

## Summary of Paper: [Digital Anxiety in the Finance Function: Consequences and Mitigating Factors](#)

### **What is this Study About?**

“Digital anxiety” refers to the fear and apprehension employees feel toward digital technologies and the transformation they bring. The research focuses on how this anxiety impacts work engagement, particularly within the finance function of a large multinational company, and explores ways to mitigate its negative effects.

### **What are the major findings of the study?**

The study found that digital anxiety is prevalent among finance employees, with 40 percent of respondents experiencing some form of anxiety related to digital technologies. This anxiety negatively affects their engagement at work, leading to lower productivity and resistance to digital transformation. Key factors that help reduce digital anxiety include digital training, supportive peers with high digital affinity, and transformational leadership. Employees involved in digital projects and those who feel supported in their learning journey exhibit less anxiety and higher engagement.

### **Why is the study important?**

This research highlights the emotional challenges employees face during digital transformations, which are often overlooked. By understanding and addressing digital anxiety, organizations can improve employee engagement and productivity, ensuring a smoother and more effective digital transformation. The findings emphasize the need for comprehensive digital training and supportive leadership to help employees adapt to new technologies and reduce their fears. This approach not only benefits the employees but also enhances the overall success of digital initiatives within the finance function.

These insights are particularly relevant for finance managers and CFOs, who must consider both the technical and emotional aspects of digital transformation to foster a positive work environment and achieve strategic goals.