

AI in HR Case Study:

Workday

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Overview

Workday is an HR support platform who specialized in AI implementation for HR. Their AI can Assist in learning modules, personalized experiences for each employee, and gather information on employee sentiment. [Click here to go to their page](#)

Problem Solved: Data collection

It solved the problem of data collection on progress tracking for HR workers, allowing them to focus on more important tasks. AI is used in data collection and data tracking to give HR workers important insights that can be used for future policies or practices.

Benefits, Challenges, & Ethics

The largest benefit of an AI system like Workday is time saved for HR employees. They spend less time data combing and more time making a real difference for employees. The largest challenge for systems like Workday will be bias mitigation. AI is known to have bias because the data it is trained on has bias (whether intentional or unintentional). These systems must be monitored closely to ensure there is no bias.