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Digital dexterity: employee as consumer approach towards organizational success

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Abstract:

The implementation of digital apparatuses is merely the investment of non-living resources while reaping prolific outcomes from digital business initiatives is ensured through talented and ambitious employees. This review study aims to shed the light on an imperative behavioural feature of employees i.e., digital dexterity (DD) that has emerged as the prognostic module of advantageous digital transformation. The review work developed an understanding of DD from the HRD context through digital business literature. The novel concept of DD was further delineated for practical implications by cognitive capabilities such as personal innovativeness, self-efficacy, and technological self-efficacy. Then strategies to develop the DD at the workplace were addressed towards employees, leaders, and business entities' perspectives. The research inferences can support the HRD managers, industry experts, and academic professionals to design a suitable plan of action by considering the employee as a top priority towards digital transfusion. This review would provide a better comprehension of the HRD along with the Management Information System field to emphasize the employee-level innovativeness at the workplace.