



The State of AI in HCM

Expectations, Barriers, and What's Next

Explore what 500+ HR, Finance, and IT decision-makers think about AI and where it's headed.



AI in HCM isn't a future consideration. *It's already here, and leaders expect it.*

By the numbers



90%
say AI features are important in today's HCM software



88%
believe AI helps teams do higher-value work

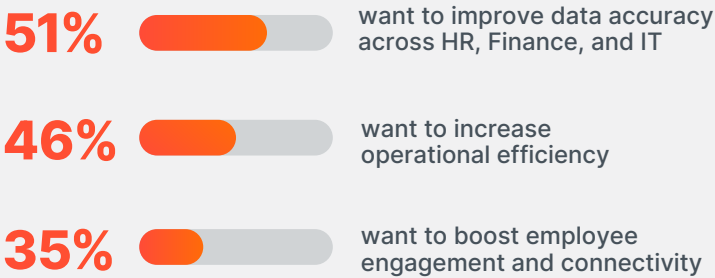


2/3
are already using AI in their HCM solutions



ZERO
respondents said they're uninterested in adopting AI

Leaders turn to AI to accelerate productivity



Barriers to adoption

While these concerns don't stop AI adoption altogether, they raise the bar for what buyers should expect from an HCM solution.

- #1 Security and privacy**
The #1 barrier; two-thirds feel cautious
- Lack of expertise**
1 in 3 cite a knowledge gap
- Resistance to change**
38% worry AI could eliminate roles

Avoid these common mistakes

Based directly on what decision-makers reported, here's what tends to trip up successful AI adoption.

- Assuming every AI tool works for HCM
- Skipping security vetting
- Buying solutions that are disconnected
- Chasing hype over outcomes
- Skipping training and enablement

Leaders want AI that amplifies impact



Where AI in HCM is headed

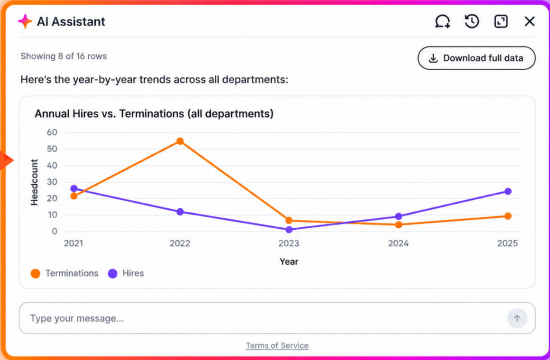
Leaders mentioned these future priorities most often:

- Closing the skills gap**
More than a third of respondents report *lack of employee AI expertise* as a roadblock to adoption.
- Real-time insights**
Leaders expect AI in their HCM to *increase insights* and *flag areas that need attention*.
- Getting ahead of turnover**
Leaders rank *forecasts for turnover* and *engagement risk before they happen* at the top of their AI wishlist.

1 in 3 Leaders want earlier visibility into workforce trends, not just faster task completion.

"I'd like more proactive insights, like AI flagging potential turnover risks or engagement issues before they become problems."

– Survey respondent



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