

# Index

- Accuracy, 208–209
  - Active sensing, 58
  - Adaboost, 203, 205
  - Adequate and fair compensation, 22–23
  - Alexa, 133
  - Ambit, 143
  - Amy*, 219
  - Analytics, 160–161 (*see also* People analytics)
  - Appcast, 32
  - Artificial intelligence (AI), 2–5, 48, 61, 72, 162, 184, 198, 217–218
    - AI-assisted detection and IoT application for employee engagement, 79
    - AI-connected consultation services and remote monitoring services delivered through AI devices, 53–54
    - AI-powered virtual learning assistants, 29
  - algorithms, 112
  - artificial intelligence-aided human resource management, 108
  - artificial intelligence-based people analytics transforming human resource management practices, 230
  - assist, 56–58, 63–64
  - challenges of AI application in HRM, 111–114
  - challenges of AI-enabled people analytics, 241–242
  - computer applications, 3
  - conceptual model for sustainable use of AI in HRM, 114–117
  - confluence of AI and HRM, 109–111
  - creating diverse team culture using, 33–34
  - effect, 3
  - findings, 114–117, 240–241
  - for FWS model, 189–191
  - HRM practices post-pandemic and role, 128–143
  - HRM with, 3
  - impact of IOT and AI on healthcare industry, 89–90
  - method, 64–66
  - methodology, 109, 232–233
  - objective, 231
  - opportunities for AI in L&D, 219–223
  - potential to aid, 60, 62–63
  - principal use in virtual health care, 53
  - ratars, 168
  - scope, 231–232
  - theoretical background and literature review, 234–239
  - use of, 125
- Association of Business Schools (ABS), 20, 126
  - Asynchronous interview, 168
  - Attrition, 252–253
  - Attrition Hassle in Indian IT Industry, 257
  - Augmented intelligence, 237–238
  - Augmented Reality (AR), 27
  - Australian Business Deans Council (ABCD), 20
  - Automated recruitment techniques, 162–169
  - Automated screening of resumes, 33
  - Automation, 161, 238
  - Autonomy, 167

- Belongco, 133
- Best Buy, 37
- Big data, 88–89
- Brazen, 163
- Business expertise, 187
- Business intelligence processor, 238
- Business Source Ultimate (EBSCO), 20, 127, 218
  
- Capgemini’s Common HR Dashboard, 262
- Career growth, 26
- Case studies, 165
- Challenges, 109
- Charlson score, 56
- Chatbots, 25, 145, 163
  - chatbots-based learning, 222–223
- Chloroquine, 60
- Churn rate, 257–258
- Cisco’s HR Advanced Analytics Group, 262–263
- Clara*, 219
- Classification algorithms, 203–205
- Clinical Frailty Score, 56
- Clinically relevant interface, 65
- Cloud computing, 88
- Clustering, 249
- Cognitive learning, 108
- Collaborative robots (cobots), 238
- Commitment, 75
- Communication, 34–36
  - systems, 6
- Compensation and providing benefits, 193
- Competence, 167
- Computational games, 164
- Conceptualisation, 19
- Consequences of HRM digitalisation, 102–103
- Consistency, 188
- Consistent feedback, 221
- Context awareness, 178
- Contingent workforce management through AI, 130–134
- Continued growth, opportunity for, 26
  
- Coronavirus, 48, 51
- Corporate social responsibility (CSR), 31
- Coursera, 143
- COVID-19, 124
  - epidemic, 50, 52
  - individuals, 57
  - pandemic, 24, 50
- Cox proportional hazards model, 56
- Critical thinking, 188
  
- Data
  - analysis, 8
  - analytics, 125–126, 191
  - extraction, 179
  - inquisitiveness, 186–187
  - IT approaches, 87–88
  - privacy, 177
  - security, 79
- Decision trees, 204
- Decision-making, 108
- Deep Blue computer program, 199
- Deep learning, 108, 160
- Deeplearning. ai, 143
- Dell, 257
- Descriptive analytics, 249
- Digital biomarker applications, 25
- Digital era, 100
- Digital marketing, 179
- Digital technology, 83
- Digital transformation, 100
- Digitalisation, 100
  - consequences of HRM, 102–103
  - factors affecting digitalisation of HR, 101–102
  - of health care and prominent figures, 86–87
  - review of literature, 100–101
- Diversity and inclusion (D&I), 31–34
  - accurate D&I initiatives, 34
- Duolingo*, 219
  
- e-HRM, 113
- Eden Workplace, 134
- Educational games, 164

- Eightfold, 163
- Eightfold AI, 134
- Electronic Health Records (EHRs), 55
- Electronic performance monitoring, 126
- Elsevier, 162
- Emerald, 162
- Emotional and social intelligence (ESI), 188
  - and AI, 181–183
  - in AI for HRM, 185–186
  - methodology, 184
  - and organisational practices, 180–183
  - purpose, 183
- Emotional intelligence (EI), 180
- Employee attrition, 246
- Employee development, 216
- Employee engagement, 16
  - conceptual framework, 37–39
  - drivers of employee engagement in new normal in context of AI, 21–36
  - future work, 40–41
  - increasing role of, 140–141
  - managerial implication, 40
  - outcomes of employee engagement in new normal in context of AI, 36–37
  - research methodology, 19–21
  - survey generator, 238
  - theoretical framework of study, 19
  - working mode pre-covid-19, 17
- Employee personal attributes, 271
- Employee pulse surveys, 25–26
- Employee relations, 192–193
- Employee retention, 257–258
- Employee salary-related attributes, 272
- Employee turnover, 263
- Employee well-being, 25, 37
- Employee wellness, 25
- Employee work-related attributes, 271–272
- Engazify*, 219
- Entelo, 132
- Espressive, 163
- Euclidean distance, 204
- Event, 157
- External hiring, 29
- F-Measure*, 208–209
- Facebook, 158, 217
- Federated learning, 114
- Feedback, 35
- Fieldglass, 134
- FitBit, 25
- Flight Risk programme, 260
- Fourth Industrial Revolution (4IR), 3
- Future work skill (FWS), 177
  - and AI, 179–180
  - in AI for HRM, 184–185
  - and global scenario, 177–179
  - methodology, 184
  - purpose, 183
- Games, 163–167
- Gamification, 163–167
- Gen X, 222
- Gen Y, 222
- Gen Z, 222
- General Management (GM), 127
- Generation Z, 165
- Genpact's FLM Surveys & Overall Performance Rankings, 260
- Goal achievement, 166
- Google, 37, 217, 230–231, 249, 258–260
- Google Scholar, 162, 218
- Great Resignation age (*see* Post-pandemic era)
- Green HRM process, 7
- Grid computing, 88
- Guider, 224
- Harvard Business School (HBS), 31
- Health care, 50
  - AI-connected consultation services and remote monitoring services delivered through AI devices, 53–54

- AI's principal use in virtual health care, 53
- background of study, 50–51
- clinical studies, 62
- customised programmes for patient care and management, 58–59
- diagnosis, 54
- differing policies for diagnosing and treating, 61
- effective policy reforms, 61–62
- EHRs, 55
- follow-up with patient, 53
- highly prioritised patient scheduling, 55
- issues in healthcare sector during COVID-19, 52
- methods, 51
- participation in formulation of policy, 55
- personnel, 52
- policy advice, 60–61
- realistic difficulties in
  - implementation of efficient healthcare resource management, 51–52
- recommendation of AI approaches for implementing in health sector, 58
- research challenges, 63
- shortage of medical resources, 53
- uncertainty, 62
- Health care, social care, and well-being (HSCWB), 87
- Health Company, 73
- Health maintenance organisations (HMOs), 65
- Health Technology Performance Assessment (HTPA), 85
- Healthcare employees
  - benefits and well-being, 84
  - effectiveness of theory-based method, 75
  - future research directions, 91–92
  - improve healthcare professional engagement through IOT, 83–89
  - impact of IOT and AI on healthcare industry, 89–90
  - methodology, 74–75
  - motivating and engaging, 76–77
  - selection of articles, 74
  - theoretical perspective for literature review, 75–83
- Healthcare Internet of things (H-IoT), 87
- Healthcare sector, 84
- Healthcare technology, 84–85
- Hebbian Learning, 198
- Hewlett-Packard (HP), 257–260
- Hire Safe, 133
- Hire Value, 132–133
- HireVue, 163
- Human capacities, immediate opportunity to use and develop, 28
- Human capital management (HCM), 2
- Human resource development (HRD), 4
- Human resource management (HRM), 2, 20, 72, 124, 161, 176, 199, 218, 246
  - AI, 2–3
  - AI and FWS model for, 189–191
  - with AI and ML, 3
  - challenges of AI application in, 111–114
  - conceptual model for sustainable use of AI in, 114–117
  - consequences of HRM digitalisation, 102–103
  - critical roles, 75–76
  - data analysis, 8
  - ESI in AI for, 185–186
  - functions, 189
  - FWS in AI for, 184–185
  - literature review, 3–7
  - machine learning, 3
  - objectives of this study, 7

- practices post-pandemic and role of AI, 128–143
- research methodology, 7
- sampling, 7–8
- Human resource analysis (HRA), 5
- Human resources (HR), 100, 108, 191
  - analytical tools, 248–249
  - factors affecting digitalisation of, 101–102
  - functionalities, 108
  - functions, 6
  - HR/people analytics categories, 249
  - workers, 176
- Human Resources Information Systems (HRIS), 73
- Humanly, 163
- IBM, 198–199, 217, 257
  - comprehensive analysis and visualisation, 209–210
  - data preparation, 207–208
  - dataset, 205–207
  - identifying factors affecting attrition, 210–212
  - literature review, 200–202
  - methodology, 202–205
  - metrics, 208–209
  - objectives, 200
  - result and analysis, 205–212
  - Watson, 86
- Ideal, 163
- IEEE, 162
- Immersive learning, 143
- India's Vishwas, 133
- Informatics, 84–85
- Information and communication technology (ICT), 75
- Information and techniques, 248–249
- Information Management (IM), 127
- Information retrieval process, 249
- Information technology (IT), 4, 75, 237
- Infosys's Advanced Analytics, 262
- Intelligent Agents, 221
- Intelligent tutor systems, 222
- Internal job mobility, 29
- International Business (IB), 127
- International HRM (IHRM), 236
- Internet of Things (IoT), 50, 72, 236
  - improve healthcare professional engagement through, 83–89
  - impact of IOT and AI on healthcare industry, 89–90
  - technology and packages, 73
- Involuntary attrition, 253
- IPEVO Annotator, 140
- Jawbone, 25
- Job analysis and design, 77
- Job seekers, 166
- JSTOR database, 162
- Juniper Network, 230–231, 259
- Justice, 75
  - theory, 75
- K*-nearest neighbours (KNN), 203–204
- Knowledge, skills, and abilities (KSA), 219
- Knowledge management (KM), 220–221
- Knowledge repositories, 221
- Knowledge sharing, 221
- Knowledge strategy, 187
- Koru, 133
- Labour market development, 179
- Lattice, 37
- Learning
  - for diverse pool of learners, 222
  - gaps, 28
- Learning and development plan (L&D plan), 4, 26–27
- Legal and ethical functions of HRM, 77
- Limnu, 140
- LinkedIn, 158
- Literature review of healthcare employee engagement, 73
- Lockdown, 124
- Logistic regression (LR), 203, 205
- Lopinavir/Ritonavir, 60

- Machine learning (ML), 3, 5, 49, 73, 108, 160, 198, 230  
     algorithms, 49  
     HRM with, 3
- Manhattan distance, 204
- Marico Kaya Ltd, 261–262
- Market automation, 179
- McKinsey 'Machine Learning Strategy', 261
- Merit management, 6
- Metrics, 208–209
- Microsoft, 230, 257
- Microsoft Excel, 248
- MiFit, 25
- Mindfulness, 25  
     through AI, 134–138
- Mindtree, 261
- Minitab, 260–261
- Minkowski distance, 204
- Miro, 140
- Multiple Choice Questions, 165
- MURAL, 140
- Mya, 163
- MyAlly, 33
- Naive Bayes, 203–204
- Nation-wide network, 65
- Natural language processing, 26, 160
- Nestlé, 260–261
- Network analysis, 26
- Neural network-based system, 56
- New skills, 26
- Nielsen's 'predictive risk model', 262
- Niles*, 219
- Obie*, 219
- Olivia, 163
- Onboarding, 6, 128–129
- Open. ai, 143
- Oracle Sysco, 37
- Organisational development, 238
- Organisational factors, 101–102
- Outsourcing, 158
- Pandemic, 17, 124
- Paradigm shift, 125  
     future direction, 146  
     HRM practices post-pandemic and role of AI, 128–143  
     managerial implication, 145–146  
     proposed conceptual framework, 143–144  
     research methodology, 126–128
- Partner Safe, 133
- Peer to peer/collaborative learning, 28
- People analytics, 161, 236, 239, 246, 254, 257  
     attrition, 252–253  
     copious companies, 258–259  
     data points and tools for analysis and results, 259–263  
     domain, 246–247  
     essential components, 248–249  
     evolution, 247–248  
     literature review, 257–265  
     major/common triggering attribute, 254  
     methodology, 265–277  
     organisations, 251–252, 254  
     recent trends in, 250–251  
     results, 277–278
- People factors, 102
- People Operations, 231
- People perception, 239
- Performance management (PM), 73, 19 (*see also* Human resource management (HRM))  
     and promotion, 129
- Person-specific user interface, 65
- Personalised learning, 221  
     plans, 28–29
- Point cards, 164
- Post-pandemic era, 24
- Practical training, 78
- Precision, 208–209
- Predictive analysis, 255–257
- Prejudices, 32
- Prescriptive analysis, 249

- Primary health care (PHC), 90
- Processability, 55
- Productivity, 74, 77
  - productivity/performance-based compensation, 23
- Project Oxygen, 260
- Proquest, 162
- Public Health England, 65
- Pymetrics, 133
- Python, 143
  
- Quality of work life, 21–31
- Quarantine, 124
- Quinyx, 134
  
- R-Studio, 248
- Random forest (RF), 203–205
- Randomised clinical trials (RCTs), 49, 62
- Recall, 208–209
- Recognition, 23–24
- Recruitment, 32, 157, 251–252
  - analytics, 160–161
  - automated recruitment techniques, 162–169
  - future studies, 170
  - methodology, 162
  - process, 4
  - Technology Organization Environment theory, 160–162
- Recruitment and selection process (R&S process), 9, 128
  - development, 191–192
- Remdesivir, 60
- Remote workforce management, 128–130
- Remote working, 124–125
- Reskilling, 27
  - workforce towards new competencies, 141–143
- Resume parsing, 33
- Resume screening, 162, 168–169
  - using ML algorithms, 33
- Return of investment (ROI), 2, 179
- Rewards, 23–24
  
- Risks and identify challenges to organisational functions, 78–79
- Robotics, 238
- Royal Dutch Shell, 230
  
- Safe and healthy working conditions, 24
- Sampling, 7–8
- Satisfaction, 75
- Scheduling Software, 134
- Science Direct, 20, 127
- Scoping literature review method, 162
- Scopus, 20, 218
- Screening, 32–34
- Security, opportunity for, 26
- Self-determination theory (SDT), 75
- Self-help, 25
- Self-management, 25
- Self-motivation, 166
- 7shifts, 134
- Skillate, 132
- Skills, 186
  - skills-based review, 23
- Slackbot buddies, 140
- Smart candidate ranker, 238
- Smart human resource management technology (SHRMT), 126
- Smash fly, 163
- SnackNation, 25
- Social capital through AI, 138–140
- Social distancing, 124
- Social intelligence (SI), 180
- Social isolation, 18, 39
- Social media, 156
- Social networking sites (SNS), 156, 158
- Social relevance of work life, 31
- Social sciences citation index (SSCI), 20, 126
- Sophia (AI robot), 6
- Sourcing, 32
- Staffing, 77
- Starbucks Reinforcement Learning Technology, 263
- Statistical learning, 108

- Stormboard, 140
- Strategic games, 164
- Strategic human resource management (SHRM), 3, 238
- Strategic plan, 85–86
- Structured learning, 28
- Structured resume analyser, 238
- Support vector machines (SVM), 203, 205
- Symphony Talent, 163
- Synchronous interview, 168
- Sysco, 261
  
- Talent management, 130
- Talespin, 143
- Task automation, 178
- Technical feasibility approach, 75
- Technological factors, 101
- Technological strategies, 83
- Technology acceptance model, 75
- Technology Enabled Treatment Services (TECS), 65
- Technology invention, 85
- Technology Organization Environment theory, 160–162
- TensorFlow, 143
- Textio, 132
- Theory-based method, effectiveness of, 75–76
- Time Tracking Software, 134
- Toggl, 37
- Traditional analytics, 161
- Traditional HRM to AI integration in healthcare industry, 86–89
- Train Safe, 133
- Training and development, 129–130, 192
- Transfer learning, 50, 64
- Transferability, 55
- Trend analyses, 179
- Trust, 75
- Turnover, 251
  - intentions, 255
  - modelling, 261
  
- Udacity, 143
- Unconscious biases, 32
- Upskilling workforce towards new competencies, 141–143
  
- Vendor Management System (VMS), 132
- Vervoe, 33
- VirBELA, 140
- Virtual Assessment Centers (VAC), 27
- Virtual environment interviews, 167–168
- Virtual health care, AI's principal use in, 53
- Virtual interviews, 162
- Virtual mentoring, 222
- Virtual Personal Mentor, 222
- Virtual Reality (VR), 27, 219
- Voluntary attrition, 253
  
- Wade, 132, 163
- Wal-Mart, 230–231, 259, 262
- Wearable technology, 25
- Web of Science, 20
- Wendy, 132, 163
- Woebot, 25
- Work and total life space, 30
- Work Market, 134
- Worker attrition, 263–265
- WorkJam, 133
- Workplace L&D, 216
  - discussion and implications, 223–224
  - limitations and future scope of research, 224
  - literature review, 217–218
  - methodology, 218–219
  - opportunities for AI in, 219–223
- World Economic Forum (WEF), 142
- World Wide Web (WWW), 158
  
- Xerox Corporation, 260
- XG Boost (XGB), 203, 205
- XOR, 163
  
- Your learning, 224