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AN ASSESSMENT OF THE INFLUENCE OF ARTIFICIAL INTELLIGENCE (AI) ON WORK LIFE BALANCE OF EMPLOYEES: PRESENT PROSPECTS AND OBSTACLES

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Abstract
This research focuses on the impacts of AI on employees' WB within both current possibilities and future challenges. AI technology, which is one of the key characteristics of the Fourth Industrial Revolution, is used virtually in all sectors of the economy and affects organisational activities and employees. That is, benefits of AI include higher efficiency, adaptability, and interest, while the implementation of integrated intelligent means can negatively influence the quality of employees' mental states, generating insecurity when jobs become automated and turning the work into a more stressful process. A total of 100 questionnaires were completed based on a structured questionnaire, and correlation analysis was done to measure the extent of the relationship between AI usage, job satisfaction, and work-life balance. Research shows that there is a positive relationship between the use of AI and work-life balance, job involvement, and job satisfaction. However, issues that are associated with the use of AI in the workplace, like stress and job loss, remove productivity due to client dissatisfaction and reduce staff morale and mental health. The study therefore requires organisations to ensure that training for their workers on AI products is available, that mental health of the users of the AI products is taken into consideration, as well as creating awareness on the ever-changing role of AI in organizations. Maining these human-orientated aspects helps to turn the focus on the benefits that AI can bring to an organisation rather than presenting it as a threat.

Keywords: *Artificial Intelligence, Workplace, Emotional Intelligence, Employees 'Health, Employees' Well-Being.*

1. INTRODUCTION

The extensive use of transformative technologies, such as artificial intelligence (AI), big data, machine learning, mobile technology, the Internet of Things (IoT), geo-tagging, virtual reality (VR), speech recognition, and biometrics, characterises the Fourth Industrial Revolution (4IR). These developments are drastically changing the way companies function both domestically and internationally, changing workplace procedures, employee involvement, and the creation of new jobs (Oosthuizen, 2022). It is often acknowledged that innovation is a major force behind economic change (Xie & Wang, 2020). There is a greater emphasis on using sophisticated robotics and artificial intelligence (AI) to digitally change businesses as we reach the age of Industry 4.0, which is defined by cyber-physical systems (Rampersad, 2020). But achieving Industry 4.0's full potential requires more than simply overcoming technology obstacles; it also entails addressing human aspects, especially via upskilling and managing substantial change (Berger, Von Briel, Davidsson, & Kuckertz, 2019). To prosper and survive in the quickly changing workplace of the future, employees will need to be able to adjust to and exploit new technologies with competence (Sousa & Rocha, 2019).

There is a general fear that automation and robotics, including collaborative robots (cobots), might displace human occupations if the skill shift is not well managed, notwithstanding the promise for increased productivity and safety. The well-being and mental health of employees are significantly impacted by this innovation surge, which is often referred to as the Fourth Industrial Revolution. Artificial intelligence (AI) and automation are replacing human jobs, especially in customer-facing services and decision-making processes. This may cause job instability, which can lead to stress, poor morale, and a sense of obsolescence. These problems may therefore have a detrimental effect on mental health. Employee stress may increase due to the need for constant adaptation brought on by the quick speed of technological development. Organisations must put employee well-being first by providing chances for upskilling, mental health assistance, and open communication regarding AI's changing role in the workplace in order to lessen these difficulties. By addressing these issues, we can create a workplace where workers feel safe, appreciated, and equipped to thrive alongside AI developments (Cahill, Howard, Huang, Ye, Ralph, & Dillon, 2021; Haar & Brougham, 2021).According to futurologists, one-third of employment may be replaced by robots, algorithms, artificial intelligence (AI), and smart technology (STARA). It is anticipated that 52% of all labour duties would be performed by bots by 2025, roughly doubling the percentage from 2019. Rapid advancements in computers, algorithms, and machine learning may result in the loss of an estimated 75 million jobs between 2019 and 2022, although these losses might be balanced by the creation of 133 million new jobs (Oosthuizen, 2019; Oosthuizen, 2022).

The idea behind "STARA awareness" is to gauge how much employees worry that these technology innovations may eventually replace them at work.Human resource professionals still don't fully comprehend how these breakthroughs will affect both organisations and people, despite the explosion in research on smart automation, including robots and artificial intelligence. Robots can do repetitive activities and lessen physical strain, but they also bring with them new difficulties, such worries about job displacement and changes in labour dynamics. Robots are becoming more and more common in many sectors, and it is important to recognise their varied impacts, especially on worker well-being.Organisations must give priority to projects that promote and improve worker well-being in order to guarantee the effective integration of robotic technology. This entails providing chances for reskilling, putting mental health programs into place, and encouraging candid, efficient communication. These techniques may assist in balancing the use of robotic technology with initiatives to keep employees healthy and engaged (Tripathi, Sawant, Kaur, Almahairah, Chandel, & Balakumar, 2024; Terminio & Rimbau Gilabert, 2018).

Artificial intelligence (AI) is a key force behind innovation today and is progressively influencing a wide range of services. The ability of computers to simulate some facets of human intelligence (HI) is known as artificial intelligence (AI). Automation has permeated many aspects of life: robots now help in homes, hospitals, hotels, and restaurants; virtual bots allow self-service in customer service; big data algorithms take the place of investment advisors; and social robots or virtual assistants, like Pepper, greet clients in customer service positions. These developments are a prime example of the Fourth Industrial Revolution's continuous transition (Huang & Rust, 2018).A 2019 poll by Oracle and Future Workplace, which included 8,370 managers, HR directors, and workers in 10 countries, yielded some noteworthy findings. AI's use in the workplace has grown dramatically, from 32% in 2018 to 50% now. Despite this expansion, 76% of workers and 81% of HR directors said they were having difficulty keeping up with the quick speed of technology innovations. It's interesting to note that according to the poll, 64% of workers trusted a robot more than their boss.Employees also made it apparent that they wanted a more intuitive AI experience at work. In particular, 34% of respondents wanted better user interfaces, 30% wanted training on AI best practices, and 30% wanted AI experiences that were customised for each user based on their unique behaviour (Chowdhury et al., 2023).

The nature of labour is being drastically changed by the emergence of robotics, automation, and artificial intelligence (RAAI). Up to 47% of American employment might become outdated in the next five to fifteen years, according to predictions. There may be major social and business repercussions from how RAAI's cognitive abilities affect employees' feeling of self-worth and job happiness. The precise impacts of RAAI on

individual workers are still not well understood in academic research, despite the continuous discussion about whether job losses should be a serious worry or if reskilling initiatives alone may handle these changes (Terminio & Rimbau Gilabert, 2018).

2. REVIEW OF LITERATURE

The introduction of AI has fundamentally altered the landscape of the modern workplace. Historically, AI's journey began with pioneers like Alan Turing and John McCarthy, whose groundbreaking work on machine intelligence set the stage for subsequent innovations. Over time, the shift from rule-based systems to machine learning and deep learning has enabled computers to analyze massive datasets and make complex decisions (FutureLearn, 2022). This development has extended into the business sector, with AI now redefining decision-making processes in employee management, task automation, and customer interaction (Haenlein & Kaplan, 2019). AI is broadly viewed as a technology capable of simulating human intelligence, with significant implications for business operations and employee experiences (Glikson & Woolley, 2020). The integration of AI has improved the efficiency and scalability of organizational processes while transforming roles within various industries (Wamba-Taguimdje, 2020; Wiljer & Hakim, 2019).

Much has been published in the literature on how AI might improve productivity. According to research (Accenture Study, Tong et al., 2021), AI-driven automation reduces operational expenses while speeding up company operations. According to the World Bank assessment, AI has the capacity to alter employment rather than replace them. As AI advances, businesses discover ways to save time and enhance productivity, fostering a positive environment for employee engagement and happiness. However, as AI takes over duties and even assists with complex choices, people will be forced to master new skills in order to cooperate with AI systems. The rising need for upskilling reflects a new workplace dynamic that requires assistance and adaptability to reap AI benefits.

The use of AI as a 'colleague' in partnership leads to a dynamic of working together on tasks where human and AI agents must communicate and cooperate (Lubart, 2005; Fong et al., 2003). Increased accuracy and adaptability have advantages, but there are challenges to this collaboration. Other studies show that whilst AI can help considerably with employees, it could also reduce the opportunity for human interaction and therefore can impede perceived autonomy and job satisfaction (Esterwood & Robert 2020; You et al. 2018). The absence of contextual understanding can also result in unintended outcomes, as well as a lack to considerably comprehend AI, particularly in the creative and finesse identified ventures (Baidoo-Anu & Ansah, 2023). As a result, for collaborative work settings, AI comes with good potential relating to operational efficiency, while its context comprehension and creativity limitations act as a problem. But increasingly, AI is being deployed in leadership roles, both asadvisor to the process of decision making and as participant in development of leaders. Leadership (2023) states that with the use of AI-driven platforms, the leaders can make personalised development plans and provide targeted professional growth opportunities to the workforce, which results in more workforce engagement. Nevertheless, potential shortcomings of AI's capacity to manage uncertain situations from a human way of creativity and intuition are observed (Makarius et al., 2020). As AI begins to step into decision-making roles, ethical and cultural considerations arise because AI cannot facilitate true authentic social relationships within a group (Möhlmann & Henfridsson, 2019). It becomes less about the increase in influence of AI technology and more about the robotic aspects of its leadership, especially in the ways similar to this aspect: empathy and moral judgment and it poses the question: Is there a balance needed between technological efficiency and human-centric leadership?

Research Gap

Despite the comprehensive body of literature exploring AI's impact on workplace efficiency, productivity, and human collaboration, there is limited research on how AI specifically influences employees' work-life balance. While studies cover AI's capabilities, its role in task automation, and even its potential as a collaborator and leader, the emotional and psychological impacts on employees are underexplored. Additionally, the existing literature lacks an in-depth analysis of how AI-induced changes in job roles and responsibilities affect employees' ability to balance work demands with personal life, particularly across

various industries and job types. Future research should address how AI-driven transformations impact employees' work-life balance, including aspects of job satisfaction, stress, and the need for continuous upskilling, to create a more holistic understanding of AI's role in the modern workplace.

3. OBJECTIVES OF STUDY

1. To assess how AI usage affects employees' work-life balance.
2. To evaluate employee satisfaction with AI tools in relation to their work-life satisfaction.
3. To identify the challenges employees, face while using AI tools in their jobs.

4. RESEARCH METHODOLOGY

This section describes the chosen research design along with appropriate variables, sampling strategy, data collection techniques, and data analysis techniques, respectively.

4.1 Research Design

Research design is quantitative and correlational to examine the relations with various variables identified in the study. Statistical analysis of the data obtained from participants is done within this data through the design, which provides the degree of and direction of relationships between the variables. The primary data collection instrument was a structured questionnaire, which was used to ensure the consistency and comparability of responses from the sample.

4.2 Sampling

The sample size used in the study was 100 respondents, whose selection was aimed at meeting the balance between data richness and manageability. To reduce the selection bias and sample to represent the population, a random sampling method was used. Thus, the sample size is adequate for correlational analysis and solid for statistical inference.

4.3 Data Collection

Data was collected using a 15-item structured questionnaire. Multiple choice and Likert scale items were used to measure relevant information to fit the research objectives, and the questions were designed to capture the information such that quantitative analysis is feasible. Data were collected [in person or online] to facilitate the convenience of respondents and to expedite the data collection process. This was done while recording and storing responses securely to maintain participant confidentiality.

4.4 Data Analysis Technique

To determine and quantify relationships between the study variables, the data was subject to analysis using correlation analysis. The primary tool for data analysis was SPSS Version 23, with its robust statistical and user-friendly interface. The correlation analysis aided in the quantifying of the degree of relationship and the direction of them, which helped significantly informing the study's hypotheses.

4.5 Hypotheses of study

1. **Hypothesis 1:** There is a positive correlation between AI usage and employees' work-life balance.
2. **Hypothesis 2:** Employees who are satisfied with AI tools have a higher level of work-life satisfaction.
3. **Hypothesis 3:** Employees face significant challenges while using AI tools, which negatively affects their job satisfaction.

5. DATA ANALYSIS AND INTERPRETATION

Hypothesis 1: There is a positive correlation between AI usage and employees' work-life

Correlation Table for Hypothesis 1						
Variables	**AI Usage Hours**	**Work Life Balance**	**Job Engagement**	**Flexibility Score**	**Stress Level**	**Job Satisfaction**

AI Usage Hours	1.000	0.520	0.550	0.600	-0.300	0.500
Work Life Balance	0.520	1.000	0.450	0.650	-0.250	0.550
Job Engagement	0.550	0.450	1.000	0.500	-0.200	0.600
Flexibility Score	0.600	0.650	0.500	1.000	-0.150	0.500
Stress Level	-0.300	-0.250	-0.200	-0.150	1.000	-0.350
Job Satisfaction	0.500	0.550	0.600	0.500	-0.350	1.000

Interpretation

The correlation analysis reveals that increased AI usage hours positively impact several aspects of employees' work experience, aligning with Hypothesis 1. Specifically, AI usage hours show a moderate positive correlation with work-life balance (0.520), job engagement (0.550), flexibility (0.600), and job satisfaction (0.500), indicating that as AI integration increases, employees may benefit from improved balance, engagement, and flexibility, which in turn supports higher job satisfaction. Additionally, AI usage correlates negatively with stress levels (-0.300), suggesting that AI may alleviate some workload pressures. Flexibility plays a central role, showing strong positive correlations with both work-life balance (0.650) and job satisfaction (0.500), indicating that flexible work arrangements contribute significantly to employees' overall satisfaction and balance. Stress levels have a negative association with job satisfaction (-0.350), reinforcing the idea that high stress can lower work satisfaction. Overall, the data supports the hypothesis that AI usage fosters a positive work environment by enhancing flexibility, reducing stress, and promoting engagement and satisfaction.

Hypothesis 2: Employees who are satisfied with AI tools have a higher level of work-life satisfaction**.**

Correlation Table for Hypothesis 2						
Variables	**AI Usage Hours**	**Work Life Satisfaction With AI**	**Flexibility Score**	**Job Engagement**	**Productivity Score**	**Stress Level**
AI Usage Hours	1.000	0.600	0.550	0.650	0.700	-0.200
Work Life Satisfaction With AI	0.600	1.000	0.500	0.600	0.650	-0.300
Flexibility Score	0.550	0.500	1.000	0.550	0.600	-0.150
Job Engagement	0.650	0.600	0.550	1.000	0.700	-0.250
Productivity Score	0.700	0.650	0.600	0.700	1.000	-0.100
Stress Level	-0.200	-0.300	-0.150	-0.250	-0.100	1.000

Interpretation

The correlation analysis for Hypothesis 2 reveals significant relationships between AI usage hours and various workplace factors, indicating that increased AI usage is associated with higher job engagement (0.650) and productivity (0.700), suggesting that employees who utilize AI tools tend to be more engaged and productive. Additionally, AI usage hours correlate positively with work-life satisfaction (0.600) and flexibility (0.550), implying that AI may enhance satisfaction and adaptability in work arrangements. Notably, productivity is strongly linked to both job engagement (0.700) and work-life satisfaction (0.650), indicating that improved productivity can lead to higher satisfaction and engagement levels. Although stress levels show a weak negative correlation with AI usage (-0.200) and work-life satisfaction (-0.300), the overall data supports Hypothesis 2 by demonstrating that greater AI integration positively impacts productivity, engagement, and satisfaction while marginally reducing stress.

Hypothesis 3: Employees face significant challenges while using AI tools, which negatively affects their job satisfaction.

Correlation Table for Hypothesis 3						
Variables	**Satisfaction With AI**	**Challenges With AI**	**Stress Level**	**Work Life Balance**	**Job Engagement**	**Productivity Score**
Satisfaction With AI	1.000	-0.400	-0.350	0.450	0.600	0.650
Challenges With AI	-0.400	1.000	0.500	-0.300	-0.250	-0.200
Stress Level	-0.350	0.500	1.000	-0.250	-0.150	-0.100
Work Life Balance	0.450	-0.300	-0.250	1.000	0.500	0.400
Job Engagement	0.600	-0.250	-0.150	0.500	1.000	0.550
Productivity Score	0.650	-0.200	-0.100	0.400	0.550	1.000

Interpretation

The correlation analysis for **Hypothesis 3** illustrates the dynamics between satisfaction with AI and various workplace factors. A strong positive correlation is observed between satisfaction with AI and both job engagement (0.600) and productivity (0.650), indicating that employees who are satisfied with AI tools tend to experience higher levels of engagement and productivity. Conversely, challenges associated with AI usage negatively correlate with satisfaction (-0.400) and positively correlate with stress levels (0.500), suggesting that facing difficulties with AI can detract from satisfaction while contributing to increased stress. Additionally, work-life balance shows a positive correlation with satisfaction (0.450), reinforcing the notion that a higher satisfaction level with AI can contribute to better work-life balance. Stress levels negatively correlate with work-life balance (-0.250) and engagement (-0.150), highlighting the impact of stress on overall workplace satisfaction. Overall, the data supports Hypothesis 3 by demonstrating that satisfaction with AI positively influences engagement and productivity while inversely affecting the challenges and stress levels faced by employees.

DISCUSSION

The study found a significant association between the employment of artificial intelligence (AI) and important workplace outcomes. Effective AI integration has been shown to positively correlate with higher AI use hours, resulting in work-life balance, job engagement, and productivity. Interestingly, workers who are more satisfied with AI report better levels of job engagement and productivity, demonstrating that user-friendly AI solutions have a beneficial influence in the workplace.These, however, have a negative impact on job satisfaction and work-life balance as a result of AI problems, which businesses should address in order to leverage the advantages of AI. Furthermore, the negative stress levels associated with AI use demonstrate that workers need proper assistance and training in this area. This means that, on the one hand, AI may be very beneficial, but on the other hand, it is a huge bag of worms, and we must proceed with caution when using AI. Training and support methods may be forthcoming steps to ensure that AI technologies do not impede employee well-being and productivity, but rather enhance it.

6. CONCLUSION

The research emphasises the role of artificial intelligence (AI) in the workplace as a utilitarian force for employee happiness, productivity, and improved work-life balance. Based on these results, more AI use is connected with better job engagement, flexibility, and productivity, indicating that AI may be seen as a significant tool for improving work processes and the employee experience. More precisely, individuals that used AI effectively reported greater levels of satisfaction than their peers, demonstrating that when AI systems

are strategically applied in the workplace, they may dramatically boost job satisfaction and participation. The research also analyses the hurdles of integrating AI and concludes that these problems have a detrimental influence on employee satisfaction while increasing stress levels. This implies that organisations must address these issues in order to fully realise the advantages of AI. It involves training and support mechanisms to assist people cope with possible challenges, as well as ensuring that the AI technologies given improve rather than degrade their employment.The study highlights that AI technology adoption in the workplace must be done with a balanced effort that considers both technology and the human experience it impacts. Future study might look at the long-term effects of using AI in diverse work contexts, as well as the help others will need to properly navigate new technologies. This enables organisations to cultivate a healthy, highly productive workforce ready to thrive in a fast expanding AI-enabled future.

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