

Artificial Intelligence (AI) Can Make the Workplace More Inclusive: Myth or Reality Gatekeeper?

AI is widely discussed across multiple disciplines including Human Resource Management. It is fundamentally integrated into HR functions, such as recruitment, to assist in eliminating discrimination and bias and to increase efficiency. However, evidence suggests that while efforts are being made to eliminate discrimination and bias, AI can reinforce these (Verma, 2019; Buolamwini and Gebru, 2018). With the use of AI applications, systems tend to exhibit ethnic biases that disproportionately affect marginalised groups, hence the need for more equitable and inclusive practices in Human Resources (Fosch-Villaronga and Poulsen, 2022). Organisations must ensure their HR practices advance with technology, particularly AI as it is evidenced that adapting AI not only helps organisations to remain competitive but can be seen as a drive towards growth, increasing efficiency, innovation and the economy (Yi and Ayangbah, 2024). Further research into how AI is integrated into HR is therefore necessary to understand how it can assist with addressing existing challenges to improve workplace practices while eliminating discrimination and bias. The paper draws on the theoretical perspectives of AI, EDI and HRD 4.0 technologies with a focus on digitally mediated organisational processes. A secondary data approach will be applied by examining publicly available datasets that reflect bias and discrimination among marginalised groups. Sources such as the Office of National Statistics (ONS), Higher Educational Statistic Agency (HESA), Advance HE and relevant academic databases and journals will be used to explore patterns of ethnic and gender-based discrimination and bias in UK higher education institutions. The paper will broaden the discourse on AI, EDI discrimination and bias against marginalised groups and will offer insights into developing and implementing strategies to support a more inclusive workplace.

Key Words

EDI, Bias, Discrimination, Artificial Intelligence (AI), Higher Education, Human Resource (HR), Ethnic Minority, Marginalised group