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# AI Tab Hloov Kev Ua Haujlwm: Yam Cov Thawj Coj HR Yuav Tsum Ua Kom Tswj Kev Pheej Hmoo, Rov Tsim Cov Haujlwm Dua Tshiab, thiab Ua Raws Cai

Heather Grizzle · March 29, 2026

*AI tab muab lub qauv ua haujlwm HR rov tsim dua tshiab, tsis yog tsuas yog ua kom nws ua haujlwm tas lawm xwb. Qhov uas cov thawj coj HR yuav tsum ua ntawm kev pheej hmoo rau cov neeg ua haujlwm, rov tsim dua cov haujlwm, thiab kev ua raws cai thaum lub qauv ua haujlwm hloov pauv.*

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## AI Isn’t Replacing HR. It’s Restructuring It.

Two things are happening at the same time, and they are directly connected even though they are often discussed separately. Companies are reducing roles in recruiting and operations while simultaneously increasing investment in artificial intelligence. This is not a coincidence or a temporary adjustment. It reflects a deliberate reallocation of resources driven by a deeper shift in how organizations structure work.

For years, businesses operated under the assumption that growth required proportional increases in human labor. As hiring demands expanded, organizations added recruiters, coordinators, and HR operations staff to manage the growing complexity. HR functions were designed to scale human effort, ensuring that each stage of the employee lifecycle was supported by a corresponding role. This approach created layered systems where work moved through multiple people, each responsible for a specific segment of the process.

That model is now being redefined. Advances in artificial intelligence have enabled organizations to redesign workflows so that many of these segmented tasks are no longer dependent on human intervention. Activities such as sourcing candidates, screening applications, and coordinating interviews, which previously required multiple handoffs, can now be executed within integrated systems. The result is not merely increased efficiency but a structural reduction in the number of roles required to sustain these processes.

As these systems absorb routine and repetitive work, the roles built around those functions begin to lose relevance. This explains why reductions in recruiting and operations roles are occurring alongside increased AI investment. Both developments are outcomes of the same structural change rather than independent trends. Organizations are not simply replacing people with tools; they are redefining the underlying design of work.

This shift requires HR leaders to operate differently. Instead of focusing primarily on managing people and processes, they must now determine how work should be divided between human judgment and automated systems. Decisions about workforce design increasingly involve evaluating which tasks require human discretion and which can be standardized and executed through AI-driven processes.

As a result, the traditional sequence of building teams and then equipping them with tools is being reversed. Organizations are beginning to design workflows around system capabilities first and then defining human roles based on what remains. This marks a fundamental change in organizational logic, where systems form the foundation of work

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Artificial intelligence is therefore no longer functioning as a supplementary tool. It is becoming embedded within the structure of how work is organized and performed. In this sense, AI is evolving into a core component of workforce architecture, shaping not only how tasks are completed but also how roles are defined and how organizations operate at scale.

## The Death of "AI Assistants"

For the past several years, HR teams have approached artificial intelligence as a supporting tool designed to assist with discrete tasks. The most common applications focused on improving efficiency in areas such as resume screening, candidate communication through chatbots, and interview scheduling. In this framing, AI was treated as an enhancement layered onto existing processes rather than a force that could fundamentally change how those processes were designed.

That phase is now ending. HR leaders are increasingly recognizing that the initial approach to AI adoption was constrained by a narrow view of its capabilities. By positioning AI as a helper or digital assistant, organizations limited its impact to incremental improvements rather than structural transformation. The result was optimization of existing workflows without questioning whether those workflows should exist in their current form at all.

Executives at major organizations, including IBM and Microsoft, are now pushing for a different model. Instead of treating AI as something that operates alongside employees, they are embedding it directly into the core of operational workflows. This shift reflects a move away from viewing AI as a substitute for human roles and toward understanding it as a foundational component of how work is executed.

This change in perspective has significant implications. When AI is embedded within workflows, it no longer functions as a discrete role that can be added or removed. It becomes part of the system itself, shaping how tasks are initiated, processed, and completed. As a result, organizations are no longer asking how AI can assist employees, but how work should be structured in an environment where AI is already integrated.

In practical terms, this means that artificial intelligence is no longer being treated as a role within the workforce. It is becoming infrastructure that underpins the way

organizations operate, influencing both the design of work and the distribution of human effort within that design.

## Human + AI Teams Are the Default Model

The most significant shift emerging in 2026 is not the replacement of human work by artificial intelligence, but the normalization of a hybrid operating model in which both function together. The framing of “human versus AI” is becoming outdated, as organizations increasingly design workflows that rely on the complementary strengths of each. This evolution reflects a more practical understanding of how work is performed when intelligent systems are embedded into daily operations.

Within this model, artificial intelligence is primarily responsible for handling high-volume, repeatable, and process-driven tasks such as candidate sourcing, initial screening, and interview coordination. These functions benefit from speed, consistency, and the ability to process large datasets without fatigue. At the same time, human professionals remain essential for areas that require judgment, contextual understanding, and relational engagement, including evaluating cultural alignment, managing candidate experience, and making risk-informed hiring decisions.

This division of labor is not theoretical. It is already becoming standard practice within talent acquisition functions across industries. Organizations are structuring their hiring processes to allow AI systems to manage the early and middle stages of recruitment workflows, while reserving human involvement for points where interpretation, discretion, and accountability are critical.

The measurable impact of this hybrid approach is becoming increasingly clear. Companies implementing AI-supported recruiting processes are reporting significantly faster hiring cycles, often reducing time-to-hire by a factor of two to three compared to traditional methods. In addition, improvements in candidate matching accuracy are being observed as algorithms refine selection criteria based on large-scale data patterns. Administrative workload is also declining, allowing HR professionals to focus more on strategic and interpersonal aspects of their roles rather than transactional tasks.

As this model continues to expand, it reinforces a broader shift in how organizations define productivity and workforce design. Success is no longer determined solely by

the number of people involved in a process, but by how effectively human capability and system intelligence are integrated to achieve outcomes.

## Entry-Level Hiring Is Quietly Breaking

A less visible but increasingly significant consequence of AI adoption in HR is the disruption of entry-level hiring pathways. While much of the public conversation focuses on high-level roles or overall job displacement, the more immediate impact is occurring at the earliest stages of the career ladder. Tasks that have traditionally been assigned to early-career professionals are among the first to be absorbed by AI-driven systems.

These responsibilities include activities such as reviewing resumes, conducting initial candidate screenings, coordinating interviews, and managing routine administrative communication. Historically, these functions served as the foundation for entry into the HR and talent acquisition profession. They provided new professionals with exposure to hiring processes, decision-making frameworks, and organizational dynamics, allowing them to build the experience necessary to progress into more advanced roles.

As artificial intelligence takes over these foundational tasks, the number of entry-level positions tied to them is beginning to decline. This creates a structural challenge that extends beyond short-term efficiency gains. When the primary points of entry into a profession are reduced or eliminated, the long-term development of talent within that field becomes uncertain.

The implication is not simply fewer jobs at the junior level, but a disruption in the pipeline that produces future HR leaders. Without early-career roles that allow individuals to learn through practice, organizations may struggle to cultivate the next generation of professionals capable of handling complex, strategic responsibilities. This raises questions about how expertise will be developed and transferred in an environment where traditional career progression models are no longer intact.

Some analysts have begun to describe this emerging issue as a pipeline crisis within talent acquisition. The concern is not limited to workforce availability in the present, but extends to the sustainability of the profession over time, as the mechanisms that once supported skill development and career advancement are fundamentally altered.

## HR Is Moving From “Support Function” to Risk Function

As artificial intelligence becomes more deeply embedded in hiring and workforce processes, the role of HR is expanding beyond its traditional function as a support system for employees and operations. Historically, HR has been positioned as a facilitator of people management, focusing on recruitment, employee relations, and organizational development. However, the integration of AI into these processes is introducing a new category of responsibility centered on risk oversight and governance.

AI-driven systems bring with them a range of risks that HR is increasingly expected to manage. These include the potential for algorithmic bias in hiring decisions, the need for transparency in how candidates are evaluated, and the legal exposure that can arise from automated or semi-automated decision-making processes. In addition, there is a growing concern around candidate trust, as individuals become more aware of and sensitive to the role that AI plays in shaping their employment opportunities.

Candidate expectations are already shifting in response to these developments. A significant proportion of job seekers now expect clear disclosure regarding how artificial intelligence is used throughout the hiring process. This demand for transparency reflects a broader concern about fairness, accountability, and the ability to understand or challenge decisions that may affect employment outcomes.

At the same time, regulatory bodies across multiple jurisdictions are beginning to implement stricter frameworks governing the use of AI in employment practices. These emerging regulations place additional accountability on organizations to ensure that their systems are compliant, auditable, and aligned with evolving legal standards. As a result, HR is increasingly positioned at the intersection of technology, law, and organizational policy.

This convergence is driving a fundamental shift in the identity of the HR function. It is no longer sufficient for HR to operate solely as a people-focused support function. Instead, it is becoming a central player in AI governance and workforce risk management, responsible for overseeing how technology is deployed, how decisions are made, and how organizations balance efficiency with ethical and legal obligations.

## AI Is Reshaping Organizational Structure (Not Just Jobs)

Recent workforce reductions across major technology companies reveal a consistent pattern that reflects a broader organizational shift. Roles in recruiting, operations, and middle management are being reduced at the same time that investment in artificial intelligence infrastructure continues to expand. These changes are not isolated decisions but part of a coordinated restructuring of how organizations allocate resources and design work.

For example, companies such as Meta have reduced headcount in recruiting and operational functions while maintaining or increasing investment in AI systems. This alignment between workforce reductions and technological investment indicates that organizations are not simply reacting to economic pressures, but actively repositioning themselves around new operational models that rely more heavily on system-driven processes.

At the leadership level, there is an ongoing discussion about the intended role of artificial intelligence within organizations. Many executives emphasize that AI should be used to augment productivity and enhance human capability rather than serve as a justification for cost-cutting measures alone. This perspective reflects an awareness of the risks associated with over-reliance on automation, including potential impacts on innovation, employee engagement, and organizational resilience.

However, the practical implementation of AI within many organizations suggests a different outcome. As AI becomes more integrated into workflows, companies are restructuring around smaller teams that are expected to produce higher levels of output. Work is increasingly organized through AI-enabled systems that reduce the need for manual coordination and layered management structures. This results in a workforce model where efficiency gains are realized not only through improved processes but also through a reduced reliance on human labor in certain functions.

The combined effect of these changes is a redefinition of organizational scale and productivity. Instead of expanding teams to meet growing demands, companies are designing systems that allow fewer individuals to manage greater volumes of work, supported by AI-driven infrastructure that handles a significant portion of operational activity.





## The Real Skill Shift HR Leaders Need to Understand

One of the most persistent misconceptions surrounding AI adoption in HR is the belief that it is primarily about implementing new tools. This perspective reduces a structural transformation to a technical upgrade and overlooks the broader implications for how work is actually designed. While tools are the visible component of AI integration, they are not the core driver of change. The more significant shift lies in the reconfiguration of workflows, decision-making processes, and organizational structures.

As artificial intelligence becomes embedded within HR functions, the capabilities that define effectiveness in leadership roles are evolving. Traditional indicators of expertise, such as credentials or tenure, are being supplemented or in some cases replaced by the ability to think critically about how work should be structured in an AI-enabled environment. This includes understanding where automation adds value, where human judgment remains essential, and how to integrate the two in a way that improves outcomes without introducing unnecessary risk.

AI literacy is therefore becoming a foundational requirement for HR leaders. This does not mean technical proficiency in building systems, but rather the ability to interpret how AI operates within workflows, assess its limitations, and make informed decisions about its use. Leaders must be able to evaluate the implications of AI-driven processes on fairness, compliance, and organizational effectiveness, particularly as these systems begin to influence decisions that were previously made solely by humans.

In addition to literacy, there is a growing need for the ability to redesign workflows rather than simply optimize existing ones. Incremental improvements to outdated processes are insufficient in an environment where AI can fundamentally alter how tasks are performed. HR leaders are increasingly expected to rethink processes from the ground up, determining how work can be structured more efficiently and effectively when supported by intelligent systems.

This shift is driven by the expanding influence of AI across multiple dimensions of organizational activity. Artificial intelligence is no longer limited to preliminary tasks such as screening candidates; it is now contributing to hiring decisions, shaping workforce planning strategies, and influencing the design of organizational structures. As a result, the role of HR leadership is becoming more strategic, requiring a deeper





understanding of how technology and human capability intersect to define the future of work.

## Final Thoughts by NCG...

The dominant narrative around artificial intelligence has focused on the idea that AI will replace jobs. While that framing captures part of what is happening, it does not fully explain the nature of the shift underway. The more accurate interpretation is that artificial intelligence is not simply replacing positions one by one, but reshaping the structure of work itself.

This distinction matters because the impact of AI is not limited to whether a role exists or disappears. Instead, AI is altering how tasks are grouped, how responsibilities are assigned, and how workflows are designed across organizations. In many cases, the job remains in name, but the content of the job changes. Activities once handled entirely by humans are redistributed between systems and people, changing the skills required, the pace of work, and the expectations placed on employees.

HR is positioned at the center of this transformation. It is not observing these changes from the sidelines, nor is it functioning solely as an administrative support unit responding after decisions have already been made. HR is increasingly becoming the function responsible for helping organizations determine how work should be redesigned in an AI-enabled environment.

That responsibility includes deciding which tasks can be automated, which responsibilities must remain human because they require judgment, ethics, or relational sensitivity, and how these two forms of work should operate together within a coherent system. These are not minor process questions. They are foundational workforce decisions that influence productivity, compliance, trust, and the long-term sustainability of organizational talent models.

As artificial intelligence continues to change the design of work, HR will play a defining role in shaping whether that transition is merely efficient or genuinely effective. The future of work will depend not only on what AI can do, but on how organizations choose to structure human contribution around it.





**TIPS**

Know something about a sign language AI system that the public should know? Send it to tips@novaracg.com. Every tip is read by me and kept confidential. If you work in the UK, writing to us is not by itself a protected disclosure under the Public Interest Disclosure Act 1998, so before you share employer information, check your options with Protect (protect-advice.org.uk), the free whistleblowing advice line.

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