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The Impact of Technology on employee experience and Engagement across Different cultures

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Abstract

The rapid advancement of digital technologies has significantly transformed the workplace, influencing how employees communicate, collaborate, perform tasks, access information, and interact with their organizations. Technology-enabled tools such as digital communication platforms, human resource management systems, artificial intelligence, collaboration software, and remote-work technologies have created new opportunities to improve employee experience and engagement. However, the impact of these technologies may vary considerably across cultural contexts due to differences in values, communication styles, leadership expectations, power distance, individualism, collectivism, and attitudes toward technology. This study examines the impact of workplace technology on employee experience and engagement across different cultural environments. It focuses on how digital tools influence employee satisfaction, productivity, collaboration, organizational commitment, work-life balance, and perceived inclusion. The study also explores potential challenges, including technology overload, digital fatigue, reduced interpersonal interaction, privacy concerns, surveillance, communication misunderstandings, and unequal access to digital resources. Cultural differences may determine whether employees perceive technology as empowering and flexible or as intrusive and stressful. The study argues that organizations should avoid adopting a uniform technology strategy across culturally diverse workforces and instead consider local cultural expectations and employee needs. Effective implementation requires user-friendly systems, cultural sensitivity, employee training, participatory decision-making, and appropriate organizational support. The findings suggest that technology can strengthen employee engagement when it is strategically aligned with organizational culture and employee expectations. A culturally responsive approach to digital workplace transformation can enhance employee experience, foster collaboration, and promote sustainable engagement in increasingly global and technologically connected organizations.

Keywords: Workplace Technology, Employee Experience, Employee Engagement, Organizational Culture, Cross-Cultural Management, Digital Transformation, Remote Work, Employee Well-being, Technology Adoption, Global Workforce.