

THE IMPACT OF AI ON EMPLOYEE EXPERIENCE AND EVOLVING WORKPLACE EXPECTATIONS OF EMPLOYEES



AI is transforming employee experience, redefining expectations for personalization, trust, and efficiency. Organizations that prioritize empathy, explainability and innovation will lead in creating human-centric workplaces.



The AI Revolution: Reshaping Employee Experience

Great experiences spark interest, build connections and drive loyalty. For employees, experience shapes engagement, performance, and business outcomes. Employee engagement isn't just a soft metric—it drives productivity, safety, and wellness. [Gallup](#)¹ research shows highly engaged teams outperform their less engaged counterparts by 23%, making AI a critical lever to

elevate experience and outcomes. As AI becomes central to workplace transformation, employee expectations, shaped by consumer technologies, are rising. In this context, organizations that focus on empathy, explainability and innovation will drive change and build workplaces that enhance human abilities.

Consumer-Tech Influence on Expectations

Employees accustomed to consumer technologies like Siri and Alexa now expect workplace experiences that are seamless, personalized, and automated. This shift demands AI experiences that balance convenience with trust and transparency.

Why a Human-Centered Approach to AI Matters

Meeting employees' rising expectations requires

AI that personalizes workflows, anticipates needs, and empowers them. These capabilities are critical to driving adoption and delivering measurable business outcomes. Human-centric AI design fosters seamless collaboration and real-time knowledge sharing, enabling teams to innovate faster and with confidence. [Forrester](#)² emphasizes that successful AI adoption depends on prioritizing human experience and keeping workers in the loop. This evolution can be made possible only through responsible AI practices that build trust, reduce uncertainty, and enable innovation at scale.

Three Pillars of an AI-Enhanced Employee Experience

To create AI systems that are efficient, trusted, and embraced by employees, organizations must prioritize three foundational pillars: empathy, efficiency and explainability.



Empathy

Empathy begins with understanding employees' needs and intentions by viewing situations from their perspective. This requires emotional and cognitive empathy supported by contextual intelligence, and the understanding must account for persona, work context, environment, location, device, and connectivity. AI-powered capabilities such as digital brains, next-best-action systems, proactive prompts, and change management agents operationalize empathy by translating understanding into action, thus delivering insights and recommendations aligned with employees' needs. They guide transitions and provide personalized support that feels relevant and timely. To be effective, these experiences must feel authentic, reflecting genuine understanding and relevance. Supporting this, [Harvard's³ Digital Data Design Institute](#) found that perceived empathy—not technical accuracy—determines employee response to AI. When interactions feel artificial or overtly machine-generated, employees are less likely to view them as supportive, underscoring the need for thoughtful design and human-centered framing to build trust and drive adoption.



Efficiency

Efficiency means predictive problem-solving, including optimizing schedules, identifying issues before they occur, and enabling self-healing systems. Advanced AI-powered observability platforms can sense and predict potential issues, often before employees notice a problem, enabling proactive resolution and minimizing disruption. This shift streamlines workflows and boosts productivity. [Gartner](#)⁴ predicts that by 2028, over 20% of workplace applications will use AI-driven personalization algorithms to deliver adaptive experiences for employees, reinforcing efficiency as a critical priority for the future workplace.



Explainability

Explainability is crucial because employees must trust AI decisions to adopt them confidently. AI should ground responses in enterprise data, provide clear reasoning, and uphold privacy and security standards. It is acceptable and often beneficial for an AI assistant to acknowledge uncertainty by admitting, “I don’t know,” and escalate to a support ticket or SME when necessary. However, achieving this level of clarity is easier said than done. Highlighting this challenge, [McKinsey](#)⁵ reports that 40% of organizations view lack of explainability as a top risk, yet only 17% are actively addressing it.

When these foundations are in place, the next wave of AI innovation will reshape how employees interact, learn and collaborate.





The Way Forward: Navigating the Future of Work

AI is entering a transformative phase, moving from isolated use cases to integrated, enterprise-wide capabilities that will reshape work dynamics and employee interactions at scale—a shift that will reimagine productivity, collaboration and

workforce agility. Underscoring the scale of this transformation, [McKinsey](#)⁶ estimates that by 2030, up to 30% of current work hours could be automated through GenAI and automation technologies, signaling the scale of change ahead.

Multi-Modal Interfaces

Interactions are moving beyond text to voice, images, and gestures, with real-time translation and emotion-aware systems creating a more intuitive and people-friendly environment. Reflecting this trend, [IDC](#)⁷ predicts that by 2028, 80% of AI foundation models will include multimodal capabilities, integrating text, images, audio and video to deliver richer collaboration experiences. Emerging technologies such as gesture recognition and holographic presence will further enable immersive collaboration.

Robotic AI

Humanoid robots are transforming workplaces by becoming intelligent, context-aware concierges that augment human roles and collaborate with employees to streamline tasks and boost productivity. Equipped with advanced AI, natural language processing, multimodal sensors, and adaptive algorithms, these robots mimic human behavior and appearance, making them ideal for roles requiring interaction and personalization. Industries such as healthcare, retail, and



hospitality already use humanoid robots for patient care, customer service, and logistics. By automating repetitive tasks, they free human staff to focus on higher-value work, creating a more intuitive and efficient environment. As robotic AI evolves, it will enable immersive collaboration, address labor shortages, and set new benchmarks for workforce resilience and productivity.

AI-First Learning

In a skills-based economy, continuous learning and rapid reskilling are essential for both career advancement and organizational agility. AI-driven platforms are revolutionizing learning by delivering hyper-personalized paths that adapt to individual styles, roles, and work contexts, embedding learning into workflows, and providing contextual, real-time experiences. These intelligent learning assistants will empower employees to rapidly acquire competencies for future roles, leveraging GenAI to create dynamic content tailored to individual needs and career goals. Reinforcing this point, SHRM[®] (Society for Human Resource Management) emphasizes that AI's ability to enable adaptive, real-time training is critical for driving engagement and creating a future-ready workforce.

AI-first Service Experience

The service experience is shifting from reactive support to a proactive change agent. AI-first platforms use virtual service agents that are voice-powered, understand diverse languages and dialects, and synthesize user requests with precision. These agents trigger the right workflows, respond with consistent tone and emotion and deliver seamless, context-aware support. By automating routine tasks and resolving issues proactively, AI-first platforms enable live agents

to focus on complex challenges or act as change and adoption agents. As this approach gains traction, it is rapidly expanding across industries, transforming service experiences and driving operational efficiency.

Managing Risks of Over-Reliance on AI

As reliance on AI deepens, organizations must proactively manage risks such as over-trust, reduced autonomy, and mental strain, thus ensuring responsible adoption that safeguards well-being. Highlighting the risks, Built In warns that prolonged interaction with conversational AI can blur boundaries between digital and physical realities, amplifying stress and isolation. Organizations should implement robust governance frameworks, ethical AI guidelines, and ensure human oversight to maintain trust and social capital, ensuring AI strengthens well-being and trust rather than undermines it.

From Employee Experience Platform to AI Assistants

The future of employee experience platforms lies in their evolution toward AI-powered Assistants—digital avatars that combine persistent memory with contextual intelligence to anticipate employee needs. These assistants will be deeply integrated with enterprise knowledge networks and systems, enabling them to streamline tasks, personalize support, and empower employees to work more effectively. As platforms advance, this shift moves beyond static personalization to dynamic, context-aware experiences that operationalize the pillars of AI-enhanced employee experience at scale.



Conclusion

The future of work will be AI-first yet human-centric. Leaders must act now to design adaptive systems that inspire and empower employees, while embedding responsible AI practices to ensure trust and accountability. From multimodal interfaces to personal AI assistants with contextual intelligence, the next wave of innovation will redefine employee experiences, delivering solutions that anticipate needs, accelerate performance, and amplify human potential. As a result, organizations that act decisively and responsibly today will set benchmarks for human-centric AI innovation and secure a competitive edge in an AI-driven economy.

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