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Digital Empathy and the Decline of Human Connection

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Abstract

The introduction chapter highlights that the rapid shift to digital communication has reshaped how people express care, read emotions, and maintain their relationships. While online interactions offer convenience, they may also reduce emotional depth and weaken genuine human connections. The paper discusses the emerging issues about the effects of digital communication on emotional responsiveness and relationship quality in modern society. The literature review examines how digital empathy and emotional understanding expressed through technology relate to social cognition and interpersonal closeness. The methodology and findings use a quantitative survey-based design. The study is based on a quantitative survey of more than 152-154 young adults in which the Interpersonal Reactivity Index and Relationship Closeness Inventory are used, and the correlation and regression analysis are conducted to evaluate the patterns of digital communication, perception of emotional connection, and satisfaction in relations. The results reveal that digital empathy does not exhibit a significant relationship with relationship closeness, weak correlations are found across all dimensions of relationships, and the regression model is not significant. That implies that digital empathy, as it is, might be ineffective to translate into significant relational interdependence in digitally mediated interactions. In results and findings, the study also measures levels of digital empathy, social responsiveness, and emotional fatigue to understand how these factors influence the experience of connection or disconnection. The findings aim to clarify whether digital communication supports emotional sensitivity or contributes to a gradual decline in meaningful human relationships. These results suggest the importance of interventions that would increase the emotional richness of digital communication, and mental health practice and digital well-being strategies should be informed by them to achieve a better quality of interpersonal relationships.

Keywords: Technology, Empathy, Digital, Communication