


Chapter 13


Leveraging Artificial Intelligence to Enhance Employee Wellness

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ABSTRACT

This chapter explores the role of Artificial Intelligence (AI) in enhancing employee wellness by addressing physical, mental, emotional, and organisational dimensions of well-being. It highlights the increasing significance of workforce wellness in driving productivity, retention, and organisational success, while positioning AI as a transformative tool for workplace health strategies. The chapter reviews the evolution of wellness programmes, particularly in response to digital shifts and changing employee expectations in the post-pandemic era. Key AI technologies such as machine learning, natural language processing, chatbots, and wearables are discussed for their potential to offer predictive analytics, personalised wellness programmes, and mental health support. Ethical considerations, including transparency, data privacy,

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and employee autonomy, are examined alongside challenges like AI bias, digital literacy, and implementation costs. Case studies from technology, healthcare, and education sectors illustrate practical applications and best practices.

1. INTRODUCTION

In today's rapidly evolving work environment, employee wellness has become a critical factor in driving organisational success. From mental health challenges to physical fatigue, the demands of modern work, especially with flexible and remote arrangements, are placing increasing pressure on workers. Traditional wellness programmes often fall short in delivering timely and personalised support. However, the integration of artificial intelligence (AI) is transforming how companies approach employee wellbeing. AI-powered solutions offer advanced capabilities, such as real-time monitoring, predictive analysis, and customised interventions that can actively support health in the workplace. By using data from wearable devices, communication platforms, and performance records, AI can detect early signs of stress, suggest suitable wellness activities, and improve access to mental health support. This paper explores how AI technologies are changing workplace wellness strategies, increasing employee engagement, and contributing to a healthier and more productive workforce.

1.1 Definition of Workforce Wellness

Workforce wellness refers to the overall state of health and wellbeing experienced by employees within a workplace. It encompasses more than just the absence of illness but it includes a holistic balance of physical, mental, emotional, and organisational health that allows individuals to perform at their best, both personally and professionally. A well workforce is not only more productive but also more resilient, engaged, and loyal. According to the World Health Organization (WHO), well-being in the workplace contributes not only to the health of individuals but also to organisational productivity and socio-economic development (WHO, 2010). Modern workplace wellness frameworks integrate not only traditional health initiatives (e.g., fitness and nutrition) but also strategies that promote mental health, emotional resilience, and work-life balance (Grawitch et al., 2006).

Physical Wellness

Physical wellness in the workplace refers to health behaviours, ergonomics, and preventive care that contribute to energy levels and productivity (WHO, 2010). It

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