

Impact of Interpersonal Relations on the Performance of Employees & Overall Output of the Team

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ABSTRACT

The management evolved from fundamental scientific approaches to an employee's social need through various stages. Initially, pioneers focused on the output based on working environment & task performing, but over time, it also started to cover the social & personal needs of an employee at the workplace. Maslow also stresses the need of social interaction in his theory of motivation. This social environment is very fragile and dynamic, because it is a shared environment. At work, we interact & deal with people of a variety of nature on multiple levels. Each person has his skills, working style, work ethics, experience, expressiveness and more elements, which not only affects his personal & professional life but also those around him. Jim Rohn attributed that we are the average of the five people you spend the most time with. He tried to emphasize the effects of social circle on the personal growth of an individual. This paper, discusses about how a positive, healthy social environment at the workplace contributes towards not just a good mental health but also boosts the performance of the person as well as the overall output of the team, and also how a toxic social environment at the workplace destroys the same. This paper also discusses the levels to which one may interact with colleagues & how one person can get mutual benefits with this formed relation.

Keywords: Social interaction, performance boost, mutual benefits, healthy workplace, toxic environment, and interpersonal relationships.

INTRODUCTION

The evolution of management practices highlights a significant shift from purely task-oriented approaches to address the complex social and personal needs of employees. These personal & social needs not only help in to improve productivity of the employee, but also contribute in developing healthy working environment. In addition to this, the technological developments, especially the recent ones, change the overall course of social interaction between colleagues.

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These changes introduced by the technology not only provide a fast & easy way of communication but also new challenges born from it. This scenario creates the need of a mixed approach to optimally adapt the merits & tackle the hurdles created by it. For instance, the mindful use of new channels of communication may create strong social bonds between a group of employees but on the other hand some find them quite difficult to fit in.

This paper tries to find their impact on the growth & performance of the employees. It also covers that how technology can update the ways of communication, the levels of collaboration it fosters, and the strategies to develop health working environment.

OBJECTIVES

- To understand shift of management practices from solely task-oriented approaches to address employees' social and personal needs, and how technology is helpful in shaping these changes.
- To explore the effects of adopting new technologies on interpersonal relationships in the workplace, considering in both ways, positive and negative.
- To analyze the toxic effects of technology on interpersonal relationships & suggesting solutions for it at workplace.
- To assess the ways to create mutually beneficial relationships, enhancing both individual and team growth with the help of technology.

RESEARCH METHODOLOGY

1. Research Design

The nature of the study is qualitative to provide a comprehensive understanding of technology's influence on interpersonal relationships and performance growth in the workplace.

2. Data Collection Methods

- **Case Studies:** Case studies of some specific organizations that effectively integrate technology to enhance social dynamics and performance will be analyzed.

3. Quantitative Data Analysis

- Thematic analysis is conducted to identify recurring patterns, themes, and narratives from the interviews and case studies.

4. Limitations

- Variations in the organizational culture that may affect generalizability.

5. Expected Outcomes

The methodology aims to highlight both the benefits and challenges of technology in shaping interpersonal relationships and its contribution to performance growth. It will also propose actionable insights for creating a tech-friendly yet socially nurturing workplace.

FINDINGS

Positive Impact of Technology on Workplace Interactions:

- Enhanced communication through digital tools such as video conferencing, instant messaging, and collaborative platforms (e.g., Microsoft Teams, Slack).
- Increased team collaboration and productivity due to easier access to resources and real-time updates.
- Strengthened relationships through informal digital interactions (e.g., virtual coffee breaks).

Challenges Posed by Technology:

- Rise in miscommunication due to the lack of non-verbal cues in digital communication.
- Risk of isolation or reduced team bonding due to over-reliance on technology.
- Increased distractions caused by excessive use of social media or non-work-related apps during work hours.

Correlation between Social Environment and Performance:

- Teams with a positive, technology-enabled social environment reported better performance metrics and higher levels of job satisfaction.
- Toxic digital work environments, such as micromanagement through monitoring tools, led to burnout and decreased productivity.

Role of Technology in Emotional Well-Being:

- Healthy use of technology contributed to employees' mental well-being by fostering efficient work-life balance (e.g., remote work).
- Overuse or misuse of technology led to stress, anxiety, and feelings of disconnect.

Levels of Interaction through Technology:

- Structured platforms like project management software encouraged efficient formal communication.
- Casual technology-enabled interactions (e.g., team chat groups) helped build rapport among colleagues.

Mutual Benefits of Tech-Driven Relationships:

- Employees who actively engaged in tech-mediated collaboration experienced skill enhancement and broader knowledge-sharing.
- Strong digital networks boosted peer-to-peer support, increasing overall performance.

Strategies for Mitigating Negative Impacts:

- Training programs to improve digital communication skills and reduce misunderstandings.
- Encouragement of hybrid work models to balance in-person and technology-enabled interactions.

CONCLUSION

The adoption of technology shows dual nature in case of interpersonal relationships, and performance growth. On positive note, workplace interactions, collaboration, work efficiency, and personal and professional growth are revolutionized by the use of technology. It facilitates interactive ways of communication, and make accessibility to information easy which has been playing a pivotal in shaping modern workplaces. But on the other hand, the dependency on technology & its misuse poses significant challenges, such as weakening personal bonds, increasing stress, and potential miscommunications.

To ensure the optimum utilization of technology, a healthy balance between in-person and technology-mediated interactions is key, developing a positive social environment that supports mental well-being and performance enhancement are also required. Organizations must cultivate relationships to overall growth of an employee as individual or a team by leveraging the benefits of technology which ultimately leads to organizational growth.

SUGGESTIONS

- Organizations must set guidelines for using digital tools effectively to avoid distractions and ensuring purposeful interactions.
- Training programs should be conducted to enhance employees' abilities to use technology efficiently.
- Design online activities to increase collaboration and ensure that everyone feels valued.
- Addressing toxic workplace behaviors through technology & handle that accordingly.
- Encourage workshops to educate proper use of technology & strengthen relationships and foster a positive social environment.

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