

AI in Hiring 2025

Survey Report



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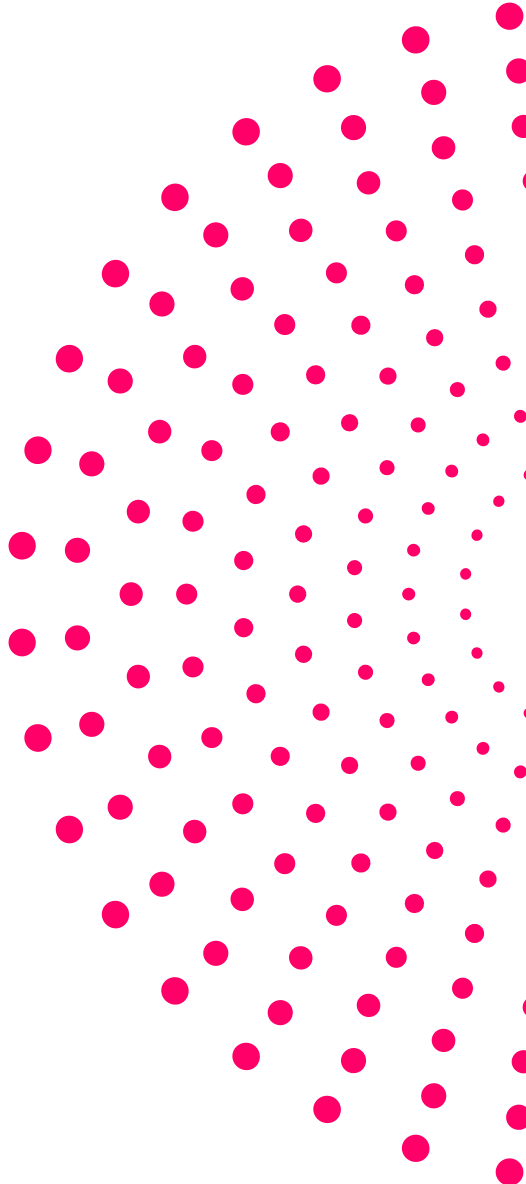
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Introduction

Artificial intelligence (AI) has been on the tip of everyone’s tongue for the last few years—how we use it, what it can do, what it can replace, and what it can’t do—yet. As AI is adopted and implemented more widely, businesses continue to identify use cases for the technology and how to leverage it.

Not surprisingly, talent acquisition and HR professionals are among those eyeing the potential benefits of integrating artificial intelligence into the recruiting and hiring process. We were curious to get their insights

and how they see this use evolving over the coming years. As a company that leverages AI in a variety of ways—including candidate matching for finding the best hires and [offering AI services for clients](#) through our professional services division—Insight Global is uniquely poised to lead this conversation.

Insight Global conducted a survey of 1,005 hiring managers throughout the United States to dive into the use of AI in hiring and the workplace, gathering important insights from industry leaders like you.



The findings from Insight Global’s AI in Hiring study of U.S. hiring managers are compelling and reveal that, in some capacity, **99% of hiring managers surveyed use AI throughout the hiring process.** The research not only reveals the essential nature of people in this process—like human resources and talent acquisition decision makers—but also how they are using AI and the opportunities arising from the adoption of AI to streamline the recruiting process and improve it. The data also highlights the efficiencies and improvements that AI brings to the table.

Moreover, hiring decision makers envision an optimistic yet inevitable future where organizations leverage AI to help them strengthen and streamline their hiring abilities and more easily carry out responsibilities at work.

Our respondents shared that AI is overwhelmingly popular among hiring managers, interest in investing in AI and adoption of the technology is especially apparent among senior-level hiring managers and decision makers.

.....

Usage of AI at work is prevalent among human resource and talent acquisition decision makers who hold more senior positions. In fact, all hiring managers with a c-level position participating in the survey use AI in their roles. And, c-level hiring managers use AI to perform or assist with specific tasks related to managing and hiring employees more often than any other level of hiring manager.

100% of c-level hiring managers say they are using AI as a part of the hiring process at their company.

100%
VPs (EVP, SVP, VP)

97%
Director

99%
Senior Manager

98%
Manager

97% of c-level hiring managers say they are using AI as a part of the hiring process at their company specifically for screening resumes or pre-screening interviews.

90%
VPs (EVP, SVP, VP)

88%
Director

93%
Senior Manager

90%
Manager

C-level hiring managers are most often using AI to assist with specific tasks compared to all other executive-level decision makers:

- Scheduling interviews **86%**
- Cybersecurity training **77%**
- Access to IT setup or tech support **77%**
- Establishing talent strategy **73%**
- Creating ads for other open roles **72%**
- Taking notes during virtual interviews **72%**
- Skills assessments **71%**
- Completing new hire paperwork **69%**
- Checking references **69%**
- Drafting emails to candidates **67%**
- Onboarding **61%**

Investing In What Works

Virtually all hiring managers surveyed report they use artificial intelligence in the hiring process at their organization, and a significant majority of hiring managers already using the technology note an improvement in the hiring process.



99% of U.S. hiring managers indicate that their **company uses AI**, in some capacity, throughout parts of the hiring process.

..... Among those who indicate the use of AI in the hiring process, **98%** say that AI has **improved the process** at their organization.

As decision makers observe the positive impacts of AI, the momentum to increase investments in AI also grows. Nearly all hiring managers surveyed expect their company to invest in AI.

95% of U.S. hiring managers say they **anticipate** that their company will be **investing more money or resources in AI** to streamline the hiring process.

..... The expectation of increased investment is even more prevalent among decision makers holding top leadership positions—with **99% of decision makers in c-level positions** reporting they anticipate their organization to invest more money and resources toward using AI to streamline the hiring process.



“

Hiring is one of the most important decision you make as a leader. Who will work on the teams we are forming is critical to business success, and it's hard to fully turn those decisions over to a machine. While AI will absolutely help us scale the number of candidates who apply and are competitive for any position we are hiring for, AI hiring solutions must prioritize human needs and values that help us find the right people.

DeWayne Griffin | Chief Digital & Information Officer

”



AI Adoption Strengthens Hiring Professionals

Artificial intelligence looks to be the next tool that helps professionals streamline operations and help businesses gain a competitive advantage over those who may be more reluctant to adopt the tool across their business. Talent acquisition and HR professionals have already started using it to help them find talent quicker.

Data suggests that hiring professionals might spend less time scheduling interviews and writing job descriptions, while spending more time connecting directly with other people within their organization when they leverage AI in the right way.

Specifically, findings highlight **how AI could help hiring managers spend more time developing their team's skills** and building rapport with colleagues.

73%

of hiring managers say the use of AI in the hiring process **frees up time for cross-training** with other team members or collaboration with colleagues.

60%

of hiring managers say the use of AI in the hiring process **frees up time for training** other employees.

56%

of hiring managers say the use of AI in the hiring process **frees up time for team building activities**.

AI will also afford hiring managers more time to **work towards their own professional development**:

61%

of hiring managers say the use of AI in the hiring process **frees up time for personnel management**.

60%

of hiring managers say the use of AI in the hiring process **frees up time for work-life balance**.

56%

of hiring managers indicate the use of AI in the hiring process **allows for more time in attention to detail**.

“

Part of what we're seeing from these results is the value of authenticity. Hiring managers know that AI can remove some of that realness we seek in the workplace. That's why the human touch is essential when using AI in the hiring process. I want someone who can leverage the technology to help them be great at their job, but I also don't want it to be obvious that they did. I should always be able to see the humanity and authenticity in what they do.

”

Jenny Sabo | Vice President, HR & ESG



HUMANS VS. AI IN HIRING

With many conversations about AI revolving around the jobs it may take or change, we wanted to know how hiring managers felt about humans vs. AI in the hiring process.

93% of hiring managers agree that artificial intelligence is a **useful tool** in the hiring process **but is not a substitute for human decision-making.**



In fact, hiring managers—especially C-level executives—view AI **as an enhancement rather than a substitution** for hiring professionals.

Hiring decision makers in C-level positions appear to be **staunch opponents to AI replacing expert hiring professionals** to find great talent.

100%

of hiring managers surveyed **believe in the importance** of human involvement in parts of the hiring process to **ensure the application experience feels more personable.**

96%

of hiring managers surveyed who hold C-level positions **agree that AI is a useful tool in the hiring process but is no substitute for human decision making.**

93%

of hiring managers say it is **extremely important or very important** that humans remain involved in parts of the hiring processes to **ensure the application experience feels more personable.**



98%

of hiring managers who hold C-level positions say it is **extremely important or very important that humans remain involved in parts of the hiring processes** to ensure the application experience feels more personable.

Just like any other technology that has changed the workplace while assisting workers, rather than eliminating them, AI will likely lead to the same beneficial transformations for hiring managers and professionals. Over time, AI will become a tool that is just part of the recruiting and hiring process that many of us leverage in some way.

AI Improvements

Most hiring managers said they are already incorporating artificial intelligence in into their workflows. Further data explores hiring managers' specific use cases for artificial intelligence such assisting with skills assessments, cybersecurity training, resume screenings, writing job descriptions, and scheduling interviews.

92% of hiring managers say **they are using AI** for screening resumes or pre-screening interviews.

Other uses for AI assistance include...

- Scheduling interviews **75%**
- Skills assessments **57%**
- Cybersecurity training **57%**
- Establishing talent strategy **56%**
- Completing new hire paperwork **55%**
- Access to IT setup or tech support **55%**
- Creating ads for other open roles **54%**
- Drafting emails to candidates **53%**
- Taking notes during virtual interviews **53%**
- Checking references **52%**
- Onboarding **50%**

Most of these use cases follow a similar concept: making operations run more smoothly. Insight Global's Evergreen division offers unified assistance in AI strategy and implementation tailored to help companies achieve optimized operations and empower teams. These optimizations help to boost employee productivity and process efficiencies, which ultimately save companies time, money and headache as they integrate AI-powered solutions into the hiring process.

CAN AI WORK TO ELIMINATE BIAS IN THE HIRING PROCESS?

As AI continues to become more capable and complex, the technology could help drive efficiencies assisting with more nuanced aspects of the hiring process. Hiring managers envisioned AI assistance with functions such as reducing cultural biases and matching job seekers with similar positions to those they have already applied to.

Two-thirds believe AI will be able to remove or mitigate cultural biases from the interview process.

AI shows promising potential for the future of diversity, equity, inclusion, and belonging, according to the hiring managers we surveyed. They expressed optimism in AI's ability to help break through biases during the hiring process. Reducing these barriers can help companies by expanding pools of qualified job seekers and making it easier to find the best candidates to fill open positions.

53% say they believe AI will be able to assist human interviewers or hiring managers during the hiring process by **assessing compatibility of applicant skills with both the positions** that candidates have applied to and with other open positions within the organization:



74% say they believe AI will be able to assist human interviewers or hiring managers during the hiring process **by assessing compatibility of applicant skills with the position they've applied to.**

73% say they believe AI will be able to assist human interviewers or hiring managers during the hiring process **by assessing compatibility of applicant skills with other open positions within the organization.**

LOOKING AT BOTH SIDES OF AI IN THE HIRING PROCESS

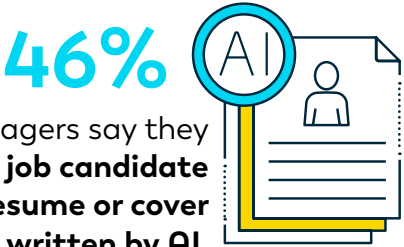
While most of the survey findings focus on how hiring managers use AI throughout the hiring process, Insight Global was curious about their thoughts on AI usage among job seekers. Widespread use and adoption of AI among hiring managers illustrates the utility of the technology for them. Do hiring managers think job seekers to use AI during the hiring process—and do they care if they do?

88% of hiring managers **say they can tell when candidates are using AI to help with applications, cover letters, or resumes.**

Hiring managers appear somewhat split on their views of job seekers using AI to help write resumes and cover letters.



54% of hiring managers say they **would care if a job candidate applied with a resume or cover letter that was written by AI.**



46% of hiring managers say they **would not care if a job candidate applied with a resume or cover letter that was written by AI.**

Perhaps, depending on the relevance to the role, hiring managers may view job seekers who use the tool as more tech savvy or resourceful. Some may not even give a job seekers' use of the tool a second thought. To dig a little deeper, we asked our 3 million followers on LinkedIn a few more questions about job seekers using AI, and here's what they told us.

If you care that an applicant uses AI in the application process, why?

36%

... shows **tech savviness**.

21%

... **not putting in the effort** to get the job.

23%

... **optimizes keywords** for ATS.

17%

... feels **impersonal**.

How do you use AI as part of your job hunt?

21%

... job seekers who use **AI to research the company**.

31%

... job seekers who use **AI to prepare for their interviews**.

40%

... job seekers who use **AI to draft their application materials**.

8%

... job seekers who use **AI to determine salary expectations for the role**.



Conclusion:

SMART ADOPTION IS A MUST TO ADAPT AT THE SPEED OF BUSINESS

Artificial intelligence is yet another part of the evolution of business technology. Adopting it will likely be an inevitable step forward in the coming years for many businesses.

At Insight Global, we adopted AI in ways that serve our purpose and aligns with our shared values. We define artificial intelligence as a machine-based system that can, for a given set of human defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. We adopted AI across our organization with four core principles in mind: privacy & security, human oversight, fairness, and explainability.

One example of how we use AI at Insight Global is connecting great candidates to our open job requisitions. We have a database of hundreds of thousands of candidates at any time. Our recruiters have gotten great at digging through our own database (on top of searching for passive candidates) to find the right candidate for a certain job, but our AI model accelerates and enhances matching candidates with clients based on their skills, experiences, and preferences.

This helps us reduce the time and effort required to find the best fit for each role. It also improves the quality and satisfaction of our placements for both candidates and clients. We've seen a statistical increase in efficiency for the time it

takes for us to match candidates to the needs of our customers.

Insight Global helps our clients leverage AI in a variety of ways through our professional services division, Evergreen. Evergreen's artificial intelligence/machine learning experts develop and deploy value-added Artificial Intelligence and Machine Learning models that help decrease costs, and drive growth of our customers' reach. We leverage both traditional and generative AI technologies to assist business functions in discovering new business opportunities, reducing waste, and improving cost effectiveness.

Our research shows how hiring managers are applying AI to the standard components of the hiring process, achieving noticeable success. Hiring managers use AI as part of their day-to-day work now, and there's a growing enthusiasm among them for the future of integrating the tool into the hiring process—but not at the expense of the human touch. As AI continues to demonstrate its utility, organizations are looking to ramp up their investments in the technology in a variety of ways.

Only time will tell how that will play out across the profession. For now, the organizations that are ahead of the AI in hiring curve are poised to not only help more job seekers find fulfilling work but also effectively meet the needs of their business.

ABOUT INSIGHT GLOBAL

Insight Global is an international professional services and staffing company specializing in delivering talent and technical solutions to Fortune 1000 companies across the IT, Non-IT, Healthcare, and Engineering industries. With over 70 locations across North America, Europe, and Asia, and global staffing capabilities in 50+ countries, our teams of tech-enabled recruiters are dedicated to finding the right talent and technical solutions to help our customers thrive. At our core, our mission is to develop people personally, professionally, and financially so they can be the light to the world around them.

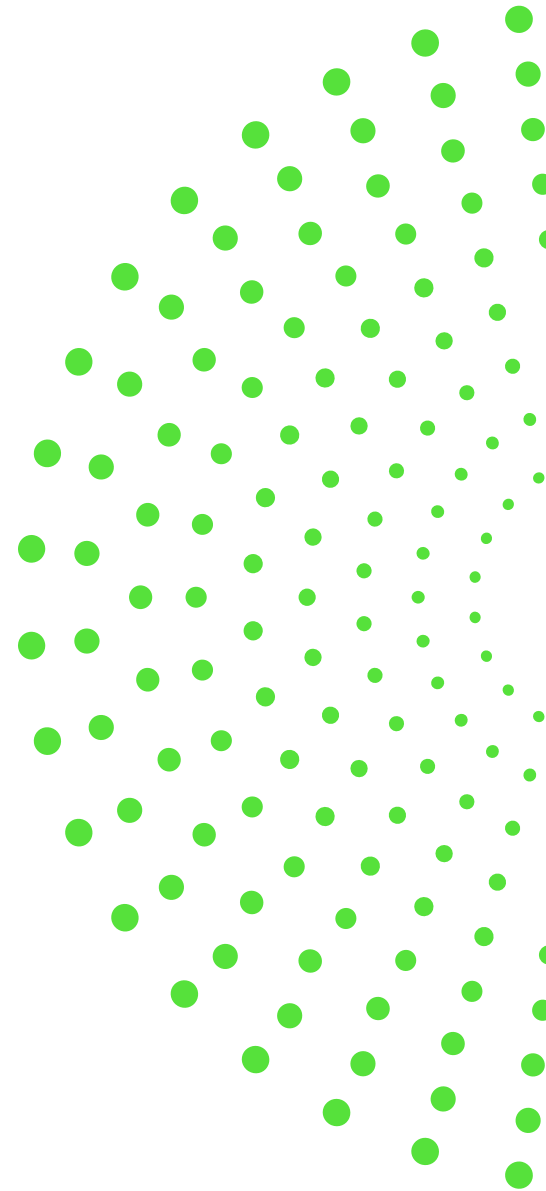
To find out more, visit [insightglobal.com](https://www.insightglobal.com)



ABOUT EVERGREEN

Evergreen is the professional services division of Insight Global. With access to talent in 50+ countries and technology delivery capabilities in India and Mexico, we deliver world-class technical and talent services to clients around the globe to power innovation and transformation.

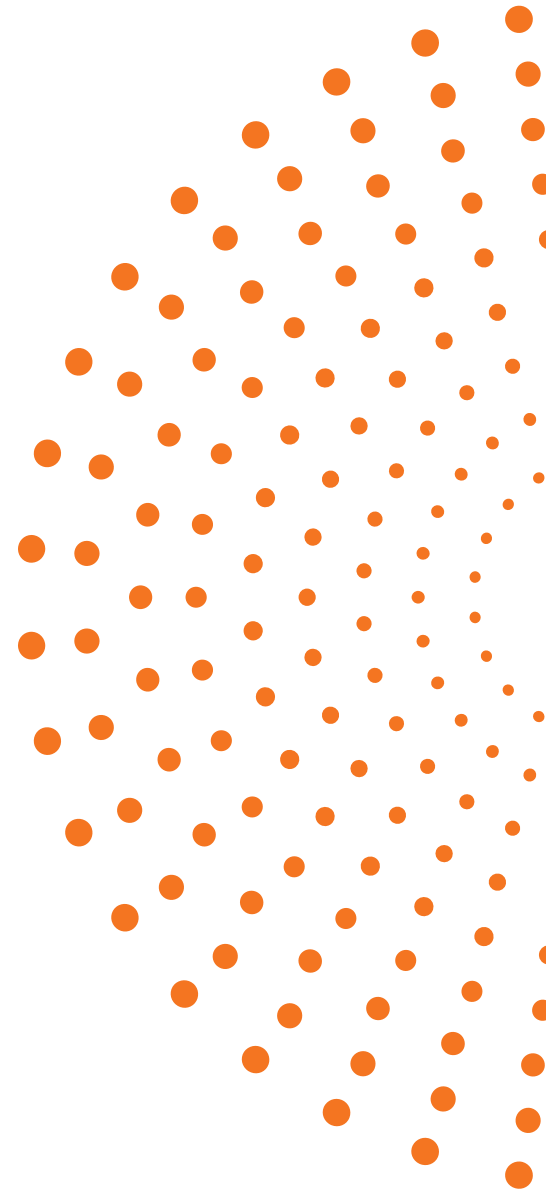
To find out more, visit evergreen.insightglobal.com



METHODOLOGY

Insight Global commissioned Atomik Research to conduct an online survey of 1,005 hiring managers throughout the United States. The sample consists of full-time human resources or talent acquisition executives who are responsible for hiring employees, at organizations with 100 or more employees.

Fieldwork took place between October 17 and October 22, 2024. The margin of error for the overall sample is +/- 3 percentage points with a confidence level of 95 percent. Atomik Research, a part of 4mediagroup, is a creative market research agency.





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