

# Leveraging the capabilities of LLMs in Questionnaire Generation for HRM

Lucrezia Laraspata, Dr. Fabio Cardilli, Prof. Gennaro Vessio, Prof. Giovanna Castellano

## Introduction

HR Questionnaires represents a crucial **decision-support** tool used by HR and Managers to investigate phenomens within their company by collecting **feedback and opinions** from their employees.

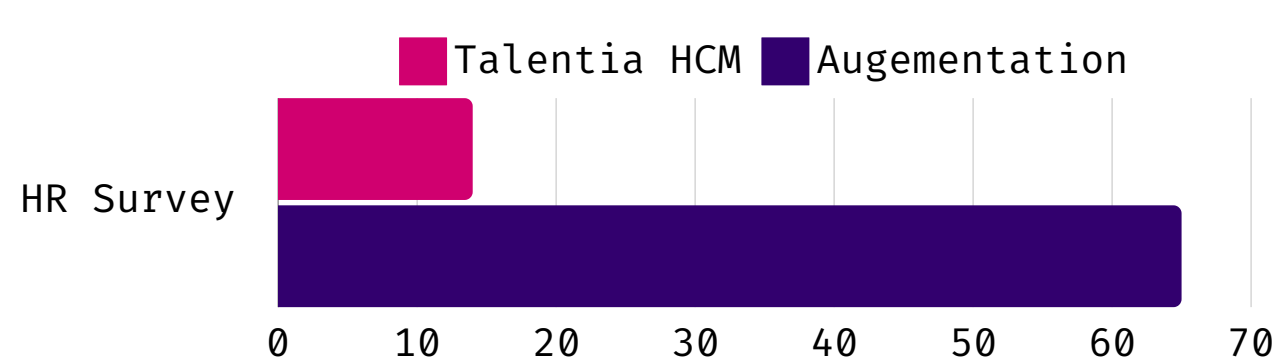
## Idea and Objective

Apply **LLMs** to generate *tailored and engaging surveys* to exploit their **text generation** capabilities.

Propose a **comprehensive rigorous approach** to such task, **providing the needed materials**.

## Dataset creation

A *still in progress* collection of **surveys** in the field of **HRM** mostly focused on topics like employee motivation.



The **Data Augmentation** process started with the identification of possible **topics** for HR surveys. Then we demanded to ChatGPT the **generation** of questionnaires given those topics. Lastly, the **human correction and validation** of such content was needed.

### Output Sample

CDQ\_001 - What are your career goals for the next 5 years?

- To get promoted to a higher position within the company.
- To acquire new skills and knowledge that will help me advance in my career.
- To switch to a different career path that aligns better with my interests and passions.
- To start my own business or become self-employed.

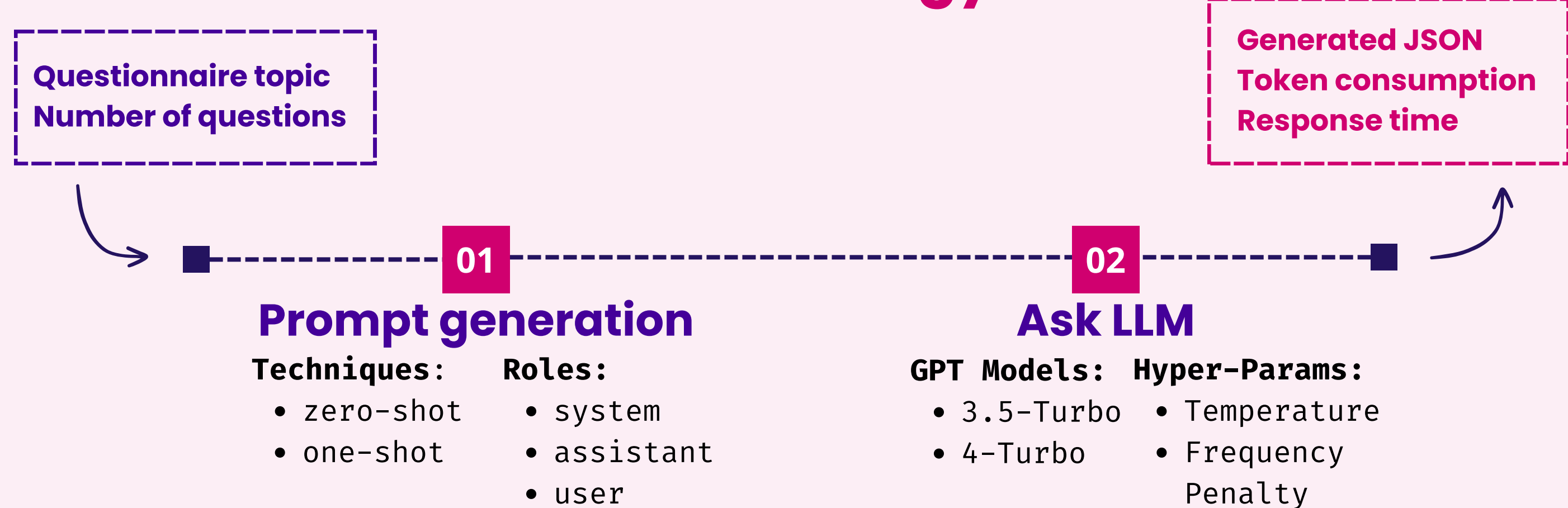
CDQ\_002 - What skills do you need to develop to achieve your career goals?

- Leadership and management skills.
- Technical skills related to my field of work.
- Soft skills such as communication, teamwork, and problem-solving.

CDQ\_003 - On a scale of 1 to 10, how satisfied are you with your current job?

★★★★★★★★★★

## Methodology



## Results

The assessment encompasses aspects that affect survey's **quality** and **engagement**.

### Intraquestionnaire similarity

The lower the Rouge-L, the better the quality of the questionnaire as questions are syntactically different.

### Semantic similarity

The score weights the similarity of questions with the ground-truth and that with the main topic, taking into account the questions ordering, too.

### Serendipity

By readjusting the metric proposed by Boldi R. et al, the questions' topic diversity was assessed.



## Discussion

This study contributes to the research **proposing** a curated **dataset** and a **rigorous approach** to evaluate the quality of generated content.

The proposed methodology led to **satisfactory results**. Its **impact on a real-context of application** will be deepen together with Talentia's customers.