Jobma

MARKET RESEARCH

PART 4 OF 5

2027 Interview Fraud Prevention Report

AI, Candidate Experience & Real-World Impact

Part 4 of a 5-part series on AI, candidate fraud & trust in recruitment

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Introduction

Artificial intelligence sits on both sides of the hiring fraud problem. The same capabilities that help candidates fabricate resumes, generate interview answers, or alter their appearance are being used to detect those tactics. How organizations deploy these tools matters as much as which ones they choose.

This is Part 4 of Jobma's five-part 2027 Interview Fraud Prevention Report. It looks at AI's dual role in hiring fraud, how to protect hiring integrity without damaging the candidate experience, how to build workflows that stay compliant across jurisdictions, and how organizations are already putting these principles into practice.

AI's Dual Role in Hiring Fraud

Artificial intelligence has become the defining variable in the hiring integrity equation - not because it created candidate misrepresentation, but because it has fundamentally altered its scale, accessibility, and sophistication. Tasks that once required significant effort, technical expertise, or coordination can now be accomplished in minutes using readily available AI tools.

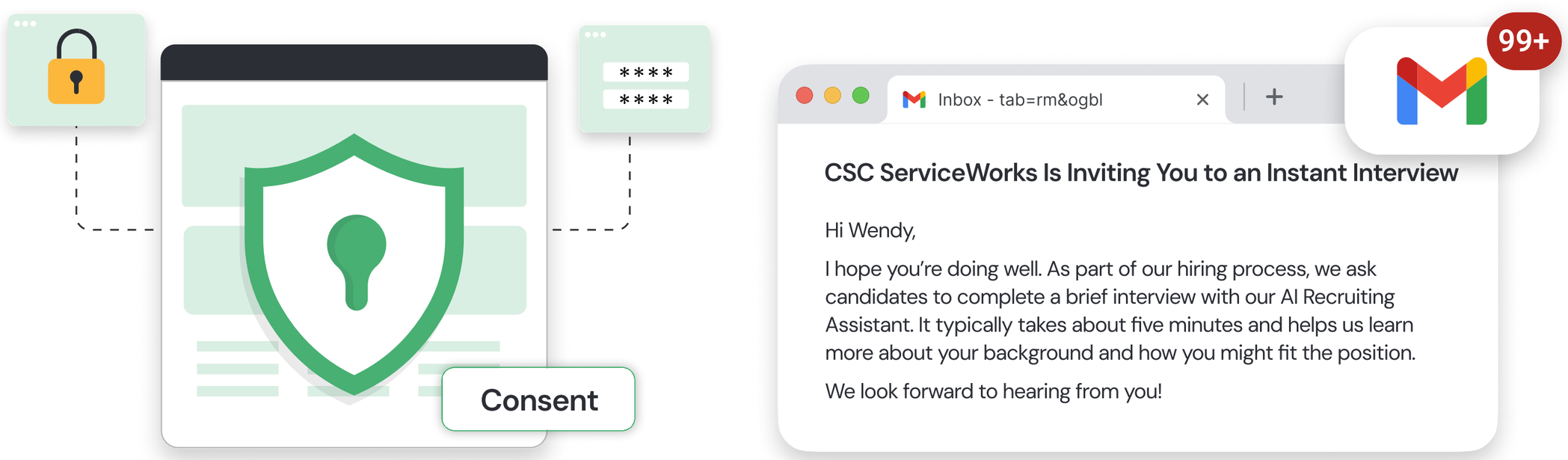
Understanding AI's role in this space requires holding two realities simultaneously: it is the most powerful enabler of misrepresentation, and an equally promising tool to help organizations strengthen candidate verification. Many of the technologies being adopted to support hiring integrity are powered by AI.

AI as a Fraud Enabler	AI as a Fraud Defense Tool
Generative AI for resumes	Application authenticity analysis and linguistic pattern detection
Interview answer generation	Response pattern analysis and browser integrity monitoring
Deepfake video & voice cloning	Liveness detection, facial artifact analysis, and voice consistency monitoring
Synthetic identity creation / Identity manipulation	Biometric identity verification and database cross-referencing
High-volume bot applications	Application authenticity checks and automated application filtering
Credential fabrication	Automated verification against issuing institutions and licensing bodies

The hiring industry has entered what is increasingly being described as an AI-versus-AI era: a continuous cycle in which advances in fraud tactics are met by advances in detection and verification technologies. Our survey suggests that organizations are still finding their footing in that cycle. Only 25% of respondents described themselves as very or somewhat prepared to handle emerging threats such as AI-assisted interview cheating and deepfakes.

Balancing Fraud Prevention with Candidate Experience

As organizations implement stronger safeguards against hiring misrepresentation, maintaining a positive candidate experience remains a top priority. Identity verification, interview monitoring, and fraud detection technologies strengthen hiring confidence and improve decision quality. But if these measures are excessive or intrusive, they may create friction and increase candidate anxiety. Effective fraud prevention strategies, therefore, require a balance between security and usability.



Transparency plays a central role in achieving that balance. So, to build candidate trust, clearly communicate what information is being collected, why it is needed, and how it will be used. Privacy notices, consent processes, and clear explanations of monitoring or verification activities help establish trust and ensure candidates understand the purpose behind these safeguards.

The flow of verification processes also has a significant impact on candidate experience. Consider operating with minimal disruption, using automated identity validation, document verification, environmental checks, or other integrity measures that candidates can complete as part of the interview. Apply only the essential controls for each role, industry, and risk profile to maintain security without introducing unnecessary checkpoints.

At the same time, fraud detection technologies should be viewed as decision-support tools rather than decision-makers. Automated systems can help identify unusual activities and risk signals, but a human-in-the-loop approach helps reduce false positives, assess anomalies in technical or environmental factors, and mitigate potential rejection of qualifying candidates. When verification measures are consistent, transparent, and fairly applied, they help level the playing ground by ensuring that all candidates are evaluated under the same conditions. The goal is not just to prevent fraud, but also to build a hiring process that feels fair, trustworthy, and focused on each candidate's skills and qualifications.

Building Secure, Fair, and Compliant Hiring Workflows

Fraud prevention is most effective when it is built into the hiring process rather than applied as a standalone control. Resume validation, identity verification, interview monitoring, assessment integrity checks, and credential verification each address different risks and collectively provide stronger protection against fraudulent activity. A layered approach that embeds verification throughout the recruitment lifecycle, from application submission to interview evaluation and final hiring decisions, helps reduce reliance on any single checkpoint.

Identity verification, biometric authentication, interview monitoring, assessment validation, and other fraud prevention measures may require the collection and processing of sensitive candidate data. As a result, organizations are navigating growing regulatory obligations that govern consent, data retention, cross-border data transfers, and automated decision-making, such as the General Data Protection Regulation (GDPR) in the European Union, the California Consumer Privacy Act (CCPA), and the EU AI Act. So, consider adopting verification strategies and tools designed not only for effectiveness, but also for reliability, transparency, and adaptability across evolving regulatory environments.

According to Gartner research, only 26% of job applicants trust artificial intelligence to evaluate them fairly during the hiring process. This shows that effective fraud prevention also depends on clear internal governance, requiring organizations to have clear frameworks around how information is reviewed, escalated, documented, and acted upon. This includes written policies, defined escalation procedures, and consistent review processes that are consistently applied and followed across business units, locations, and departments.

Organizations hiring across multiple countries face additional complexity as regulations governing identity verification, biometric data, AI-assisted decision-making, and employment screening continue to evolve. Requirements may differ substantially between regions, for example, the European Union's GDPR imposes strict rules on personal data processing and automated decision-making, while Illinois' BIPA regulates the collection and use of biometric data, and California's CCPA/CPRA establishes specific consumer privacy rights in California. So, it's essential to build processes that can adapt to varying legal, privacy, and compliance obligations to maintain hiring integrity while supporting consistent and compliant hiring practices at scale.

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Real World Impact

The principles outlined in this report - layered verification, consistent evaluation, and scalable hiring integrity are not aspirational. Organizations across industries are already putting them into practice. The following case studies illustrate how structured, technology-driven hiring processes deliver measurable outcomes, and why the foundations of secure hiring and efficient hiring are, more often than not, the same foundations.

AMN Healthcare: Standardized Candidate Evaluation

As healthcare organizations face ongoing workforce shortages and increasing hiring volumes, maintaining consistency across candidate evaluations becomes harder to guarantee. AMN Healthcare sought to reduce manual screening efforts while creating a fairer and transparent process for evaluating candidates.

AMN used Jobma to standardize early-stage screening, improve visibility into candidate responses and integrity flags, and reduce reliance on manual screenings. The organization achieved a 75% reduction in screening time while maintaining strong candidate engagement, including an 87.6% live interview completion rate. While originally adopted to improve efficiency, the structured process also provided better auditability and consistency across evaluations.

5,500+
One-way Interviews Conducted Securely

90%
Live Interview Completion with Integrity Built In

Global Development Organization: Standardized Evaluation and Hiring Integrity at Global Scale

A multilateral development organization operating across more than 160 countries faced a hiring challenge that was as much about consistency as capacity. With no standardized evaluation framework and no centralized visibility into candidate progress, different regional teams were effectively running different hiring processes - creating gaps in candidate evaluation that were difficult to detect and harder to verify. Implementing Jobma's structured assessment platform brought uniform evaluation criteria, smart interview proctoring, role-specific scoring frameworks, and a single centralized view of hiring activity across all regions.

The results included over 3,300 assessments completed, an 86.8% candidate completion rate, and significantly reduced hiring timelines. More importantly, the organization closed the structural gaps that had previously made objective, consistent candidate evaluation difficult to achieve, demonstrating that in high-stakes hiring environments, process consistency is not an administrative concern. It is a fundamental component of hiring integrity.

3,300
Secure interviews and assessments completed

86.8%
Completion rate for secure structured interviews

162
compliant hiring operations across 162 countries

2,500
Candidates rating their assessment experience highly

Tailscale: Strengthened Hiring Integrity Across Engineering Roles

As a fully remote cybersecurity company, Tailscale receives high volumes of applications for technical roles. While the organization initially focused on improving candidate review efficiency and surfacing qualified talent faster, it also identified a growing number of applications that required additional verification. Maintaining trust in the hiring process and ensuring candidate authenticity became increasingly important, particularly for engineering positions.

Tailscale used Tofu to enhance candidate screening and identify potential authenticity concerns earlier in the hiring process. By adding fraud detection alongside AI-powered candidate review, the team was able to flag suspicious applications before they reached recruiter screens or hiring managers. The organization achieved a 100% reduction in interviews scheduled with fraudulent candidates, preventing unverified candidates from advancing through the hiring funnel. For certain roles, 64.3% of top-matching profiles were identified for additional review, helping recruiters focus their time on qualified, genuine candidates while strengthening confidence in hiring decisions.

64.3%
of top-matching profiles flagged as potentially fraudulent for certain roles

100%
Reduction in interviews scheduled with fraudulent candidates

0
Fake candidates advanced downstream to hiring managers or further

Conclusion

Hiring has entered an AI-versus-AI era, where advances in fraud tactics are met by advances in detection. Keeping pace means adopting AI-powered verification, but doing so transparently, with human oversight, and with only the controls each role actually requires.

Regulations such as GDPR, CCPA/CPRA, BIPA, and the EU AI Act add another layer of responsibility. Fraud prevention works best when it is built into the hiring workflow and backed by clear governance, rather than bolted on as a standalone checkpoint.

The case studies in this part show that secure hiring and efficient hiring often rest on the same foundations. Part 5 turns to our survey of hiring leaders and HR professionals to show where organizations stand today.

Jobma: Enabling Secure and Authentic Hiring

Jobma's Layered Controls

Jobma helps enterprise organizations protect interview integrity, reduce candidate fraud risk, and create a more consistent, auditable hiring process across full-time and contingent labor - while seamlessly integrating with existing HCM, ATS, VMS, and enterprise workflows.

Verify

- Identity verification before the interview
- Secure candidate authentication
- Document and face matching with a selfie
- Liveness detection to confirm real-time presence

Proctor

- Proctoring and fraud deterrence during interviews
- Suspicious activity flags
- Multiple faces and environment indicators
- Tab or browser activity signals where applicable
- Candidate absence or unusual activity alerts

Evaluate

- Structured interview questions
- Scorecards and summarization
- AI-assisted scoring based on pre-set criteria
- Candidate comparison and stack ranking
- Reviewer notes and assessment results

Integrate

- Enterprise workflow integrations
- ATS, HCM, VMS, calendar, and collaboration tools
- Integration readiness with Oracle HCM, Beeline, and other enterprise hiring systems

Continue the Series

You've just read Part 4 of 5. Explore the rest of the 2027 Interview Fraud Prevention Report:

Part 1 The Growing Challenge of Hiring Fraud — Read Part 1 →

Part 2 Detecting Fraud Before the Interview — Read Part 2 →

Part 3 Securing Interviews, Assessments & Credentials — Read Part 3 →

Part 5 Survey Results: What Hiring Leaders Are Seeing — Read Part 5 →

About Jobma

Jobma is an intelligent, human-first hiring system. The platform promises innovative, compliant hiring solutions built to scale and deliver ROI through AI video interviewing, pre-hire skill assessments and candidate fraud prevention. Jobma is SOC 2 Type II and ISO/IEC 27001 certified, compliant with GDPR and CCPA, and aligned with the EU AI Act.

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