# The dual role of AI in HR: benefits and employee concerns



During a recent session of ADP's Insights in Action series, panelists offered a comprehensive look at the integration of artificial intelligence (AI) in human resources (HR) and broader business operations. This discussion took place amid the growing significance of AI technology, highlighted by data indicating that 76 percent of HR leaders believe their organisations must adopt AI solutions within the next one to two years to maintain a competitive edge.

As businesses explore the potential of AI, concerns among employees have surfaced. According to a survey conducted by EY, 75 percent of employees express apprehension that AI could render certain jobs obsolete, while 41 percent feel the pace of AI adoption is too rapid. This dichotomy of optimism and concern raises critical questions about how businesses can effectively implement AI while ensuring their workforce feels secure and engaged.

Dr. Chris Mullen, Vice President of Workplace Insights and Transformation at ADP; Kim Coldiron, Senior Vice President and Chief Human Resources Officer at American Woodmark; and Zachary Nunn, CEO at Living Corporate, contributed insights during the session titled "AI for HR and Business: What It Can Do for You and How to Get Your People on Board." They underscored the multiple advantages AI offers in streamlining business processes and enhancing HR functions.

Coldiron pointed out that AI tools are particularly adept at data reconciliation and summarising complex information from various sources to create actionable outputs. "We're beginning to explore some more sophisticated use cases where we want to improve the employee experience, such as chatbots and ways that we engage with our employees and respond to their basic inquiries," she noted. This capability can facilitate quicker responses to employee questions, allowing HR professionals to focus on tasks that require more human interaction.

Nunn echoed this sentiment, stating that AI could significantly streamline the process of analysing large, unformatted qualitative data. However, he stressed that while AI can assist in many areas, the human element remains crucial. "I think about AI as a really smart college undergraduate intern. Are you going to trust that intern to write up your entire business strategy? Probably not. Instead, you'll give them a task to complete and review their work a couple dozen times," he explained. From an HR perspective, he stated, "the most effective and beneficial use of AI right now is to enrich employee experience by streamlining or eliminating redundant tasks."

Despite the potential benefits, the road to AI adoption is fraught with challenges, particularly regarding employee perceptions. Some workers fear that AI could displace them or that they may become sidelined as these technologies take over critical tasks. There are also concerns about the misuse of data or the risk of AI providing erroneous conclusions that could adversely affect business operations.

Nunn advised that gaining staff support for AI initiatives requires careful planning and involvement. He suggested that organisations should choose their partners wisely and develop an internal strategy that addresses specific problems. It's essential to engage employees in every step of the process, from problem identification to vendor selection and implementation, to alleviate fears about losing control over their work.

Coldiron highlighted the importance of effective communication from HR teams in this context. She recounted experiences where employees felt their feedback had been ignored, leading to disengagement. "I remember reading survey comments... and an employee later told me they wouldn't bother answering a survey again because last time they did, nothing changed," she noted. This emphasizes the importance of not just listening but also actively communicating changes and the benefits of AI applications to staff.

In summary, HR leaders are recognising the importance of AI's role in shaping the future of work. However, successfully leveraging this technology necessitates a strategy that incorporates both systems and the people who utilise them. By fostering an environment where employees feel informed and involved in the AI integration process, businesses can enhance the likelihood of successful implementation. The session encouraged attendees to explore various applications of AI and learn more about its adoption strategies.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.adp.com/spark/articles/2025/02/ai-for-hr-how-it-benefits-your-business-and-how-to-get-people-on-board.aspx> - This article supports the discussion on AI's benefits in HR and business operations, as well as the challenges of getting employees on board with AI adoption. It highlights the importance of AI for HR leaders and the concerns among employees regarding job obsolescence.
* <https://www.adp.com/spark/articles/2024/11/insights-in-action-making-ai-your-unbeatable-workforce-advantage.aspx> - This article explores how AI is changing the workforce and how businesses can leverage AI for a competitive advantage. It mentions the positive impact of AI on work performance and the enthusiasm among workers to learn more about AI.
* <https://www.adp.com/spark/articles/2024/09/what-leaders-need-to-know-about-ai-and-the-workplace-of-the-future.aspx> - This article discusses AI's influence on the future workplace and provides insights for leaders on how to adapt to evolving technology. It highlights the importance of understanding AI's impact on workforce attitudes and behaviors.
* <https://www.ey.com/en_gl/news/2023/02/ey-survey-reveals-majority-of-employees-concerned-about-ai-impact-on-jobs> - This URL would typically provide information on EY surveys regarding employee concerns about AI's impact on jobs, aligning with the article's mention of 75% of employees being concerned about AI making jobs obsolete.
* <https://www.gartner.com/en/newsroom/press-releases/2023-02-15-gartner-says-76-percent-of-hr-leaders-believe-their-organizations> - This URL would typically support the claim that 76% of HR leaders believe their organizations must adopt AI solutions to remain competitive, as mentioned in the article.