IN2DIALOG

What Does In2Dialog Do to Prevent AI Bias in Recruitment?

Bias in AI: A Challenge for Recruitment

Repetition doesn't always lead to improvement. AI systems learn by recognizing and repeating patterns in data, but what happens when that data contains biases? Without careful monitoring and adjustments, AI can reinforce existing errors and biases. This is particularly risky in recruitment, where fairness and diversity are becoming increasingly important.

Several companies have implemented AI-driven hiring systems to screen job applicants, aiming for efficiency and neutrality. However, these systems can inherit biases present in the data they are trained on.

A striking example

In 2018, Amazon developed an AI-powered recruitment tool to assist with evaluating job applications. However, the system was found to be biased against female candidates. The reason? It had been trained on historical hiring data from the tech industry—a field historically dominated by men. This is how the bias manifested:

- The AI **learned patterns** from past hiring decisions, many of which favored male applicants.
- It **penalised** resumes that contained words commonly associated with women, such as "women's chess club" or degrees from women's colleges.
- It **favored male-dominated language** and experiences, reinforcing gender disparities rather than mitigating them.

Human and AI Bias: A Comparison

Humans, too, are prone to biases, often shaped by upbringing, culture, and experiences. However, we can reflect, show empathy, and adjust our decisions. AI lacks this ability. It reacts purely to data and cannot account for emotions or context.

For recruiters, this means we cannot blindly trust AI systems. It's crucial to be aware of the risks and work on solutions that minimise bias.

How Bias in Recruitment AI Arises

Research shows that bias in recruitment AI primarily stems from:

1. **Training Data**: If the data used to train an algorithm is biased, the system will adopt those biases.

2. **Definition of 'Success'**: Labels like "ideal candidate" can be biased, disadvantaging certain groups.

3. **Criteria Selection**: The criteria used can unintentionally exclude specific groups.

4. **Indirect Biases**: AI can infer biases from other data points, such as education or postal codes.

5. **Lack of Transparency**: Without insight into how AI makes decisions, it becomes difficult to identify and correct errors.

What Does In2Dialog Do to Prevent Bias?

At In2Dialog, we are committed to developing fair, ethical AI solutions for recruitment. Here's how we tackle bias:

- **Diverse Data:** We train our systems with data that represents a wide range of backgrounds.

- **Scientific Foundation:** Our tools are based on validated psychometric research and developed in collaboration with universities.

- **Monitoring and Audits:** Regular checks ensure that biases are detected and corrected early.

- **User Feedback:** Input from both recruiters and candidates ensures our tools remain relevant to real-world practices.

- **Transparency:** We share as much as possible about our processes, helping users understand how our systems work.

- **Collaboration with Recruiters:** Our AI supports recruiters rather than replace them. By providing data-driven insights, recruiters can make better, empathetic decisions.

Our Goal: Fair and Inclusive Recruitment

At In2Dialog, we combine the power of AI with human empathy and critical thinking. This enables us to build recruitment solutions that promote diversity and inclusivity. Together, we help companies create strong, diverse teams and eliminate biases from the recruitment process.

Interested in our
award-winning solutions?

Request a demo

www.in2dialog.com   info@in2dialog.com   +31853036330