

## HOW TO INCORPORATE TECHNOLOGY IN THE WORKPLACE FOR GEN Z EMPLOYEES

**Ria Gupta**

Student, Department of Management,  
College - Symbiosis Institute of Management Studies,  
University – Symbiosis International (Deemed) University, India

(Corresponding Author :Ria Gupta)

**Abstract: Generation Z is the youngest, most vibrant, dynamic and ethnically diverse generation, present in today's age. Their persuasion, ambition, aspirations make them significantly distinguishable. One of the very evident characteristics of this generation is that they are "digitally native". They are adept and proficient with the latest technology. Workplaces are really dynamic in nature and emerging technologies are changing the dynamics of these workspaces. Gen Z is absorbed by this ultra-modern technology. The entrance of generation Z into the workforce is further evolving the way companies organize themselves, communicate, and conduct business. In terms of workplace design, there is a big accountability to respond to these changing requirements with spaces that empower people and businesses. In an age of the gig economy Gen Z has become commanding for every organization. An engaged workforce is much more productive and at the same time it reduces employee turnover. This paper reviews the recent exploration of incorporate Technology of Gen Z employees at workplace.**

Key Word: Generation Z, Career Growth, Engagement of Gen Z employees

### **I. Introduction**

There is no clear-cut definition for the birth years for defining Gen Z, but most researchers typically use the mid-1990s to mid-2000s as starting birth years for Gen Z. Generation Z was born after the year 1996, as we all know, and their character and imagination differ from those of previous generations. Generation Z is full of confidence, candor and possess the ability to speak their mind, even if means disagreeing with their bosses. They are less interested in the rise of the corporate ladder and more willing to encourage the growth of the company. When they are in the office, they choose frequent meetings and make sure their voices are heard and can be held accountable for strong leadership in the years to come. The thought process of Gen Z is somewhat different from Generation X and Y, typically their parents and grandparents. Their priorities have changed and so has the employee focus. They prefer people to work interaction, healthy and safe work environment, flexibility, work-life balance and focused work.

Here are some bare-bones statistics about Gen Z (Abramovich, 2015; Mediakix, 2017):

- 96 per cent of Gen Z uses a smartphone.
- 85 percent of Gen Z is on social media platforms.
- Approximately 50 per cent Gen Z is connected to the Internet/is online for more than 10 hours a day.
- More than 25 per cent of Gen Z logs on to Facebook daily.

- 58 per cent of Gen Z may be worried about the future.
- Gen Z usually know the recent research on technological changes and know how to selfeducate and find information.

### **1.1 Cohesion with Gen Z**

Companies must be willing adjust and inculcate the latest generation's values and belief systems into their office cultures and offer adequate benefits in order to attract talented Gen Z employees who have just begun to enter the workforce. Employers have to be prepared to think differently to work with Gen Z. This paper provides some thoughts and observations in this regard.

#### **Offer Career Growth**

Unlike Gen X and Y, they desire for change and mobility. Gen Z has lived through recent difficult times and they are looking for stability within careers. "Gen Z have experienced perhaps the most rapid, dramatic shifts of societal standards than any other generation" (Insight. FYA, 2017). With that stability, must come direction and purpose.

#### **Create Ideas and Solutions with Gen Z**

Independence, creativity and innovation are words often used to describe Gen Z. Their independence, creativity and innovation are perhaps their greatest strengths and simultaneously weaknesses. Corporates must not look to force this generation into working blindly and impose responsibilities on them without first making them compliant. They must look to build solutions with them as a team which will prove to be mutually beneficial.

#### **Strong Communication**

Gen Z has stronger skills on the communication front as compared to their predecessors. They are smart, technologically literate and know how to find the solutions to problems. They may not always be right but they do have a strong and positive attitude with right competencies to perform better in critical corporate conditions.

## **II. Authors Reviews**

Business study of the workforce of modern findings, generation Z, workers. They graduated as a new wave and entered the workforce-employers need to change their methods of recruitment to attract top talent of this generation. For corporates to become versatile, managers need to consider the soft skill aspect, corporate traits, business acumen, technical knowledge and other such attributes while shortlisting candidates to attract individual resources that eventually identify as the most appropriate talent for the organization. Deloitte's published research on "psychosocial symptoms of Generation Z" talks about and practices of organizational structures related to employment. On one hand, in the context of global economic distribution, the pace of social change means that changes need to be studied to recognize the degradation of relevant subjects and their inclusion in the institutional matrix, especially employment. Generation Z (often regarded as a group of people born after 1995) has unique psychological and social characteristics. The characteristics of Generation Z are a series of values, beliefs, attitudes and desires that affect its specific actions on the organizational structure. On the other hand, managers often have to deal with the diversity of generations in the workplace. The organization has members of different ages; members of each historical generation show different values, beliefs, attitudes and desires in their specific actions in the organizational structure. Gen Z is the only one that can be considered completely "global", and its members were born in a global integrated system. Other sensitive features of Gen Z can be summarized below. They are the first products to be born in the digital world. Social networks and technology are integrated into their

lives. They worry about the challenges of today's world (poverty, inequality, climate change, etc.). They are more expressive, vocal and candid. Usually they are easy to carry and have short attention spans. They don't like regular activities. Unlike traditional work schedules, they want a good work-life balance and a flexible working environment. Their minds are a combination of multiple talents, and they come up with new creative ideas to help.

**Zuzana, K., & Marlen, C. J. (2012)**, Use of system functions to integrate business process change discovery: an example of employee behavior. In this article they discussed the system's features, which is a valuable way to translate the case study results into a business process improvement (BPI) project. They combined data from 65 BPI case studies to develop a simulation model of the system that helps study "career ethics" as an important part of the BPI project. They show that such a metric model in case studies of BPI combines complex and often inconsistent findings, thereby facilitating communication between researchers, lecturers, students and BPI experts. This paper therefore contributes to knowledge management and learning by making use of system capabilities as an important means of proving and transferring complex relationships between important BPI events. This article further relates to the business process management sector by explaining the importance of consistency in the software, and is a means to study and incorporate a vast variety of case studies on BPI.

**Arpitha, S. R., & Dawlinmaria, P. J. (2020)**, A study of the difference between Generation Z employees in preferences and their effect on workplace satisfaction and organizational engagement. Technology dependent, independent, empowered, autonomous- are some of the words associated with generation Z. Generation Z comprises of people born between the years of 1995-2010. Generation Z is a paradigm shift in the workforce. It will pose a subtle challenge for the HR folks with their experimental, individualistic, consumerist, and worldly attitude. Gen Z research is therefore very important, because it allows us to work with HR to impose Gen Z preferences, which would help in managing multi-generations, meet the expectations, which would lead to an increase in job satisfaction and commitment level among generation Z. It is imperative to know the approach of an emerging young generation. The research attempts to examine the differences between Gen Z's workplace expectations and actual experiences in the working environment. The study uses different variables to prove the impact of expectation gaps on the performances of Gen Z employees. A survey was conducted on 147 generation Z employees across all sectors, they were evaluated based on their preferred expectation and actual work experience, which enabled to identify the gaps. The expectation gaps are positively correlated with job satisfaction and organizational commitment. The results would help HR practitioners boost employee satisfaction and commitment. Therefore, generation Z can potentially contribute to meet the objectives of an organization.

**Jelena, T., Anna, S. & Viktorija, S. (2020)**. Values of young employees: z-generation perception. This report is aimed at taking into consideration the increasing value of young employees now and over the next five years. To accomplish this aim, a questionnaire was prepared and circulated to Latvian students, consisting of fifty sentences. The sample size is 392, meaning the results represent the entire population. Factor analysis is chosen as a tool for the data analysis. Bartlett's sphericity measure, Kaiser-Myer-Olkin (KMO), the first approximation of social contact and the matrix of picture correlation evaluated the similarity of the results. Extract these things through Spindle Decomposition (PAF). The number of projects is determined by the Kaiser Scale / regular structure that in both cases is equal to 5. The results of today show that young workers are the important values linked to the condition of man today. The important value, however, will be the value relating to career development within five years.

**Joseph, O. O., & Stephen, M. N. (2019).** Millennials and Generation Z Employees are here. This article discusses the mechanism of organizational change in the sense of millennial and postmodern workers and the implementation of organizational growth approaches (ODI). Collect evidence by performing desk-based analyses of data from the first and second millennium studies and evaluating fundamental and supplementary science analysis data on change management and organizational growth. The analysis finds that prior to successful transition improvements, the organization has to grasp Theory E and Theory O of the transition. During the four stages of organizational development the organization must work diligently: "record and complain," "diagnose," "planning and implementing changes" and "institutional evaluation and changes." The study also noted that 1,000 employees (generation Y) were not the only problems impacting potential jobs, and suggested more studies on the effect of post-millennial employees (generation Z) and the fourth agro-industrial revolution. The prospect of jobs.

**Claudio, S., & Maria, M. G. (2020).** Internet proxy-based: Computer-based challenges and research procedures. The Internet of Things (IoT) disruptive functions include many development needs and problems (large-scale deployment, heterogeneity, subjects of the network, collaboration, distributed intelligence, self-regulation, etc.). Agent-based computation (ABC) provides an effective and reliable paradigm, framework, and standard to fully resolve these concerns and fully promote the growth of IoT systems. Indeed, ABC-related inventions, computing technologies, technologies, and structures were used, perhaps in conjunction with other established / emerging departmental structures, to enhance the IoT processes being developed. This interview is an extension of our previous work and reports on relevant contributions in this area, aimed at evaluating the relevance of the development of the ABC (current and future) internet of things.

**Mohammad, F. N. (2014),** The application of social media to sustain Gen Y social media has centered on fabrics of Gen Y (Gen Y) as part of their everyday lives. Generation Y is a rapidly growing part of the workforce, and the organization's participation is critical. The aim of this essay is to explore the role of social media in Gen Workers' engagement, and to illustrate the effect of social networking on this generation. Additionally, the synthesis of this generation's academic characteristics requires a strategic structure focused on the idea of social networking networks to recruit Gen Y workers through social network platforms. Future findings and recommendations for the study will be addressed later.

**Michael, R., Stefanie, B., & David, F. (2019),** Wave Z / Millennial controls the next wave of sales: Quality evaluation, creativity and productivity evaluation. The current study examines the latest generation of workers, the generation Z / millennial generation, whose credibility is tied to the experience of management. The author explores how the outsourcing of business ethics and satire affects the organization's employee loyalty. This study has provided many contributions to the distribution of Generation Z science and its role in terms of precision. First, sales managers need to hire and retain small salespeople with different experiences due to changes in the number of employees; therefore, they have different views on their recruitment process. Secondly, this research has generated useful discussions which can help marketing managers assess their organizations' future talent. The sales director can assess the "tendency" of the applicant, including those with corporate risks, so that its sales staff can be retained for a longer period of time.

**Sandhya, T., Ritu, B. (2017).** Gen Z's Ability and Ambition - A Possible Job Analysis. Gen Z is a community of citizens following Gen Y (also identified as Millennial or Millennial); Internet

(Internet), Gen Software, Gen Wii, Net Age, Web Natives, etc. Generation Z of the earlier generation was pleased with the latest technologies while Generation Z is now rising in the traditional telecommunications world. Generation Z hopes to gain more flexibility at work and remote workspace in collaboration and suddenly on its different devices. It is necessary for the team also to make positive contributions to the planet. Generation Z believes their views will be recognized and valued, and do not recognize ethical constraints such as the hierarchy of management. This essay reflects on the expectations of the jobs of Gen Z, all facets of Gen Z and the related fields that influence the way they wish of employment or job growth. It seems at the time of writing that this group has shown good communication qualities, creativity, analytical research and very demanding yet professional decision-making abilities given their young age. Community requires, teachers and educators do need resources to enable them accept the expense, rehabilitation, commitment, community and expertise, respond to their feedback and help evaluate their physical, creative and mental wellbeing. This is a small live event which has been used nationwide. Good understanding of this versatile employee's enthusiasm for work and bringing his thoughts and talents to their full potential is what India needs to prepare as a country.

**Singh, Singh, A. P., & Jianguanglung, D. (2019).** Get to know generation z: potential results. Generation Z was raised and brought up across social networks. They're digital centered and their identity is technology. In the coming years, this group will join the industry but nothing is understood regarding its features, requirements, and efficiency and working methods. They appear to have distinct traits at work than those of past generations. Without adequate awareness of this group, companies would have trouble hiring and maintaining them in order to successfully grow the organization. Through knowing them, organizations will assess what will affect their recruiting and retention results through paying attention to what the workplace ticks this age. This paper explores the characteristics and expectations of Generation Z from current literature such that organisations can forecast and create appropriate workplaces for them, which in turn can affect organisational efficiency.

**Zuzana, K. & Jana, F. (2020),** what prompted Generation Z to become active? Details of driving routes for business students in Slovakia. Their research aims at identifying and evaluating the views of members of Generation Z regarding their motivations for future work. Using the empirical data collection method (MEBS), a sample of 235 business students, 665 unique items were collected, analyzed, coded, grouped into twenty-five items, and finally grouped into three main topics (work, work, and organize the five collections and show different roadmaps for these topics).

### **III. Incorporating Technology in The Workplace For Gen Z**

Technology is acting as the biggest facilitator for collaborative work. Collaboration systems provide the workers an innovative way to work and even make remote work a possibility. Several collaboration tools are available in the market. Asana, Basecamp and Jira are one those tools widely used. These tools are customized and targeted for big tech projects. Collaborative technology also eases out the process of employee recruitment. Interactive tools like whiteboards and file sharing platforms are really essential for the workspace of Gen Z. These tools provide employees instant information access.

### **Mobile Learning**

To comprehend technology in the workspace, one needs to understand how Gen Z learns. The age-old training methodologies can no longer be implicated to Gen Z. Implementing the mobile learning solutions to the organization is a productive way. It not only promotes employee engagement within this generation but also makes their learning path measurable as well as keeps the previous generations technologically abreast. In a fast-changing environment, preparation and growth should remain at the centre of every corporate plan. Employees appreciate educational programmes which are a profitable investment to improve employee participation. According to the global developer recruiting environment study from Stack Overflow, 87% of developers mastered a modern language platform or technology through mobile learning. It's phenomenal. Organizations may do that to promote their learning climate. A personalised smartphone interface is an outstanding learning platform. When an organisation has little access to these tools, many learning applications and websites provide access to bite-sized training modules that the employee will consume on their smartphones. Mobile learning offers links to Gen Z services at leisure. This encourages involvement and therefore decreases conventional preparation expenses.

### **Continuous feedback tools**

In today's time, regardless of demographics, all employees want regular on-the-job feedback. The "trophy generation" Gen Z is also interested in continuous interactions with managers and colleagues to help them improve, learn and grow into new roles. More than half (57%) say they'd like to get feedback several times a week, according to the ServiceNow survey.

The new feedback platforms are targeted to their requirements. Cloud based feedback tools and apps enable employees to share check-ins with bosses and other colleagues, and track progress against goals.

Managers not only provide feedback through these apps but they can share results with higher-ups or send them out to HR analysts to spot trends in engagement or other metrics.

### **Digital onboarding**

Unlike the olden age and generations, Gen Z starts measuring their loyalty to employers, the moment they sign their appointment letters. In today's digitally advanced era many organizations are restructuring the whole onboarding process for new hires. According to Gallup, mere 12% Gen Z are happy with their company's onboarding program. As a result, many companies are cutting down the long hectic onboarding process and the sequential approval process and adopting digitized onboarding to make their employees happy.

A good example for this would be Deloitte's Gamified Onboarding Application called the "The Chosen Analyst" which takes cues from the Zombie Apocalypse pop culture and fits right into the Gen Z's technology preferences.

### **Soft-skills training with VR**

Virtual Reality has long started to revolutionize the corporate workplace. As of right now, only 3% of workers are using VR tools in the workplace even though 32% of Gen Z has already joined the workforce. Now Survey publishes that within the next 5 years VR will be well woven into office cultures. While organizations in healthcare, energy, and manufacturing have already implemented VR to teach complex manual processes and safety procedures, it can be said that VR is also of great use while teaching soft skills. Lyft, Google, PwC, and Coca Cola are four

companies that currently use VR for diversity training to run immersive simulations of workplace bias and discrimination.

### **Virtual assistants**

Gen Z doesn't want to spend much time on basic formalities or administrative tasks such as filling reports or scheduling a meeting. Here is the need for emerging AI coupled virtual assistant tools which help Gen Z to save their time on a regular basis.

### **Wellness platforms**

Gen Z is much more aware about mental health issues than any other generation and is far more vocal about the issue and also expects their companies to account for the same. Workplace stress is a big issue and while all corporates should be well prepared to handle this only a handful of organizations come up with new and innovative solutions to combat this issue leading to enormous amounts of employees leaving work dissatisfied. Workplace stress accounts for an estimated \$190 billion in annual healthcare costs. Survey reports suggest that 75% of Gen Z say they've left jobs for mental stress issues, compared with just 20% of employees overall. So corporate wellness programs are really essential for the coming future. EY recently initiated "We Care", an initiative aimed at informing employees about mental health. The emerging wellness apps are exhibiting that they can lower down the stress and improve focus. If corporates could partner with Mental Health Wellness Applications, for example "headspace" for guided meditation and could include this in their regular recreational activities, they would find a calmer and a much more relaxed workforce which in turn would increase their work efficiency.

## **IV. Gen Z Impact on the future of Corporate Engagement**

The impact that Gen Z creates on their workplace which will also signify the future of corporates and their engagement lies on various key factors.

### **Provide direction with career pathing**

Generation Z has more control on what work they do than their previous generations, so they expect to be led to the straight road to prosperity. While this would also mean that their immediate managers must find a way to communicate with them all career prospects for them in the firm within the initial few days of their joining. While One to One Mentorship programs are a good way that this can be done, corporates can also look toward various mentorship mobile applications as well as cloud based mentorship software such as Chronus and Qooper.

### **Facilitate open lines of communication**

SMG's statistics show Gen Z scores particularly low on feeling their work is rewarding in turn, they are less likely to recommend their place of employment to friends and family. A quick and easy way to combat this would be decent virtual platforms that offer quick sessions for people to discuss general problems related to their jobs. If anonymity is included, this would enhance their candidness wherein people can share their issues more openly and would also let corporates address these issues.

### **Attract and retain the Gen Z employees**

Raised in the technical environment, a generation that has kept themselves relevant with every technical emergence it is now time for corporates to pull up their socks and build an environment lucrative enough for the generation to want to work in. In order to attract this generation, they must practice complete transparency and willingness to be dynamic in their core value systems as well as their standard policies and procedures. In turn, they will find that this generation's loyalty toward their employers is unmatched and when combined with their creativity and innovation that they bring to the table corporates will get their perfect combination.

## **V. Conclusion and Findings**

The management of the personnel is directly linked to their sense of security. In order to successfully manage Gen-Z employees, the following three things need to be considered.

### **Provide alternative methods to leadership.**

Generation Z expresses the work as confidential. They are less involved in ascending the corporate ladder and more eager to promote the growth of the business. Don't go too deep on the topic, but realize that although young, it's still adults who are eager to take responsibilities and leadership skills. Instead, give them full ownership of the project from concept to design.

### **Offer varied ways to communicate.**

While Gen Z's screen time is increasing, they do want one-on-one engagement. This can be complicated but making them healthy and satisfied is the amount of time and money and personal attention that employers spend for them. When someone has a Gen-Z remote worker, please pick a video chat instead of a chatbox. When in the office, choose to make contact from frequent meetings and make sure they hear their voices. This may even appear like mission meetings and team meetings and build a climate of interconnection and retention.

### **Get serious about the job perks.**

They can count on a strong leadership job, which is the price they want to compromise. That is why HR should be prepared to commit to Gen-Z talent, because this generation will work harder (and last longer) if the value of the dollar is equal to their level of commitment. This is the biggest difference between the Generation Z and their peers. Managers can negotiate wages with them and focus solely on growing and establishing working relationships to keep them. Generally speaking, Gen Z is very different from generation Chi. although they are grateful for technology, they have a sense of maturity and purpose, but they are more focused on people-to-work interaction and safety at work. That means they won't become service buyers but make sure you pay attention to their prices and continue to provide them.

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