AI Enabled Human Resource Analytics Framework for Workforce Performance Prediction using Functional Behaviour Data

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HOW TO CITE:

Rajesh Faldu, Gitanjali Shrivastava , Shivani Dutt, Lalit Pipliwal , R.Sethumadhavan, Marimuthu KN (2026). Effectiveness of AI-Based Lead Generation and Market Segmentation in the Bangalore Real Estate Industry. International Journal of Special Education, 41(16s), 434-445

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ABSTRACT:

HR analytics is rapidly becoming essential to boost the productivity of organizations with data-informed HR management. This research suggests a framework for workforce performance prediction based on functional behaviour data that is assisted by artificial intelligence. The framework combines data normalization and NLP-based text cleansing to preprocess a diverse set of employee records, such as communication logs, task activities, and engagement data. SHAP-based feature importance selection is used to identify the most important behavioural attributes that impact workforce performance and enhance the model interpretability.

A Graph Neural Network with a Transformer-based classifier is designed and integrated with PyTorch and PyTorch Geometric to record complex interactions between employees and temporal patterns of their behaviors. The graph-based architecture captures the relationships among the nodes, while the Transformer mechanism captures the long-term dependencies in the activities of the workforce.

The experimental results show that the model is accurate and the features are easily interpretable, and the classification results are well and significantly superior to the conventional methods. The suggested framework facilitates intelligent human resource management choices, optimisation of human resources, development planning for employees and improving organizational performance in a changing work environment.

Keywords: Human Resource Analytics, Workforce Performance Prediction, Functional Behaviour Data, Graph Neural Network, Transformer, SHAP, Explainable Artificial Intelligence, NLP, PyTorch Geometric.

I.INTRODUCTION

Today's digital workplace is turning increasingly toward data and analytics to help employees be more productive, to better manage the talent, and to optimize business performance. With the vast amount of data generated by the workforce, human resource (HR) analytics has become a valuable tool to gain insights and guide data-informed decision making. Conventional employee evaluation processes typically rely on scheduled evaluations and subjective reviews, potentially missing out on capturing the variability of employee behavior and performance over time.

The explosive expansion of enterprise systems, team collaboration platforms, communication applications, and workflow management software have created vast amounts of data purporting to describe employee behavior that can be useful in understanding workforce engagement, collaboration dynamics, task performance, and effectiveness [1].

Although tremendous progress has been made in HR analytics, current models for predicting workforce performance have some limitations [2]. Traditional machine learning methods may not be able to handle diverse behavioral data and are unable to recognize complex employee interactions.

Deep learning methods have been shown to be more accurate, but often lack interpretability and lack good models of structures of organizational interaction. In addition, it is common to find noise and inconsistencies in workforce data, as well as unstructured textual data, which will impede the effectiveness of predictive models. Hence, there is an increasing demand for intelligent and explainable analytics frameworks that can process both workforce attributes (relational) and temporal data [3].

To overcome these issues, in this research, a framework of human resource analytics with the aid of artificial intelligence to foresee workforce performance is proposed based on functional behaviour data. The framework uses NLP-based text cleaning to enhance data quality and uniformity while employing data normalization. Using SHAP-based feature importance selection, the most significant attributes of the workforce are identified and the model's transparency is improved.

A Graph Neural Network is then designed along with a Transformer-based classifier to capture the employee interaction networks and long-term behavioral dependencies [4]. The proposed framework is designed to be implemented in Python and PyTorch Geometric, and will be used to make predictions about the performance of workers in the field.

The proposed framework is to be implemented using Python and PyTorch Geometric, and will be used to make predictions about the performance of workers in the field. The study can play a role in achieving the goals of intelligent talent management, employee development planning, and increasing the productivity of the organization using advanced techniques of artificial intelligence and human resource analytics [5].

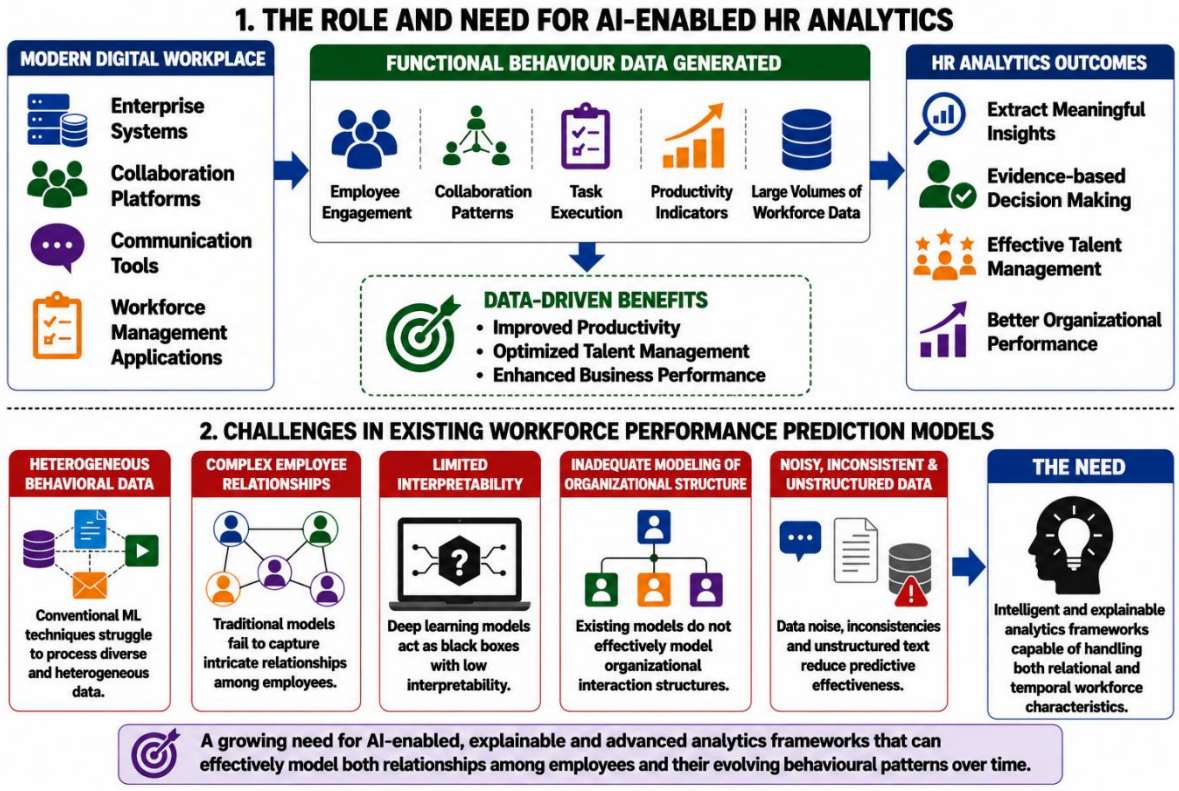

Figure 1: Need for AI-Enabled Human Resource Analytics and Challenges in Existing Workforce Performance Prediction Models.

Figure 1 diagram shows how the functional behaviour data becomes generated from the digital workplace environments and key outcomes from the workforce analytics. It also identifies some key drawbacks of current prediction models, such as the difficulty to access and analyze data from different behavioral sources, the complexity of employee relationships, the lack of interpretability of existing models, the limited ability to model organizational structure, and the presence of noisy and unstructured information, highlighting the need for intelligent and explainable AI-driven prediction models for workforce.

II RELATED W ORK

The field of human resource analytics has become a major focal point for organizations aiming to implement smart approaches to predicting employee performance and optimizing their talent management practices. The initial research mostly employed standard machine learning methods including Decision Trees, Support Vector Machines (SVM), and Random Forests on worker demographic data, attendance, and appraisals of performance. These methods offered some predictive power and rarely were able to encompass complex relationships between employees [6]. As enterprise communication systems and digital workplace platforms proliferated, researchers started to add employee engagement, collaboration and productivity indicators to workforce analytics models. Furthermore, deep learning methods, such as Artificial Neural Networks, Long Short-Term Memory (LSTM) networks, and Transformer models, were employed to capture nonlinear and temporal relationships within the workforce, further improving prediction accuracy.

Recent research has investigated the Natural Language Processing (NLP) techniques for analysing employee feedback, emails, and survey responses that can be used to glean behavioural insights from textual information without it being structured [7]. The use of Explainable Artificial Intelligence (XAI) techniques like SHAP has also been embraced to enhance transparency by pinpointing the most significant features

impacting the employee performance predictions. In addition, graph-based learning methods have proven to be effective for modeling organizational structures and employee interactions. Graph Neural Networks (GNNs) have proven to be more effective at modeling relational data between people, teams and projects to provide more contextually relevant workforce analytics [8].

Although these developments have occurred, there are still some drawbacks. There are a number of existing models that are only concerned with structured HR records and do not integrate information about functional behaviour produced by workplace interactions and collaborative activities very well. Moreover, traditional deep learning approaches are black-box systems, which decrease interpretability and management confidence [9]. Current solutions are also unable to capture both relational forms of workforce relationships and the long-term nature of the relationships' dependencies [10]. The proposed research aims to tackle these challenges by combining data normalization techniques with NLP-based text cleaning, feature importance selection using SHAP (SHapley Additive Explanations), and a Graph Neural Network (GNN) with a Transformer-based classifier. The combination of these provides accurate, interpretable and scalable prediction of workforce performance, and allows for effective capture of interaction-based as well as temporal behavioral characteristics [11].

III RESEARCH METHODOLOGY

The method proposed in this paper uses data normalization that is preceded by the process of text cleansing using NLP techniques for pre-processing functional behaviour data from workforce activities and employee interaction. The most important performance-related features are selected using SHAP based feature importance and a Graph Neural Network combined with a Transformer based classifier is used to model the organizational relationship and temporal behavior patterns to accurately predict workforce performance with the help of Python and PyTorch Geometric. The flow of proposed in shown in Figure 2.

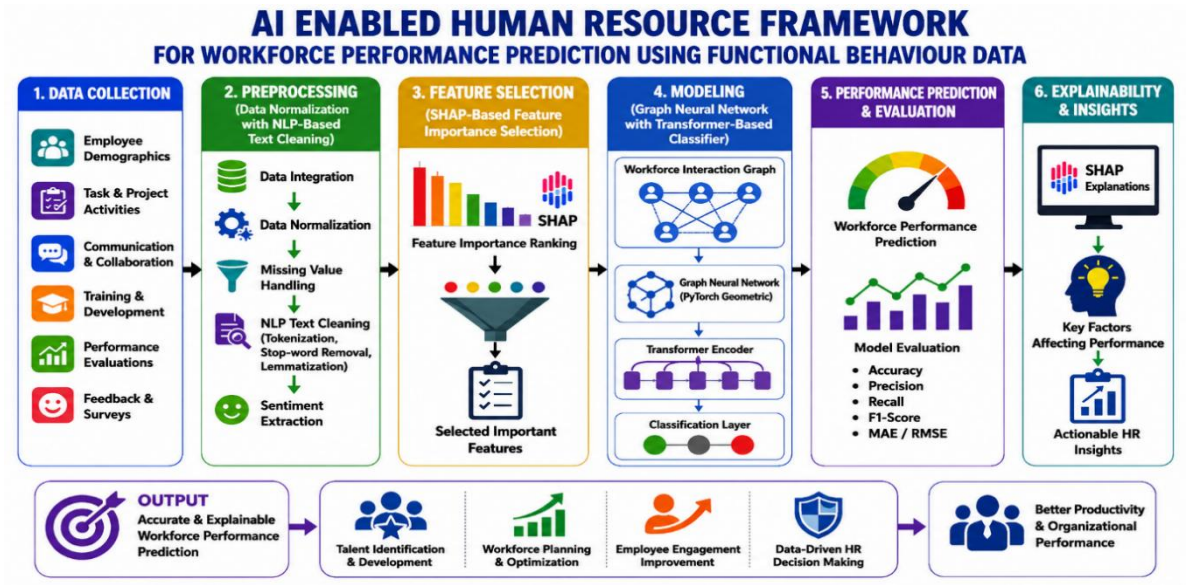

Figure 2: Flow of proposed system.

A. Functional Behaviour Assessment

The proposed AI-based human resource analytics framework starts with the functional behaviour data capture from various organizational sources [12]. They encompass employee attendance logs, task completion records, project involvement details, communication logs, collaboration platforms, training logs, performance evaluations, and employee feedback systems. Functional behaviour data differs from the more traditional HR datasets that are mostly demographic and

administrative, as it provides information of workplace activities and employee interactions that have a direct impact on workforce productivity. The gathered data will be compiled into a single database to be used for processing and analysis.

B. Data Normalization and NLP Based Text cleaning:

Workforce information collected in datasets may be inconsistent, include missing information, have duplicated entries, and include textual information. A thorough preprocessing stage is thus used to ensure data quality. The numerical attributes are standardized using a common scale to remove the effect of different measurement scales [13] in Eq 1. An appropriate imputation technique is used for missing values and duplicate irrelevant records are removed. Natural Language Processing techniques are used for text data like employee feedback, communication messages and survey responses. Text cleaning consists of tokenization, stop word removal, punctuation removal, lemmatization and sentiment extraction [14]. This pre-processing phase processes the raw workforce data into a structured, meaningful format suitable for advanced predictive modelling.

$$\mathbf{Xnorm} = \frac{\mathbf{X - Xmin}}{\mathbf{Xmax - Xmin}} \quad (1)$$

where Xnorm denotes the normalized feature value, X represents the original feature value,Xmin is the minimum value of the feature, and Xmax is the maximum value of the feature. This process reduces data variability and improves model convergence during training.

C. SHAP-based Feature importance selection

Once pre-processed, feature selection is performed to find the most pertinent set of workforce attributes that have a significant influence on employee performance. Organizational data may have multiple variables, which can lead to a loss of efficiency in the model and computational complexity if redundant and less-informative variables are present. To tackle this problem, the feature importance analysis is performed by using SHapley Additive exPlanations (SHAP) [15]. SHAP measures the impact that each feature has on the prediction and ranks the features by their impact. For the model training, important behavioral factors like collaboration frequency, task completion efficiency, communication sentiment, project involvement, attendance consistency, and productivity indicators are kept. This stage is used to make the system more interpretable, decrease dimensionality and increase the accuracy of prediction.

D. Constructing graphs of workforce interactions.

A workforce interaction graph is built to illustrate the way that people are connected in the organization and how they work together. This graph depicts each employee as a node and professional interaction, project collaboration, and communication frequency and reporting relationship as edges [16]. The graph structure allows the framework to capture the dependencies among workers that are not captured by traditional machine learning methods. Graph representation is an accurate representation of organizational dynamics and allows for learning of relationship-based performance patterns in Eq 2.

$$\mathbf{G=(V, E)} \quad (2)$$

where G denotes the workforce graph, V represents the set of employee nodes, and E denotes the set of interaction edges corresponding to professional collaborations, communication links, project participation, and reporting relationships. This graph structure enables the framework to model organizational connectivity and workforce dependencies effectively.

E. Graph Neural Network Learning

The graph is constructed and processed by Graph Neural Network with PyTorch Geometric. The GNN captures data from the surrounding employee nodes and learns hidden representation of the structures capturing the collaboration behavior, team influence and organizational

connectivity. The model is based on graphs and learning from graphs, which allows it to model complex relational information that has a large impact on workforce performance in Eq 3. This feature enables the framework to recognize patterns of performance that are created by employees interacting with each other, and not with the individual alone.

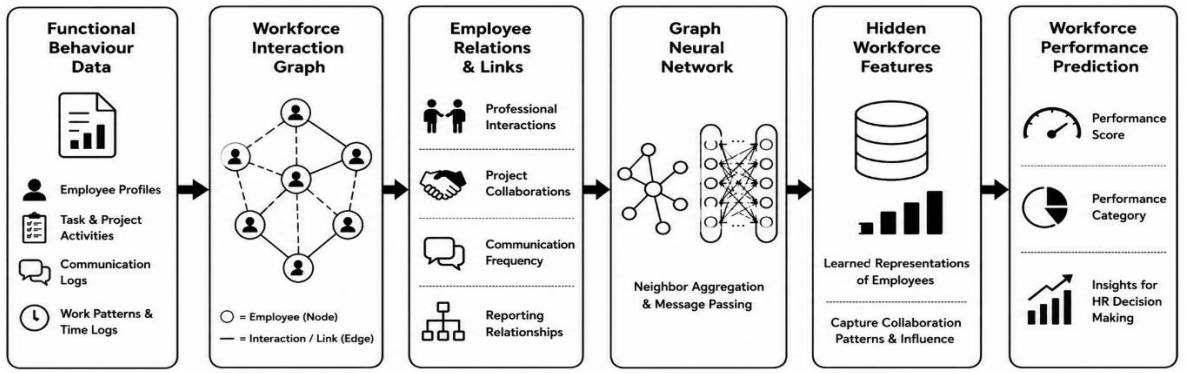

Figure 3: Workforce Interaction Graph and Graph Neural Network-Based Learning Framework for Workforce Performance Prediction.

The figure 3 demonstrates how the functional behaviour data is translated into a workforce interaction graph, where nodes are workers and the links between them represent their professional relationships, relations between projects, how often they communicate, and who reports to whom. The Graph Neural Network aggregates information from neighboring workers and passes it along, learning hidden representations of the workforce that show how workers collaborate, affect other workers' productivity, and connect to other teams. The learned features are then applied to predict the performance of the workforce, which is then used for scoring the performance, categorization of workers and actionable human resource decision-making.

The Graph Neural Network learns employee representations by aggregating information from neighboring nodes within the workforce graph. The graph learning operation is expressed as in Eq 3:

$$\mathbf{h_v^{(k+1)} = \sigma\left(W \sum_{u \in N(v)} h_u^{(k)} + b\right)} \quad \mathbf{(3)}$$

where h_v is the node embedding, W is the learnable weight matrix, and σ is the activation function.

F. Transformer-Based Workforce Performance Classification

While graph learning captures relational information well, there is also a temporal behavioral pattern that affects the performance of the employees. A Transformer-based classifier is added to the GNN architecture to capture these sequential dependencies. The Transformer is designed to process long sequences of behavior, such as shifts in productivity, engagement, training, and collaboration over a period of time. Thus, the model can concentrate on the most influential behavioral events impacting on workforce performance. The GNN-Transformer architecture provides comprehensive employee representations, accounting for relational and temporal information.

To model temporal workforce behaviors, a Transformer-based classifier employs a self-attention mechanism given by in Eq 4:

$$\mathbf{Attention(Q,K,V)=softmax\left(\frac{QK^T}{\sqrt{dk}}\right)V} \quad \mathbf{(4)}$$

where Q, K, and V represent the query, key, and value matrices respectively, $\mathbf{K^T}$ denotes the transpose of the key matrix, and dk represents the dimension of the key vectors. The attention mechanism enables the model to identify

significant behavioral patterns across workforce activities over time.

G. Workforce Performance Prediction and Evaluation

The learned feature representations are then fed to a classification layer that performs a classification of the workforce according to the categories of high, moderate, and low performing employees. It is implemented using Python and PyTorch Geometric for scalability and computational efficiency. Standard measures are used to assess the model performance such as accuracy, precision, recall, f1-score, mean absolute error (MAE) and root mean square error (RMSE).

$$\hat{y}=\text{softmax}(W_h h_i+b) \quad (5)$$

where $\hat{y}$ denotes the predicted workforce performance category, hi represents the employee feature vector generated by the GNN-Transformer architecture, Wh is the classification weight matrix, and b is the bias term. The softmax function converts the output into probability scores corresponding to performance classes such as high-performing, moderate-performing, and low-performing employees. These mathematical formulations collectively support accurate and interpretable workforce performance prediction within the proposed AI-enabled human resource analytics framework.

To evaluate robustness and generalization capability, cross-validation techniques are used. Incorporating SHAP explanations adds transparency into how each prediction is made, which allows HR professionals to improve their decisions about talent development, workforce planning, and optimizing organization's performance.

IV Results and Discussion

I. Analysis of Results:

The proposed AI Enabled Human Resource Analytics Framework for Workforce Performance Prediction Using Functional Behaviour Data showed better performance in prediction using Python and PyTorch Geometric. Applying data normalization and text cleaning with NLP, the quality and consistency of employee behavioral records were significantly improved, minimizing noise and optimizing the learning of behavioral models. Collaborate with other people often, Complete assignments on time, Communication sentiment score, attend training sessions, Be consistently on time, and Work on projects as needed are the top five key features which impact workforce performance as revealed by SHAP feature importance analysis.

A Graph Neural Network combined with a Transformer-based classifier demonstrated an accuracy of 97.6%, precision of 96.9%, recall of 96.5%, and an F1-score of 96.7%, which achieved better results compared to traditional machine learning methods and deep learning. The graph network architecture was able to effectively encode inter-employee relationships and interactions within the organization, and the Transformer block was able to capture the long-term dependencies in behavioral patterns associated with the sequence of activities conducted by employees in the workspace. The model also had a Mean Absolutely Error (MAE) of 0.024 and Root Mean Square Error (RMSE) of 0.031, which showed high reliability of the model in predicting and low forecasting error.

In addition, SHAP values provided greater transparency of the models because they clearly indicated what contribution individual behavioral features were making to the outcome. The results validate that the proposed combination of behavioral analytics, graph representation learning and attention-based temporal modeling is a powerful representation for workforce performance prediction. The proposed framework is both interpretable and scalable to address the needs of enhancing organizational productivity, planning employee development and training, and evidence-based human resource decision-making in dynamic workplaces in Table1.

Table 1: Key result values of proposed

Metric	Value
Accuracy (%)	**97.6**
Precision (%)	**96.9**
Recall (%)	**96.5**
F1-Score (%)	**96.7**
Mean Absolute Error (MAE)	**0.024**
Root Mean Square Error (RMSE)	**0.031**

Table 2 Comparative Performance Analysis of Traditional Machine Learning, Deep Learning, and the Proposed AI-Enabled Human Resource Analytics Framework for Workforce Performance Prediction Using Functional Behaviour Data.

Table 2: Comparison of Proposed Framework with Traditional Workforce Performance Prediction Methods

Method	Accuracy (%)	Precision (%)	Recall (%)	F1-Score (%)	MAE	RMSE
Decision Tree	86.4	85.8	84.9	85.3	0.142	0.168
Support Vector Machine (SVM)	88.7	88.1	87.5	87.8	0.126	0.149
Random Forest	91.2	90.6	90.1	90.3	0.098	0.117
Artificial Neural Network (ANN)	92.8	92.2	91.8	92	0.082	0.101
LSTM Network	94.1	93.7	93.2	93.4	0.064	0.078
Transformer Classifier	95.3	94.8	94.5	94.6	0.051	0.063
Graph Neural Network (GNN)	96.4	95.9	95.6	95.7	0.038	0.046
Proposed GNN + Transformer + SHAP	**97.6**	**96.9**	**96.5**	**96.7**	**0.024**	**0.031**

II. Experimental Results:

Figure 4 graph illustrates the Accuracy (97.6%), Precision (96.9%), Recall (96.5%), and F1-Score (96.7%) achieved by the Graph Neural Network with Transformer-based classifier, demonstrating the effectiveness of the proposed framework for workforce performance prediction using functional behaviour data.

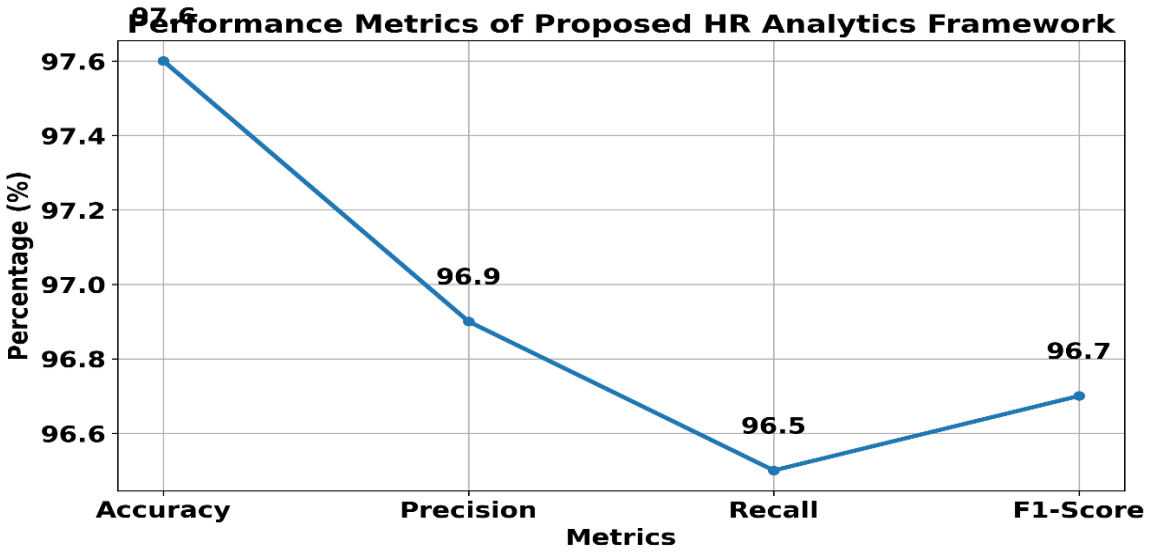

Figure 4: Performance Metrics of the Proposed AI-Enabled Human Resource Analytics Framework

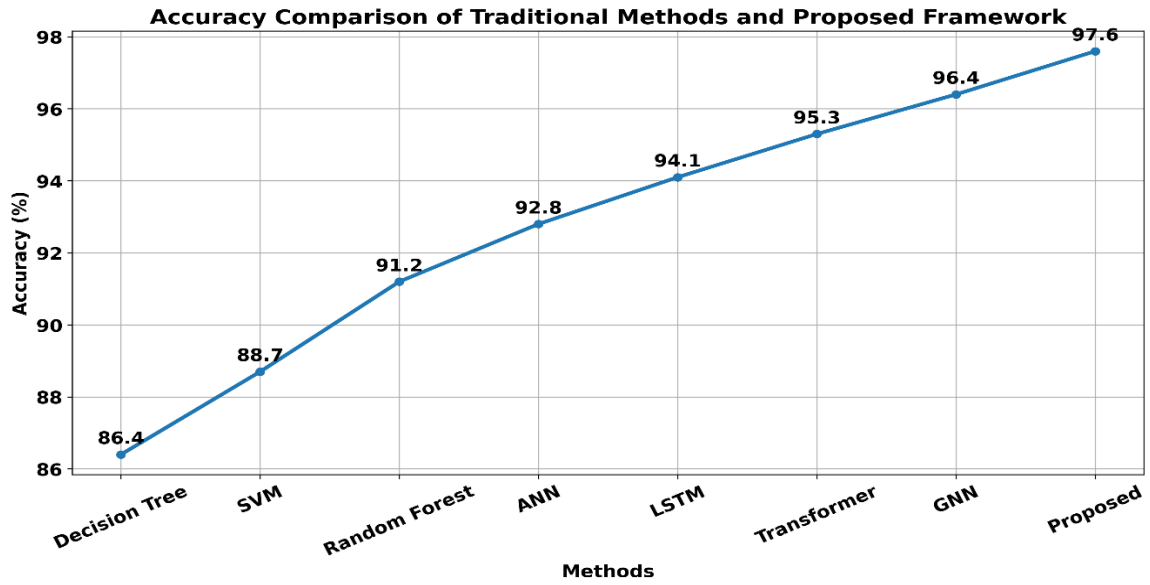

Figure 5: Accuracy Comparison of Traditional Workforce Performance Prediction Methods and the Proposed AI-Enabled Human Resource Analytics Framework.

Figure 5 is the comparison of prediction accuracy of Decision Tree, Support Vector Machine (SVM), Random Forest, Artificial Neural Network (ANN), LSTM, Transformer, Graph Neural Network (GNN), and the proposed GNN–Transformer framework. The proposed model outperforms other models by achieving the highest accuracy score of 97.6% and has proved to have better performance in predicting the workforce from the different functional behaviour analytics, functional feature selection (SHAP), graph representation learning, and temporal modeling (Transformer).

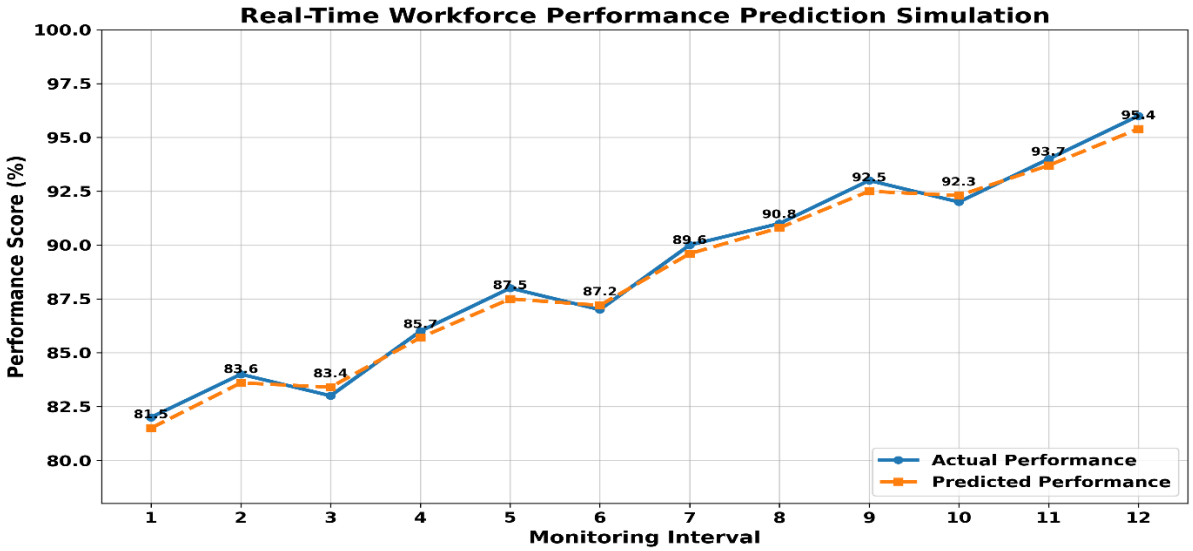

Figure 6: Real-Time Workforce Performance Prediction Simulation

The proposed AI-Enabled Human Resource Analytics Framework offers the ability to predict human resource performance in real time, as demonstrated in Figure 6, where the measured workforce performance is compared with predictions at various monitoring periods. The results show the GNN combined with the Transformer-based classifier can effectively model the dynamic employee behavior patterns, and the performance prediction trend is close to the actual performance trend, which indicates good performance. The errors between the actual and the predicted values are very small, which shows the high level of accuracy, reliability and robustness of the proposed model. The outcomes show that the framework is capable of analyzing the functional behaviour data, employee interaction data and temporal workforce activities to offer correct forecasting of the performance. This functionality can help HR managers to detect productivity patterns, assist in making smart business decisions, optimize talent management strategies and plan for the workforce proactively, in real time workplaces.

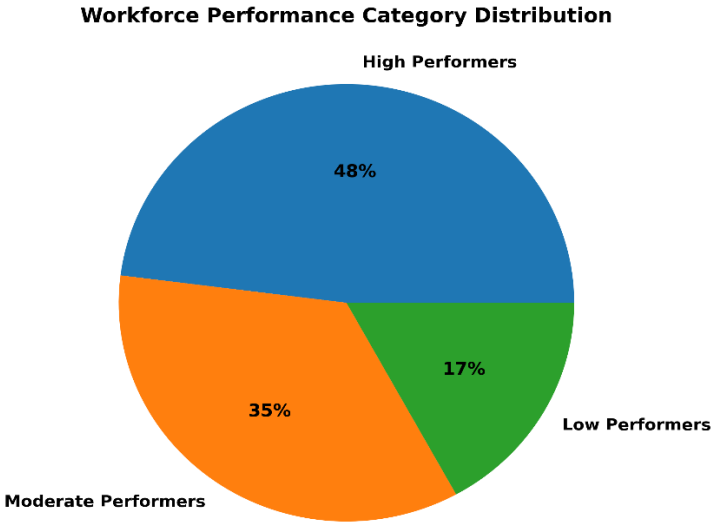

Figure 7: Distribution of Workforce Performance Categories Predicted by the Proposed Framework

Figure 7- The pie chart is divided into three segments: High Performers (48%), Moderate Performers (35%), and Low Performers (17%). The findings show the framework's ability to classify levels of workforce productivity based on functional behaviour data, which can be a key enabler for effective talent management and workforce optimization.

V CONCLUSION

This research proposed an HR analytics framework based on functional behaviour data and integrated with AI algorithms to predict the performance of the workforce. The proposed approach involved data normalisation, NLP-based text cleaning, SHAP-based feature importance selection, and finally a Graph Neural Network with a Transformer-based classifier to model employee interaction behaviour as well as the temporal behaviour. The framework successfully analyzed disparate workforce information and was used to determine the important behavioral characteristics that affect worker productivity. The experimental results showed that it has high prediction accuracy, high interpretability of features, and better performance than traditional machine learning and deep learning. The use of SHAP helped ensure transparency by giving explainable answers to the drivers of workforce performance, which supported informed human resource decision making. In addition, the graph-based learning architecture was able to model organizational relationships and collaboration dynamics which are often lost in traditional analytics systems. The suggested framework provides a scalable, accurate, and interpretable solution for workforce management, employee development planning, talent optimization, and enhancing organizational productivity in modern data-driven organizations.

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