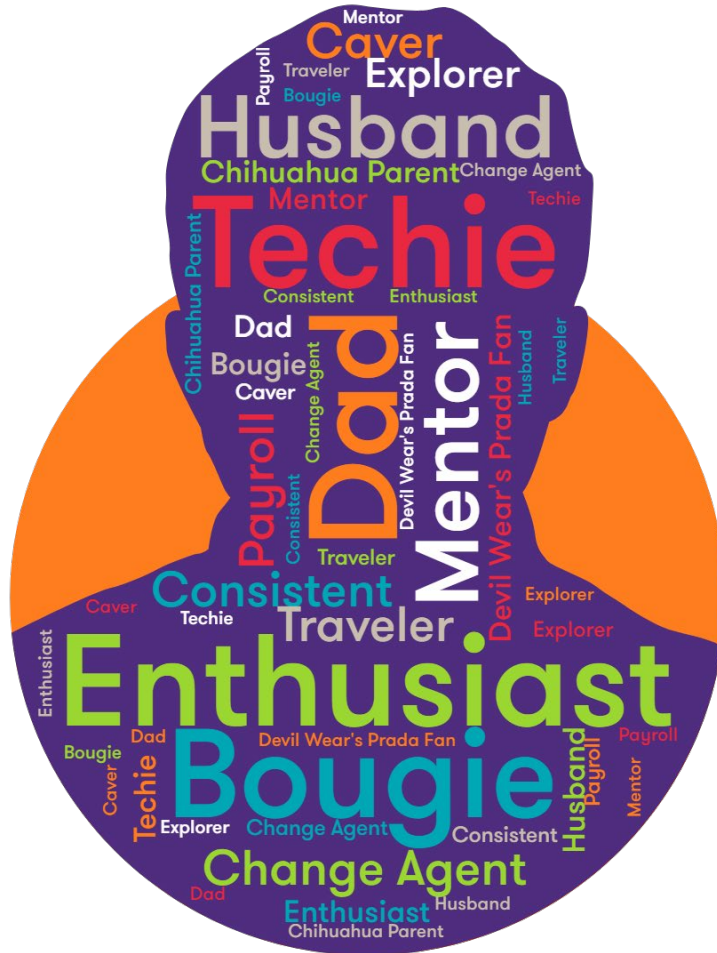
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# Meet Joe Ranza u

Managing Director – Grant Thornton LLP

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## Harvard Business Review

Where AI Can — and Can't — Help Talent Management

## Bloomberg

The Rehabilitation of HR Is (Finally) Here

## Forbes

Employers Should Consider Supporting HR Teams With AI Investment

## THE WALL STREET JOURNAL.

M.B.A. Students vs. ChatGPT: Who Comes Up With More Innovative Ideas?

We put humans and AI to the test. The results weren't even close.



## WORKFORCE WIRE

How artificial intelligence is helping hire, promote and train workers

## THE WALL STREET JOURNAL.

How AI Will Change the Workplace

## The New York Times

*The Technology Facebook and Google Didn't Dare Release*

## The Washington Post

IBM could replace 7,800 jobs with artificial intelligence, CEO says

## INSIDER

10 ways artificial intelligence is changing the workplace, from writing performance reviews to making the 4-day workweek possible



Grant Thornton

88%

Of business leaders would  
be happier if AI and  
automation performed their  
admin tasks

75%

Of HR leaders will use AI  
in the next year

53%

Of CFOs expect  
investments in IT  
and digital transformation  
to increase

References:

- (1) Empower The People: A Study on Productivity and Engagement in the Modern Workplace
- (2) 2023 Paychex Study
- (3) 2023 Grant Thornton CFO Survey: CFOs cultivate the flowers, eradicate the weeds



AI is the ability of a  
computer to do tasks  
usually done by humans  
using statistical  
techniques

Conventional software is  
programmed to perform a  
task and create data

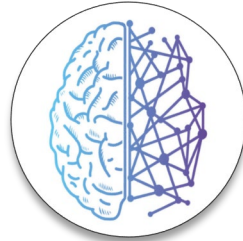
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AI platforms are programmed  
to start with data and learn to  
perform the tasks

# Made In Our Image

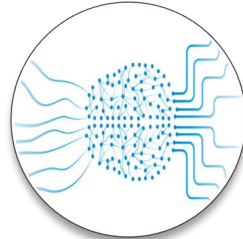
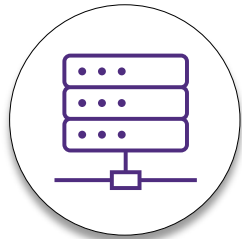


Data Input

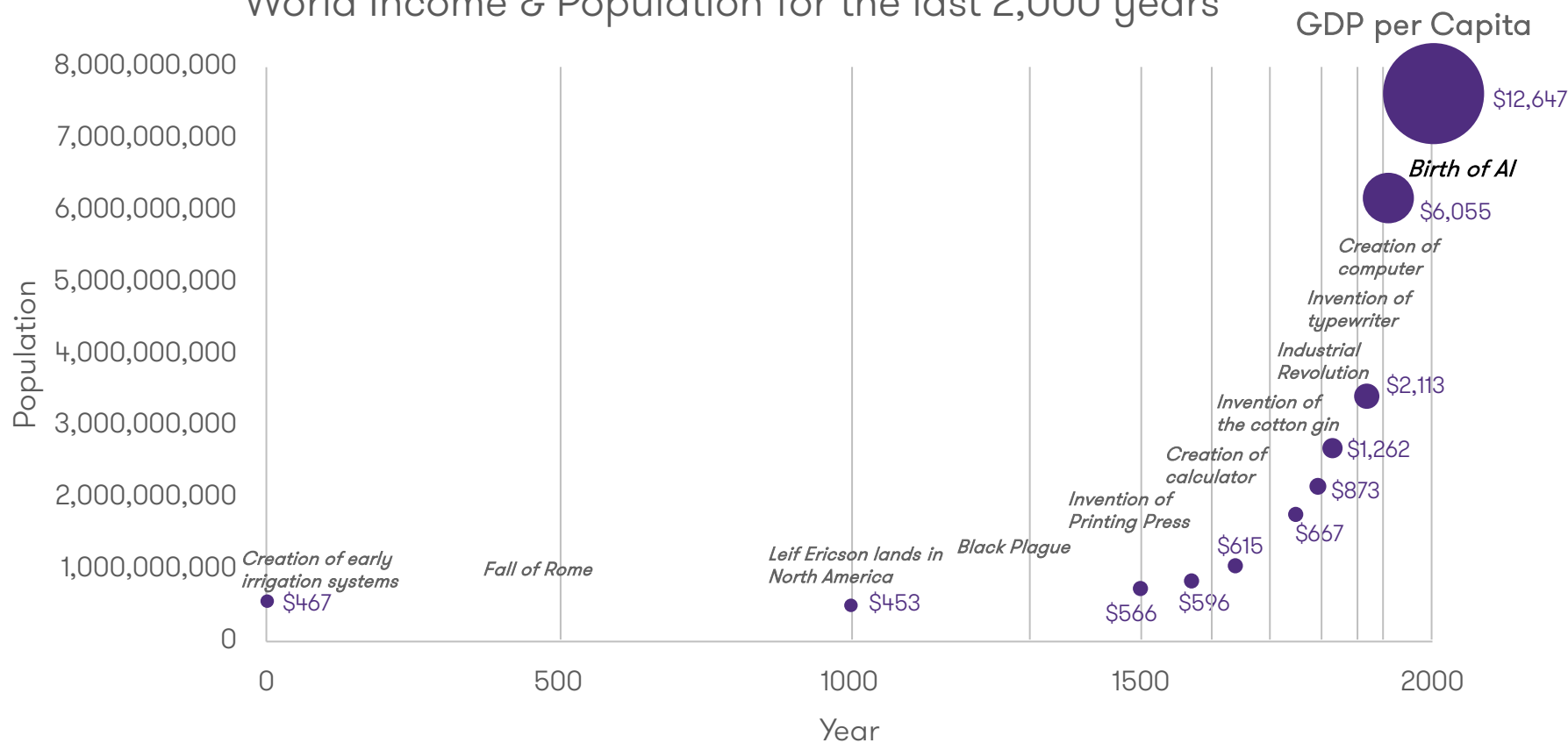


Filter Through  
Neural Network

Provides Output    Provide Feedback

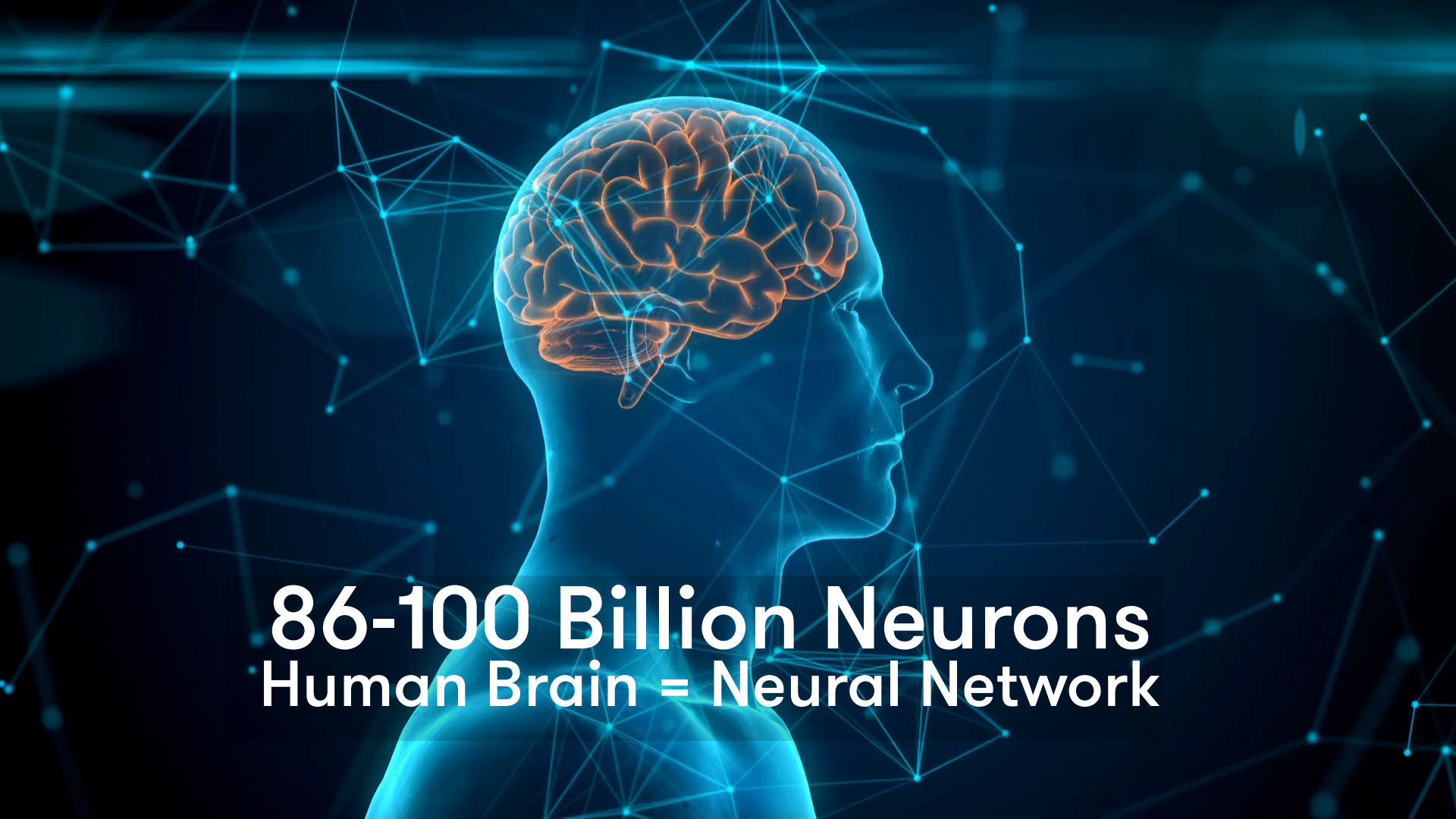


# World Income & Population for the last 2,000 years



## References:

- (1) Last 2,000 years of growth in world income and population (VisualizingEconomics)
- (2) World GDP Per Capita 1960-2023 (macrotrends)



**86-100 Billion Neurons**  
**Human Brain = Neural Network**



**540B Parameters**  
**Google Palm AI = Milky Way Galaxy**



**170 Trillion Parameters**  
**GPT-4 AI = Multiple Galaxies**



Competitive  
Advantage

Operational  
Efficiency

Talent Retention

Economic  
Uncertainty

## Supplemental

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### AI Added

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Predictive analytics

Natural language  
Processing

Intelligent chatbots

Image generations

**Most HR Applications**

## First Generation

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### AI Built In

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Machine learning

Predictive analytics with  
external data

Advanced candidate  
matching

Content recommendations

**Workday, LinkedIn, SAP**

## Second Generation

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### Built On AI

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Large language models

Neural networks

Multiple external data

Advanced models

Foundation built on data

**Gloat, Eightfold AI,  
SeekOut**

# Key AI Challenges



Bias & ethical concerns



People, processes, data & controls not prepared



Complicated AI integration



Lack of context & reasoning



Lack of trust & understanding



Measuring ROI

70+ 49% 91%

Years of payroll  
automation

Of employees begin new  
job search after 2  
incorrect paychecks

Of Gen Z say  
technology would  
influence job choice

References:

- (1) [The History of Payroll \(proliant.com\)](#)
- (2) [Just two payroll errors can cause 49% of employees to start job hunting | HR Dive](#)
- (3) [Gen Z: The future has arrived | Dell USA](#)

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- ~ Talent Management
  - ~ Total Rewards
  - ~ Learning & Development
  - ~ Employee Wellness
  - ~ Payroll

LLM Chatbots

State and local tax compliance

Employment Contract Creation

Labor savings and fraud analysis

Engagement

# Where can we take this in HR?

Targeted Approach

Operating Model

Data Management

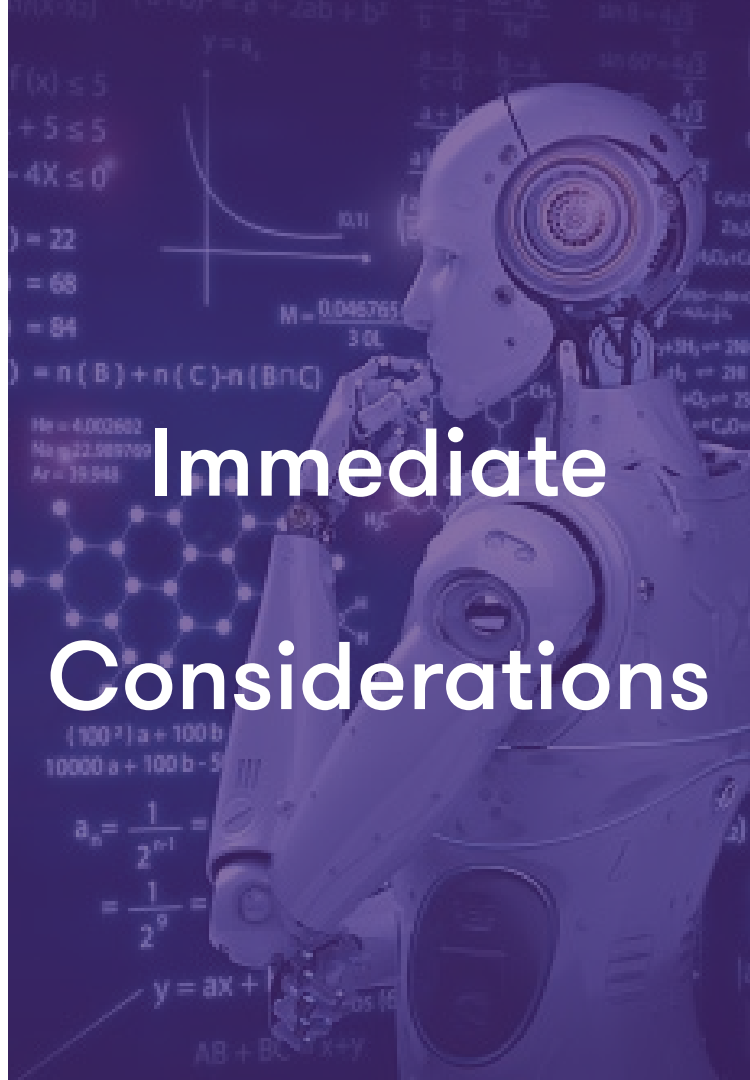
Education

External Data Quality

Your Proprietary Data

AI Employment Decisions

Privacy Regulations

A stylized illustration of a robot head and arm, rendered in a dark blue/purple color scheme. The robot is positioned on the right side of the image, with its head tilted and arm extended. The background is filled with various mathematical formulas, including  $y = ax$ ,  $F(x) \leq 5$ ,  $+5 \leq 5$ ,  $+4X \leq 0$ ,  $= 22$ ,  $= 68$ ,  $= 84$ ,  $= n(B) + n(C) - n(B \cap C)$ ,  $He = 4.002602$ ,  $Ne = 20.91889136$ ,  $Ar = 39.948$ ,  $(100^2)a + 100b$ ,  $10000a + 100b - 5$ ,  $a_n = \frac{1}{2^{n+1}}$ ,  $= \frac{1}{2^9}$ ,  $y = ax + b$ , and  $AB + BC = x + y$ . There is also a graph showing a curve passing through the point (0,1).

# Immediate Considerations

A hand is shown from the wrist up, palm facing up, holding a glowing, translucent sphere. The sphere is covered in intricate, glowing blue and white circuit patterns, resembling a brain or a complex network. The background is a dark, deep blue with faint, glowing circuit lines and particles, creating a futuristic, high-tech atmosphere. The overall image conveys a sense of holding or controlling advanced technology or artificial intelligence.

**Don't Fear it,  
Wield it**



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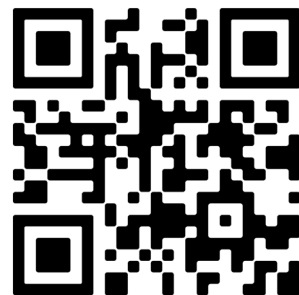
# GT Thought Leadership on AI

## A few curated articles for you:

- How AI invites new industry use cases
- AI has risks along the path to trust
- Why businesses are watching ChatGPT
- Anticipate cybersecurity and privacy risks in AI
- How to plug your tech company into AI

Scan to listen to our newest AI Podcast:

3 principles for governance over AI





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