

Intelligent Methods for Improving Human Resource Management Services

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Abstract

In the current worldwide economic market there is an intensive use of Human Resource Management websites. Usually the selection process means manual review of candidates' resumes and gradual interview steps. Many websites provide with preliminary filtering capabilities but the primary matching between candidates' profiles and company requirements is usually performed within the HR departments and consists of resume review activities. Another identified issue in the recruitment procedure regards the assessment of soft skills, especially (non-)verbal communication, foreign languages, team work features, or availability. Technical skills evaluation can be considered as the most important act in the selection process and involves domain expert with a full schedule that has no time to waste in long meetings. The article proposes a complex IT infrastructure that implements advanced human-computer interaction and inter-personal collaboration functionality. Its main role is to improve candidates' selection process based on intelligent filtering approaches and multimodal interface concepts.