



**to**vie ai

## **From Overwhelmed to Empowered:**

**Employing Generative AI  
to Minimise Employee Burnout  
and Information Overload**

Summer 2024

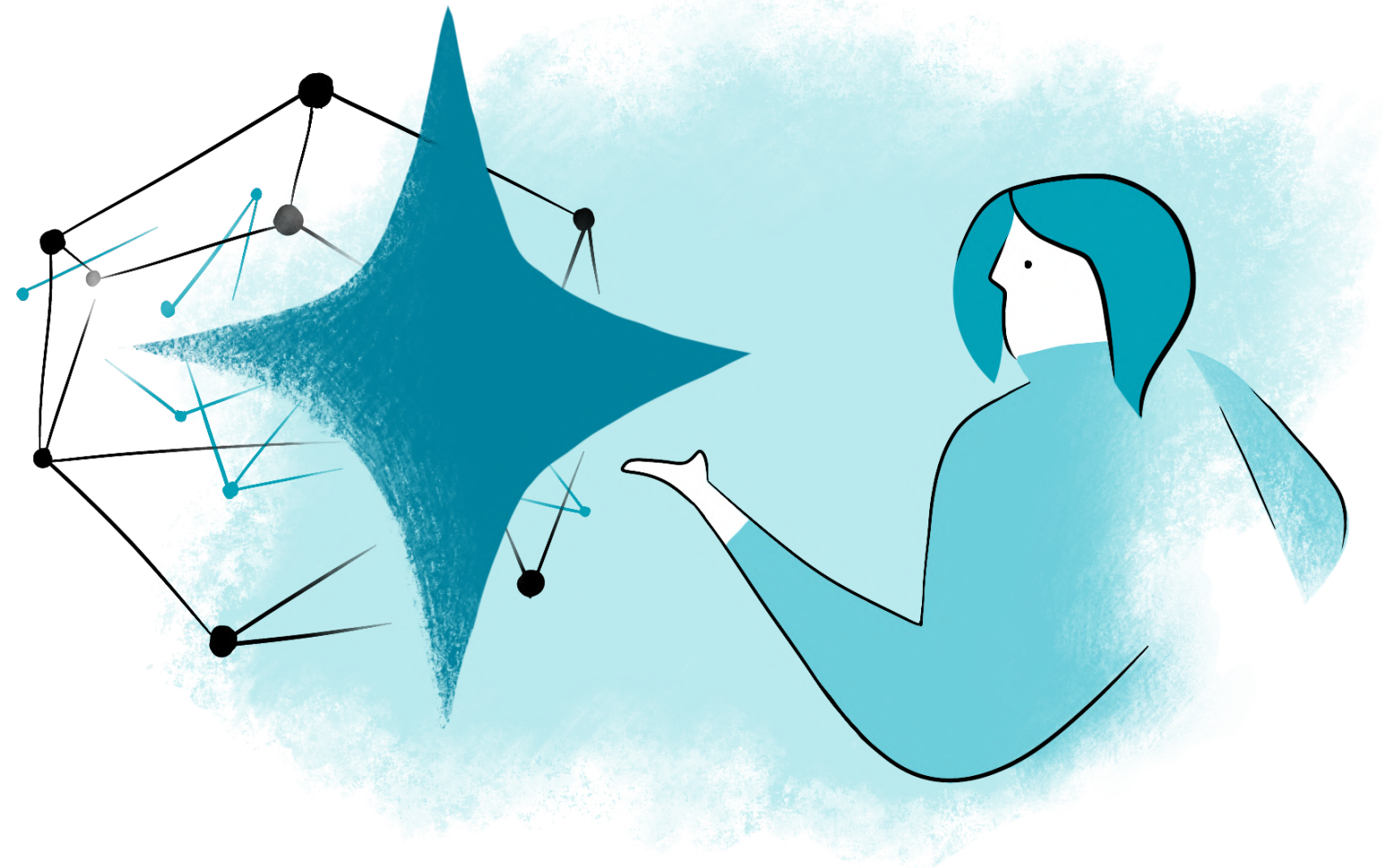
# Introduction

Since 2018, Tovie AI has been a pivotal player in conversational AI automation. We have witnessed a dynamic evolution in AI adoption rates, the rise and fall of trends, and shifts in employees' reception of new technology. Businesses recognised the benefits of AI in automating routine tasks and lightening the load of customer queries. This transformation allowed employees to engage in more challenging and creative endeavours.

Despite these advancements, conversational automation solutions still struggle with many internal process inefficiencies. Employees often navigate a labyrinth of databases, leafing through countless documents or scouring various internal resources to do their jobs. In such scenarios, even with frontline customer support automation, one cannot prevent the exhaustion stemming from operational tasks.

Our journey into understanding employee burnout and information overload revealed that conventional solutions, despite multiple integrations and strategies, fell short of our expectations.

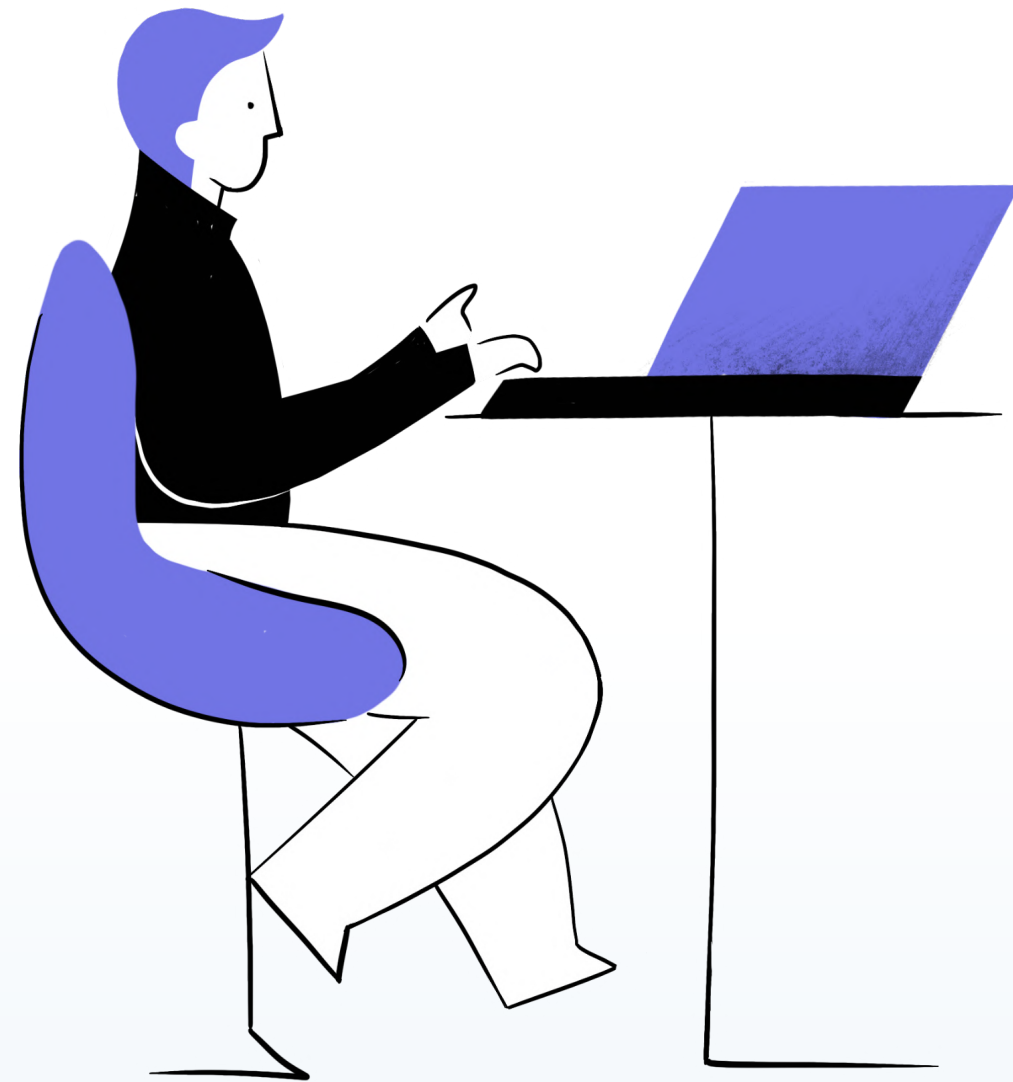
The introduction of ChatGPT marked a turning point. We saw it as an unprecedented opportunity to automate mundane tasks and lift the heavy burden of information overload with a single, comprehensive product. The in-house testing of our GenAI-powered virtual assistant for data management tasks—from enhancing product documentation to refining internal wikis—culminated in the launch of Tovie AI's



Data Agent. This innovative solution empowers organisations to leverage the advanced capabilities of generative AI for their data management needs through AI-powered data search bots.

Our confidence in generative AI's capability to significantly reduce information overload, thus mitigating employee burnout and turnover, is profound. Following discussions with HR and People Management experts about the effects of information overload on employee well-being, the efficacy of existing mitigation tools and technologies, and the potential of GenAI to reshape the landscape, we crafted this whitepaper.

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# Challenges of Working with Multiple Databases

Managing multiple databases has become a critical aspect of business operations in today's data-driven landscape. For example, over 75% of insurers use multiple core systems, varying vendors and operating environments between organisations. This comes with its own set of significant challenges, contributing directly to employee burnout in the following ways:

1

## Complexity and Information Overload

Navigating through and making sense of data from multiple sources adds complexity, often leading to information overload among employees tasked with management.

2

## Increased Risk of Errors

The more complex the data environment, the more likely errors creep into data handling processes. These can range from simple data entry mistakes to severe errors in data interpretation.



**Kathryn MacMillan,**  
*Managing Director of CIRCLE Recruitment & HR*

“Working in multiple databases can lead to an employee feeling overloaded and this leads to feelings of loss of control within their role. These feelings are proven to lead to dissatisfaction and lack of engagement ultimately increasing turnover intentions. Information overload affects both mental and emotional well-being of employees.”

3

### Increased Risk of Errors

Ensuring that information remains consistent and accurate across various databases is daunting. Discrepancies and inaccuracies can significantly impair decision-making and operational efficiency.

4

### Time-consuming Data Management Tasks

The effort required to manage, clean, and prepare data from multiple sources for analysis is substantial. This time, investment detracts from higher-value activities, slowing productivity and innovation.

5

### Cognitive Load on Employees

The mental effort required to juggle tasks between databases puts a tremendous cognitive load on employees. This could lead to mental fatigue, reduced productivity, and burnout.



**Teresha Aird,**  
*Cofounder & CMO of Offices.net*

“Employees juggling multiple databases often face significant burnout risk due to the cognitive load and constant multitasking that’s required. If it’s not proactively addressed, the hidden costs are substantial – affecting both the mental health of employees and the operational efficiency of the business.



**Daniel T.,**  
*CEO of Ready-Home.com*

“When employees are juggling multiple databases, it’s definitely tough. They have to constantly learn new systems and tools, which can be overwhelming... Focusing on one task at a time is often more effective than trying to do everything at once. Multitasking just means doing more work for the same pay. The pressure of meeting multiple deadlines and high expectations can really wear people down and lead to burnout.

# 6 Key Consequences of Information Overload:

1. Poor decision-making
2. Memory loss
3. Stress and anxiety
4. Low productivity
5. Short attention span
6. Lack of self-confidence



# What is Employee Burnout?

The World Health Organization defines workplace burnout as an occupation-related syndrome that results from chronic workplace stress that has not been successfully managed. Burnout involves ongoing emotional exhaustion, psychological distance or negativity, and feelings of inefficacy. All of that adds up to a state in which job-related stressors are not effectively managed by regular rest during work breaks, weekends, and time off.

Those in people management roles are especially at risk, and without significant organisational commitment to employee retention and wellness programs, the average length of employee service is expected to decline. The research underscores the significance of addressing workplace burnout and highlights its link to numerous organisational, psychological, and physical outcomes, from increased absenteeism to psychological distress to severe health issues.

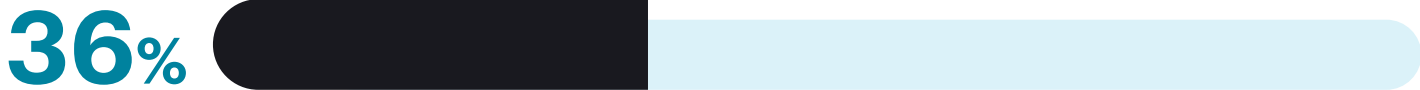
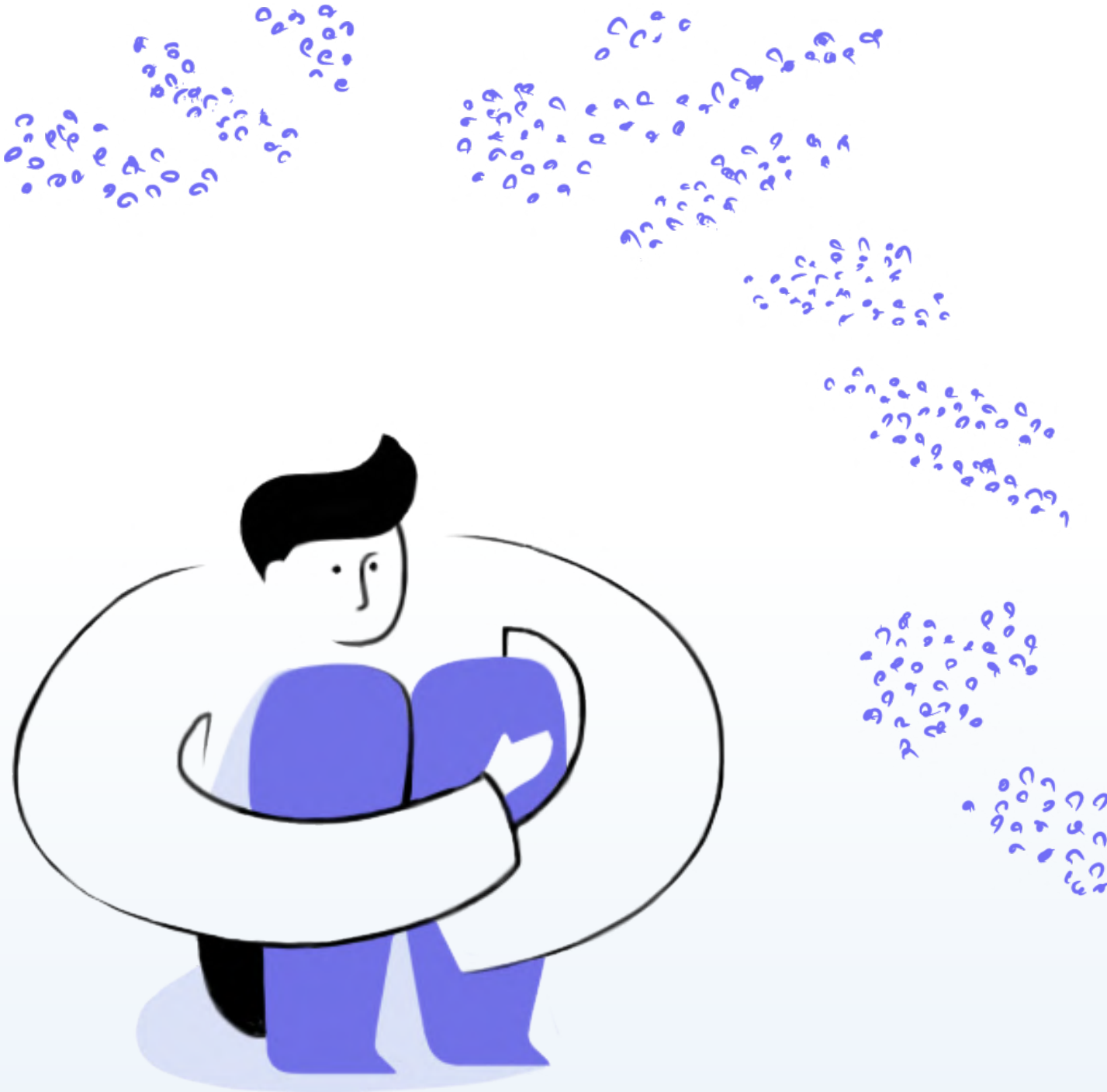
Gallup



Burton Group



# Costs of Employee Burnout



of managers say they are suffering from poor health due to information overload in the workplace

Employee burnout incurs significant costs to organisations, manifesting in diminished productivity. Overworked and stressed employees struggle to maintain their usual performance levels. Increased absenteeism and higher healthcare expenditures are direct financial implications, as burnout often leads to physical and mental health issues requiring medical attention.

Organisations also face elevated turnover rates, as burned-out employees are more likely to seek new opportunities, leading to additional costs associated with recruitment, onboarding, and training replacements. Burnout can erode team morale and work culture, negatively impacting collaboration, creativity, and employee engagement. In customer-facing roles, burnout can degrade service quality, potentially harming the company’s reputation and posing a long-term risk to revenue and market position.





**Daniel Space,**

*HR Business Partner Director and HR Content Creator*

“ At a short term level it creates a single point of failure, ie, someone with a great deal of value who is the “only one” who can do the job or knows how to do it... The cost may be considered minimal if the person continues, just their ongoing unhappiness that a company may consider low risk, but it will continue, and other employees will notice and observe and it may impact things to a larger scale.



**Declan Edwards,**

*Happiness Researcher & Founder of BU Happiness College*

“ It’s been estimated in research that the cost of replacing a staff member due to burnout is as high as 33% of their annual salary. This comes in the form of recruitment costs, lost knowledge costs, legal costs associated with psychosocial safety regulations, reduced performance, and the cost of training up a new staff member.



**Teresha Aird,**

*Cofounder & CMO of Offices.net*

“ High employee turnover in data-driven roles not only disrupts workflow but also imposes additional costs on the organization. Recruiting and training new employees requires substantial investment of time and money, and frequent turnover can inflate these costs significantly. The loss of experienced personnel, too, often means a loss of institutional knowledge, which can have long-term repercussions on a company’s data management capabilities as well as strategic planning.

# What Can Companies Do?

## Redefining the Approach to Burnout

Christina Maslach, PhD, a leading authority on workplace burnout, stresses the importance of shifting the focus from those experiencing burnout to those who understand the underlying causes—recognising that the sources of burnout often lie in job conditions and that the compatibility between an employee’s role and their work environment is crucial for creating a space where employees can flourish.

## Actions for Employers

To combat workplace burnout, especially in environments dealing with the complexities of multi-database management, employers can adopt the following measures:

- Conduct regular surveys to assess the prevalence of burnout within the organisation, gaining actionable insights into the well-being of their workforce.
- Monitor employee workloads, ensure regular check-ins to understand their experiences, and encourage using allocated time off to recharge.
- Evaluate organisational practices to guarantee workers have the autonomy, flexibility, and resources to manage their responsibilities and stressors effectively.



**Kathryn MacMillan,**

*Managing Director of CIRCLE Recruitment & HR*

“HR departments can work with Line Managers to assess training needs of employees who handle extensive data. Often the Line Manager has more intimate knowledge of the workflow and can assist HR to develop training programs for the workers. These will assist workers to manage their workload more effectively.



**David Zhang,**

*CEO of Kate Backdrop*

“Creating a supportive workspace that actively promotes regular breaks, offers mental health resources, and encourages a balance between work and life is vital. Also, implementing continuous learning and growth opportunities can decrease turnover by making employees feel valued and invested in their career paths.

## Responsibilities of Employees

Employees also play a pivotal role in averting burnout by:

- Prioritising self-care to maintain both physical and mental health.
- Setting healthy boundaries, including fully dedicating time to disconnect from work-related activities.
- Fostering positive relationships with colleagues, friends, and family to mitigate the impact of work-related stress.

## Collaborative Efforts

The path to a burnout-free workplace is a joint endeavour involving both employers and employees:

- Cultivating a workplace culture that is supportive, inclusive, and underscores mutual trust and teamwork.
- Regular dialogue on workloads, ensuring tasks are manageable and equitably distributed, taking steps to adjust responsibilities as required.
- Considering the reassignment of job roles or the adjustment of job responsibilities to address individual cases of burnout. Such steps benefit the employee by aligning their role with their strengths and interests and bolstering organisational retention and morale.

**By adopting these strategies, companies can navigate the challenges of multi-database environments and build a more resilient, satisfied, and productive workforce.**



**Teresha Aird,**

*Cofounder & CMO of Offices.net*

“When responding to high turnover, it’s crucial to implement strategies that promote mental wellness and work-life balance. This could include clearer segmentation of tasks, regular training on new technologies to reduce the feeling of overwhelming complexity, and implementing more supportive HR practices that recognize and address burnout’s early signs.



**Daniel T.,**

*CEO of Ready-Home.com*

“Some companies do...“digital detox” days once a month. On these days, employees are encouraged to take a break from emails and messages, giving them time to focus and recharge. Another neat idea is offering mindfulness workshops and meditation sessions during lunch breaks. These help employees manage stress and promote a healthier work-life balance.



**Laviet Joaquin,**

*Marketing Head at TP-Link*

“ Personal stories from our IT department show the stress of managing multiple systems, which can cause mental fatigue and decrease engagement.

High employee turnover, especially in these specialised roles, further increases these costs. Recruitment and training replacements are expensive investments—generally 1.5 to 2 times the outgoing employee’s salary. More importantly, losing skilled employees can disrupt workflow and create knowledge gaps.

We addressed these issues at TP-Link by introducing more efficient DB tools and training programs to reduce workload and improve job satisfaction.

Our proactive initiatives have resulted in a 15% decrease in turnover year over year and increased employee satisfaction scores.

This supports our team members and preserves our operational excellence so that TP-Link can continue to provide high-quality, dependable service to billions of people worldwide.

# Digital Transformation to Minimise Burnout in Complex Environments

Many companies use digital transformation to streamline complex environments and optimise internal processes. It generally involves leveraging technology to change how businesses operate and create value for customers. In the context of multi-database management, it can streamline workflows, automate mundane tasks, and provide analytical tools that reduce the cognitive load on employees. By implementing integrated digital platforms, cloud-based services, and advanced data analytics, organisations can significantly improve efficiency, data accessibility, and the accuracy of insights derived from complex datasets.

The digital transformation journey culminates in integrating cutting-edge technologies like generative AI. With its ability to generate new data models and automate complex data analysis, GenAI can revolutionise how employees interact with and manage data. Empowering employees with tools that make data handling less time-consuming, this approach optimises productivity and significantly reduces the risk of burnout.

Generative AI and digital transformation are among the top 2024 employee workplace trends among CEOs and executive teams.



**Kathryn MacMillan,**

*Managing Director of CIRCLE Recruitment & HR*

“ Digital transformation and AI automation can contribute to a more effective workplace, reducing mundane and repetitive tasks, while increasing the quality of the individual roles... Organisations should review processes and utilise digital transformation in areas where the tasks are time consuming, repetitive and can be handled better through the use of AI or digitalisation.

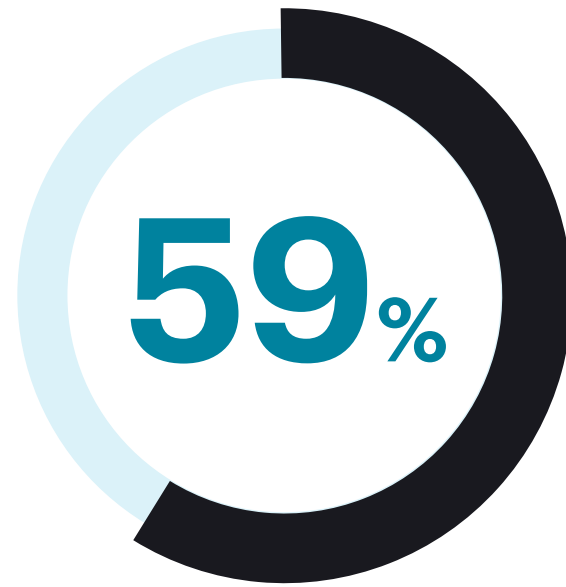


**Daniel T.,**

*CEO of Ready-Home.com*

“ One way to solve information overload and use tech smartly is by using virtual assistants or chatbots that help manage data tasks. These AI helpers can organize info, set reminders, and handle routine stuff, which takes some load off our brains and makes us more productive. Also, companies can use AI to schedule tasks based on employees' skills and how much they can handle.

As of April 2024,



of professional communicators were already exploring integrating AI-driven tools into their workflow



acknowledging the importance of mastering AI prompts and queries

This shift is steering C-suite strategies towards heightened investments in digital communication infrastructures and cloud-based collaboration platforms.

However, the effectiveness of these tools will hinge on various elements, including workforce upskilling, choice of technology, funding, and strategic deployment across different stages of adoption. So, businesses must establish comprehensive AI policies addressing use, security, and ethical guidelines to navigate the evolving landscape successfully.



**Laviet Joaquin,**  
*Marketing Head at TP-Link*

“ The role of digital transformation: AI and automation can eliminate repetitive tasks and free employees to focus on strategic activities. This not only helps manage information overload but also improves job satisfaction by making work more interesting.



**Farhan Siraj,**  
*CEO of OSHA Outreach Courses*

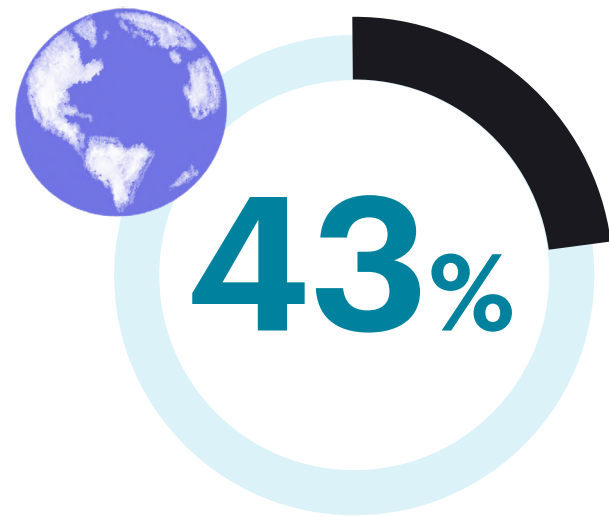
“ Companies should consider implementing measures to streamline database management processes. They need to invest in technologies that can help automate repetitive tasks so that the cognitive load on employees can be reduced.



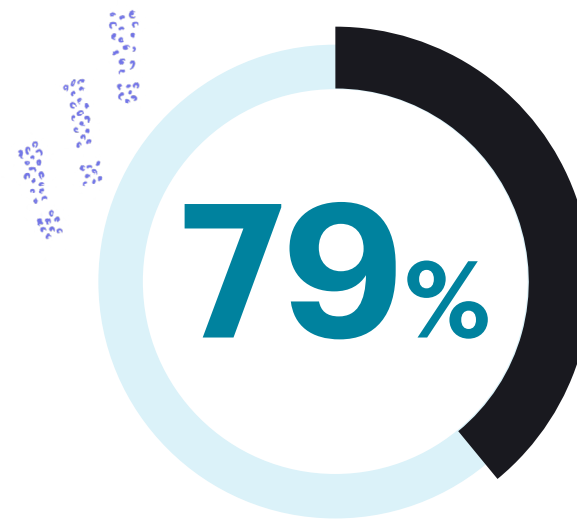
**Declan Edwards,**  
*Happiness Researcher & Founder of BU Happiness College*

“ You can have the best employee listening tools, survey software, performance KPIs and data tracking, but if you're not treating your staff like human beings, if you're not having meaningful conversations with them, if you aren't leading with empathy and emotional intelligence - then you're going to lose great talent.

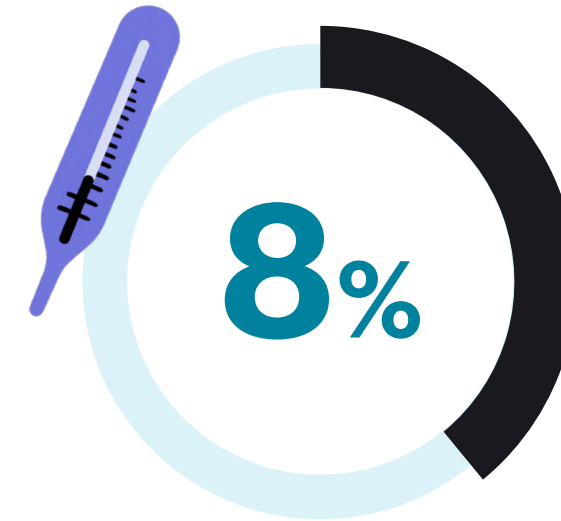
# Benefits of Generative AI for Employee Well-being and Organisational Performance



of people from around 100 countries have experienced workplace burnout



of UK employees experience burnout, and 35% report extreme levels of it



of all occupational illness cases (a disease caused by exposure at work to a risk factor) are due to burnout

Studies indicate that the adoption of generative AI has surged, nearly doubling over the past six months, with three-quarters of knowledge workers worldwide now utilising it. Employees independently introduce AI tools into their professional environments to manage the increasing demands and workload volume.

**According to Microsoft's recent survey, users report significant benefits from AI usage, including time-saving (90%), enhanced focus on priority tasks (85%), increased creativity (84%), and greater job satisfaction (83%).**

Integrating generative AI into the workflow of multi-database environments holds transformative potential for employee well-being and organisational efficiency. This innovative approach to data management yields significant benefits:

## Reduction in Manual Data Management

Generative AI automates data management's labour-intensive and repetitive aspects, freeing employees from the tedium of manual entry and oversight. This shift minimises human error and allows staff to focus on more strategic and rewarding tasks, enhancing job satisfaction.

## Improved Accuracy and Efficiency

With its advanced algorithms, GenAI significantly enhances the precision and speed of data processing. It intelligently collates, categorises, and analyses data across multiple databases. This boost in efficiency and accuracy directly contributes to better decision-making and operational improvements.

## Enhanced Employee Satisfaction

Generative AI directly impacts employee morale and well-being by alleviating the load of manual data management. The substantial reduction in stress and cognitive overload leads to decreased employee burnout. Engaging in more meaningful work fosters a sense of achievement and satisfaction among the workforce.

## Long-term Financial Benefits

The efficiencies gained through GenAI include reduced manual labour costs, minimised errors, and quicker turnarounds in data processing, which contribute to cost savings. Moreover, with employees more focused and less prone to burnout, organisations see decreased turnover rates and associated hiring and training expenses.

## Positive Impact on Organisational Culture

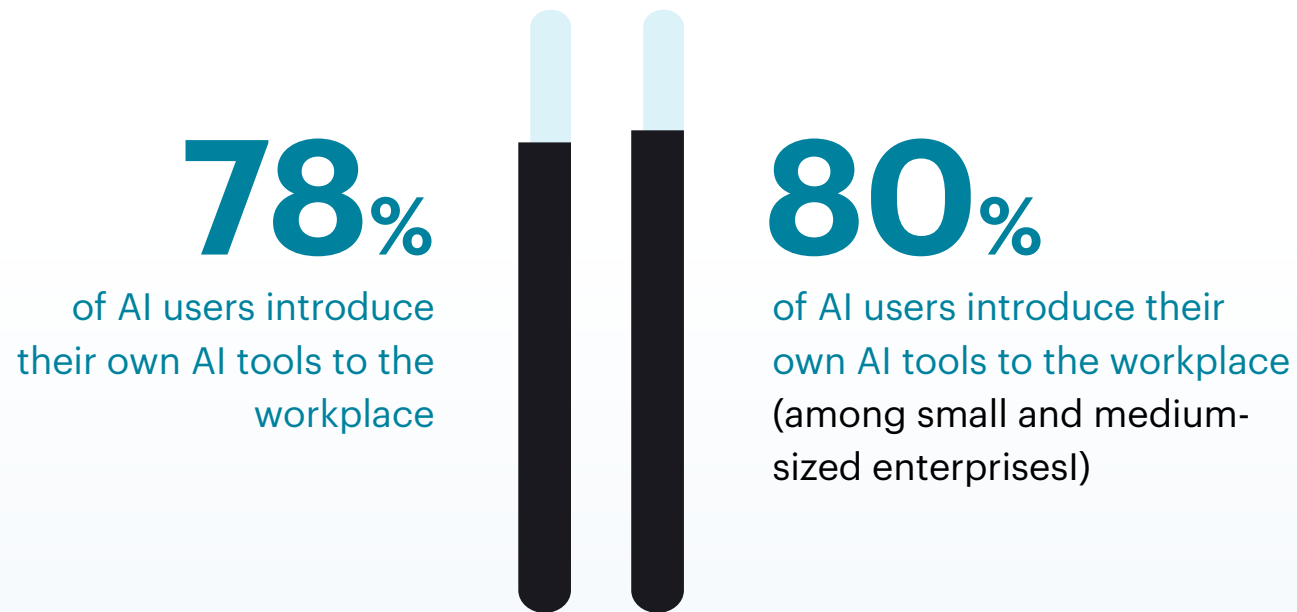
Generative AI transforms data management practices and fosters a more positive organisational culture. Using GenAI in multi-database environments has the potential to bolster individual and organisational health. Engagement and collaboration naturally increase, and employees feel more valued and less overburdened.



# Implementation Challenges and Considerations

While adopting generative AI offers transformative benefits, businesses must first navigate several potential hurdles. Key among these challenges is ensuring data privacy and security measures.

Studies show that a surprising [78% of AI users](#) introduce their own AI tools to the workplace (BYOAI), a trend that's even more prevalent among small and medium-sized enterprises (80%).



Contrary to what one might expect, this isn't limited to Gen Z but spans all age groups.

Interestingly, despite its widespread use,

**52%**

of individuals utilising AI at work hesitate to disclose their reliance on it for critical tasks

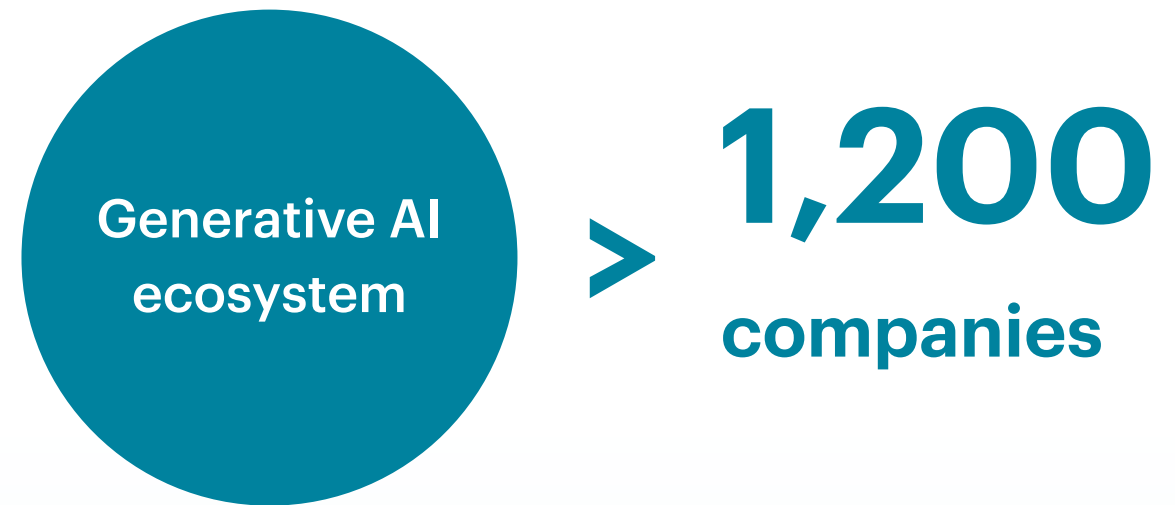
So, executives must take the lead and formulate an adoption strategy to control the in-house use of GenAI tools. Businesses must prioritise the protection of customer and corporate information, adhering to stringent regulatory standards and employing advanced encryption, access controls, and continuous monitoring to mitigate risks.

Also, companies must work on seamless integration with existing systems to maximise the utility and efficiency of generative AI technologies without disrupting established workflows. Organisations must carefully plan and execute the integration process, selecting AI solutions compatible with their current infrastructure and capable of synthesising diverse data sources to enhance enterprise search and productivity outcomes.



Choosing the right AI tools and technologies that align with your unique business needs, possibly through collaboration with AI experts, is essential. With the generative AI (GenAI) sector quickly expanding and filled with emerging startups —

*Dealroom's global data platform in April 2024 showcased a*



it's crucial to select a vendor with a proven track record in Conversational and Generative AI — Prioritise secure, dependable, and customisable tools, capable of accommodating various data sources and formats.

**A prime example is [Tovie AI's Data Agent](#), offering an effortless way to develop a no-code AI chatbot tailored to any specific requirement.**

# Conclusion

Understanding the issue of employee burnout in multi-database environments and exploring the transformative capabilities of generative AI underscores a critical crossroads for modern organisations. Employee burnout carries substantial costs, affecting not just individual well-being but also organisational productivity, innovation, and financial health. The introduction of generative AI into this equation promises to mitigate these costs and enhance overall workplace efficiency and satisfaction.

Generative AI can automate complex and repetitive data management tasks, improve data accuracy and efficiency, and reduce employees' cognitive and emotional burdens significantly. If you'd like to explore this technology and potentially pivot towards GenAI-powered solutions, we've put together a checklist for businesses to understand how generative AI-ready they are.



# Generative AI Readiness Checklist for Companies

Understanding your company's position on the AI readiness scale is the first step towards implementing practical solutions to alleviate burnout and enhance productivity. To aid in this assessment, we've compiled a comprehensive checklist to help companies gauge their readiness for deploying Generative AI technologies. This tool aims to spotlight areas needing attention and guide strategic planning for a smooth and successful AI adoption.

## Data Management

- ✓ Do you possess clean, organised, high-quality datasets necessary to train AI models?
- ✓ Is there an established data governance policy to ensure data privacy, security, and ethical use?
- ✓ Have you defined clear goals for how AI can enhance data management and employee productivity?

## Organisational Culture and Leadership

- ✓ Is there C-suite support for AI initiatives and digital transformation?
- ✓ Does your company culture encourage innovation, continuous learning, and adaptation?
- ✓ Are leaders committed to investing in AI training and development for employees?

## Technical Infrastructure

- ✓ Do you have a robust IT infrastructure capable of supporting AI technologies?
- ✓ Is there sufficient data storage and processing power for AI applications?
- ✓ Are your data formats and structures AI-compatible for easy integration?

## Ethical and Legal Considerations

- ✓ Have you assessed the potential ethical implications of deploying AI in your operations?
- ✓ Are you aware of and prepared to comply with relevant regulations concerning AI deployment?
- ✓ Do you have mechanisms to evaluate AI's impact on ethical and legal standards?

## Evaluation and Scaling

- ✓ Have you established KPIs to measure the success and ROI of AI integration?
- ✓ Is there a framework for collecting and analysing feedback on AI performance and employee satisfaction?
- ✓ Do you plan to scale successful AI implementations across different departments or functions?

## Employee Engagement and Training

- ✓ Have you identified skill gaps you must address to implement and use AI effectively?
- ✓ Is there a plan to upskill employees to work alongside AI technologies?
- ✓ Have you established channels for employee feedback and concerns regarding AI implementation?

## Strategic Planning and Implementation

- ✓ Have you defined clear, measurable objectives for your AI initiatives?
- ✓ Is there a strategic roadmap for the phased implementation of AI technologies?
- ✓ Do you have contingency plans for managing potential challenges or setbacks in AI deployment?

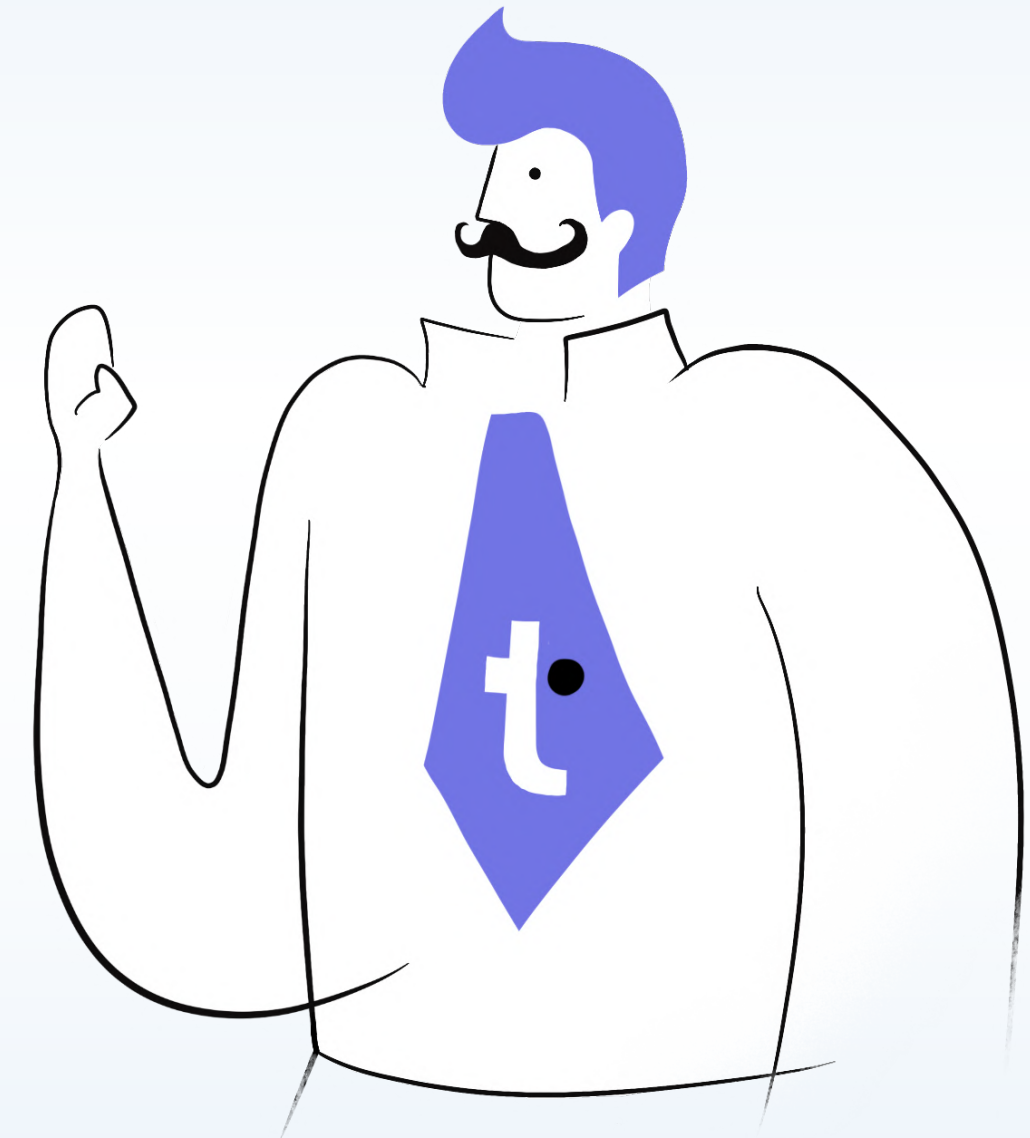
Completing this checklist will provide insights into your organisation's current AI readiness and highlight areas requiring focus and improvement. It's a step towards making informed decisions on integrating Generative AI technologies effectively to mitigate employee burnout and enhance overall productivity.

# Contacts

Since 2018, Tovie AI has been many companies' trusted digital transformation partner for Conversational and Generative AI automation. We'll be happy to help you start a smooth digital transformation journey.

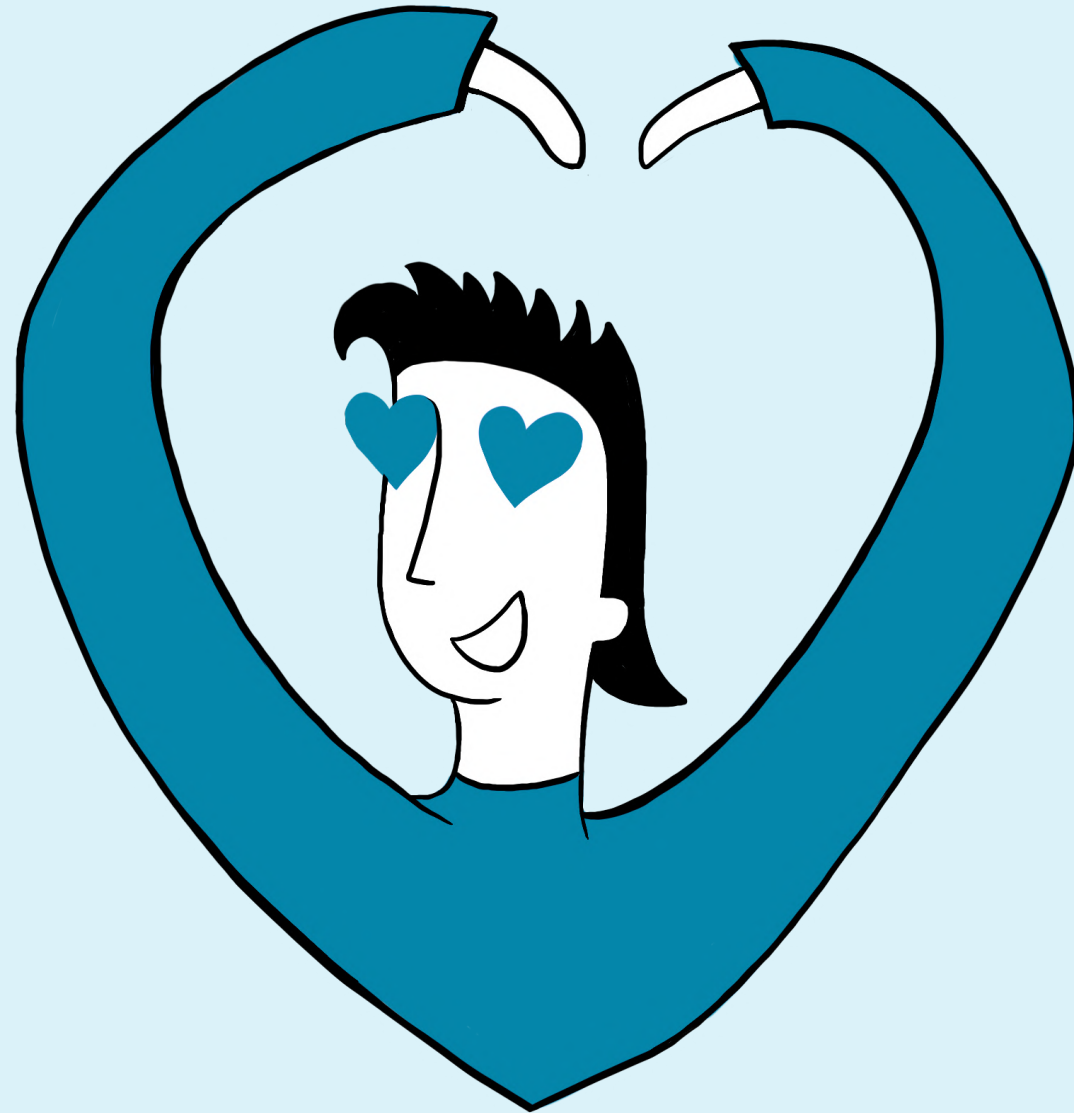
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# Acknowledgements

We'd like to thank HR and People Management professionals who generously contributed their insights to our research:



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