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An Impact Assessment of Leveraging Artificial Intelligence on Well Beings of Employees: A Case Study of Cogent Infotech Ltd

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Abstract

This research article is out come of case study to investigate the transformative impact assessment of Artificial Intelligence on well beings of employees a core area of Human Resource Management (HRM) functions. In today's fast-paced work environment, employee wellbeing is rapidly becoming more important as more than 62 percent companies are discussing and focusing on employee's wellbeing. wellbeing contributes in enhancement of productivity, improving employee's morale, and reducing absenteeism Based on a survey of 471 respondents out of 500 HR employees of Cogent Infotech Ltd. the study finds an overwhelming consensus on AI's positive influence. Survey data across multiple HR dimensions indicate overwhelmingly positive perceptions among employees and leadership regarding the impact of AI. Over 90% of respondents consistently agreed or strongly agreed that AI tools significantly contribute to faster and more accurate for wellbeing. AI-driven tools were seen as instrumental in identifying workforce trends, managing talent pipelines, and enhancing employee engagement and wellness. This research concludes that Artificial Intelligence is fundamentally reshaping HRM, moving beyond automation to become a strategic partner in talent management and a critical source of competitive advantage in the modern digital economy.

Keywords: Artificial Intelligence, Human Resource Management, well beings, Talent Acquisition, Workforce Analytics, Strategic HR

1. INTRODUCTION

Employee wellbeing refers to the physical, mental, and emotional health of employees, encompassing aspects like work-life balance, job satisfaction, and overall happiness. Thus, it is no longer optional but a strategic necessity. In today's fast-paced work environment, employee wellbeing is rapidly becoming more important as more than 62 percent companies are discussing and focusing on employee's wellbeing. wellbeing contributes in enhancement of productivity, improving employee's morale, and reducing absenteeism. By facilitating employee wellbeing, businesses can create a more engaged, motivated workforce and drive better performance that contributes to long-term success.

This blog will provide a detailed guide on the significance of employee wellbeing, key components, the best initiatives, challenges, trends, and more. Human Resource Management (HRM) is essential to the effective operation of any organization.

In recent years, Artificial Intelligence has advanced rapidly, reshaping industries and introducing new levels of efficiency and innovation. Its influence extends across sectors from healthcare to finance and its growing presence in Human Resource Management is particularly significant. As organizations adapt to digital transformation, it's integration into HR systems has become a major focus, offering the potential to redefine how companies manage their people.

This research article aims to examine the evolving relationship between Artificial Intelligence and Wellbeing by exploring insights from employees of particular organisation compared with global HR leaders and their experiences with adopting these technologies. The study seeks to provide a deeper understanding of how this technology is transforming wellbeing as one of the HR functions, offering practical knowledge rather than surface-level trends to help organizations remain competitive in an increasingly digital world.

2. OBJECTIVE OF THE STUDY

The objectives of this article are to assess the impact of this emerging technology adoption on wellbeing, including the prevalent trends and challenges to explore how AI enhances efficiency, supports data-driven decision-making, and enables personalized HR practices to offer guidance that can assist organizations in strategically implementing AI to foster innovation and strengthen workforce management. As the influence of this technology on HRM continues to grow, it becomes clear that integrating artificial intelligence into human resource practices is not simply a technological shift it is a transformative process that holds significant potential for improving organizational performance and opening new avenues for effective talent management. To explore the ways, this enables personalization in HR processes, such as individualized learning, employee engagement, and customized recruitment experiences. To provide strategic insights and recommendations for organizations on effectively implementing Artificial Intelligence in HRM to drive innovation, improve effectiveness, and enhance workforce management.

3. REVIEW OF LITERATURE

The integration of Artificial Intelligence into Human Resource Management (HRM) has emerged as a significant driver in enhancing employee well-being across organizations. Employee well-being refers to the holistic health of employees, encompassing physical, mental, emotional, and social aspects, which contribute to their overall productivity, engagement, and job satisfaction **(Guest, 2017)**. AI in HRM, defined as the use of intelligent algorithms and machine learning systems to automate, analyze, and optimize human resource functions **(Kok et al., 2009)**, plays a crucial role in fostering a healthier and more responsive work environment. Scholars have noted that AI-driven tools such as predictive analytics, chatbots, and sentiment analysis software enable HR professionals to proactively monitor and address issues related to stress, burnout, workload, and work-life balance **(Chatterjee et al., 2021)**. These tools also provide personalized support and development opportunities, thereby enhancing employee engagement and psychological safety **(Meijerink et al., 2021)**. For instance, AI applications can identify patterns in absenteeism or communication that may signal declining well-being and trigger early interventions. Moreover, the use of this technology in HRM facilitates the design of inclusive workplace policies by eliminating biases and promoting fair treatment, which further contributes to a positive employee experience **(Dwivedi et al., 2021)**. Therefore, the literature suggests that AI, when applied ethically and transparently, holds significant potential in transforming HRM into a more proactive and employee-centric function that supports well-being in a dynamic organizational context.

4. RESEARCH METHODOLOGY

To assess the impact and to evaluate the current adoption of artificial intelligence in human resource management and examine its influence across key organizational domains such as wellbeing, a survey was administered the employees people leaders from a wide range of industries and organizational sizes. The study collected responses from 471 out of 500 participants. This diverse sample provides a comprehensive view of how AI is being integrated into HRM practices across different organizational contexts.

5. DISCUSSIONS AND FINDINGS

In the rapidly evolving landscape of Human Resource Management (HRM), the integration of Artificial Intelligence has emerged as a game-changer especially in the realm of employee well-being. Traditionally, employee well-being was addressed through manual surveys, sporadic wellness initiatives, and reactive health programs. However, with increasing workplace complexity, diverse workforce expectations, and the growing importance of mental health, modern HRM is leveraging Artificial Intelligence to create proactive, personalized, and data-driven well-being strategies.

AI-powered platforms now enable HR departments to monitor employee sentiment through real-time data analytics, predict burnout through behavioral trends, and recommend tailored wellness programs ranging from stress management tools to mental health support. By integrating this technology into wellness initiatives, organizations can foster a culture of care and inclusivity, improve employee engagement, and ultimately enhance productivity and retention.

Moreover, AI-driven Chatbots, virtual wellness coaches, and intelligent dashboards are revolutionizing how organizations address both physical and psychological health in a timely and non-intrusive manner. In this context, the use of Artificial Intellignce in employee well-being is not just a technological advancement it is a strategic HR imperative that aligns with modern expectations of a compassionate, responsive, and future-ready workplace. Various tables and charts have been prepared to assess the impact. The data, collected through a five-point Likert scale, captures the awareness levels of employees about its application in monitoring employee well-being.

Table 5.1: My organization has integrated with these technological tools specifically to monitor and improve employee well-being.

1. Integration of Artificial Intelligence tools specifically to monitor and improve employee well-being.				
Description	Frequency	Percent	Valid Percent	Cumulative Percent
1 Strongly Disagree	2	0.42	0.42	0.42
2 Disagree	3	0.64	0.64	1.06
3 Neutral	25	5.31	5.31	6.36
4 Agree	94	19.96	19.96	26.32
5 Strongly Agree	347	73.67	73.67	100.00
Total	471	100	100	

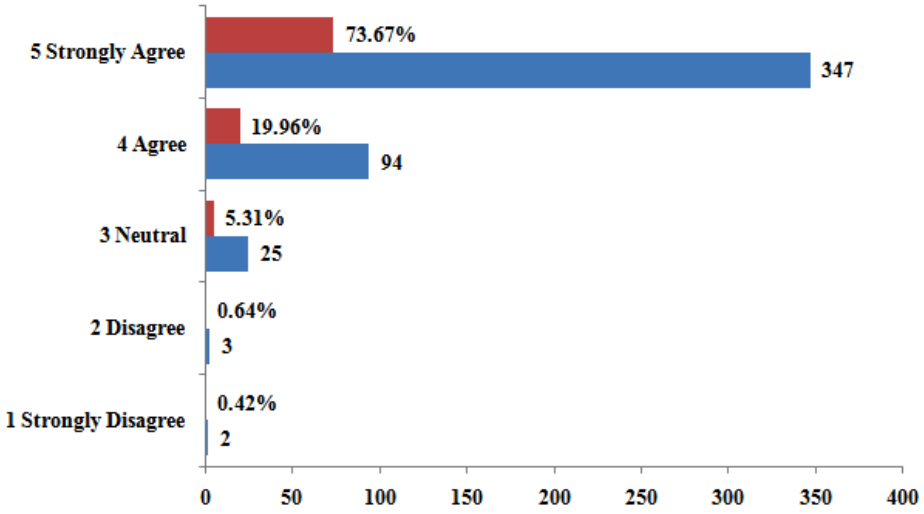

Figure 5.1: Based on Table 5.1

The above table and chart present an evaluation of 471 respondents regarding the statement: "My organization has integrated with these tools specifically to monitor and improve employee well-being." The responses were gathered using a five-point Likert scale, providing insight into how employees perceive the organization's use of this technology in promoting well-being.

The results indicate a highly positive sentiment among the workforce. A substantial majority 347 respondents (73.67%) strongly agreed that AI tools have been specifically integrated to monitor and enhance their well-being. This was further supported by 94 respondents (19.96%) who agreed with the statement. Together, this reflects a strong endorsement from 93.63% of the total participants.

A small segment of 25 respondents (5.31%) chose a neutral stance, indicating either a lack of awareness or uncertainty regarding the AI-driven well-being initiatives. Meanwhile, only 3 respondents (0.64%) disagreed, and 2 respondents (0.42%) strongly disagreed, showcasing minimal negative perception.

These findings clearly suggest that the majority of employees recognize and appreciate the organization's efforts to leverage these technologies in enhancing their health and well-being. The overwhelmingly positive response underscores AI's growing importance as a supportive tool in employee-centric HRM practices.

Table 5.2: I am aware of AI-driven tools being used in my organization to detect stress, burnout, or disengagement.

2. Awareness about tools being used in my organization to detect stress, burnout, or disengagement.				
Description	Frequency	Percent	Valid Percent	Cumulative Percent
1 Strongly Disagree	2	0.42	0.42	0.42
2 Disagree	2	0.42	0.42	0.84
3 Neutral	18	3.82	3.82	4.67
4 Agree	92	19.53	19.53	24.20

5 Strongly Agree	357	75.80	75.80	100.00
Total	471	100	100	

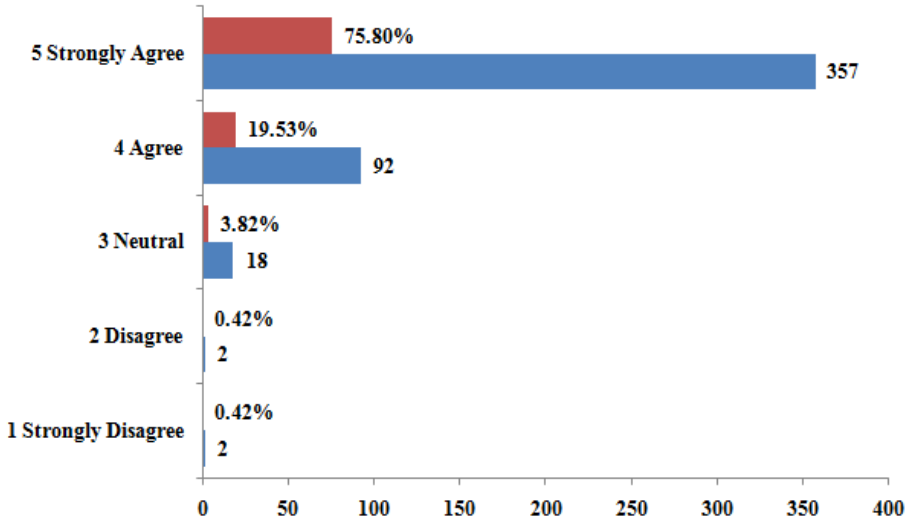

Figure 5.2: Awareness level of employees.

Results indicate a highly positive awareness among the workforce. An overwhelming majority 357 respondents (75.80%) strongly agreed that they are aware of such AI-driven tools being utilized in their organization. This was followed by 92 respondents (19.53%) who agreed with the statement, leading to a combined agreement rate of 95.33%.

A small segment, 18 respondents (3.82%), expressed a neutral stance, indicating some uncertainty or limited knowledge about the implementation of these AI tools. Only a minimal number of participants reflected disagreement, with 2 respondents (0.42%) disagreeing and another 2 respondents (0.42%) strongly were disagreeing.

These findings suggest that the majority of employees are well aware of their organization's initiatives to adopt this technology for identifying signs of stress, burnout, or disengagement. It reflects a broader organizational commitment to leveraging technology for proactive employee well-being and mental health management.

Table 5.3: In my organization AI solutions are regularly used to track employee mood, sentiment, or emotional wellness.

3. Solutions are regularly used to track employee mood, sentiment, or emotional wellness.				
Description	Frequency	Percent	Valid Percent	Cumulative Percent
1 Strongly Disagree	1	0.21	0.21	0.21
2 Disagree	2	0.42	0.42	0.63
3 Neutral	15	3.18	3.18	3.82
4 Agree	89	18.90	18.90	22.72
5 Strongly Agree	364	77.28	77.28	100.00
Total	471	100	100	

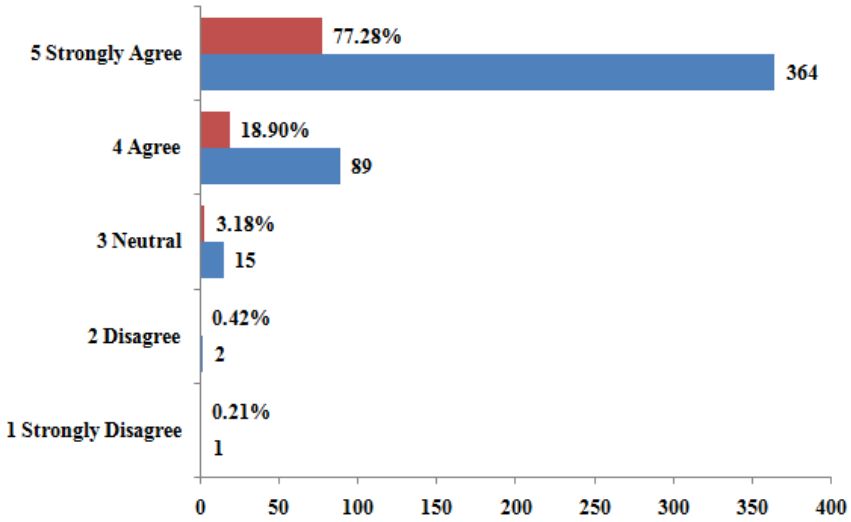

Figure 5.3: Frequency of monitoring of employee mood, sentiment, and emotional wellness in the organization.

The results show a highly favorable attitude toward the use of this technology for employee emotional wellness monitoring. A substantial majority 364 respondents (77.28%) strongly agreed that AI tools are regularly used for this purpose. This was followed by 89 respondents (18.90%) who agreed with the statement, bringing the total positive sentiment to an impressive 96.18%.

Only 15 respondents (3.18%) remained neutral, indicating either a lack of awareness or ambivalence toward the organization's AI practices in this area. A minimal number of respondents expressed dissent, with just 2 (0.42%) disagreeing and 1 (0.21%) strongly disagreeing.

These findings reflect a strong organizational trend toward leveraging Artificial Intelligence in monitoring and supporting employee emotional well-being, suggesting that such practices are becoming integral to the workplace wellness strategies of the surveyed organization.

Table 5.4: The integration of AI in well-being has led to noticeable improvements in organizational culture.

4. Integration for well-being has led to noticeable improvements in organizational culture.				
Description	Frequency	Percent	Valid Percent	Cumulative Percent
1 Strongly Disagree	1	0.21	0.21	0.21
2 Disagree	1	0.21	0.21	0.42
3 Neutral	21	4.46	4.46	4.88
4 Agree	83	17.62	17.62	22.50
5 Strongly Agree	365	77.49	77.49	100.00
Total	471	100	100	

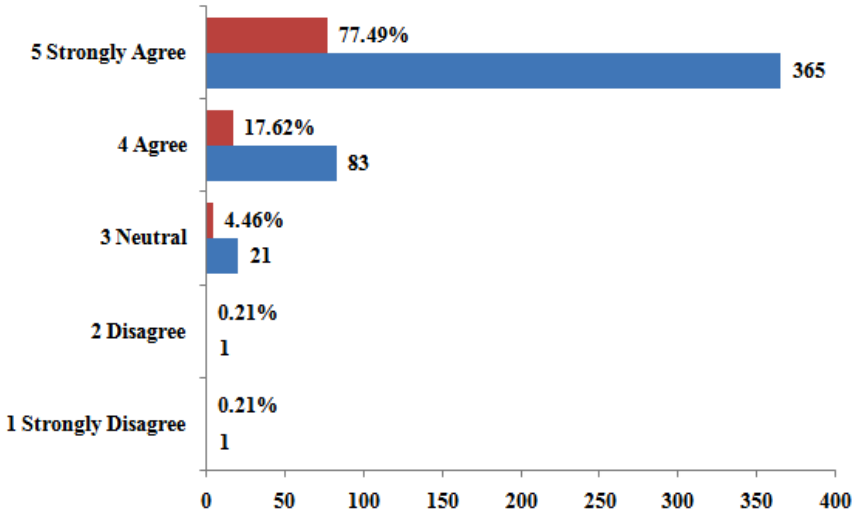

Figure 5,4: Based of Table 5.4 (Integration for employee well-being)

The results reveal an overwhelmingly positive sentiment. A substantial majority of respondents 365 individuals (77.49%) strongly agreed that integration of technology in well-being has positively impacted organizational culture. This was followed by 83 respondents (17.62%) who agreed, bringing the overall positive response rate to 95.11%.

Meanwhile, 21 respondents (4.46%) chose the neutral option, possibly reflecting uncertainty or limited awareness of AI's influence on workplace culture. Only 2 respondents (0.42%) expressed disagreement 1 (0.21%) disagreed and 1 (0.21%) strongly disagreed.

These findings underscore a clear trend toward the recognition constructive role in shaping a healthier and more inclusive organizational culture through targeted well-being initiatives. The high level of agreement indicates that these tools are not only being adopted but are also perceived as valuable in enhancing the human-centric aspects of the workplace.

Table 5.5: AI-driven well-being initiatives contribute to a healthier work-life balance.

5. Contribution in well-being for healthier work-life balance.				
Description	Frequency	Percent	Valid Percent	Cumulative Percent
1 Strongly Disagree	2	0.42	0.42	0.42
2 Disagree	3	0.64	0.64	1.06
3 Neutral	25	5.31	5.31	6.36
4 Agree	75	15.92	15.92	22.29
5 Strongly Agree	366	77.71	77.71	100.00
Total	471	100	100	

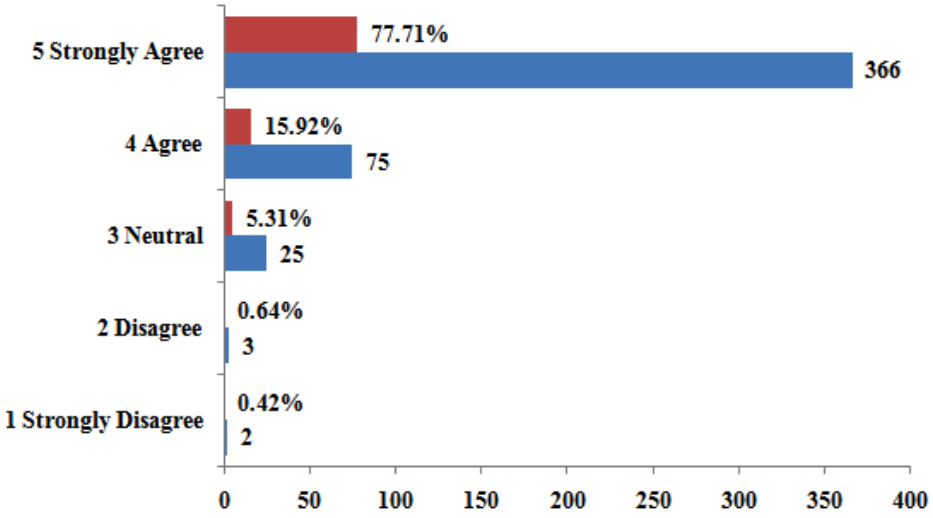

Figure 5.5: Contribution to a healthier work-life balance.

The results indicate a highly positive outlook toward AI-driven well-being initiatives. A dominant majority of 366 respondents (77.71%) strongly agreed that this technology plays a significant role in promoting a healthier work-life balance. An additional 75 respondents (15.92%) agreed with the statement, resulting in a cumulative positive response of 93.63%.

Meanwhile, 25 respondents (5.31%) maintained a neutral stance, possibly reflecting limited exposure or mixed views regarding AI's impact on work-life balance. A small minority expressed disagreement: 3 respondents (0.64%) disagreed, and only 2 (0.42%) strongly disagreed.

These findings highlight a clear and overwhelming consensus among employees in favor of integrating AI into well-being programs. They underscore the growing trust in these technologies as effective tools for fostering a healthier and more balanced professional life within the organization.

Table 5.6: Overall, AI enhances HRM practices by proactively managing employee well-being.

6. Impact on Overall HRM practices by proactively managing employee well-being.				
Description	Frequency	Percent	Valid Percent	Cumulative Percent
1 Strongly Disagree	0	0.00	0.00	0.00
2 Disagree	1	0.21	0.21	0.21
3 Neutral	28	5.94	5.94	6.16
4 Agree	72	15.29	15.29	21.44
5 Strongly Agree	370	78.56	78.56	100.00
Total	471	100	100	

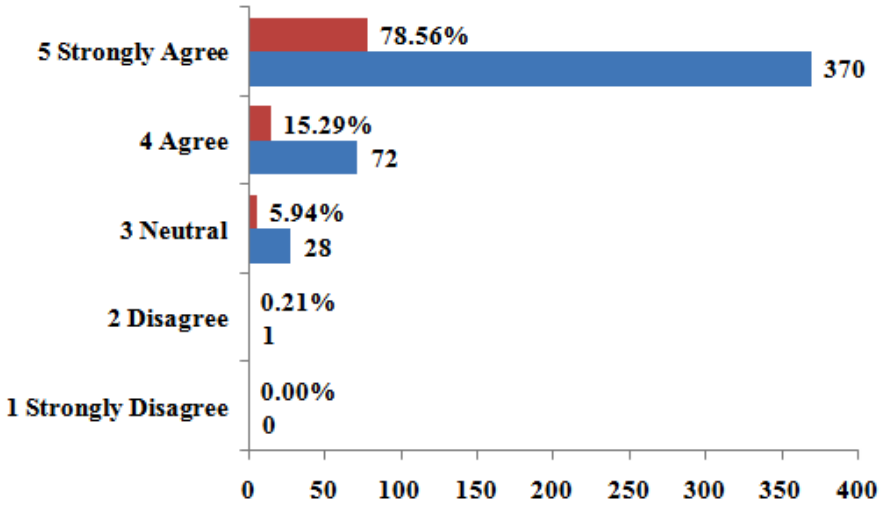

Figure 5.6: Impact on HRM practices

The results reveal a markedly positive consensus toward this proposition. A significant majority 370 respondents (78.56%) strongly agreed that this technology plays a pivotal role in enhancing HRM by addressing employee well-being proactively. Additionally, 72 participants (15.29%) expressed agreement with the statement, collectively accounting for an overwhelming 93.85% positive response rate.

A smaller proportion, 28 respondents (5.94%), selected neutral, possibly indicating either limited awareness of AI's involvement in this domain or a more reserved judgment. Only 1 individual (0.21%) disagreed, and none strongly disagreed, highlighting the near-unanimous recognition of the technology, positive impact on well-being management within HRM.

These findings suggest that this technilogy is increasingly regarded as a strategic enabler in human resource management, particularly in fostering a proactive approach to employee wellness. This trend signals a progressive shift in organizational priorities, where technology is being integrated not only for efficiency but also for cultivating a healthier and more supportive work environment.

6. Conclusion

The comprehensive analysis of integration of technology in HRM practices at Cogent Infotech Corporation reveals a clear trend: artificial intelligence has become a transformative force in reshaping human resource functions across the organization. These tools have not only enhanced the efficiency and employee well-being, but also introduced a level of personalization, fairness, and predictive capability previously unattainable through traditional methods.

Survey data across multiple HR dimensions indicate overwhelmingly positive perceptions among employees and leadership regarding the impact of this technology. Over 90% of respondents consistently agreed or strongly agreed that these tools significantly contribute to faster and more accurate for wellbeing. AI-driven tools were seen as instrumental in identifying workforce trends, managing talent pipelines, and enhancing employee engagement and wellness.

Notably, Artificial Intelligence has enabled proactive HR strategies whether through real-time feedback mechanisms, mood and sentiment tracking, or dynamic skill gap analysis. These developments reflect not only operational advancements but also a cultural shift towards data-informed decision-making and employee-centric initiatives. In performance evaluation, this technology has helped to reduce human bias, increased transparency, and aligned individual goals with broader organizational strategy.

The research concludes that use of this technology in HRM is not merely an operational upgrade but a strategic enabler of innovation, agility, and human capital optimization. For companies like Cogent Infotech, which operate in high-pressure, knowledge-driven environments, the intelligent deployment of AI empowers HR departments to evolve into strategic business partners. As AI continues to mature, its integration into HR will likely deepen, making it essential for organizations to invest in ethical, inclusive, and responsive Artificial Intelligence systems that prioritize both productivity and human values. Thus, this emerging technology is shaping a new future for HRM one that is intelligent, personalized, and deeply aligned with organizational success and employee well-being

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