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The Impact of Technology on Diversity Hiring, Unbiased Hiring and Hiring Effectiveness

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Abstract

Purpose: Technology has significantly impacted the workplace's hiring practices in terms of diversity, objectivity, and efficacy. With the development of artificial intelligence and machine learning, companies now have access to cutting-edge solutions that improve diversity in the hiring process and eradicate unconscious prejudices.

Without taking into account a candidate's gender, ethnicity, or other personal qualities, AI and ML may evaluate resumes, applications, and other data sources to find trends and forecast successful prospects. In this research, we will be able to analyze how significantly technology is impacting the hiring processes in terms of – diversity, efficiency and biasness.

Research Methodology: A primary research into the topics allows to find the basic understanding as to whether technology made any impact on hiring processes in regards to diversity hiring and unbiased hiring thereby leading to hiring effectiveness.

Findings: In accordance with the findings, technology has significantly influenced diversity recruiting strategies as organizations use tools and platforms to recruit and assess a larger pool of applicants. The most common technologies utilized to improve the diversity recruiting process were identified as automated resume screening, AI-driven applicant matching, and video interviewing platforms. Additionally, technology has made it possible to eliminate prejudice by standardizing evaluation standards, permitting blind evaluations, and anonymizing application information.

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Value: This study serves a purpose because it offers insightful information on how technology affects recruiting for diversity, hiring that is fair, and hiring effectiveness. Organizations can decide to deploy and optimize technological solutions in their recruiting practices by having a clear awareness of the advantages and difficulties of technology adoption. The findings emphasize the necessity for constant monitoring, review, and improvement of these technologies to maintain justice, diversity, and efficiency in the employment process.

Keywords: *Diversity Hiring, Unbiased Hiring, Cost and Time Effectiveness, Hire Quality, Artificial Intelligence, Machine Learning*

INTRODUCTION

When it comes to attracting, evaluating, and selecting individuals that are a good fit for the position, the recruitment and human resource businesses are growing quickly. Each human resource professional makes an effort to add their unique flavor to their everyday activities and tasks in order to streamline the hiring process and find qualified applicants. Understanding the company's recruitment needs and defining roles and duties for open positions are the first steps in the hiring process. Most firms place a high priority on hiring diverse candidates. Diversity recruiting doesn't mean selecting candidates who will make a workplace appear more diverse. The creation and use of a strategy for diversity recruiting involves eliminating bias while luring in and keeping qualified individuals. Companies must establish criteria to gauge the impact and performance of workplace diversity as they acknowledge and stress its relevance. Businesses may focus, monitor, and accomplish their objectives with the aid of a diverse recruitment plan.

Technology has drastically changed how organizations function in the modern period and has an influence on many business practices, including the recruiting procedure. Organizations are looking for creative ways to recruit and keep a diverse workforce that combines people from all backgrounds, viewpoints, and experiences in an increasingly connected world where diversity and inclusion are crucial factors in success.

This study examines how technology has significantly impacted recruiting practices in terms of diversity, transparency, and efficiency. Organizations may move beyond conventional hiring practices and improve their capacity to create diverse teams that are inclusive by employing cutting-edge technologies and methodologies.

- *Diversity Hiring:* Due to inherent biases, restricted access to talent pools, and unconscious discrimination, employing people of background has been difficult. But new opportunities have emerged thanks to technology. Organizations now have the tools to find and draw in a broad talent pool due to the development of sophisticated applicant tracking systems, AI-powered resume screening, and data analytics. This section will look into the development of diversity recruiting and examine how technology may be used to reduce biases and promote equal chances.
- *Unbiased Hiring:* Fair and inclusive recruiting practices have long been hampered by unconscious bias. Technology has a significant impact on reducing prejudice and promoting objective decision-making. Organizations may work towards a fairer recruiting environment by introducing blind recruitment procedures, using AI-driven algorithms for resume screening and interview evaluations, and utilizing natural language processing to obtain rid of unfair terminology. This section will examine how technology aids companies eliminate prejudice and level equality for applicants.
- *Hiring Effectiveness:* Technology may considerably improve overall hiring effectiveness in addition to encouraging diversity and reducing biases. Technology provides a variety of tools and platforms that help businesses to optimize their recruiting processes, from simplifying applicant sourcing and assessment to automating administrative activities and enhancing the candidate experience. This section will go through how businesses may use technology to boost productivity, reduce expenses, and eventually improve recruiting practices.

This research seeks to add to the body of knowledge by offering a thorough review of how technology affects hiring diversity, hiring without bias, and hiring effectiveness. This research seeks to enlighten organizations on best practices, potential hazards, and creative methods for optimizing their talent acquisition processes by analyzing the strengths and shortcomings of technology-enabled recruiting practices. In order to achieve economic success in the dynamic and varied global market, organizations may use the insights gathered from this study to promote inclusive workplaces, minimize bias, and make more efficient recruiting decisions.

LITERATURE REVIEW

The evolution of technology in hiring processes with respect to diversity and biases has undergone significant changes since the 1990s. The emergence of the internet allowed companies for online job postings on online job boards for reach of their recruitment efforts. However, this method didn't necessarily address diversity and bias concerns as it was primarily based on traditional methods. In the mid-2000s ATS software became popular and these systems automated the application process, allowing companies to manage a large volume of resumes more efficiently. However, because ATS systems were not created specially to address diversity and bias, it is still possible that biases existed during the selection process.

The findings of a study that examined the use of technology in recruiting and selection are presented in order to determine these factors, including which technologies are being used in HR, which goals of HR managers for using these technologies, and the extent to which these goals are being met, as well as what organizational factors lead to the adoption of these technologies. Derek S. Chapman and Jane Webster in their study "The Use of Technologies in the Recruiting, Screening, and Selection Processes for Job Candidates, 2003" concludes that the usage of HR technologies is evolving, with the majority of firms continuing to combine conventional HR practices with technology-based ones. Technology-based solutions are not always the answer for HR managers: almost a third of them said their attempts to employ HR technology had either limited or moderate results.

In an effort to mitigate bias, some companies began adopting blind hiring practices. This involved removing identifying information, such as names and gender, from resumes and applications to focus solely on qualifications and skills. Software and technological platforms have been created to make it easier to anonymize candidate data during the preliminary screening phases. Most Fortune 500 firms and more than 90% of employers use applicant tracking systems (ATS). By organizing and monitoring potential candidates, bringing the quantity of applicants down to a reasonable level, and offering a straightforward and systematic way to manage job applications, the solutions aid human resources departments in saving time. In her study, Katarina Drucker (Avoiding Discrimination and Filtering of Qualified Candidates by ATS Software, 2016)) it was discovered that applicant tracking technology has serious weaknesses. Some of the problems discussed include technical errors, unfair processes,

and applications that are too drawn out and ask for more information than is needed. HR knowledge would be advanced and, ideally, the unintentional exclusion of competent employment possibilities would be minimized with improved organizational efforts to periodically examine and monitor the operation of the ATS in place.

In 2016, the paper "How technology can fuel the diversity challenge" by Charles Hipps delved into the impact of technology on diversity initiatives within organizations. It demonstrates how the diversity dilemma may be made worse by technology developments like AI-driven hiring and automated decision-making. Technology has the ability to improve efficiency and reach a larger pool of applicants, but it may also create unintentional biases and amplify already-existing inequities in recruiting practices. In order to be sure that technology is supporting diversity and inclusion goals rather than impeding efforts to solve the diversity problem, the paper emphasizes the necessity for organizations to critically review and monitor the use of technology in recruiting and personnel management.

Technologies like AI and ML have begun to be used in the employment process. In order to increase the efficacy and efficiency of candidate selection, businesses used algorithms to analyze applicant data and spot trends. But it soon became clear that these algorithms may unintentionally reinforce prejudices if the training data they were using was biased or if they weren't calibrated appropriately. The paper titled "Missing or seizing the opportunity? The effect of an opportunity hire on job offers to science faculty candidates" by Jill Allen, Jessi L. Smith, Lynda B. Ransdell in 2017 talks about the College of Health and Human Services, Northern Arizona investigates the impact of opportunity hiring on job offers to science faculty candidates. The study focuses on instances in which institutions vary from their typical recruiting practices to prioritize applicants who have remarkable credentials or distinctive characteristics. The authors discover that opportunity hiring considerably improves the chance of obtaining an offer, particularly for underrepresented minority candidates, using a quantitative examination of faculty job offers. For female applicants, this impact is less apparent. The study clarifies the intricacies of diversity recruiting procedures and offers perceptions on the advantages and disadvantages of opportunity hiring in academia.

How AI is impacting recruiting managers and candidates, especially in the early phases. This approach aids HR teams in incorporating significant structural and technical change into recruiting while maximizing the efficiency and effectiveness of their talent acquisition. As a result, The impact of Artificial intelligence within the recruitment industry: Defining

a new way of recruiting by James Wright and Dr David Atkinson, 2018, the traditional method of hiring for positions will need to change from one of trial and error to one of test for success. The paper "Framing Diversity in Corporate Digital Contexts: A Multimodal Approach to Discursive Recontextualizations of Social Practices" by Carmen Daniela Maier and Silvia Ravazzani in 2018 examines the framing of diversity in corporate digital contexts using a multimodal approach to analyze discursive recontextualizations of social practices. The study looks at how diversity is portrayed and conveyed through the internet, especially on business websites and social media sites. The research emphasizes the discursive techniques used by organizations to develop and communicate their diversity narratives by analyzing various multimodal aspects, such as text, visuals, and design. The results shed light on possible consequences for organizational practices and stakeholders' views of diversity in business contexts and help us better understand how digital communication shapes diversity discourse.

The focus is placed on the possibility of "equitech"—AI technology that increases equity. Interventions have been developed to reduce the suffering caused by implicit bias, the unintentional kind of stereotype or prejudice that promotes injustice. And what beneficial benefits the framework given in the study by Ying-Tung Lin, Tzu-Wei Hung and Linus Ta-Lun Huang in "Engineering Equity: How AI Can Help Reduce the Harm of Implicit Bias, 2020" of the cognitive intervention can have on structural issues.

Platforms for technology started to appear in the late 2020s with a focus on eliminating hiring bias. These systems employed AI and ML to identify language that could be skewed in job advertisements, indicate potential bias in job descriptions, and assist recruiters in creating more inclusive job descriptions. To promote impartiality and reduce prejudice throughout the interview process, several platforms offered sample interview questions.

The paper titled "Hello Diversity! Opportunities and Challenges of Entrepreneurial Diversity in the Digital Age" by Janina Sundermeier, Stephanie Birkner, Kerstin Ettl, Julia M. Kensbock and Silke Tegtmeierin 2020 explores the impact of diversity in entrepreneurship within the context of the digital age. The authors discuss the possible benefits and difficulties of having diverse entrepreneurial teams, and they emphasize how technology may both support and limit diversity. They talk about the possibilities that technology offers, such better access to resources

and international markets, which may support various entrepreneurial pursuits. They also highlight the difficulties, such as the enduring bias in algorithms and the possible digital exclusion of specific groups.

The paper provides valuable insights into the complex dynamics between diversity, technology, and entrepreneurship, ultimately emphasizing the need for deliberate efforts to foster inclusive entrepreneurial ecosystems in the digital era.

Algorithms used in hiring could result in biased assessments. The public's perspectives of the algorithms used to screen resumes and videos for interviews are investigated in the study by Lixuan Zhanga and Christopher Yencha (Examining perceptions towards hiring algorithms, 2022). The effect of individual qualities on these attitudes is also examined. By using a variety of techniques, recruiting algorithms are becoming more widely accepted.

The employment rate increased as a result of advanced technology, but the skill mix remained the same. "New Evidence on the Effect of Technology on Employment and Skill Demand, 2022" by Johannes Hirvonen, Aapo Stenhammar and Joonas Tuhkuri concludes that instead of using technology to replace workers in the same type of production, the corporations used new technologies to develop new types of output. The results disprove the assumption that technology would always replace labor or is biased towards certain skill sets. Companies began using technology to analyze and evaluate diversity and inclusion indicators throughout the employment process as a result of advancements in data analytics. This included monitoring demographic data of applicants, evaluating diversity outcomes, and identifying areas where improvements are needed. Managers may increase diversity and eliminate prejudice in recruiting by using technology to gain insights on diversity initiatives and make data-driven decisions.

RESEARCH GAP

There is a shortage of studies analyzing the long-term consequences of technology, despite the fact that many have evaluated the short-term benefits of technology on diversity and impartial hiring. It's critical to comprehend how technology-driven recruiting practises change through time and how they affect diversity in workplaces. Despite the widespread use of technology in hiring, little is known about how well these tools function in terms of employee performance, retention, and overall

organisational success. Future research should examine the relationship between recruiting for technology-based positions and long-term organisational results. Research frequently discusses diversity in a broad sense but ignores the subtleties of intersectionality, taking into account several identities including race, gender, age, and disability at once. A crucial topic for more research is how technology affects people with multiple marginalized identities.

Numerous research mostly concentrates on how technology affects recruiting in Western contexts, leaving a vacuum in our knowledge of how these practices operate in other worldwide situations. Cross-cultural research can provide insight into how different contexts affect how technology affects employment. While previous research has improved our understanding of these particular issues, there are few thorough assessments that take into account technology's overall influence on talent acquisition. This research paper aims to bridge this gap by offering an integrated perspective, shedding light on how technology's influence transcends isolated facets of hiring practices to shape the overarching landscape of contemporary talent acquisition. In doing so, it contributes to a more nuanced understanding of the multifaceted relationship between technology and hiring processes.

METHODOLOGY

The quantitative analysis in this research paper employs a cross-sectional research design. Cross-sectional data are collected at a single point in time to assess the impact of technology on diversity hiring, unbiased hiring, and hiring effectiveness. The population of interest comprises HR professionals and hiring managers across various industries and organizations in the target region. The target region is defined based on the scope and objectives of the study. A stratified random sampling technique is used to select participants, ensuring representation from different industries and organization sizes. The population is stratified based on industry sectors (e.g., technology, healthcare, finance) and organization sizes (e.g., small, medium, large). The sample size is determined using a confidence level of 95%, a margin of error of 5%, and an assumed response distribution of 50% (to maximize the required sample size). A minimum sample size of 100 respondents is targeted for each stratum, ensuring adequate statistical power.

Data collection for the quantitative analysis is primarily conducted through structured online surveys. The survey instrument is designed to gather responses related to technology's impact on diversity hiring, unbiased hiring, and hiring effectiveness. Survey questions are carefully crafted to align with the research objectives and hypotheses.

Construct Measures

Dependent Variables

- *Diversity Hiring:* Measured by the percentage of respondents who report an increase in diversity in their candidate pool due to technology.
- *Unbiased Hiring:* Measured by the percentage of respondents who report reduced bias in their hiring processes due to technology.
- *Hiring Effectiveness:* Measured by the percentage of respondents who report improved hiring efficiency and success rates due to technology.

Independent Variables

- *Types of Technology:* Categorized into various technology-driven hiring tools and practices (e.g., AI-powered resume screening, online job boards, video interviews). b. Demographic Variables: Collected to assess the influence of respondent characteristics (e.g., age, gender, years of experience) on the dependent variables.

Data Analysis

Descriptive statistics (e.g., frequencies, percentages, means) are used to summarize the responses to survey questions. Cross-tabulations are conducted to explore relationships between independent and dependent variables. Inferential statistical tests such as chi-square tests, t-tests, and regression analysis are employed to examine associations and significant differences between variables. Data validity is ensured through careful survey design and pre-testing. Data reliability is assessed through internal consistency measures). Ethical principles and guidelines for data collection, informed consent, and data privacy are strictly followed. The quantitative analysis aims to provide statistically significant insights into the impact of technology on diversity hiring, unbiased hiring, and hiring effectiveness.

RESULT AND DISCUSSION

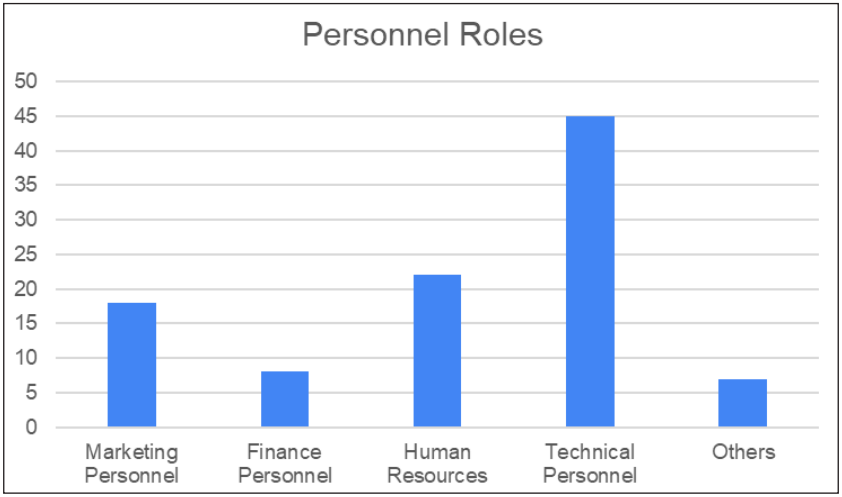
The data was collected using a structured electronic questionnaire sent to the target respondents through Google Forms, which further aids the study by providing a graphical representation of descriptive statistical data.

Name of the Organizations

The employees of the following organizations where we did primary data collection.

Personnel Roles

We collected data from various roles in the organizations so that we can get a diverse set of opinions and perspectives regarding the Impact of Technology in Hiring processes in their respective roles in the organization.

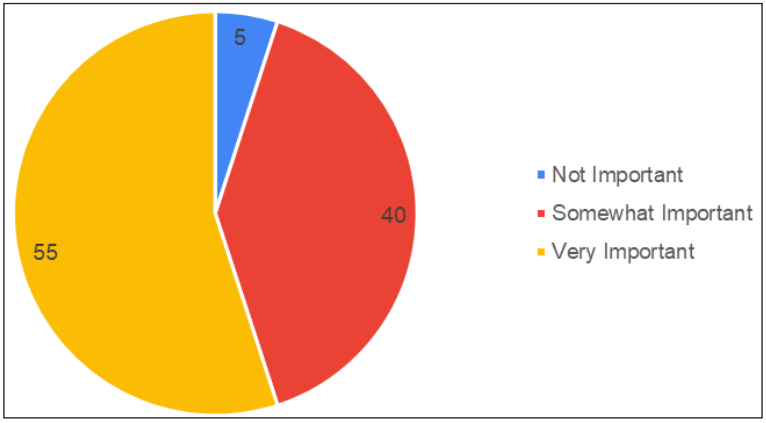


Out of the total respondents, the majority were working in the Technical Department (45%).

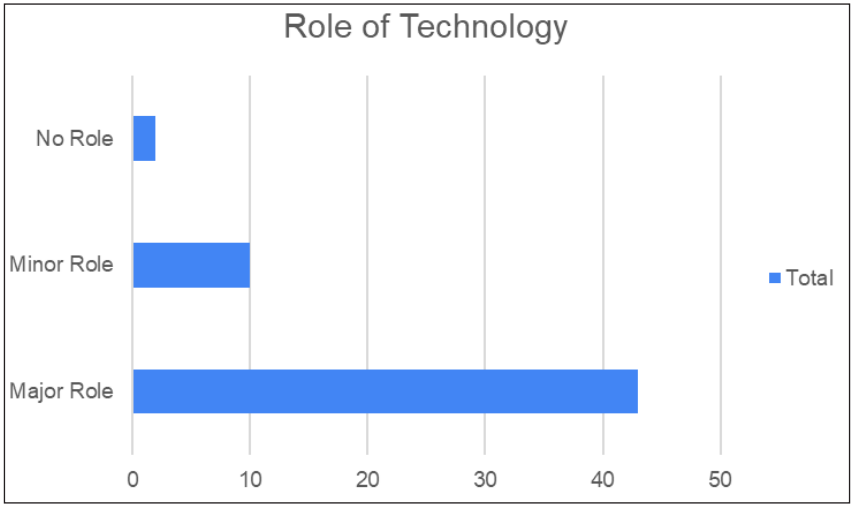
The data collection was divided into 2 parameters to understand the final result on the hiring effectiveness in various organizations due to technology.

Impact of Technology on Diversity Hiring

The importance of diversity hiring according to the respondents can be seen below:



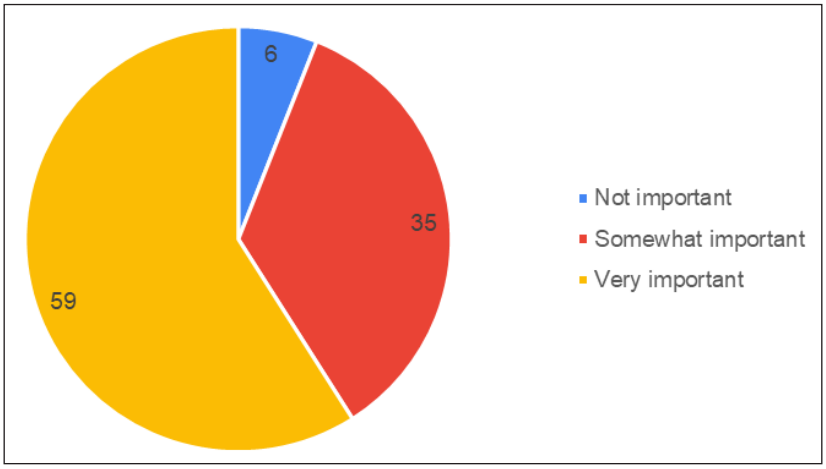
It becomes important to understand how many people who really think that diversity hiring is very important and among them how many of them thought it played a major role in their organizations.



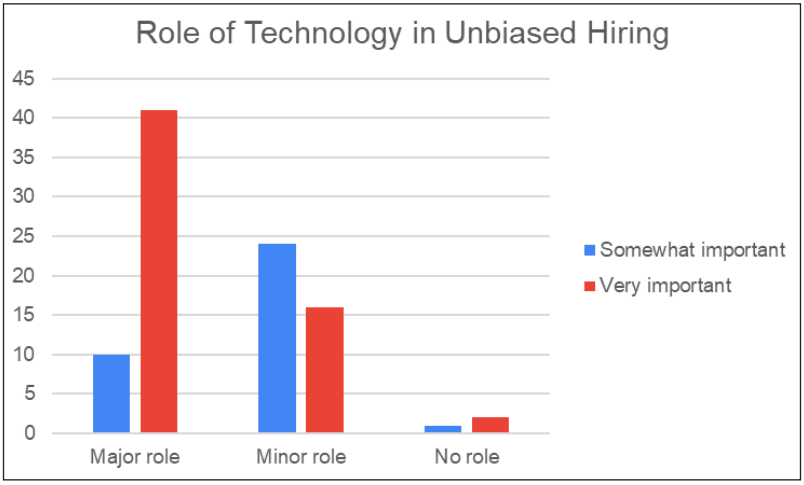
So out of 55 respondents, who think that the impact of technology plays a very important role, 43 respondents claim that it plays a major role.

Impact of Technology on Unbiased Hiring

The importance of unbiased hiring according to the respondents can be seen below:



It becomes important to understand how many people really think that unbiased hiring is very important and somewhat important; and among them, how many of them thought it played a major role in their organizations.

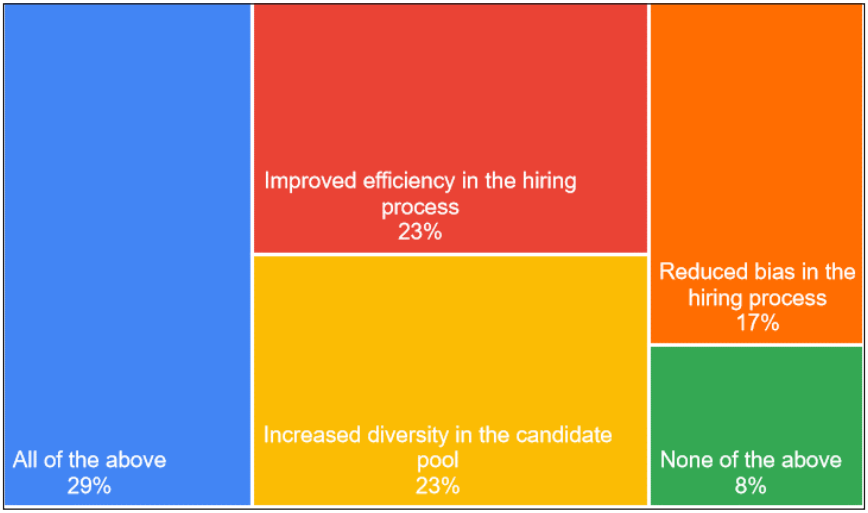


So out of all respondents, 94% thought that Impact of technology plays a very important or somewhat important role in Unbiased Hiring. The above chart clearly shows what role technology has been playing in various organizations with respect to unbiased hiring. The above results can be understood more easily with below analysis in the form of visuals.

Diversity Hiring

By analyzing the data, we can see that 29% of respondents thinks that the following factors are some of the benefits which are responsible for enhancing diversity hiring:

- Improved efficiency in the hiring process.
- Increased diversity in the candidate pool.
- Reduced bias in the hiring process.



Suggestions for Improving Diversity Hiring:

- Blind resume screening.
- Diverse interview panels.
- Diversity and inclusion training for recruiters.

Unbiased Hiring

By analyzing the data, these are the ways by which we can ensure that technology is not creating any bias in the hiring processes.

By analyzing these two major parameters, it helped us to understand the impact of technology in hiring effectiveness.

In certain cases, businesses may increase the diversity of their talent pools by actively pursuing applicants from varied backgrounds. This gives them access to a larger variety of knowledge, expertise, viewpoints, and concepts, which may boost innovation, creativity, and problem-solving inside the organization. Diverse origins and viewpoints are brought together in the workplace via diversity. This range of viewpoints can help make talks more fruitful, decision-making processes better, and groupthink less prevalent. A more thorough study of issues and possibilities might result from the use of various perspectives and experiences. This facilitates better decision-making.

A sense of belonging may be fostered in a diverse and inclusive workplace, which has a good effect on worker engagement and retention. Employees are more likely to be inspired, productive, and devoted to the success of the company when they feel appreciated and involved. Increased staff retention and engagement are made possible by this. A varied team can relate to and comprehend a diverse consumer base more effectively. Organizations may better understand diverse market groups, efficiently customize their goods or services, and deliver better customer experiences by hiring workers that represent the variety of their consumer base. This permits greater understanding of the client. Employing practices that prioritize diversity and inclusion frequently have a better reputation and brand image. This may enhance the company's connections with customers, clients, and the larger community while attracting top talent looking for inclusive environments. This permits Enhanced brand recognition and image.

CHALLENGES

Businesses all across the world are having trouble finding qualified candidates to fill unfilled positions as a result of technology. Utilising a diverse workforce can increase the company's resources and assist with technologically-related recruitment challenges. More than 73% of individuals looking for part-time work today are job seekers. Due to the competitive job market, recruiters must increasingly search outside of their local areas for the appropriate candidate. Remote work still has a hiring problem despite its rising popularity. Everybody wants to work from home. The problem is that recruiting managers doubt their capacity to fully rely on recently hired candidates. Millions of job seekers may be able to find jobs via Google, Facebook Jobs, and LinkedIn with the correct automated solutions. Sometimes institutionalised biases can discourage talented people from joining. To overcome recruiting challenges and lessen workplace discrimination, the organisation can hire people from a variety of socio-political backgrounds, skills, and talents.

We are all aware that finding the best talent to hire is the first step in finding the best talent to employ. To alleviate hiring issues, recruiters and designers must be more creative when writing job descriptions. It may be challenging to strike the correct mix between clearly stating the requirements for the position and giving potential candidates a sense of the organization's culture. To guarantee that the advertisement is listed in search engines like Google, use the most effective job title and other pertinent keywords. These keywords will help turn a view or visit into an application that has been submitted. Don't forget to add these crucial keywords in the page title, meta description, and ad text. By improving the recruitment process to draw in qualified individuals, tech recruiters can lessen the hiring issues.

Employers must update the job adverts they post on their websites and job boards and utilise branded job description templates to boost the effectiveness of their hiring policies. Because the information provided by job designers in the job description is closely related to the skills that applicants disclose in their applications. This aids businesses in creating a superior talent pool that an AI matchmaker can swiftly sift. This does not even take into account the potential for gaining the interest of individuals who are not actively seeking employment but only share the company's beliefs.

It's crucial to remember that merely emphasizing diversity hiring does not guarantee hiring effectiveness. Throughout the employee lifecycle, it should be supported by inclusive practices that promote fair compensation, equal career growth opportunities, and an inclusive workplace atmosphere. The efficacy of hiring and overall organizational success are more likely to be positively impacted in the long run by a holistic strategy to diversity and inclusion.

DISCUSSION

The Impact of Technology on Diversity Hiring, Unbiased Hiring, and Hiring Effectiveness is a complex and rapidly evolving topic that has gained significant attention in recent years. Advancements in technology have created new tools and methods for recruiting, screening, and selecting candidates for employment. These tools have the potential to both enhance and detract from diversity, unbiasedness, and hiring effectiveness in various ways. In this research analysis, we will examine the literature on the impact of technology on diversity hiring, unbiased hiring, and hiring effectiveness.

Diversity Hiring

Diversity hiring refers to the practice of recruiting and hiring employees from a wide range of backgrounds, including those traditionally underrepresented in the workplace. The use of technology in recruitment and hiring can have both positive and negative impacts on diversity hiring. On the positive side, technology has enabled employers to reach a wider pool of candidates, including those from underrepresented groups, through job postings on social media, online job boards, and company websites. Additionally, some technology tools can remove bias in the screening and selection process by removing identifiable information such as name, gender, and age from resumes during the initial screening process. This can help ensure that candidates are evaluated based on their skills and qualifications, rather than their demographic characteristics. On the negative side, research has found that some technology tools, such as AI-powered recruitment systems, can perpetuate bias by replicating patterns of discrimination that exist in society. For example, if the data used to train an AI recruitment tool are biased against certain groups, the tool may produce biased recommendations for job candidates. Additionally,

some companies may use technology to filter out candidates who do not fit into pre-existing cultural norms, which can perpetuate homogeneity in the workplace.

Unbiased Hiring

The positive side, technology can standardize the hiring process, making it more consistent and objective. Automated systems can help filter out candidates based on objective criteria such as qualifications and experience, reducing the potential for human bias. Online job boards and social media platforms can expand the reach of job postings, making it possible for employers to access a wider pool of potential candidates. This can lead to a more diverse applicant pool, which can help promote unbiased hiring. Advanced analytics can help employers identify patterns in the hiring process, such as potential sources of bias, and take corrective action to address them. For example, they can use data analytics to track the demographic breakdown of candidates at each stage of the hiring process to identify where bias may be occurring.

On the negative side, Automated systems can also perpetuate bias if they are trained on biased data or are designed with biased assumptions. For example, facial recognition technology may be more accurate for white faces than for faces of color, leading to bias against candidates from certain racial groups. Technology can remove the personal touch from the hiring process, making it harder for employers to build relationships with candidates and to assess their soft skills, such as communication and teamwork abilities. This can result in a less accurate evaluation of candidates' potential fit within the organization.

Hiring Effectiveness

The positive side, technology has made the recruitment process faster and more efficient, allowing recruiters to reach more candidates in less time. Online job portals, social media platforms, and video interviews have made it easier to connect with candidates, review resumes, and schedule interviews. Applicant Tracking Systems (ATS) and resume parsing tools have made it easier to screen resumes and filter out unqualified candidates, saving time and effort for recruiters. Technology has also made the hiring process more candidate-friendly. Online applications and automated email updates keep candidates informed of their application status and simplify the hiring process.

On the negative side, technology can introduce bias into the hiring process. ATS and resume parsing tools can inadvertently filter out qualified candidates who do not fit specific keywords or formatting requirements. Candidates may feel alienated and disengaged as a result of an overreliance on technology that results in a lack of interpersonal communication and human contact. Concerns about privacy might arise from the use of technology in hiring, particularly in relation to the acquisition and use of personal data.

CONCLUSION

We can conclude that technology has significantly impacted hiring effectiveness since it allows for more diverse and objective hiring. Conclusion: These elements affect hiring effectiveness, i.e., technology has improved the efficacy and efficiency of the hiring process. The hiring process can be sped up by using applicant tracking systems (ATS), which can automate processes like background checks, scheduling interviews, and resume screening. Organisations may assess the success of their recruitment efforts and pinpoint areas for improvement with the use of HR analytics solutions. Additionally, by delivering timely and personalized contact throughout the hiring process, technology like chatbots can assist improve the candidate experience. While technology has the potential to improve diversity hiring, unbiased hiring, and hiring effectiveness, it is important to note that technology alone cannot solve these issues. Organizations must also make a commitment to diversity, equity, and inclusion (DEI) and ensure that their recruitment processes are designed to promote diversity and eliminate biases.

For future works we can combine technology with a commitment to DEI, organizations can create more inclusive and effective hiring processes. Organizations may now engage with various talent pools beyond regional borders because of technology's increased reach. In order to increase diversity recruiting efforts, online employment portals, social media, and digital recruitment tactics have made it simpler to attract candidates from a variety of backgrounds and ethnicities. Technology improvements have accelerated the rise of remote work, creating new chances for recruiting diverse talent from around the globe. Platforms for virtual interviews make it easier to include applicants who would encounter logistical or geographic challenges, fostering diversity and expanding the talent pool.

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