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The Impact of Automation on Employee Experience and Engagement

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ABSTRACT

Automation has emerged as a transformative force in modern workplaces, reshaping not only operational processes but also the way employees interact with their work. By streamlining repetitive and time-consuming tasks, automation allows employees to focus on more meaningful and creative aspects of their roles, enhancing overall job satisfaction. This shift has significant implications for employee experience, which encompasses engagement, well-being, and the perception of organizational support. Employees who can devote more time to strategic, innovative, and interpersonal tasks often report higher motivation and engagement, as they perceive their contributions as more impactful.

The integration of automation also introduces opportunities for personalized workflows and intelligent assistance, such as AI-driven scheduling, performance analytics, and automated feedback systems. These tools provide employees with clearer insights into their performance, career development paths, and workload management, fostering a sense of empowerment and ownership over their work. Additionally, automation can reduce errors and friction in routine processes, creating a smoother and less stressful work environment, which directly contributes to employee satisfaction and retention.

However, the adoption of automation is not without challenges. Employees may experience apprehension or resistance due to fears of job displacement, lack of skill alignment, or reduced human interaction. Therefore, organizations must implement automation thoughtfully, pairing technological adoption with effective change management, training, and transparent communication. By addressing employee concerns and involving staff in the design and deployment of automated solutions, organizations can maximize the benefits of automation while maintaining trust and morale.