

Artificial Intelligence And Workplace Stress: Analysis From A Documentary Perspective

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ABSTRACT:

Artificial intelligence (AI) has seen rapid development and has become widely used in various fields, including the workplace. This study focuses on investigating the possible repercussions of AI on workers' mental health, specifically in relation to work stress. Using a documentary review methodology, exhaustive searches were carried out in academic databases with key terms related to AI and work stress. The results revealed that the implementation of AI can have both positive and negative effects on workers' stress level.

AI can reduce workload, improve efficiency and free employees from routine tasks, contributing to psychological well-being by reducing pressure and burnout. However, negative effects were also identified, such as generating uncertainty among employees due to a lack of understanding of how algorithms and decision-making work. Additionally, there are concerns that AI could replace jobs, increasing feelings of job insecurity. AI can significantly influence workplace stress, making it crucial to understand and address these effects to leverage its benefits effectively in work environments.

KEYWORDS: Artificial intelligence; documentary review; technology; work stress; work well-being

INTRODUCTION:

Work is considered as "the set of all those activities carried out by human beings in order to achieve the satisfaction of their basic and secondary needs, which necessarily involves the both physical and intellectual capacities of the individual" (Bedodo and Gliglio, 2006 PAGE).

as "human capital must have an adequate state of mental, physical, social and emotional well-being and health, as defined by the World Health Organization" (Ramos, et al, 2020, p. 86).

Work is a fundamental part of people's lives and can provide them with fulfillment satisfaction, quality of life and even health. However, it can also have a negative effect on physical and mental health, depending on the type of work, the environment, conditions and the organization of work (Ordoñez & Palacio, 2022, P.4).

In today's world, there has been a rapid development in all areas of the existence of human beings. human resources, such as the advancement in the professional market, which is required by the ability as the globalization and diverse economic pressures; it determines the major changes in organizations clearly affect the physical and psychological aspects of individuals, as well as the health and safety of their social cannot accommodate these current norms imposed by the labor market (Chavez, 2016, p.1).

Nowadays, artificial intelligence (AI) has undergone rapid development and has been technology has become widely used in a variety of fields, including the workplace. (Morton, 2022). As AI becomes more and more integrated into work environments, the question arises concern about its possible impact on the mental health of workers, specifically in relation to occupational stress.

The last two decades have witnessed significant advances in artificial intelligence (AI) and robotics. Future progress is expected to be even more astonishing, and many experts on the subject predict that these technologies will transform work around the world (Brynjolfsson and McAfee 2014; Ford 2016; Boston Consulting Group 2015; McKinsey Global Institute 2017). Surveys recent studies find high levels of anxiety about automation and other trends technology, underscoring the widespread concerns about its effects (Pew Research Center 2017; Acemoglu & Restrepo, 2018, p.197).

Artificial intelligence (AI) has undergone rapid development in recent years and has found its application in a variety of fields, including the workplace. As AI becomes more integrated increasingly in the workplace, concerns are being raised about their potential impact on the mental health of workers, specifically in relation to occupational stress. The present study aims to analyze the relation between AI and work-related stress, identifying the factors that influence this relation and exploring both the positive and negative effects of AI in the psychological well-being of workers.

In the labor field, workers often do not know whether they are complying with their satisfactorily with the tasks, whether the proposed objectives are achieved, nor is there any incentive, which generates a sense of frustration and dissatisfaction among people (Osorio, 2021, pp 1-2). It can generate stress and dissatisfaction in workers or some additional affectation. It is then based on the definition of stress as: "demands, external and/or internal, that exceed the individual's resources; Therefore, stress is not a disease, but it can cause it when the individual perceives that certain circumstances demand more of him than he can give, and that experience endangers their well-being (Lazarus & Folkman, 1984, Gonzalez, 2007, p.249, as cited above in Ortégón, et al, 2021, p.198). Therefore, it is mentioned that stress is a natural state of people, if there is any change, it can generate stress.

So, as Osorio mentions, "Work stress is established from the degree of Compliance of the worker in relation to his or her working conditions and work environment together with others psychosocial factors" (2020, p. 1; Vargas & Sacaluga, 2022)

Among the diseases that stress can generate, burnout syndrome is mentioned. which is considered an occupational disease in Colombia according to Decree 1477 of 2014, Table of occupational diseases (Ministry of Labour, 2014, p.55). This condition is related to exhaustion and wear caused by excess force and /or increasing demands on energy; This situation happens with a professional, who "burns out" (exhausts) and fails in their attempt to reach their work goals, it implies a loss of interest in the job, negative attitudes towards colleagues and clients and low self-esteem (Rodríguez Ramírez, Guevara Araiza & Viramontes Anaya, 2017; Ortégón, et al, 2021).

The description of the current situation reveals that the implementation of AI in the has generated both positive expectations and concerns in workers. For a on the other hand, AI is expected to provide significant benefits by reducing workload, improving efficiency and free employees from routine and repetitive tasks (Ramíó, 2019). However, for on the other hand, there are concerns about uncertainty regarding the implementation of AI, lack of control over decisions made by algorithms and the possibility of job substitution por la IA (Pesapane, Volonté, Codari, & Sardanelli, 2018).

Faced with this situation, the problem arises: What is the relation between artificial intelligence and work-related stress? It is important to understand the effects of AI on the mental health of workers and develop strategies to minimize the negatives and take advantage of the benefits of AI effectively.

In this study, a methodology based on a systematic review of the literature will be used Scientific research available on the subject to analyze the relation between artificial intelligence and work-related stress. Through this methodology, we will seek to identify the factors that influence this relation and explore both the positive and negative effects of AI on the psychological well-being of workers. The results obtained will provide valuable information to understand and address this relation more effectively in work environments.

2) METHODS AND METHODOLOGY:

The interest in investigating a possible relation and influence of AI and occupational stress has led to the present documentary research, taking this phenomenon into consideration relatively has recently ventured into different fields of society, specifically, in the business area and in the its human talent management.

In order to carry out this study, we used an approach based on the research methodology of systematic review of the scientific literature. According to Smith (2018), the systematic review is a rigorous and objective method that allows for a comprehensive collection and analysis of the evidence on a specific topic (Ordoñez, 2021; Ordóñez, 2022).

A search of different documents (bibliographic) of the last 10 years (2014-2024) in different databases and academic search engines such as: Google academic, ScienceDirect, Scopus, DOAJ, Scielo. As for the filtering of the documents, the following documents were selected linked to the issue of artificial intelligence in business contexts and its relation to stress at work, occupational wellness or mental health.

The intentions of reviewing the bibliography consist of whether the theories and previous researches hint at a finding (even partial) to one or more research concerns, or if it should research approach, is to analyze and identify whether they provide an effective direction (Hernández, R., Fernández, C. and Baptista M., 2014; Ordoñez & Palacio, 2022, p.3).

It was carried out a comprehensive effort to minimize these biases and provide a full picture of the relation between artificial intelligence and work stress.

Finally, in the present research, 50 bibliographic references were consulted for the total construction of the document, of which, 27 bibliographic references (research articles) are from the results section; taking as exclusion criteria the following: articles that are not related to the theme and/or those that were not found in indexed journals.

3] RESULTS:

The analysis of the scientific literature revealed a number of important findings about the relation between artificial intelligence (AI) and work-related stress. The results indicate that the implementation of AI in Work environments can have both positive and negative effects on the stress of workers.

On the other hand, negative effects of AI on work-related stress were also identified. The introduction of AI in work environments can lead to uncertainty among employees. The Lack of understanding about how algorithms work and how decisions are made can generate anxiety and worry. In addition, there are concerns that AI could replace jobs, which can increase job stress and job insecurity.

AIS (Automated Information Systems) "These systems involve artificial intelligence (AI) technologies to perform specific tasks in an automated manner" create approximately 50 million jobs worldwide by 2022 (Kaplan & Haenlein, 2020). The era of AIS has progressed to levels where chatbots, voice assistance, autonomous planning and programming, robots and autonomous vehicles can be used at a through artificial intelligence. These computer applications can feel, reason, and respond (Duan et al., 2019) and have become an integral part of digital strategies with natural language processing, machine learning, among others (Verma & Singh, 2022).

AI can reduce workload, improve efficiency, and free employees from tasks routine and repetitive (Shoshan, et al, 2022).

According to Li, Bonn, & Ye, it is crucial to investigate and understand how AI can influence stress in order to implement policies and practices that promote the well-being of workers (Read, Bonn, & Ye, 2019).

Through the empirical research of Leyton, J. D., & Correa, a connection could be made between the use of AI techniques and the level of motivation and stress experienced by the workers. This relation is based, among other aspects, on the level of adaptation of the workers to new technologies. This is because, although workers know that the machines could replace them, they are also aware that a good preparation for the changes will allow them to find new ways to remain valuable to the company (Leyton, J.D, & Correa, 2014).

According to Benhamou, these health care activities are not automatable, according to Benhamou. involve fundamentally social and intrinsically human competencies, the risk of which is automation by machines is much lower than in the case of routine tasks or even complex ones that do not require such competencies (Benhamou, 2022)

It has been identified that the use of artificial intelligence can support specialists in the field of mental health in identifying patterns in massive volumes of data, which in turn can provide a deeper understanding of disorders and generate more information for develop effective interventions. This approach is particularly useful during pandemics, given that how quickly psychological problems associated with work overload can arise in the health personnel. The next step of this project will focus on developing a platform and an application capable of performing automatic classification of health professionals and providing highly personalized psychological recommendations. Work will also be done on the creation of indicators and visualizations of the data collected in short periods of time (Zamudio, Rojo, Fuentes & Fletes, 2021).

At the same time, algorithms can be used to improve not only the productive management of the company, but also the prevention of occupational risks. Thus, the collection of large amounts of data and its processing with the help of artificial intelligence can improve the prevention of occupational risks, allow for better assessments, better prevention methods, and better formulas for assessing remaining risks, and even prevent problems before they happen. (Todoli, 2019).

The presence of Artificial Intelligence in our work environment has implications for the prevention of occupational risks, according to the "Prospective Study on New and Emerging Risks for occupational safety and health associated with digitalization by 2025" prepared by the Agency European Commission for Safety and health at work.

However, other sectors, such as transportation, could automate more quickly according to the International Transport Forum (ITF, 2019): Driverless trucks would greatly reduce labour costs, which currently account for 25 to 45 per cent of

the costs incurred by trucking companies in Europe and North America. In addition, in the developed countries, long-distance transport operations of heavy goods are often on the motorway, where automation is easier to implement than under of urban traffic.

Also, the researchers, Arntz, Gregory, & Zierahn: the bookkeeping clerks, accounting and auditing are assigned a 98% probability of being automated in the future regardless of the variation of tasks between the workplaces within this profession. However, according to our task data, many workers in occupations as they also perform tasks that machines struggle with, such as trouble shooting or influence (Arntz, Gregory, & Zierahn, 2017).

This contrasts with Granados' 2022 study, in which he reports that companies use advanced technology to manage work, based on detailed data analysis on the performance of workers, as well as other factors such as consumer preferences, traffic, weather, and customer demand. This allows them to make more efficient decisions through favor of the company. Automated work management represents the culmination of efficiency in the direction and control of workers, as it completely eliminates human intervention. Thus, the artificial intelligence replaces the HR manager and supervisors, even in the decision-making.

Artificial Intelligences are effective in several fields, but their use can decrease the human contribution, which generates technostress rather than relief. This situation may have its basis in the fact that, although processes do not disappear completely, they are simplified, often without that humans perceive it clearly. In addition, workplace well-being issues arise because it is necessary to maintain constant monitoring of the work of AIs, and the remaining tasks can be tedious and repetitive. This variable represents the necessary coordination in the processes, since the task assignment doesn't always result in balance or complementary actions. (Cruz & Gordillo, 2022).

For their part, Madhuri, Mohan & Kaavya, state that: The problem of stress is recognized as a one of the main factors that lead to a spectrum of health problems. Today, the diagnosis and decision depend largely on the doctor's expertise in interpreting of the measurements. Computer-Aided Artificial Intelligence Systems for Diagnosis of stress would allow for a more objective and consistent diagnosis and decisions. The system is proposed stress detection based on physiological signals (Madhuri, Mohan & Kaavya, 2013).

Most machines have acquired new responsibilities and even sovereignty. And they are expected to manifest different ways of human wisdom and make choices in their lives. relation with the workers themselves (Xu, Li, Xu, & Wei, 2022; Verma & Singh, 2022). This can be combined with the study conducted by Jain in 2021, repercussion of Intelligence in the field of human talent management in organizations, which found that the implementation of artificial intelligence, at times, generates some level of stress, animosity in the its application, apathy, alert benefit the tools, and it is in the target east that the Intendancy deficit benefit a training software on the usufruct and scope of the same, in this way how to raise awareness of its use; that is to say, to testify to its advantages and, from this circumstance, employees accept it as a proactive circumstance (Janin, 2021)

In algorithm-based decision-making processes within the scope of Human Resources and Performance Management there is no human involvement and no aspects are considered such tools can expose workers to a variety of structural, physical, and psychosocial, generating stress. The hazards to occupational stability and health associated with stress and anxiety arise when workers perceive that decisions are based on numbers and data to which they have no access or control (E-Z., Q., & Gamal, 2020). This concern is reflected in the increases when the information collected through human resources is used to reorganize the work environment, implement downsizing, modify job descriptions work, among other actions (Luk, Ford, Phillips, & Kalet, 2022).

It is of particular concern that HR research could raise the bar of workers' stress if their information is used to evaluate and manage performance without the due diligence in the process and implementation, which can lead to micromanagement and generate the perception that they are being watched (Ahammed, Patgiri, & Nayak, 2022). In case employees know that their data is interpreted to identify talents or evaluate potential layoffs, they might feel pressured to improve their performance and work load. This could lead to risks to occupational stability and health (Phu-Nguyen & Hong-Vo, 2022). There is an additional risk related to liability, when the capabilities a company's predictive data are subsequently reviewed for accuracy or blamed on the Human Resources departments discrimination (Hansen, Iftikhar, & Bøgh, 2020).

Discourse on the future of work often deals with the technological replacement of workers as a cause for concern, but complementarity as a good. However, while the automation and artificial intelligence can improve productivity or wages for those who remain employed, they can also have mixed or negative impacts on the well-being of employees. workers (Nazareno & Schiff, 2021; Ghobakhloo, et al, 2023).

Finally, the authors, Acemoglu, & Restrepo state that: automation always reduces the share of labour in value added and can reduce the demand for labour even when productivity increases. The effects of automation are counteracted by the creation of new tasks in which work has a comparative advantage. The introduction of new tasks changes the content of production tasks in favor of work due to an effect of re-entry, and always increases labor participation and labor demand (Acemoglu, & Restrepo, 2019).

In summary, the results of this study indicate that AI can have a significant influence in work-related stress. While it can help reduce workload and improve efficiency, it can also it can lead to uncertainty and concerns about job substitution. You need to understand these effects and develop strategies to minimize the negatives and take advantage of the benefits of AI effectively in work environments.

4] DISCUSSION:

The present study has analyzed the relation between artificial intelligence (AI) and work-related stress. Identifying the factors influencing this relation and exploring the effects both positive and negative effects of AI on the psychological well-being of workers. The results obtained from systematic review of the scientific literature has revealed important findings that contribute to better understand this relation.

First, it was found that the implementation of AI in work environments can have a positive impact on the positive effects on workers' stress. AI can reduce workload by automate routine and repetitive tasks, which can help improve efficiency and free up employees to focus on more complex and creative tasks (Shoshan, et al., 2022; Nazareno & Schiff, 2021). This can lead to a sense of relief and satisfaction in the patients, workers, as it allows them to devote more time and energy to activities that require skills specifically human.

In addition, factors influencing the relation between AI and work-related stress were identified. The fault understanding of how algorithms work and how decisions are made can generate anxiety and worry among workers (Pesapane, Volonté, Codari, & Sardanelli, 2018). There are also concerns that AI could replace jobs, which may increase work stress and job insecurity (Pew Research Center, 2017). These concerns reflect the need to effectively address the implementation of AI in environment staking into account the psychological implications for workers.

In contrast, negative effects of AI on work-related stress were also found. The Introduction of AI can lead to uncertainty and fears related to the loss of control over the environment, work and decision-making (Pesapane, Volonté, Codari, & Sardanelli, 2018). In addition, certain sectors, such as transportation, could experience faster automation, which could adversely affect workers in those fields (FIT, 2019). They were also identified occupations with a high probability of automation, which could lead to job insecurity, and stress in workers (Arntz, Gregory, & Zierahn, 2017).

In terms of strategies to promote the psychological well-being of workers in where AI is integrated, the importance of understanding and addressing the effects of AI was highlighted. AI in work-related stress. It aims to implement policies and practices that promote a balance between automation and human skills, ensuring that workers can use their unique capabilities at work (Li, Bonn, & Ye, 2019; Ghobakhloo, et al, 2023). Also, the need to provide support and training to workers to adapt to changes is highlighted caused by the implementation of AI (Ramíó, 2019).

5] CONCLUSION

In conclusion, the relation between artificial intelligence and work-related stress is complex and influenced by a variety of factors. While AI can offer significant benefits by reducing the workload and improve efficiency, it also poses challenges and concerns that can increase work stress. It is important that organizations and decision-makers understand these aspects and develop appropriate strategies to minimize the costs of negative aspects of AI and maximize its benefits on workers' well-being.

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8] DATA AVAILABILITY:

Otherwise, please add the “No new data were created or analyzed in this study. Data sharing is not applicable to this article”.

9] CONFLICT OF INTEREST:

We, Cristian Camilo Osorio Ordoñez (Author 1) and Adrian Marcel García Caicedo (Author 2), authors of the article titled "ARTIFICIAL INTELLIGENCE AND WORKPLACE STRESS: ANALYSIS FROM A DOCUMENTARY PERSPECTIVE," declare that there is no conflict of interest regarding the research work and the publication of this article.

10] REFERENCES:

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