

Transforming Talent Acquisition with AI

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Smart Government
Innovation LAB

2022 AI Adoption in Human Resources

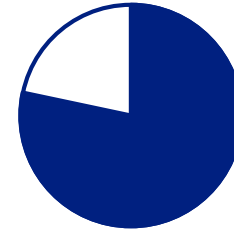
Almost 1 in 4 organizations uses AI in HR

42% 26% 24% 16%

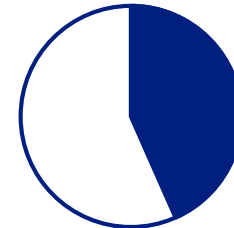


- **Extra-large Organizations**
5,000+ employees
- **Large Organizations**
500-4,999 employees
- **Medium Organizations**
100-499 employees
- **Small Organizations**
Below 100 employees

Which areas?

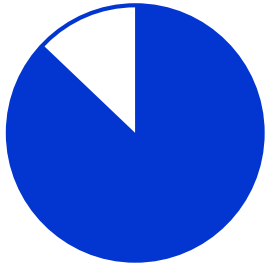


79%
Recruitment & Hiring
1 in 4 organisations plans to increase the use of AI in this area over the next 5 years



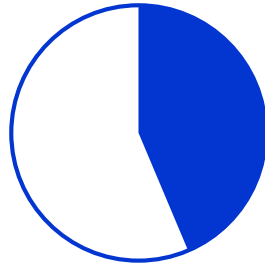
41%
Learning & Development

What HR professionals say about AI..



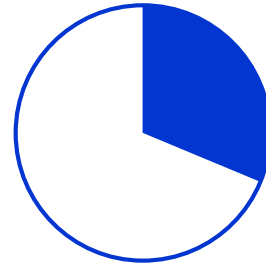
85%

**Saves time
and improves
efficiency**



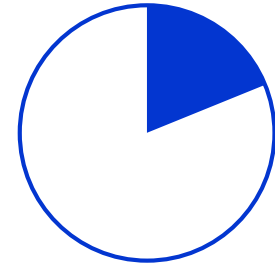
44%

**Improves
ability to
identify top
candidates**



30%

**Reduces
potential bias**



18%

**Improves
candidates'
diversity**

Neufast's Multi-lingual, AI-powered Video Assessment

Candidates can undertake interview **anytime** **anywhere** in 13 languages

High Flexibility



Standardized screening criteria using verbal behavior **without human biases**

Reduced Biases

**Neufast
AI-powered
Interview**



Hire Faster & Cheaper

Assessments are all conducted by the AI system, **saving 50% of time** and **70% of costs** to improve hiring efficiency

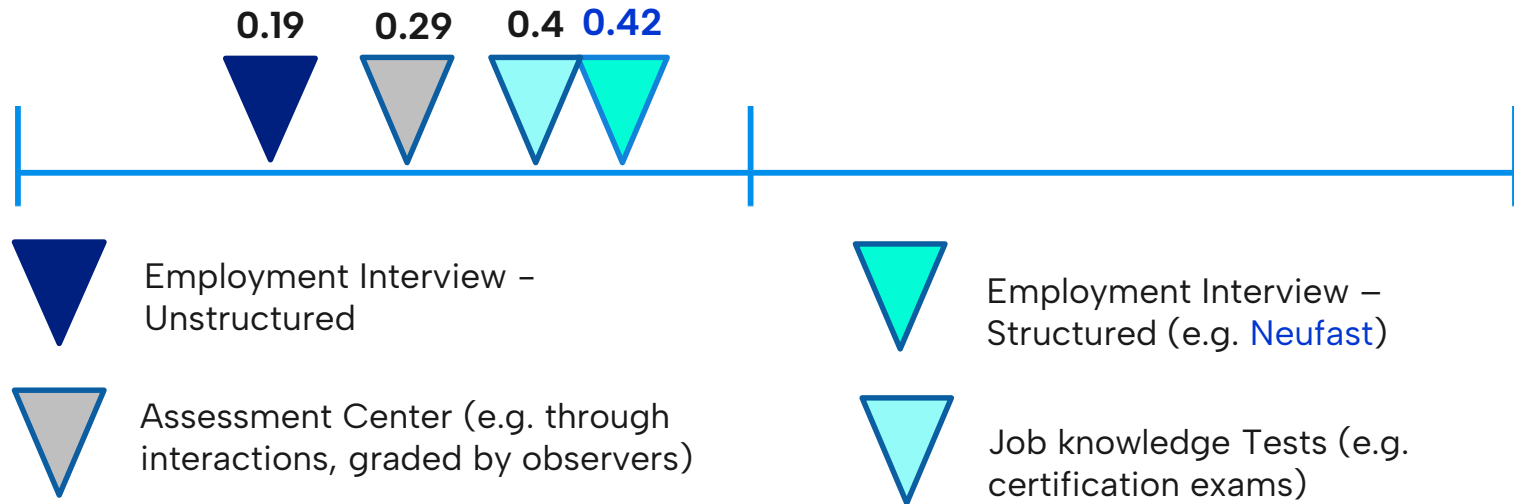


Highly Reliable

Adopts structured interviews with **reliability over 0.90**, highly consistent with HR interviews (supported by our Case Reliability Study)

Validity of Assessment tools

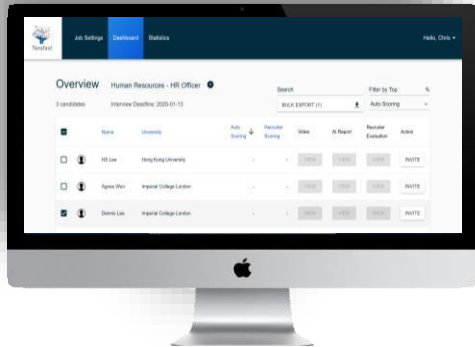
Structured Interviews can best predict future work performance!



3 simple steps for Multi-lingual Video Assessments

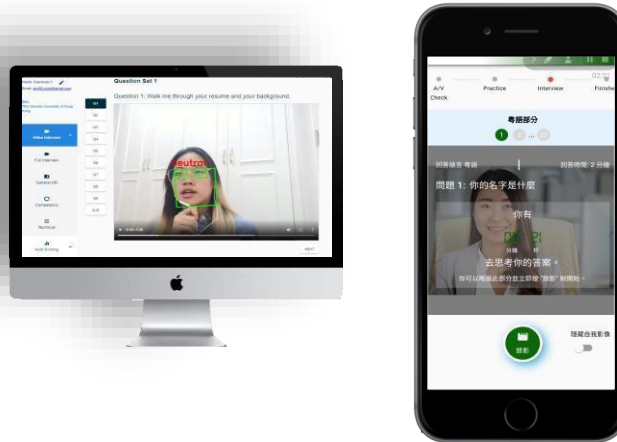
1

Set up **structured behavioral interviews**, **MCQ** and/or **short questions & answer**



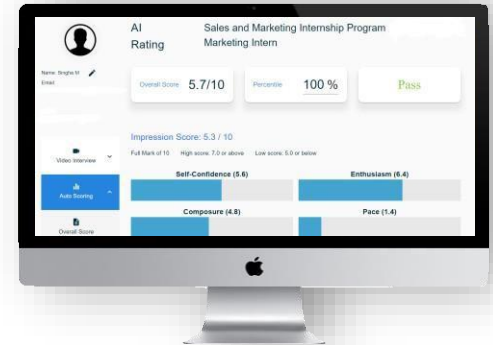
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Candidates are interviewed and assessed in preferred languages with **Virtual Recruiters**



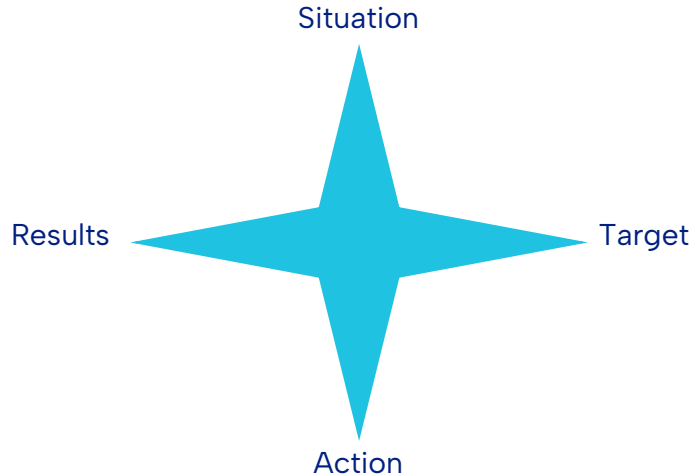
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Validated AI scores are matched to HRs preference



How to ask behavioral questions?

STAR Framework



Funnel Questions



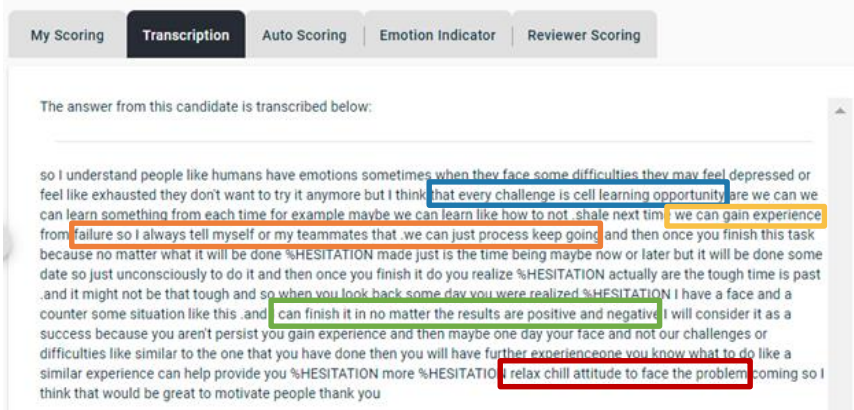
Start with an open-ended question:

- “Tell me about your most recent project.”
“Why did you use this approach?”
- “What was the outcome?”
- “What could you have done differently?”
- “What size team were you working with?”

Gets the facts, the personal contributions, and the results

An Award-winning SaaS solution for AI-powered online interview assessment

- Proprietary **multi-model AI** built on **20m corpus** & **100,000** Asian candidate videos
- Scoring and ranking candidates based on skill and competencies according to **I/O psychological framework**



The answer from this candidate is transcribed below:

so I understand people like humans have emotions sometimes when they face some difficulties they may feel depressed or feel like exhausted they don't want to try it anymore but I think that every challenge is cell learning opportunity are we can we can learn something from each time for example maybe we can learn like how to not shale next tim we can gain experience from failure so I always tell myself or my teammates that we can just process keep going and then once you finish this task because no matter what it will be done %HESITATION made just is the time being maybe now or later but it will be done some date so just unconsciously to do it and then once you finish it do you realize %HESITATION actually are the tough time is past .and it might not be that tough and so when you look back some day you were realized %HESITATION I have a face and a counter some situation like this .and I can finish it in no matter the results are positive and negative I will consider it as a success because you aren't persist you gain experience and then maybe one day your face and not our challenges or difficulties like similar to the one that you have done then you will have further experience one you know what to do like a similar experience can help provide you %HESITATION more %HESITATION I relax chill attitude to face the problem coming so I think that would be great to motivate people thank you

Learning agility

Responsibility

Communication with impact

Emotional intelligence

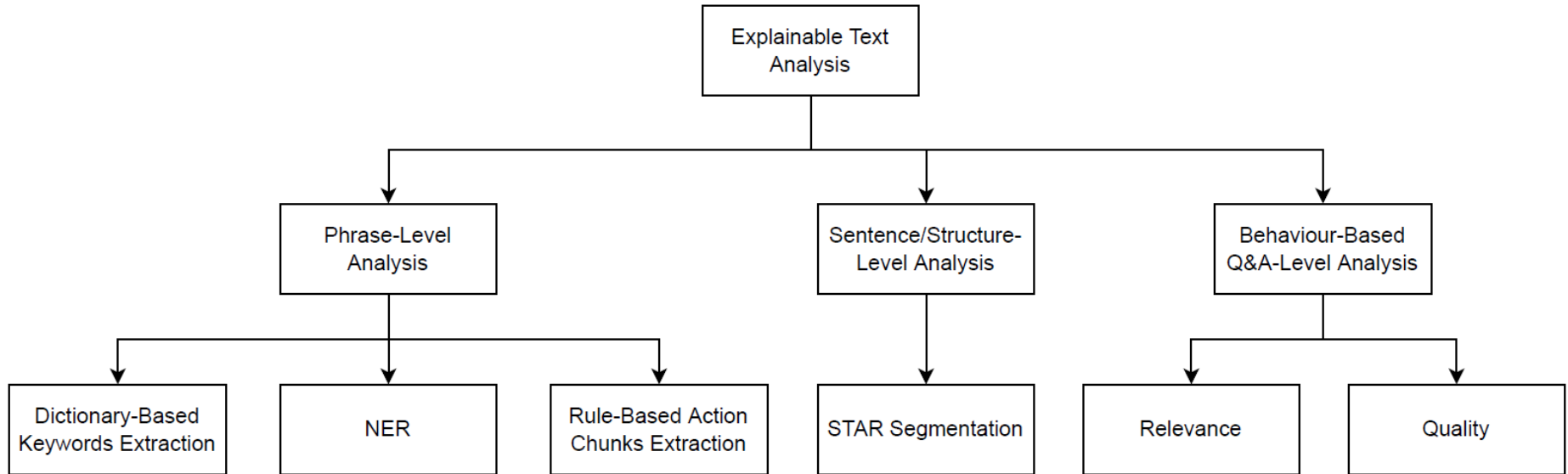
Grit and Passion



Highly accurate & reliable for predicting job performance

AI/ML model accuracy (F1): 95% weighted-average
Reliability (Cronbach's Alpha): 0.91 for internal consistency with human assessors
Mean Absolute Error (MAE): <0.5 (out of 10)

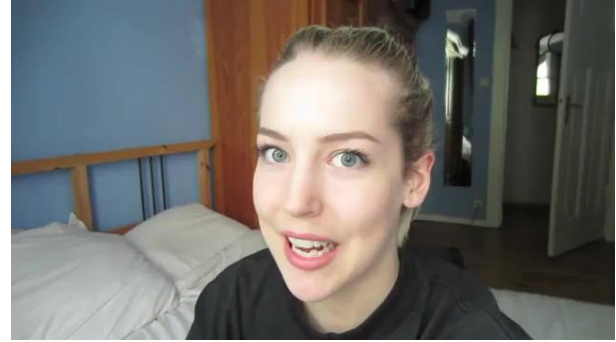
Explainable AI for competency scoring based on **3-level text analysis** (behavioral-level Q&A, STAR structure level, phrase-level)



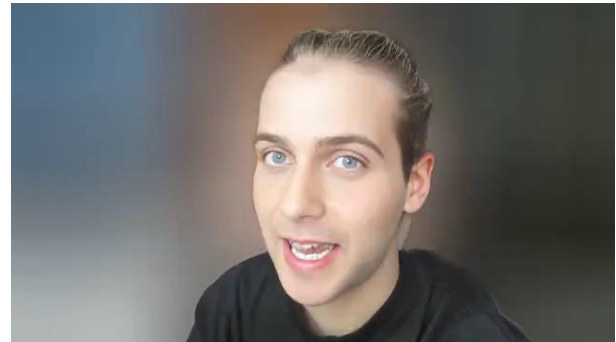
Patent-filed Personal Identifiable Information Removal AI



Original



Processed



Depersonalization (e.g., gender, skin color, background, voice) of videos for **debiased AI**.




Mixed Language LLM Model

Question Set 1

Question 1: Hãy vui lòng giới thiệu về bản thân.

Facial Expression Annotation



◀ 1X ▶

[DOWNLOAD PDF REPORT](#)

My Scoring
Transcription
Auto Scoring
Emotion Indicator
Reviewer Scoring

The answer from this candidate is transcribed below:

Xin chào, tôi tên là mai à. Tôi đã tốt nghiệp ngành quản trị du lịch và khách sạn của trường quốc tế shrm với tấm bằng giỏi và tôi cũng từ thời khi ra trường, tôi đã làm việc tại một số các khách sạn 4, 5 sao lớn tại Hà Nội và Phú Quốc với vị trí là nhân viên lễ tân, nhân viên tiền sảnh và nhân viên phục vụ nhà hàng. Tôi có mong muốn được phát triển kỹ năng được phục vụ. Ở doanh nghiệp mà. Để phục vụ doanh nghiệp và khai thác những cái kinh nghiệm mà kỹ năng của tôi về mảng chăm sóc khách hàng, giao tiếp bằng tiếng anh cũng như là cái cái kinh nghiệm làm việc trong môi trường quốc tế. Tôi thì có, ngoài ra thì tôi còn từng tham gia rất là nhiều các chương trình. Sự kiện. Của trường cũng như là của ngành du. Lịch và khách sạn tôi có kinh nghiệm tổ chức sự kiện cũng như là có những kinh nghiệm về mảng. Phục vụ trong nhà hàng. Ừ, tôi từng tham gia các cuộc. Ở sự kiện của khách sạn với vai trò là lễ tân cũng như là hỗ trợ tổ chức sự kiện. Tôi có khả năng giao tiếp tiếng anh rất là tốt. Ở nghe nói đọc viết cũng như là. Có một niềm yêu say mê đối với ngành du lịch và khách sạn. Tôi xin cảm ơn.

Support auto-detection, language recognition and audio transcription with **Word Error Rate of 10-15** in 13 different Asian and European Languages

Adding Human Touch – Avatar Interviewer



Customize your own
Virtual Interviewer

Unique qualities that
fits your organization

Provide candidates
with a sense of
authenticity & warmth

Use Case: Insurance Sector

Provide hiring recommendation via **API integration, customizable scoring matrix** coupled with **candidate defaulter rules** using facial & voice recognition in mixed language interviews conducted by **Virtual Recruiters**



Task Performance



Goal and Achievement Striving



Contextual Performance



Malay, English & Mandarin Oral Communication



Building Relationships and Network



Adaptive Performance



Grit and Passion



Emotional Intelligence

Neufast – your Virtual Recruitment Partner for your recruitment needs!

Let us know what do you think about this sharing!
We will give away a free trial account to each completed respondent.



Neufast Website



**User Trial Account
Giveaway**