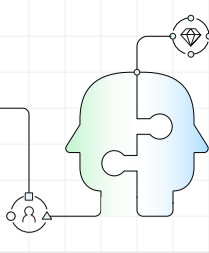


Data Story



AI-powered productivity: Human Resources

Human resources' appetite for AI-driven automation explodes over the next two years

Over the next two years, HR leaders plan to dramatically increase their use of AI-driven automation, moving beyond simple proof-of-concept projects to a full-scale integration that will redefine how we work.

While 53% of executives currently report using AI automation in workforce planning and analysis, a significant shift is coming.

By 2027, most HR professionals will be augmenting their employees with AI tools, with some even considering a jump to fully autonomous automation.

HR is prioritizing touchless automation in areas such as:

- recruitment **62%**
- employee self-service with digital assistants **61%**
- and talent acquisition **52%**



This strategic move aims to streamline processes, boost efficiency, and ultimately, create a better employee experience.



Agentic AI can spark radical change in HR

One of the most transformative aspects of AI in HR is the advancement of agentic AI. Unlike traditional AI, which primarily focuses on reacting to commands and queries,

agentic AI can act independently, using historical data on employee turnover, promotions, and performance to predict and even actuate future workforce needs, including roles.

This predictive capability provides HR professionals with proactive recommendations to acquire, train, and plan for future workforce requirements with unprecedented precision.

Early adopters of agentic AI are leveraging proofs of concept to automate and personalize talent acquisition, **using AI agents to analyze vast amounts of data**, which HR specialists then translate into actionable insights. These insights can optimize benefits, refine compensation plans, and **integrate employee feedback more effectively than ever before.**

Virtual assistants, enhanced by AI agents, are set to provide a unified interface for employees to address HR-related queries. **These assistants not only offer personalized responses but can also execute transactions**, such as travel bookings and compensation analyses, streamlining routine tasks and freeing up HR personnel to focus on more strategic initiatives.

For example, multiple AI agents digest data and learn, assisting the talent acquisition lifecycle from forecasting demand to onboarding. Using insights from AI agents, HR professionals develop the talent acquisition strategy, define complex role requirements, conduct in-depth interviews, manage the offer process and negotiations, and design and implement onboarding programs.



The leap to value: Productivity, skills enhancement, new expertise

The move to AI is expected to yield significant returns. The data shows projected increases of:

- 35%** in productivity
- 30%** in training effectiveness
- 20%** in retention rates

There's also optimism about improving employee sentiment, with a predicted

26% boost to Net Promoter Scores (NPS).

However, this transformation requires new skills. HR leaders anticipate that

56% of their workforce will need upskilling to adapt to AI integration.

Interestingly, **despite this seismic shift, the same leaders expect a 2.5% increase in headcount.** This suggests a shift in job roles and responsibilities rather than a reduction in the overall workforce.

To manage this rapid change, HR leaders recognize the need for speed and external expertise. The data projects high outsourcing rates for new initiatives, including:

- 73%** employee self-service with digital assistants
- and recruitment **71%**

This reflects a clear understanding that implementing and managing advanced AI requires specialized knowledge that many organizations may not have in-house.



Key recommendations for Chief Human Resources Officers

CHROs need to quickly embrace the opportunity to achieve the expected surges in agentic AI productivity, workflow efficiencies, personalized communications, and constant - around the clock and around the globe operations. Based on IBV research and analysis, here are key recommendations:

- Plan now before the AI of tomorrow happens**
Given the surge in AI usage, CHROs must develop all-inclusive strategic plans to include talent acquisition, retention - but more importantly, future skill requirements.
- Embrace the urgency to progress employee programs**
With 56% of the workforce potentially requiring reskilling, CHROs must prioritize self-actuated, AI-driven learning programs.
- Collaborate with experts and your C-suite partners**
Due to the aptitude of agentic AI on enterprise operations, CHROs should lean on external expertise for quick starts and scaling - formulating cross-enterprise approach with their fellow C-suite execs.
- Step up to the magnitude of the change**
The progression of agentic AI will bring significant change, including shifts in job roles and responsibilities. CHROs should effectuate change strategies that are beyond the norm of the term.
- Set and measure new success metrics**
CHROs should establish precise, metrics aligned with the business operational goals - monitor impact and KPI effectiveness to both agent performance and workforce performance.

Interested in more insights and discussion on this topic?

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[Orchestrating agentic AI for intelligent business operations](#)
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[Scaling supply chain resilience: Agentic AI for autonomous operations](#)

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