The Promise and Peril of AI in Managing the Court's Human Capital

Giuseppe M. Fazari, Ph.D.
Monmouth University Professor

Human Resources Management

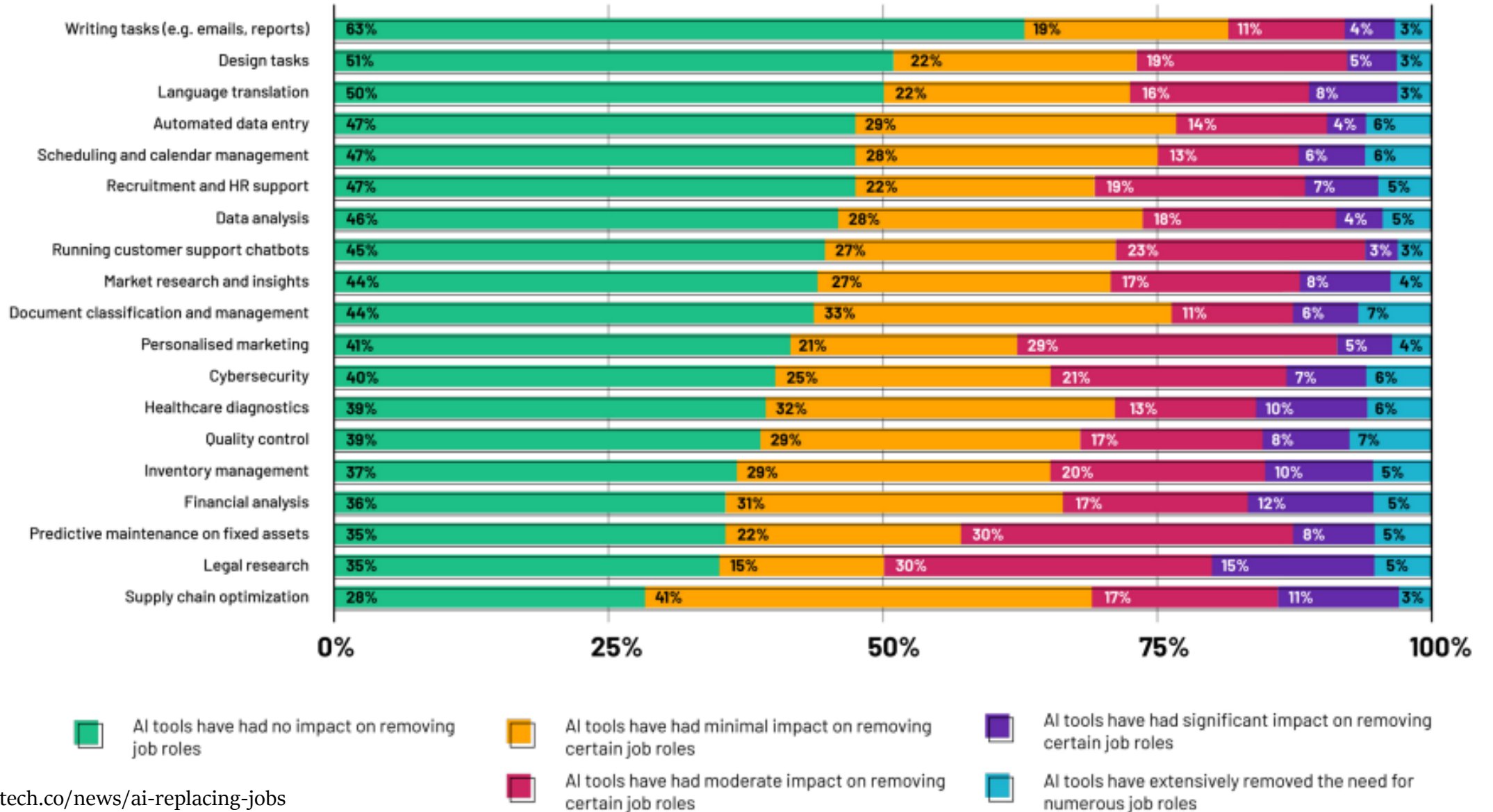1. Data Driven HR
2. Promise
   ➢ Using AI to recruit in 2024 and beyond
   ➢ Empowering efficient decision making
   ➢ Facilitating the recognition of patterns and trends
3. Peril
   ➢ Ethical issues and challenges
   ➢ Guardrails
   ➢ Best practices

What does your organization use AI for?

Task	No impact	Minimal impact	Moderate impact	Significant impact	Extensively removed
Writing tasks (e.g. emails, reports)	63%	19%	11%	4%	3%
Design tasks	51%	22%	19%	5%	3%
Language translation	50%	22%	16%	8%	3%
Automated data entry	47%	29%	14%	4%	6%
Scheduling and calendar management	47%	28%	13%	6%	6%
Recruitment and HR support	47%	22%	19%	7%	5%
Data analysis	46%	28%	18%	4%	5%
Running customer support chatbots	45%	27%	23%	3%	3%
Market research and insights	44%	27%	17%	8%	4%
Document classification and management	44%	33%	11%	6%	7%
Personalised marketing	41%	21%	29%	5%	4%
Cybersecurity	40%	25%	21%	7%	6%
Healthcare diagnostics	39%	32%	13%	10%	6%
Quality control	39%	29%	17%	8%	7%
Inventory management	37%	29%	20%	10%	5%
Financial analysis	36%	31%	17%	12%	5%
Predictive maintenance on fixed assets	35%	22%	30%	8%	5%
Legal research	35%	15%	30%	15%	5%
Supply chain optimization	28%	41%	17%	11%	3%

Legend:
- ▢ AI tools have had no impact on removing job roles
- ▢ AI tools have had minimal impact on removing certain job roles
- ▢ AI tools have had moderate impact on removing certain job roles
- ▢ AI tools have had significant impact on removing certain job roles
- ▢ AI tools have extensively removed the need for numerous job roles

Source: https://tech.co/news/ai-replacing-jobs

The Promise

1. Using AI to recruit in 2024 and beyond

2. Empowering efficient decision making

3. Facilitating the recognition of patterns and trends

And the Peril

1. Ethical issues and challenges

2. Guardrails

3. Best practices...