



# The Human Side of AI: Employee Wellbeing in the Age of Intelligent Workplaces

March 2026

لبيه أعمال  
Labayh Business



## Labayh Medical Care Company

### Why Labayh?

**+1,000**

Professionals

**+3** Million

Active users

**2017**

Since

**+89.7** Million

Minutes of appointments

**+100**

Employees

**+2.69** Million

Minutes of social responsibility

**+120**

Countries

**+498** Thousand

Rating Count in app

**98%**

Satisfaction rate

#### Worldwide toolset

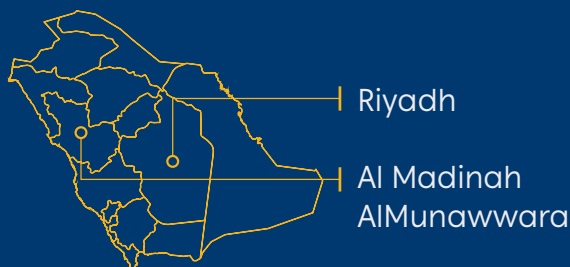
Based in Madinah & Riyadh with delivery capability throughout the Kingdom and across the globe.

#### Qualified and experienced

Saudi MOH approved platform. Management and delivery team with a wealth of experience in the region and beyond.

#### Bilingual Capability

- Design, delivery and support in Arabic and English and in some cases other languages.
- Tools for assessment, design and delivery from some of the best in the world used by accredited practitioners.



Labayh has two main branches in the Kingdom one in Al Madinah AlMunawwara and the other one in Riyadh.

#### A Saudi Company

Tools for assessment, design and delivery from some of the best in the world used by accredited practitioners.

- 01 Introduction**
- 02 Understanding Artificial Intelligence in the Workplace**
- 03 Current Trends in AI Adoption Across Industries**
- 04 AI and Employee Wellbeing in Saudi Arabia: Trends and Use Cases**
  - Workforce Development and Skills
  - AI in Human Resources and Employee Experience
  - Employee Attitudes and Use of AI
  - AI Adoption in Public Sector Workplaces
- 05 Case Studies from Saudi Arabia**
  - Employee Perceptions of AI in Saudi Healthcare
  - AI and Labor Market Transformation in Saudi Arabia
- 06 Organizational Practices for Healthy AI Integration**
  - Human-Centered AI Adoption Strategies
  - Training and Reskilling Programs
  - Ethical Governance Frameworks
  - Communication and Transparency with Employees
  - Leadership Role in Managing Technological Change
- 07 What Labayh Business Can Offer Organizations**
  - Assessing the Impact of AI on Employee Wellbeing
  - Workforce Wellbeing and Digital Transformation Programs
  - Leadership Support for Managing Technological Change
  - Data-Driven Insights for Organizational Decision-Making
- 08 References**

# 01

## Introduction



## Introduction

Artificial intelligence is becoming a common feature in modern workplaces. Organizations are increasingly introducing AI tools to support decision-making, automate routine tasks, analyze large volumes of data, and improve operational efficiency. From recruitment systems and workforce analytics to digital assistants and automated workflows, AI technologies are gradually becoming part of everyday work processes.

At Labayh Business, we observe growing interest from organizations exploring how these technologies influence employee wellbeing. Many organizations recognize that AI can reduce administrative workload and allow employees to focus on more meaningful aspects of their roles. At the same time, the introduction of new technologies can create uncertainty for employees, particularly in relation to monitoring systems, changing skill requirements, and evolving job roles.

How organizations introduce and manage AI systems plays an important role in shaping employees' work experiences. When implemented thoughtfully, AI tools can help improve workload management, support better decision-making, and increase access to wellbeing resources. Without careful implementation, however, these technologies may contribute to new pressures related to performance monitoring, job security concerns, or reduced autonomy at work.

In this report, we explore how artificial intelligence intersects with employee wellbeing in organizational settings. Drawing on emerging research and workplace practices, we examine both the opportunities and challenges associated with AI adoption. Our aim at Labayh Business is to support organizations in understanding how AI can be introduced in ways that strengthen employee wellbeing and contribute to healthier, more sustainable workplaces.

# 02

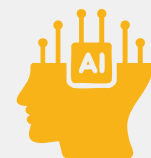
## Understanding Artificial Intelligence in the Workplace

## Understanding Artificial Intelligence in the Workplace

---

Artificial intelligence refers to digital systems that can perform tasks that typically require human judgement, learning, or pattern recognition. In organisational environments, these systems analyse large datasets, detect patterns, generate insights, and support or automate different work activities. Improvements in computing capacity and data availability have accelerated the integration of AI tools across many sectors and workplace functions.

At Labayh Business, we observe that many organizations are still in the early stages of integrating AI into their operations. In most cases, AI is introduced as a support tool that assists employees in completing tasks more efficiently rather than replacing human roles entirely.



**In workplace settings, AI appears in several forms.** Some systems focus on automating routine tasks such as scheduling, document processing, data entry, or responding to basic customer inquiries. Other systems function as decision-support tools that analyze information and generate recommendations for managers or employees. Organizations are increasingly using AI in areas such as recruitment screening, workforce analytics, productivity tools, and digital customer service platforms.

# 03

## Current Trends in AI Adoption Across Industries

## Current Trends in AI Adoption Across Industries

---



Artificial intelligence adoption has expanded quickly across sectors, with many organizations integrating AI tools into daily operations. Global surveys show that a growing share of companies now use AI in at least one business function. Recent data suggests that around 78% of organizations reported using AI in 2024, compared with 55% the year before. This increase reflects one of the fastest rates of technological adoption observed in recent years. Generative AI adoption has also expanded quickly. According to a global survey, 65% of organizations reported regularly using generative AI tools in at least one business function in 2024, nearly double the level reported less than a year earlier.

AI adoption is also expanding at the employee level. Surveys indicate growing use of AI tools by workers themselves:

- 94% of employees report some level of familiarity with generative AI tools.
- 45% of employees report using AI at work at least occasionally, a sharp increase from 27% the year before.
- Among managers, 33% report frequent AI use, compared with 16% of individual contributors.

The broader AI market is also expanding rapidly. The global artificial intelligence market was estimated at **\$391 billion** in 2025 and is projected to reach **\$1.81 trillion by 2030**, with an annual growth rate of roughly **35.9%**.

At Labayh Business, we increasingly see organizations exploring how AI tools can support operational efficiency while maintaining positive employee experiences. Many organizations begin introducing AI within specific business functions where data analysis and automation can create immediate value.



# 04

## AI and Employee Wellbeing in Saudi Arabia: Trends and Use Cases

## AI and Employee Wellbeing in Saudi Arabia: Trends and Use Cases



Saudi Arabia has emerged as one of the fastest-growing environments for artificial intelligence adoption in the Middle East. This expansion is closely linked to the country's economic transformation agenda under Vision 2030, which prioritizes digital innovation, workforce development, and knowledge-based industries.

Recent data shows that 27.6% of businesses in Saudi Arabia had adopted AI technologies by 2024, reflecting steady growth in the use of digital tools across the private sector.

Across the broader Gulf region, surveys indicate that about 75% of employees reported using AI tools at work during the past year, highlighting the rapid diffusion of AI systems in everyday professional activities.

### Workforce Development and Skills

One major application of AI in Saudi workplaces relates to employee learning and skill development. Organizations increasingly rely on AI-based learning systems that analyze employee skills and recommend targeted training content. Research indicates that the number of AI-skilled individuals in the Saudi workforce grew by roughly 51% annually between 2018 and 2022, reflecting growing investment in digital talent development.

From an employee wellbeing perspective, skill development initiatives can reduce anxiety linked to technological change. Training opportunities increase confidence in using AI systems and support career mobility within digital workplaces.

### AI in Human Resources and Employee Experience

AI systems are increasingly integrated into HR processes across Saudi organizations. The AI HR technology market in Saudi Arabia reached approximately \$330 million, reflecting rising demand for AI tools used in recruitment, workforce analytics, engagement platforms, and performance management systems.

### Employee Attitudes and Use of AI

Surveys suggest that the Saudi population is generally receptive to artificial intelligence technologies. One national study found that 49% of people in Saudi Arabia actively use AI technologies, with conversational AI tools among the most widely used applications. The same survey reported that 94% of users perceive a positive impact of AI on their lives.

In workplace settings, this openness can support smoother integration of AI systems. Employees who view AI positively may be more willing to adopt digital tools that support productivity, knowledge access, and flexible work processes.

### AI Adoption in Public Sector Workplaces

Saudi Arabia's public sector has also seen strong adoption of AI tools. International surveys show that 77% of public sector employees report organizational investment in AI technologies, with many public servants already using these tools in their daily work.

These technologies are used in areas such as digital services, administrative automation, and data analysis. In many cases, AI applications aim to improve service delivery while reducing repetitive tasks for government employees.

# 05

## Case Studies from Saudi Arabia

## 01

### Employee Perceptions of AI in Saudi Healthcare



A peer-reviewed study published in the *Journal of Medical Internet Research* explored healthcare employees' attitudes toward AI technologies in Saudi hospitals. The research surveyed 250 healthcare professionals, including doctors, nurses, and technicians working in major hospitals in Riyadh.

The study found that many employees recognized the potential of AI to improve healthcare processes, data analysis, and decision-making. At the same time, the research revealed mixed attitudes among workers. Some participants expressed concerns about job replacement, lack of knowledge about AI systems, and uncertainty about technological change.

The authors concluded that successful AI implementation requires training and organizational support to help employees understand how these technologies affect their roles. Improving AI literacy among workers was identified as a key factor for increasing acceptance and reducing anxiety related to technological change.

## 02

### AI and Labor Market Transformation in Saudi Arabia



Recent academic work has examined how artificial intelligence is reshaping the broader Saudi labor market. A statistical analysis using labor market data from national institutions such as the Ministry of Human Resources and GASTAT found that increasing AI adoption correlates with declines in routine administrative jobs and rising demand for digital and technical skills.

The research indicates that automation tends to affect routine clerical tasks more strongly, while creating new opportunities in data analysis, digital services, and technology management. These structural changes require workers to develop new skills and adapt to evolving job roles within AI-enabled organizations.

From a wellbeing perspective, the study suggests that workforce adaptation and reskilling policies play an important role in helping employees manage the transition toward more technology-intensive workplaces.

# 06

## Organizational Practices for Healthy AI Integration

## Organizational Practices for Healthy AI Integration

Introducing artificial intelligence into the workplace is not only a technical process. The way organizations plan, implement, and manage AI systems plays a major role in shaping employee experiences. At Labayh Business, we see that organizations achieve stronger outcomes when AI adoption is accompanied by clear organizational practices that protect employee wellbeing and promote responsible technology use.

In our work with organizations, several areas consistently emerge as important for healthy AI integration. These include human-centered adoption strategies, workforce development, ethical governance, transparent communication, and strong leadership during technological change.

### Human-Centered AI Adoption Strategies



Human-centered AI places employees at the center of technological change. In this approach, AI systems are introduced to support employees in their work rather than replace human judgement.

In practice, this means designing workflows where AI tools assist with activities such as analyzing data, generating insights, or automating repetitive administrative tasks. Employees continue to play the central role in interpretation, decision-making, and collaboration. This balance allows organizations to benefit from technological efficiency while maintaining meaningful human involvement in work processes.

At Labayh Business, we often observe that employees are more comfortable adopting AI tools when they clearly see how these technologies support their work and reduce unnecessary workload pressures. When organizations present AI as a support tool rather than a replacement for employees, acceptance tends to increase and the transition becomes smoother.

### Training and Reskilling Programs



Technological change can create uncertainty for employees, particularly when new tools affect daily tasks or required competencies. Training and reskilling programs help employees adapt to these changes and build confidence in working with AI systems.

Organizations that provide structured learning opportunities allow employees to understand how AI tools function and how they can be used effectively in their roles. Training programs often include digital literacy, data interpretation skills, and practical guidance on human-AI collaboration.



### Ethical Governance Frameworks



AI systems used in workplaces can influence decisions related to recruitment, performance evaluation, or workforce analytics. These applications introduce ethical considerations related to fairness, transparency, and employee data protection.

Responsible organizations establish governance frameworks that guide how AI systems are designed, deployed, and monitored. Clear internal policies, oversight mechanisms, and defined responsibilities help organizations manage risks and ensure that technology is used responsibly.

At Labayh Business, we often encourage organizations to treat AI governance as part of broader organizational policy frameworks that protect employees and promote responsible decision-making. When governance structures are clearly defined, employees are more likely to trust the systems used within their organization.

### Communication and Transparency with Employees



Communication plays a central role in how employees perceive technological change. Employees are more likely to accept AI tools when organizations clearly explain why these technologies are introduced and how they affect work processes.

Transparent practices may include informing employees when AI systems are used in decision-making processes, explaining how workforce data may be analyzed, and providing opportunities for employees to share feedback about new tools.

### Leadership Role in Managing Technological Change



Leadership strongly influences how employees experience organizational change. Leaders help shape the narrative around technology adoption and set expectations for how AI systems will be used in the workplace.

Leaders who encourage learning, collaboration, and responsible technology use create environments where employees feel more comfortable adapting to new systems. This includes promoting experimentation with AI tools, supporting workforce development, and paying attention to how technological change influences employee wellbeing.

07

What Labayh Business  
Can Offer Organizations

## What Labayh Business Can Offer Organizations



Drawing on our experience in workplace wellbeing programs, consultations, and organizational assessments, Labayh Business supports organizations in several areas related to AI adoption and employee wellbeing.

### ✓ **Assessing the Impact of AI on Employee Wellbeing**

One of the first steps for organizations introducing AI tools is understanding how these technologies affect employees' work experiences. Labayh Business supports organizations in assessing the impact of AI adoption on key wellbeing indicators such as stress levels, workload balance, job satisfaction, and psychological safety.

### ✓ **Workforce Wellbeing and Digital Transformation Programs**

As AI changes the nature of work, organizations often need structured programs that help employees adapt to new systems and workflows. Labayh Business designs and delivers wellbeing programs that support employees during periods of organizational change.

These programs may include workshops on managing workplace stress, adapting to digital transformation, and maintaining healthy work habits in technology-driven environments.

### ✓ **Leadership Support for Managing Technological Change**

Leadership plays a central role in shaping how employees experience organizational change. Labayh Business works with organizational leaders and HR teams to strengthen their ability to manage technological transitions in ways that support employee wellbeing.

Our work may include leadership consultations, organizational guidance on responsible technology adoption, and training programs that help managers communicate effectively with employees during digital transformation.

### ✓ **Data-Driven Insights for Organizational Decision-Making**

Organizations often collect large amounts of workforce data but may struggle to translate this information into meaningful insights. Labayh Business supports organizations in analyzing wellbeing data and identifying patterns related to employee experiences, engagement, and workplace stress.

These insights help organizations make informed decisions about workplace policies, digital tools, and organizational practices that influence employee wellbeing.

# 08

## References

## References

---

■  netguru

<https://www.netguru.com/blog/ai-adoption-statistics>

■  QuantumBlack  
AI by McKinsey

<https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai-2024>

■  McKinsey  
& Company

<https://www.mckinsey.com/capabilities/tech-and-ai/our-insights/superagency-in-the-workplace-empowering-people-to-unlock-ais-full-potential-at-work>

■  AXIOS

<https://www.axios.com/2025/12/15/ai-chatgpt-jobs>

■ **BUSINESS INSIDER**

<https://www.businessinsider.com/ai-usage-in-workplace-statistics-gallup-poll-2025-6>

■  FOUNDERS  
FORUM  
GLOBAL

<https://ff.co/ai-statistics-trends-global-market/>

■ **ARAB NEWS**

<https://www.arabnews.com/node/2627661/business-economy>

## References



<https://gccbusinesswatch.com/news/middle-east-workforce-leads-global-adoption-of-ai-as-employees-embrace-skills-security-and-digital-transformation/>



<https://greatplacetowork.me/how-ai-is-driving-employee-development-in-ksa-workplaces/>



<https://en.sharikatmubasher.com/media-hub/experts-thoughts/19603>



<https://scop.sa/en/ai-en/>



<https://www.middleeastnews.com/p/saudi-arabia-leads-world-in-public>



<https://www.jmir.org/2020/5/e17620/>



[https://www.researchgate.net/publication/395210911\\_Artificial\\_Intelligence\\_and\\_the\\_Restructuring\\_of\\_Saudi\\_Labor\\_Markets\\_A\\_Statistical\\_Analysis\\_of\\_Job\\_Displacement\\_and\\_Skill\\_Transformation](https://www.researchgate.net/publication/395210911_Artificial_Intelligence_and_the_Restructuring_of_Saudi_Labor_Markets_A_Statistical_Analysis_of_Job_Displacement_and_Skill_Transformation)



لبينه أعمال  
Labayh Business



✕ in 🎵 @ labayhbusiness