

AI at Work: To Know Whether Technology Improves or Damages Work–Life Balance

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ABSTRACT

Artificial Intelligence (AI) is rapidly changing the work experience of employees and poses new opportunities as well as risks to work-life balance. This review article summarizes the recent literature to determine the impact of AI-based technologies on the time usage, well-being, and boundaries of employees between personal and professional life. On the one hand, AI can automate routine processes, allow flexible work, work at home, and smarter scheduling, as well as deliver data-driven wellbeing insights that may alleviate overload, burnout, and absenteeism, and increase productivity as well as job satisfaction. Women and employees in the rural workforce will especially benefit from these advantages because AI will help them access more flexible jobs, education, and health services. Nevertheless, the review also lists such severe challenges as technostress, constantly upskilling requirements, work-home barriers, social disconnection, job insecurity and constant connectivity that may harm mental health and life satisfaction. Based on these ambivalent results, the article provides some practical suggestions that organizations, employees, and HR teams can apply AI in an ethical and strategic manner, including restricting after-hours digital requests, investing in AI literacy and privacy, and designing human-focused policies. The general finding is that AI may greatly improve the work-life balance only when it is supported by a positive culture, a set of rules, sufficient training, and protection against excess workload.

KEYWORDS: Work-Life Balance, Artificial Intelligence, Technology Use, and Digitalization.

INTRODUCTION

In today's digital world, technology has changed the way employees work. Employees use computers, software, and online tools for almost every task. This helps them work faster, be more flexible, get more work done, work from anywhere, and save time. But at the same time, technology can also create problems. Employees may get too much work, feel pressure to always be online, and find it hard to separate work time from personal time. It provides employees with a great deal of flexibility and allows for faster communication and increased productivity. Excessive use of technology will have a negative effect on the balance between personal and professional life (Singla, 2022). These technologies can automate functions, offer intelligent scheduling, assist in task relocation to a remote member of the team, help coordinate home tasks, and offer individualized educational and career advancement opportunities (A & C, 2025). Rural women suffer from socio-economic issues, but with the implementation of AI, women will have the ability to obtain remote, flexible jobs, relieve themselves from the burdens of

housework, and gain greater access to education and health services (Gupta & Saxena, 2025). During the COVID-19 pandemic, they identified the need to realize that digital work and technology affordances cannot be separated from work-life balance and work performance. Artificial intelligence can help employees be healthier. Employees who are healthier will be less frequently absent from the workplace and more productive (Katam, 2024). AI assists in the enhancement of flexible working, but women also suffer from insufficient training, extensive work hours, and the stress of unemployment (Khan & Sreenivasan, 2024). Digitalization facilitates interaction and increases work output. Moreover, work-related pressure, stress, and the loss of boundaries between work and personal life are expected outcomes of work digitalization. Digital technologies, especially AI, aggravate the pressure of continuous engagement and erode personal privacy. The positive aspect of digital technologies includes facilitating remote work; however, the absence of work rules and lack of support from the company would lead to negative implications on employees work-life balance (Chopra & Sharma, 2020).

WORK-LIFE BALANCE

Work-life balance is about finding a healthy way of dividing your time and energy between work and life. When people achieve work-life balance, it boosts their productivity at work and home. Similarly, they feel less stressed and more satisfied. To be successful in life means to achieve and enjoy all four life quadrants. They are the Work quadrant, the Family quadrant, the Friends quadrant, and the Self quadrant. It refers to the balance between personal life and professional life. Satisfaction in either one of them should not affect the other. It is a two-way channel which interacts with Personal Life, such as family, children, home obligations and health, and Professional Life, such as job satisfaction, working hours, workload and workplace environment (Balamurugan & Sreeleka, 2020).

It is the state of equilibrium between an individual's professional and personal life. It allows one to be effective at work and fulfil one's physical, emotional and social health (Rony et al., 2024). The coordination and handling of professional life and personal life aim to limit conflict between work and non-work roles. It identifies both professional challenges (long hours, travel, pressure) and personal challenges (family duties, health, stress) that impact work-life Balance (Bharathi et al., 2015).

With a good quality of work-life, it aids the employees in overcoming stress, increasing their satisfaction, and helping them maintain a good work-life balance. With an improvement in work-life balance, employees become more productive, loyal, and mentally stable (R K Kinslin, 2024).

The imbalance in the important parts of life, such as work, family, personal time, spiritual life, and social relationships, can be removed by maintaining a proper balance between these aspects. These different parts are called "life chakras." Too much focus on one chakra, for instance, work and ignoring the rest leads to stress, anxiety, fatigue, and emotional exhaustion. However, when all the chakras are in balance, a person is happier, healthier, and calmer (Ahuja, 2020).

The conventional 9-to-5 job schedule may make it tough to achieve this balance, and this affects women in particular who take up both earning and caring roles. The issue of working long hours and burnout may affect women. Flexible work hours and managing work schedules through AI technology may help employees to strike a balance (Kohli, 2024). Women often find it difficult to manage their work in the office and at home. They define work-life balance as coping with both roles without any stress, and technology can help women better manage their time and activities in their roles (A & C, 2025).

IMPORTANCE OF WORK-LIFE BALANCE

Good quality of work-life balance decreases stress, emotional tiredness, and burnout, which in turn allows employees to manage workloads better (R, 2025; Shafariah & Gofur, 2025; A. Sharma, 2025; U. Sharma et al., 2025). It improves sleep, exercise, and self-care, which in turn reduces anxiety, fatigue, and health issues (R, 2025; Rostini et al., 2025). Employees who have achieved work-life balance state that they have greater job satisfaction and happiness at work (Krishna, 2025; Ritika, 2025). More time spent on family and personal interests, which in turn improves relationships and lessens conflict (Krishna, 2025; R, 2025; Rostini et al., 2025). Employees who are able to balance both personal and professional life will be more focused, efficient and productive (Rostini et al., 2025; Sumarno et al., 2024). A strong work-life balance has a good influence on motivation and engagement, especially when it is supported by flexible arrangements (Caprionika et al., 2025; Maulidiah et al., 2025). A good work-life balance results in reduced absenteeism and turnover (E, 2025; Sumarno et al., 2024). Trust and collaboration with employees will improve the work environment and organizational culture (U. Sharma et al., 2025).

ARTIFICIAL INTELLIGENCE: TECHNOLOGY USED IN THE WORKPLACE

Artificial Intelligence (AI) is defined as a set of techniques that allow machines, computers and other artificial devices, both physical and virtual, to complete tasks that require human intelligence. For example, AI enables computers to “think” and take actions as humans do (like Virtual Assistant, Siri or Alexa) while also making decisions based on data, interpreting language, understanding relationships, recognizing patterns and making predictions, as well as discovering new ways to solve problems.

AI technology has great potential and can enhance fairness in a working environment as well as work-related balance. It enhances fairness in hiring as it selects qualified applicants on the basis of their skills rather than their gender. It needs to be used effectively since it has the potential to perpetuate a currently biased environment.

Technology refers to those devices, gadgets, systems, and techniques that are used to solve various problems, make work easier, and enhance daily lives. These range from relatively simple technologies, like wheels and telephones, to relatively complex ones, like computers, smartphones, and artificial intelligence. Technology assists individuals in communication, working, acquiring knowledge, and sustaining their lives in a more efficient manner. Nonetheless, technology poses certain challenges, like over-reliance and a lack of human interaction. Essentially, technology influences how society develops and how individuals relate to their world. Also, it has various impacts on individuals in making their work and home lives better. Digital technology, for example, has benefits in increasing cooperation. However, this technology has different impacts on work-life balance and job performance.

Digital technology, such as a laptop, computer, email, the web, and a cell phone, translates to people being able to undertake their tasks from any location and at any time. This technology has brought about a revolution in how and where an academic can work, as it creates a platform for work and personal spaces to be integrated, but also complicates their separation (Currie & Eveline, 2011).

Technology assists in enhancing communication, decision-making, flexibility in the workplace, performance appraisal, and support for employees. Businesses are using technology-based tools for equitable recruitment, data analysis, effective training, and contemporary work environments. Also, it assists in work from home, flexible timing, and using tools that help in effectively managing their workload, so employees can manage their personal as well as professional life easily (Kohli, 2024). This also provides employees with the opportunity to take their work back home, stay connected to work in the

office 24/7, and accomplish their tasks even during personal time. This easy access creates a situation where the home becomes a working environment, which brings stress, illness, lack of family time, and disruption of personal life (Singla, 2022).

Cloud computing, intelligent devices, and electronic tools make doing work easier and more flexible. These tools make it easy for women to access their work from anywhere, stay organized, and manage their work and personal tasks in a more comfortable manner (A & C, 2025). Employees are also continuing to check their emails from home, over weekends, holidays, and even when they are sick. This creates a condition where technology, which enhances productivity, can also lead to burnout (Chopra & Sharma, 2020). It has the potential to create economic and social opportunities for rural women by creating more flexible job options and increasing access to education and health services; however, these opportunities can be limited by digital literacy, and social norms have put forth proposals for making AI more accessible and effective that require government-supported initiatives and the provision of inexpensive technology (Gupta & Saxena, 2025).

It brings about issues such as job insecurity, stress, inadequate training, and lack of control over work. It can help women have a better work-life balance if proper training and support are offered for women to use it with comfort (Khan & Sreenivasan, 2024). It can enhance work-life balance by analyzing working patterns, cutting additional working hours, and promoting effective vacation time. Personalized recommendations from AI technology aid in stress management by employees, and burnout patterns are also detected by this technology. The ethical use of AI technology provides a healthy outcome of mental and work-life balance (Katam, 2024).

It assists in automating everyday tasks to save time, making decisions with predictions, and improving communication, as well as resource management. AI can also monitor employees regarding their well-being, including mental health and performance aids. Thus, AI ensures a convenient and efficient work experience (Rony et al., 2024).

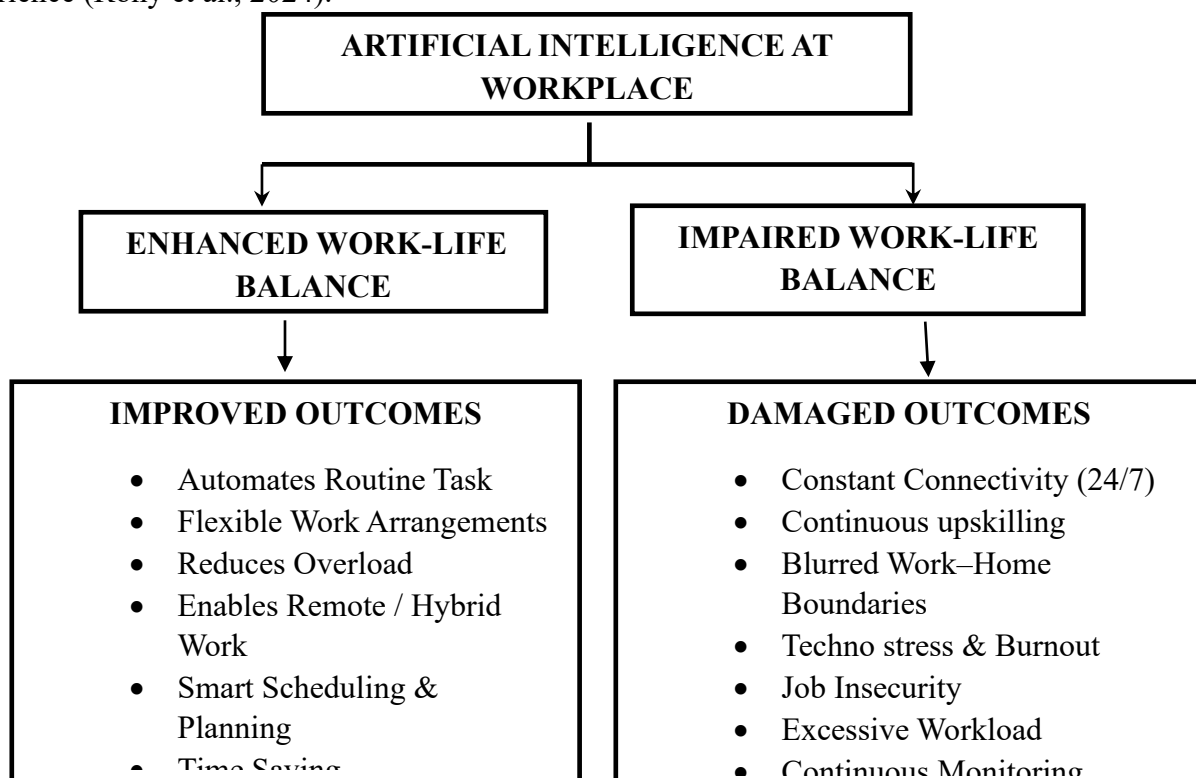


Figure. Conceptual Framework

METHODOLOGY

The comprehensive literature review aimed at exploring the impact of artificial intelligence (AI) on employees work-life balance. A review approach was chosen to gather insights from multiple studies, articles, and reports to understand both the positive and negative impacts of AI in the workplace. The literature was collected from Google Scholar. The keywords used are “Work-life balance”, “Artificial Intelligence”, “Technology use” and “Digitalization”.

POSITIVE IMPACTS OF AI ON WORK-LIFE BALANCE

- **Automating Routine Work and Reducing Overload**

AI helps to improve productivity and makes it possible for employees to do more work in less time by eliminating redundant tasks and providing reliable guidance for routine processes. It has the potential to automate everyday tasks, which in turn reduces workloads and promotes flexible working hours, enabling working individuals to save time and minimize stress. AI allows employees to work smarter. Employees on the lower tier get their busy work automated by RPA (Robotic Process Automation), allowing them to tackle higher-order tasks, increasing job satisfaction and work-life balance (Noordeen, 2025). In Human Resource Management, job tasks such as screening, reporting, and scheduling are automated by AI, which improves work-life balance by reducing burnout (Agarwal, 2025). Lower perceived work overload and greater adaptability are associated with the use of generative AI tools, decreasing stress overall. Digital work greatly improves work performance with regard to coordination and the sharing of knowledge among people.

- **Smarter and More Flexible Scheduling**

AI can able to build work schedules that respect employee preferences and constraints, which helps to improve work-life balance in healthcare and other shift-based sectors (Gulmez et al., 2023; Kytsak & Ovsiannykov, 2025). Four-day style weeks and appropriate hours can be created by AI-driven workforce systems and productivity data, increasing output while lowering stress and burnout (Kytsak & Ovsiannykov, 2025). It allows for more control over the time and location of work by facilitating nonsimultaneous collaboration, dynamic resource allocation, and remote monitoring in flexible and hybrid work (Bienefeld et al., 2023; MerinLilly. & Asrafi, 2025).

- **Monitoring and Supporting Wellbeing**

This technology benefits women as it has the potential to automate everyday tasks, plan working hours, and manage households. This helps to decrease workloads, save time, increase productivity, and help women manage their work and family lives effectively. To identify overwork and put forth specific health or time off recommendations, AI systems may look at login times, present and past work-related events and vacations (Katam, 2024). It provides features that protect well-being and avoid burnout. Working hours, free time, weekend work and financial stress may be used by ML models to predict work-life balance issues, thus allowing for early intervention (Mikołajewski et al., 2024; Pawlicka et al., 2020). In the healthcare industry, WLB can be indirectly supported by AI that maintains autonomy and lessens the administrative burden (Rony et al., 2024).

NEGATIVE IMPACTS OF AI ON WORK-LIFE BALANCE

- **Job Insecurity, Work-Family Conflict and Stress**

With higher AI awareness, there is a risk that the job may be replaced by AI (Zheng & Zhang, 2025). A comparable AI-related insecurity increases job stress and burnout, which negatively influence well-

being and life satisfaction in general (Wu et al., 2024). A large-scale study establishes that employees in the high-automation or AI-risk workgroups experience poorer health and relatively few benefits in job satisfaction (Nazareno & Schiff, 2021). The AI job anxiety of service workers decreases life satisfaction, primarily with negative emotions, anxiety, and depression, influencing the perspectives of life outside of work (Feng et al., 2025). More use of technology would affect both men and women in meeting family and working obligations (Nurisman & Sampurna, 2020).

- **Social Disconnection and Loneliness Affecting Life After Work**

The increased exposure to AI over humans makes employees lonelier, and this fact is associated with insomnia, alcohol, and worse after-work lives (Tang et al., 2023). The cooperation of the employees with AI will be capable of minimizing human-to-human contact, enhancing loneliness and emotional exhaustion, which in turn contributes to counterproductive behaviors and depletes the psychological resources even more (Meng et al., 2025).

- **Blurred Boundaries and 24 Hrs Expectations**

Remote and 24/7 hours may also cause the work-home boundary to disappear in AI-intensive environments, which puts pressure on the individual to become available at all times and undermines work-life balance (Gao & Zamanpour, 2024; Zheng & Zhang, 2025). AI tools not only redistribute efforts but also create a new sense of endless learning and responsiveness that can be a source of stress and lead to poorer life quality (Gao & Zamanpour, 2024).

- **Technostress and Continuous Upskilling**

The adoption of AI has been linked to work overload, complexity, technostress and burnout, particularly in situations where skills do not fit or where there is a deficiency in training (Cramarenco et al., 2023; Malik et al., 2021). Employees who fear being replaced by AI tend to experience lower work engagement, which in turn negatively affects their well-being by increasing job-related stress (Jin et al., 2024).

PRACTICAL RECOMMENDATIONS FOR ORGANIZATIONS, EMPLOYEES & HR TEAMS

The conflict between work and family can be minimized through setting up an organizational culture and policy that encourages work-life balance (Nurisman & Sampurna, 2020). The AI-based solutions to monitor the well-being of employees can enhance the performance of an organization by providing customized recommendations based on information about activities in the workplace, including the number of hours at work and the frequency of meetings. It is expected that such a strategy will produce a healthier workplace because it will enhance productivity, reduce absenteeism, and better the lives of employees (Katam, 2024). Rural women need to be more expert at using AI, and this goal can be achieved through digital education to eliminate barriers such as the lack of infrastructure and low digital literacy (Gupta & Saxena, 2025).

FOR ORGANIZATIONS

Use AI to reduce workload, such as data entry, scheduling, reporting, etc. Implement a strategy to stop all non-urgent AI notifications after normal working hours, and do not utilize AI monitoring tools the whole day. Provide hands-on training on the use of AI tools, especially for women and employees with lower levels of digital literacy. Implement hybrid work arrangements supported by AI for women who may be required to balance both household tasks and work assignments. AI is used to automate routine tasks so people have more time for meaningful work and rest, implement AI-driven workload and scheduling tools to spread work fairly and reduce overtime, and set up dashboards that monitor hours worked, meetings,

and leave, so managers can spot overload early and adjust expectations instead of rewarding “always on” behavior (Katam, 2024; Nair, 2025; Noordeen, 2025).

FOR EMPLOYEES

Allow AI to reduce emails and other communications, which can create unnecessary work-related stress. Continue to develop and utilize human skills for decision-making, communicating and being creative. Take advantage of AI assistants for reminders, plan meetings, prioritizing tasks, reminding to take a break, performing breathing or relaxation exercises, etc. Use AI assistants and GenAI tools to plan their day, draft documents, and solve problems more efficiently, ensuring that core work is completed within regular working hours. They should also regularly review AI-driven analytics on meeting load and focus time to reassess priorities, protect designated no-meeting periods, and maintain clear digital boundaries outside of work hours (Cranefield et al., 2022; Pawlicka et al., 2020; Upeksha et al., 2025).

FOR HR TEAMS

Provide onboarding programs for AI literacy, data privacy, ethical use and preventing overuse. Use AI screening solutions to reduce the shortlisting of candidates using skills other than gender or favoritism. Develop policies to reduce digital overload, secure the staff against excessive surveillance by AI. Be clear about the use of the AI system’s data. To make sure that there is flexible scheduling support for mothers and caregivers. Do not use AI tools that monitor the activity of employees every second. Create a company AI ethics board. Integrate AI-driven well-being and WLB analytics into HR systems to track patterns (e.g., chronic overtime, low vacation use). Then design targeted supports such as flexible work options, coaching or mental-health programs, while ensuring transparent, ethical use of data, explainable AI, and training, so AI in HRM strengthens work-life balance and reduces burnout instead of increasing techno-stress (Aloqaily et al., 2025; Bankins et al., 2023; Fragouli, 2025).

CONCLUSION

This review article demonstrates that, although Artificial Intelligence and digital technologies provide effective opportunities to enhance the balance of the personal and professional life. In the studies analyzed, AI is a reliable tool for employees for automating routine tasks, flexible work arrangements, reducing overload, enabling remote/hybrid work, smart scheduling & time saving. These tools are more useful for employees, women, rural people, etc. Nonetheless, other challenges that are also identified in the literature are constant connectivity (24/7), continuous upskilling, blurred work-home boundaries, technostress, job insecurity, excessive workload, continuous monitoring pressure & social disconnection. They also present serious threats in case they are not managed properly. Technology can either empower or pressure employees depending on the way the organizations draw policies, limit them, and provide ethical usage. The overall conclusion of the review is that AI can significantly contribute to improving work-life balance; however, only in the condition of its combination with a supportive workplace culture, adequate training, clear policies, and a human-centered approach. Working responsibly with AI will provide healthier, more just and more balanced workplaces to everyone when organizations, employees, and HR teams collaborate to use AI responsibly.

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