

Evaluating the Effectiveness of an AI Mental Health Chatbot (WYSA) One Motional Burnout in Working Professionals

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ABSTRACT

The increased use of mental health applications based on Artificial Intelligence (AI) is disrupting the manner in which organizations can take care of employees. Mental health tools based on artificial intelligence are revolutionizing care delivery to employees by organizations. In this study, the authors focus on the application of an AI-based mental health chat robot (Wysa) to reduce emotional exhaustion in working professionals. The study is based on performance expectancy, a key predictor; behavioral intention, a mediating factor; and job demands, a moderating factor. The data was gathered using an online questionnaire, which was conducted with the working professionals, and analyzed by Structural Equation Modeling (SEM). The findings suggest that if employees perceive the chatbot as efficient, they will be more likely to develop the intention to use it, and this intention is related to a reduced level of emotional exhaustion (burnout). The findings also indicate that job demands are a significant factor in burnout development, especially in a high-pressure work setting. a major factor in determining burnout outcomes, especially in a high-pressure work setting. The paper points out that the successful implementation of AI chatbots in mental health, in conjunction with consideration of professional needs, has the potential to enhance emotional constancy and assist in curbing burnout in working professionals.

Keywords: Artificial Intelligence, Mental Health Chatbots, Emotional Exhaustion, Workplace Burnout, Employee Well-being

