

visionAI

next gen ai technology

HOW AI IMPROVES PEOPLE-FOCUSED HR

“Robots are not going to replace humans; they are going to make their jobs much more humane. Difficult, demeaning, demanding, dangerous, dull – these are the jobs robots will be taking.”

SABINE HAUERT, CO-FOUNDER OF ROBOHUB.ORG

A WHITE PAPER PRESENTED BY visionAI

MEET STACEY

Stacey is an HR Director at a large insurance firm in Johannesburg. Since COVID-19 swept the globe in 2020, Stacey has found that there has been an increase in staff turnover, despite retention strategies she and her team put into place before the pandemic.

Throughout 2021, several employees emigrated to other countries, found remote employment through local or international companies or simply resigned without warning, citing a decline in job satisfaction as their reason for moving on.

Stacey often finds herself in a frustrating position due to her many responsibilities as an HR Director. While Stacey feels that her primary purpose is employee engagement, she is frequently bogged down by administrative tasks she feels are far less valuable than one-on-one face time with employees.

Legislative and compliance requirements, HR reporting and analytics and HR system management cut into her capacity to adopt a more personal touch in building a purpose-led company culture that keeps staff members engaged and satisfied.

As staff turnover increases, Stacey has found that recruitment strategies have become more reactive than proactive. She wishes she had a more efficient way of managing administrative tasks so she could focus on better engagement and retention strategies, especially in terms of hiring the right talent and onboarding them effectively from the beginning of their journeys with the company.

As digital transformation continues to accelerate, Artificial Intelligence (AI) solutions are changing the playing field for people like Stacey, freeing up valuable time by automating and simplifying recruitment, verification and onboarding processes; so Stacey can focus on what matters most – to her and to the talent she recruits.

INTRODUCTION/OUR CURRENT REALITY

According to remuneration and HR consultancy 21st Century, in the aftermath of the COVID-19 pandemic, purpose and job satisfaction have become synonymous. Employees who feel that their employers' purpose is not aligned with their jobs are more likely to resign, even if they haven't found alternative employment yet.¹

The employment landscape has undergone a power shift, placing employees in the driver's seat, with 93% of employers buying into the belief that a good onboarding experience is critical in getting employees to stay with the company.²

Aligning purpose with position begins on day one. The right onboarding process is critical because it helps employees acclimatise and understand the company's philosophies (or purpose). It also increases engagement, fostering commitment to the company's success and more of a desire to stay.³

“The coming era of Artificial Intelligence will not be the era of war, but be the era of deep compassion, non-violence, and love.”

AMIT RAY, PIONEER OF COMPASSIONATE AI MOVEMENT

HOW EFFECTIVE ONBOARDING PROTECTS THE EMPLOYER

Onboarding is multi-dimensional. Besides instilling a sense of purpose and engagement in employees, it protects the company against fraud, ensures better compliance and saves valuable time. According to research, it can improve employee retention by up to 82% and productivity by up to 70%.³

THE CHALLENGES EMPLOYERS MUST OVERCOME

EFFECTIVE ONBOARDING IN PRACTICE

Ghost employees and fraud – Ghost employees, while not a uniquely local problem, are particularly prevalent in South Africa. Ghost employees are workers that draw salaries from an employer but do not actually go to work.

For example, in 2021, the Msunduzi Municipality in KwaZulu-Natal discovered as many as 120 employees who failed to appear for a headcount. In the same year, South African Minister of Transport Fikile Mbalula investigated a case of 3,000 unverified employees on the state-owned Passenger Rail Agency of South Africa's (Prasa) payroll.⁴


Limited time and resources – Any HR representative will attest that it takes immense time and effort to safely onboard a new candidate. Beyond face-to-face induction processes, paperwork, procedure and regulatory requirements can make recruitment a mammoth task.

Human error – When a new employee is onboarded, even the slightest capturing mistake can be potentially catastrophic. If a single digit on an employee's bank account is captured incorrectly, for example, the employee's salary will not reach them when it is supposed to, or worse, it may land in someone else's account.



HOW AI ADDS VALUE FOR HR PRACTITIONERS

- ✔ Effective validation of candidates can be highly instrumental in keeping ghost employees and fraud out of an organisation.
- ✔ It can implement systems that allow HR to maintain a verified workforce.
- ✔ It easily integrates into existing recruitment and HR tools/processes.
- ✔ It reduces effort and time to onboard or verify staff.
- ✔ It captures documents and bank accounts and performs credit and biometric checks.



“AI is neither good nor evil. It’s a tool. It’s a technology for us to use.”

OREN ETZIONI
AMERICAN COMPUTER SCIENTIST

“IS AI A THREAT TO MY JOB?”

Lauren Clark, Head of People at the [Mint Group](#) says, “I see AI as an opportunity rather than a threat. As an HR practitioner, my primary purpose is person-to-person facetime and employee engagement.

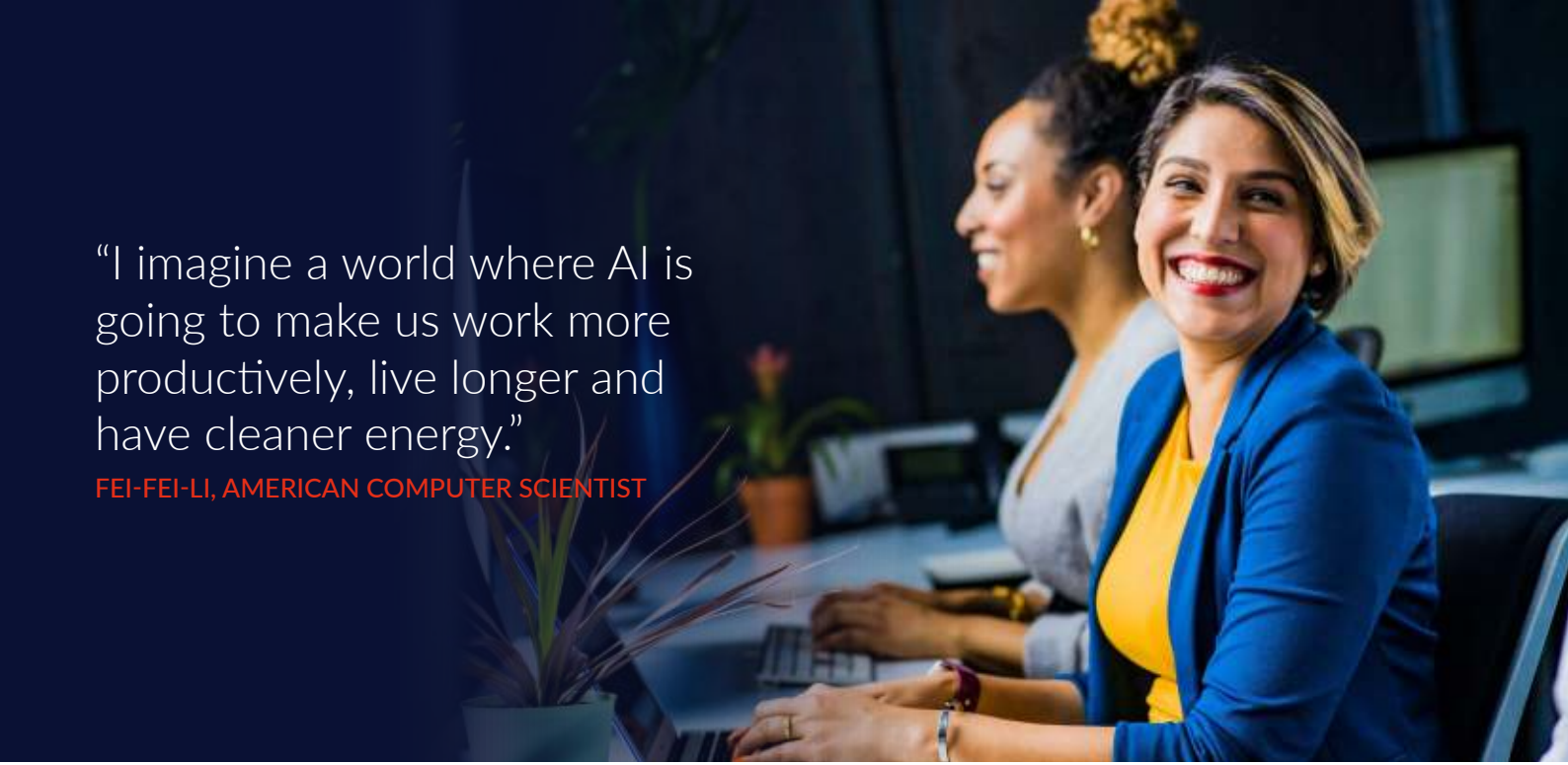
“People work for people, not companies or corporate entities. We need to make time to make our employees feel valued by engaging with them consistently. AI can help us structure our time better by handling the basic admin, reporting and finance tasks that don’t benefit as much from a human touch.

“It helps us reduce costs and takes away the ‘soul-destroying’ tasks we dislike the most. Humans will never be replaced, but AI can help with processes to free up your human time to focus on the people.”

WHERE HR AND AI MEET

According to IBM, modern companies face increasingly complex workforce challenges and higher expectations for a compelling employee experience.

In the face of these new challenges, HR departments are adopting novel capabilities, including cloud, mobile and the Internet of Things (IoT), to facilitate transformation.⁵



“I imagine a world where AI is going to make us work more productively, live longer and have cleaner energy.”

FEI-FEI-LI, AMERICAN COMPUTER SCIENTIST

The IBM Institute for Business Value’s “How cognitive computing is transforming HR and the employee experience” states that:

- ✔ 66 percent of CEOs believe AI can drive significant value in HR.
- ✔ 50 percent of HR executives recognise that AI has the power to transform key dimensions of HR.
- ✔ 54 percent of HR executives believe that AI will affect key roles in the HR organisation.⁵

The report also states, “Cognitive computing can help improve business outcomes by expanding human expertise and improving decision making.”

HOW EXACTLY AI WILL WORK FOR YOU

Peter Reid from next-gen AI technology provider visionAI says, “Integrating AI into your HR onboarding processes removes the drudgery of capturing data and having to go back and double check that you haven’t made mistakes.

“For HR professionals, engagement and retention should be top priorities. But the admin-intensive, less ‘fun’ tasks often get in the way, taking up valuable time that could be better spent.

“Over the last few years, AI has advanced at such a rapid pace that HR really doesn’t have to handle nearly as many mundane tasks as they used to. Implementing effective AI into your HR infrastructure is the best thing you can do for your budget and resource allocations.”

The visionAI Suite for HR

visionAI Suite solutions automate and simplify recruitment, verification and onboarding processes – enabling a process of self-verification and data gathering for candidates.

The solution includes a full API (Application Programming Interface), which supports full integration into popular recruitment tools and HR systems.



FEATURES

HR RECRUITMENT AND ONBOARDING

- ✓ Multiple options to verify employees, including automated quick checks, self-verify, in-person verification or verify online
- ✓ Direct verification initiation from Outlook
- ✓ Multiple verification checks against a person, including ID document validation, name match, home-affairs database checks, deeds office checks, face comparison to a government database, bank verification, credit checks and more
- ✓ Self-verification and data capturing options, customisable for any organisation
- ✓ Capability for candidates/employees to upload bank statements and other documents as PDFs, scans, or photos, via which the system can recognise and extract data
- ✓ Foreign passport checks or local ID documents
- ✓ Customisable theming and branding
- ✓ Full API to enable complete automation and customisation with onboarding integration into existing recruitment and HR tools and process
- ✓ Online reports or export verification reports as PDFs
- ✓ Quick, easy and effective verification

“We can build a much brighter future where humans are relieved of menial work using AI capabilities.”

ANDREW NG, FOUNDER AND HEAD OF GOOGLE BRAIN

“Some people call this artificial intelligence, but the reality is this technology will enhance us. So instead of artificial intelligence, I think we’ll augment our intelligence.”

GINNI ROMETTY, AMERICAN BUSINESS LEADER

THE BOTTOM LINE

Modern job seekers have higher expectations than they did before the pandemic. Traditionally, the primary reason for resignation has been better pay, followed by improved career opportunities and development.

In 2021, however, only around 20% of employees (as per a report from HR and remuneration consultancy 21st Century) resigned for better pay. But more than 70% left for a better work-life balance, flexibility, career development and a healthier culture and leadership – the sacred domain that is nurtured and protected by HR.1

Getting employee buy-in from pre-recruitment to onboarding is a vital retention tool. And HR practitioners can take advantage of evolving AI systems to make integration more seamless for new hires.

These systems allow HR professionals to shift their focus towards employee engagement in the long-term and working retention strategies based on a more human understanding of the employment environment.

1. <https://www.21century.co.za/the-great-resignation-and-the-rise-of-the-contingent-worker/>
2. <https://press.careerbuilder.com/2018-10-30-Job-Seekers-Are-Now-in-the-Drivers-Seat-and-Expect-Next-Gen-Recruiting-and-New-Hire-Experiences-Survey-Finds>
3. <https://www.apollotechnical.com/why-onboarding-is-important/#:~:text=Onboarding%20is%20important%20because%20it,a%20member%20of%20the%20team>
4. <https://businesstech.co.za/news/government/613115/government-uncovers-3000-ghost-workers-drawing-salaries-at-prasa/#:~:text=In%202021%2C%20the%20Msunduzi%20municipality,workers%20on%20its%20payroll%20system>
5. <https://www.ibm.com/downloads/cas/QVPR1K7D>

Contact **visionAI** to learn more about how artificial intelligence can **enhance your HR capabilities today**



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