

Dylan Lopez

WRT 205

Prof. Oakes

July 28, 2021

### Complicating Your Research Exercise

#### **Three Tools/Process**

I began the complicating my research assignment by using SAGE Knowledge, which I had never tried before. After watching the video tutorial, I had high expectations about what I would find. Using Advanced Search, I entered terms I have used most often (artificial intelligence, human resources, bias, diversity, disadvantages, benefits, etc.) in various combinations and checked various filters. When I selected Major Works, I received only one page of results and none of them were related to my topic. When I unselected Major Works, I still only got one page of results. I tried various combinations of terms and filters, tried narrowing by discipline, tried replacing keywords with synonyms, and still had absolutely no luck finding even one useable source.

Using Linkody was an interesting experience. As you pointed out on Blackboard, Linkody results all relate to the main website publisher not the content on a specific page. When I searched for content related to an article on AI in HR that appeared in Society of Human Resources Management (SHRM) website, Linkody gave me all kinds of links related to SHRM, but not specifically to AI in HR. I didn't find any usable sources this way, but by skimming the random results, I was amazed by the range of issues that HR professionals need to deal with right now because of the pandemic. Everything from how to manage a remote workforce to vaccine

requirements to preparing for violence in the workplace and more. As a result, I have a growing appreciation for people who work in HR, but unfortunately, I didn't find sources for my project.

Finally, I went back to trusty old SU Summon to try the subject search functions. Using one of the scholarly articles I found last week as a starting place, I reviewed the keyword list. For some reason, I never knew these lists were interactive. I was in the habit of just skimming the main content and moving on without looking at the other functions in the margins. With a few clicks of the checkboxes, I found list of relatively good sources. I clicked on titles and repeated this process using the keywords on the resulting pages. I also created a separate Word document to collect and organize my keywords, and to link related terms together (for example, machine learning / artificial intelligence or talent management / human resources). Overall, the subject search method was the most effective use of my time.

I continue to go back and forth from the library website to Google as well, sometimes using something found on one (like an author's name or book title) to search on the other. For example, Upadhyay & Khandelwal's paper "Applying artificial intelligence: implications for recruitment" led me to find their book *AI Revolution in HRM* on Google. I'm following my instincts, but trying to be organized about it at the same time and trying not to get overwhelmed by the number of possible sources.

### **Citations for New Sources**

Roberge, J., & Castelle, M. (2021). *The Cultural Life of Machine Learning: An Incursion into Critical AI Studies*. Palgrave McMillan. <https://link-springer-com.libezproxy2.syr.edu/book/10.1007%2F978-3-030-56286-1>.

Smith, G. & Rustagi, I. (2020). *Mitigating Bias in AI: An Equity Fluent Leadership Playbook*.

UC Berkeley Haas Center for Equity, Gender and Leadership.

[https://haas.berkeley.edu/wp-content/uploads/UCB\\_Playbook\\_R10\\_V2\\_spreads2.pdf](https://haas.berkeley.edu/wp-content/uploads/UCB_Playbook_R10_V2_spreads2.pdf)

Upadhyay, A. K., & Khandelwal, K. (2018). *Applying artificial intelligence: implications for recruitment*. Strategic HR Review; Bingley Vol. 17, Iss. 5, (2018): 255-258.

DOI:10.1108/SHR-07-2018-0051. [https://www-proquest-](https://www-proquest-com.libezproxy2.syr.edu/docview/2133758924?pq-origsite=summon&accountid=14214)

[com.libezproxy2.syr.edu/docview/2133758924?pq-origsite=summon&accountid=14214.](https://www-proquest-com.libezproxy2.syr.edu/docview/2133758924?pq-origsite=summon&accountid=14214)

Upadhyay, A.K., Khandelwal, K. & Iyengar, J. (2021). *AI Revolution in HRM: The New Scorecard*. SAGE Publishing India.

<https://books.google.com/books?id=NKILEAAQBAJ&d>.

## Discussion

The more research I do on artificial intelligence in human resources, the more I feel that I will make an argument against its rapid adoption and unregulated use. I continue to find many sources on this side of the argument, so this week I was searching for counterargument material. I was specifically looking for sources that were more optimistic about AI and that focused more on the current and potential benefits.

Two of the sources I found this week were recently published books that contain chapters addressing various facets of AI. After a quick skim, it seemed that these books presented information in a rational and balanced way, which I think will make a nice contrast to the more emotional arguments that some of the anti-AI authors have made. The content in *AI Revolution in HRM* is truly eye-opening because it shows that AI is already being used in every possible

way in HR. Smith & Rustagi's paper reinforced the idea that AI in HR is widely used and we can't go back, so it is best to think about ways to protect people from here going forward. Maybe I will find patterns that could become practical tips or guidelines. Personally, I tend to enjoy reading about things I can try to implement, so I might put together some practical tips for my readers.

Overall, I'm glad I did this exercise because I will now be able to understand the other side of my argument and address issues that might be raised from that side.