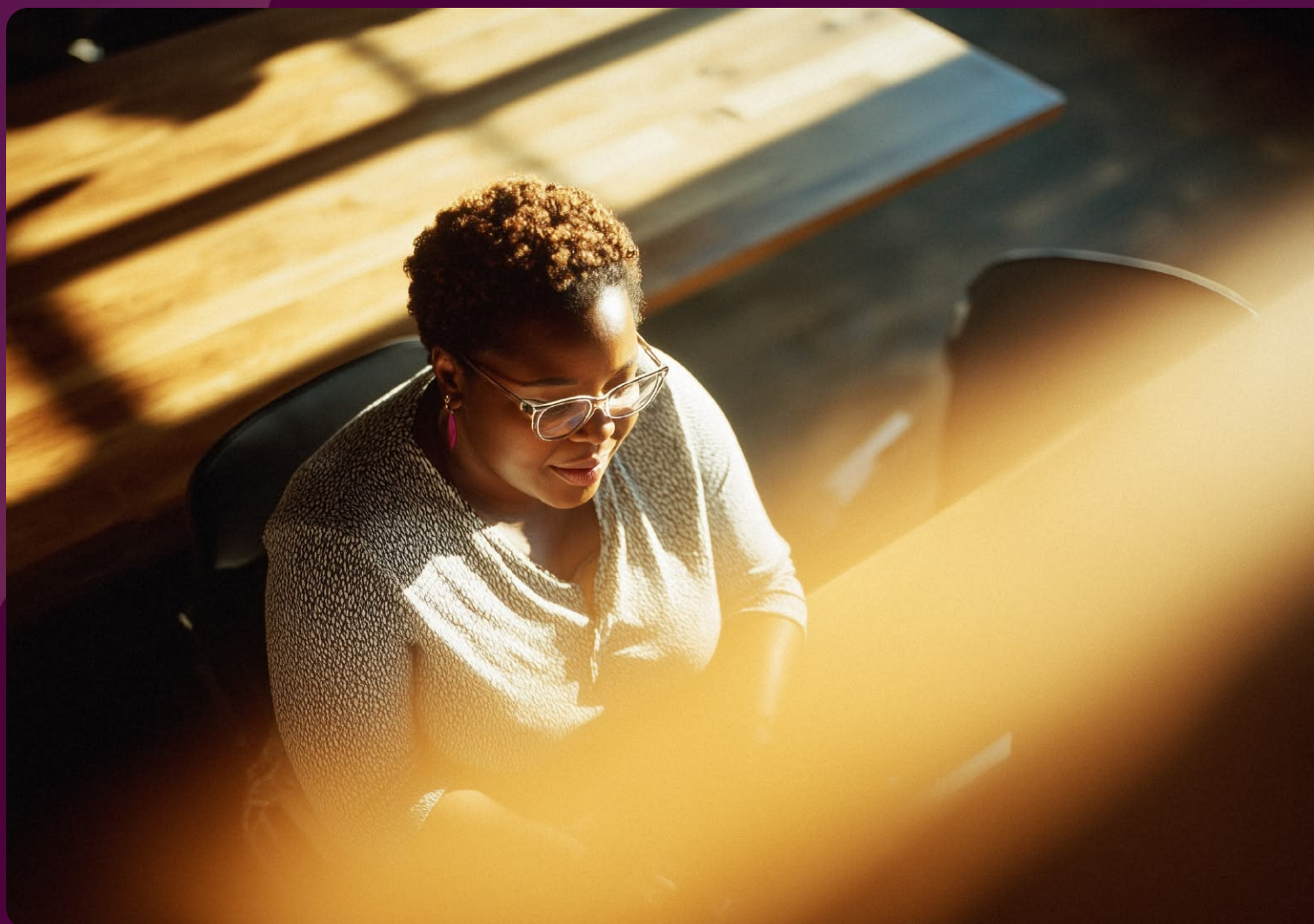




A guide to using AI at your organization

AI in HR



AI is a must-have

With Rippling data finding that 91% of organizations use AI in some capacity for their HR functions, AI is an essential part of success.

But the same study showed that HR teams are also using multiple systems, dealing with errors, and expressing concerns about AI security.

With the potential to dramatically increase efficiency, productivity, and accuracy across multiple HR processes, AI stands to revolutionize how organizations manage people operations. The key to choosing the right tools for your business is understanding the nuances of specific technologies and their applications.



How to use AI in HR:

Examples and use cases for implementation

AI is changing HR workflows across the board, but getting value from it requires more than adopting the right tools. Before evaluating specific solutions, HR leaders should think through three foundational considerations:

Assess where the need lies

Identify which workflows consume the most time or produce the most errors. The highest-friction processes are usually the best candidates for AI support.

Unify solutions

AI works best when it's drawing from a single, connected data source. Adding AI tools on top of disconnected systems often moves the problem rather than solving it.

Risk vs. benefit analysis

Consider data privacy obligations, compliance requirements, and employee trust before introducing AI into sensitive functions like hiring or performance management.

On the next page are the key use cases where AI is making the most measurable impact in HR today.

Recruitment

One of the first applications of machine learning in human resources, modern recruiting has evolved into an AI powerhouse. From sourcing talent and screening resumes to engaging with candidates and predicting headcount, generative and predictive tools have completely changed how organizations compete for talent.

Job posting

Given the right prompts, generative AI tools like ChatGPT can assist in drafting accurate, informative job descriptions.

Sourcing

Algorithms can search databases and social networks to identify suitable candidates with best-fit qualifications.

Screening

An AI-powered applicant tracking system (ATS) can parse resumes and applications to surface ideal candidates faster.

Candidate engagement

Chatbots and automated email sequences help busy recruiters connect with prospects quickly without sacrificing a personalized touch.

59.3%

Resume
screening

50.9%

Job
descriptions

Our survey found 59.3% of HR teams are already using AI for resume screening, and 50.9% are using it to write job descriptions. For teams managing high applicant volume, AI-assisted screening has meaningfully reduced time-to-hire, with 68% of respondents confirming as much.

Employee onboarding and offboarding

2

Saying 'hello' to a new employee and 'goodbye' to a departing one both entail a fair amount of paperwork. AI can smooth the experience by helping ensure everyone receives essential communication and documents as quickly as possible, enhancing the employee experience.

Benefits enrollment

Automated benefits enrollment removes the need to chase new joiners for important paperwork while they're acclimating to new processes.

Document collection

Custom onboarding workflows can provide and collect key tax documents, including Form I-9.

Inquiries

An always-available chatbot trained on company policies and procedures can guide new joiners to valuable resources and answer common questions.

Endpoint protection

Automated communications about equipment retrieval and remote shutdowns protect your organization's intellectual property when a remote employee leaves the company.

Our survey found that 66.9% of HR teams have had a new hire's start delayed or disrupted due to a manual onboarding step failing, underscoring how much is still managed by hand.

66.9% Teams with disruptions caused by manual onboarding

Benefits administration

3

Predictive AI tools can crunch the numbers on benefits usage and recommend adjustments to your organization's offering. On the employee side, automated enrollment removes the risk of missing annual deadlines.

Open enrollment in particular creates a predictable surge of administrative work that can strain even well-staffed HR teams. AI can handle eligibility tracking, automate enrollment communications, and sync data between your HRIS and carriers, reducing the need for manual file exports that often cause errors.

Management and administration

4

Offloading repetitive tasks to tireless machines gives your HR professionals time and energy to focus on substantive work that moves your organization forward.

Data management

Organizations that accumulate large quantities of data can struggle to maintain it properly. Automating the data cleansing and updating process ensures that everyone makes decisions on the basis of correct information.

Scheduling

Rather than manually working out where to assign employees across shifts and locations, teams can use AI-driven pattern recognition tools to develop efficient, cost-effective schedules.

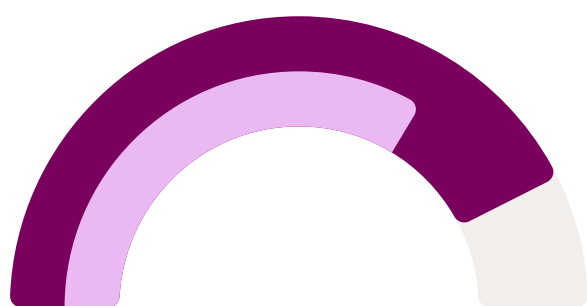
Document retention

Automating the collection and retention of important documents like Form W-9 or 1099 helps your organization stay compliant and eliminates paper waste.

Payroll

AI-driven payroll and HCM solutions can remove the stress of calculating taxes correctly and transferring employees who shift locations.

Our survey found 42.6% of HR teams are already using AI for payroll error detection, though 79% still experienced at least one payroll error last year, pointing to the limits of AI applied to fragmented infrastructure.



Teams using AI for payroll error detection **42.6%**

Teams that still encountered payroll errors **79.0%**

Employee performance management

5

Machine learning might not seem like the most obvious tool for guiding, developing, and nurturing your employees, but AI can provide significant support through automated learning experiences that adapt to employees' performance.

For example, AI may suggest additional learning activities or automatically enroll employees in related follow-up training based on a team's aggregate score in a training module.

Our survey found that 47.9% of HR teams use AI to gather insights from performance reviews, and 47.1% use it to draft reviews. The most forward-looking use case is flight risk identification, with 27.6% of teams already using AI to flag low engagement signals before they become attrition problems.

Benefits and challenges of using AI in HR

AI offers real advantages for HR teams managing more with less, but it also introduces risks that require careful consideration. Here's what to weigh on both sides.

Benefits 	Challenges 
Time efficiency Repetitive tasks that take humans hours can be completed in minutes.	Loss of human expertise Over-reliance on AI can erode the judgment and context-sensitivity HR requires.
Reduced costs Shifting manual work to AI frees HR to focus on higher-value, strategic work.	Data security risks Sharing employee data with third-party AI tools can create privacy and compliance exposure.
Deeper workforce insights AI can surface trends in turnover, engagement, and compensation faster than any manual process.	Ethical/compliance complexity AI regulations vary widely by jurisdiction and are still evolving.
More consistent processes Automation reduces human error in recurring tasks like payroll, onboarding, and scheduling.	Fragmented infrastructure AI is only as reliable as the systems feeding it; disconnected platforms limit what it can deliver.

The future of AI in HR as a support rather than a replacement

As large language models, automations, and predictive tools continue to develop, they're sure to find new use cases and applications in people operations.

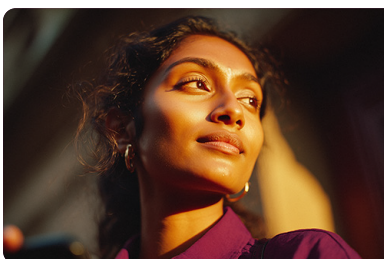
Contrary to doomsaying predictions, industry experts reject the notion that machines can replace humans altogether. Instead, analysts predict a future where AI supports HR professionals in becoming more data-driven and dynamic.

With the ability to analyze and interpret larger and more complex data sets and to automate time-consuming tasks, HR professionals of the future will prioritize strategic development and planning activities.

That shift is already underway. Our survey found that 75.4% of HR leaders expect AI to significantly change how their teams operate within the next 12 months, and 38.5% say they're already seeing it.

It's not whether AI will reshape HR, but whether organizational infrastructure is ready to support it.

The teams best positioned for what comes next aren't necessarily the ones with the most AI tools. They're the ones running those tools on a connected foundation, where data flows automatically between HR, payroll, and IT. That means that AI can act on complete, accurate information rather than patching gaps left by disconnected systems.



Discover Rippling AI

Delegate tedious HR tasks
and get better insights

[Learn more](#)