

EFFECTIVENESS OF EMPLOYEE EXPERIENCE DESIGN

With special reference to

MAINI PRECISION AND PRODUCTS LTD.

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CERTIFICATION OF APPROVAL

This is to certify that the dissertation entitled “**EFFECTIVENESS OF EMPLOYEE EXPERIENCE DESIGN WITH SPECIAL REFERENCE TO MAINI PRECISION AND PRODUCTS LTD.**” is a record of genuine work done by **SHABANA MUJEEB H**, a fourth semester, Master of Human Resource Management student of this college under my supervision and guidance and that is hereby approved for submission.

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I, **SHABANA MUJEEB H.**, hereby declare that the dissertation titled “**EFFECTIVENESS OF EMPLOYEE EXPERIENCE DESIGN WITH SPECAIL REFERENCE TO MAINI PRECISION AND PRODUCTS LTD.**” is based on the original work carried out by me and submitted to the University of Kerala during the year 2021-2023 towards partial fulfilment of the requirements for the Master of Human Resource Management Degree Examination. It has not been submitted for the award of any degree, diploma, fellowship or other similar title of recognition before.

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ABSTRACT

In today's dynamic workplace landscape, organizations recognize the pivotal role of employee experience in fostering a productive and engaged workforce. This study delves into the realm of employee experience design (EED) within an organizational context, aiming to uncover the factors contributing to a positive employee experience and the correlations among the selected variables identified through literature review. By employing a comprehensive approach, encompassing physical environment, organizational culture, and employee wellbeing, this research investigates how these components collectively shape the employees' perception of their organizational journey in understanding EED.

The data was collected through a questionnaire and there was collective response from 70 employees in the organization. The questionnaire covered various aspects including demographic details, physical environment, organizational culture and employee wellbeing. Statistical analysis was conducted using SPSS and Excel, and the findings are presented in tables aligning with the study's objectives. Through a meticulous analysis of employee feedback and data, this study reveals that employees within the examined organization consistently report a favorable and enriching experience. The findings highlight the pivotal role of a well-designed physical environment, fostering collaboration, and providing comfort, which resonates positively with the workforce. Moreover, organizational culture emerges as a powerful driver, influencing employees' sense of belonging, engagement, and empowerment.

The analysis with physical environment, organizational culture, and employee wellbeing found to have mean ratings of 4.26, 3.98, and 3.995 respectively. ANOVA results highlight age group differences impacting perceptions. Correlations show positive associations between design effectiveness and these variables. Overall, findings emphasize the importance of tailored strategies for diverse groups, promoting inclusive employee experiences that enhance satisfaction and engagement.

Furthermore, this study underscores the significance of employee wellbeing initiatives in elevating the overall employee experience. Notably, the correlation analysis strengthens these assertions, suggesting a substantial link between positive employee experience and the perceived effectiveness of the design interventions. Collectively, these results emphasize the intricate

interplay between the facets of employee experience design and their potential to foster a thriving and motivated workforce.

As organizations seek to optimize their human capital and enhance productivity, the insights from this study provide actionable strategies for refining employee experience design. By understanding the symbiotic relationship between physical environment, organizational culture, and employee wellbeing, organizations can tailor interventions to nurture a holistic and enriching experience for their employees, thereby fostering sustainable growth and success.

CHAPTER ONE: INTRODUCTION

INTRODUCTION

The concept of employee experience design (EED) has gained significant prominence as organizations recognize its profound impact on employee engagement, productivity, and overall organizational success. Employee experience encapsulates the myriad interactions and perceptions that employees undergo throughout their journey within an organization, encompassing their interactions with the physical environment, the organizational culture, and the extent to which their overall wellbeing is nurtured. In the rapidly evolving landscape of modern workplaces, "Employee Experience Design" emerges as an important research question due to its strategic significance in shaping, enhancing, and optimizing employees' interactions with their work environment.

The paradigm shift towards employee experience design reflects a departure from the conventional view of employees as passive recipients of workplace conditions. Instead, it acknowledges employees as key stakeholders who significantly contribute to the organization's success, and thus, deserve an environment that supports their growth, engagement, and satisfaction. This research study endeavors to delve into the multifaceted realm of employee experience design within the organizational context, aiming to explore its nuances, implications, and the potential for fostering a more enriched and productive workforce.

Organizations worldwide are grappling with the challenges of attracting, retaining, and empowering a diverse and dynamic talent pool. The realization that employee experience is intricately tied to organizational performance has led to a growing focus on crafting an environment that not only meets the functional needs of employees but also aligns with their intrinsic motivations, values, and aspirations. Employee experience design aligns with this ethos by embedding intentionality in every facet of the work environment, from physical spaces to cultural norms, and from career development opportunities to wellbeing initiatives.

The complexity of modern organizations demands a comprehensive understanding of the factors that contribute to a positive employee experience. As such, this study seeks to explore and analyze the multidimensional components of employee experience design, namely the physical environment, organizational culture, and employee wellbeing. By investigating the interplay of

these dimensions and their combined impact on the overall experience of employees, this research endeavors to contribute valuable insights that can guide organizations in their pursuit of a more fulfilling and engaging work environment.

Moreover, the correlation between the perceived effectiveness of employee experience design interventions and employees' reported experiences is a focal point of this study. By examining the correlation, this research aims to provide empirical evidence that supports the notion that a purposeful design of the employee experience translates into tangible benefits for both employees and the organization. Such empirical insights are crucial in building a compelling case for organizations to invest resources and efforts in designing employee experiences that foster productivity, innovation, and a strong sense of organizational identity.

In summary, this research study embarks on a journey to uncover the intricate dynamics of employee experience design within an organization. By exploring the interconnected dimensions of physical environment, organizational culture, and employee wellbeing, and by examining their correlations, this study seeks to contribute to the body of knowledge that informs effective strategies for enhancing employee experiences and, consequently, organizational success.

STATEMENT OF THE PROBLEM

In the contemporary landscape of organizational dynamics, the concept of "Employee Experience" has emerged as a critical factor influencing the success, growth, and sustainability of organizations. Employee experience encompasses the totality of interactions, perceptions, and emotions that employees undergo during their tenure within an organization. Recognizing its substantial impact on employee engagement, retention, and performance, organizations are increasingly turning their attention towards "Employee Experience Design" as a strategic approach to shaping and optimizing these interactions.

However, amidst the evolving discourse on employee experience design, several challenges and gaps persist, necessitating a comprehensive investigation to address these complexities. The central problem addressed by this research study is:

To know how employees perceive EED as a reality felt in and around their work space? To know its effectiveness as an existing systemic framework designed and implemented by the organization? How can Employee Experience Design be strategically conceptualized, implemented, and optimized within organizations to create a holistic, engaging, and productive work environment?"

This problem encapsulates a series of interconnected challenges that merit careful exploration and analysis. Firstly, the concept of employee experience design is multifaceted, comprising dimensions such as physical workspace, organizational culture, employee wellbeing, career development, and more. The problem lies in effectively integrating and balancing these dimensions to create a cohesive and meaningful employee experience.

Secondly, while the significance of employee experience design is widely acknowledged, there exists a dearth of empirical research that systematically examines the design elements and strategies that drive a positive employee experience. Organizations need evidence-based insights to guide their design decisions, tailor interventions, and measure the effectiveness of their initiatives.

Furthermore, the complex relationship between employee experience design and organizational outcomes requires elucidation. How does an optimized employee experience contribute to improved employee engagement, performance, and organizational success? This question necessitates a comprehensive examination of the causal pathways that link employee experience design to these outcomes.

Lastly, the problem statement also underscores the need to explore the role of leadership, management practices, and employee involvement in shaping the employee experience. Effective employee experience design is contingent upon strong leadership commitment and organizational alignment, yet the mechanisms through which these factors exert influence warrant systematic investigation.

In light of these challenges, this research study seeks to untangle the intricacies of employee experience design by investigating its components, strategies, correlations, and impact on organizational outcomes. By doing so, this research aims to contribute actionable insights that

guide organizations in strategically designing and implementing employee experiences that enhance engagement, satisfaction, and overall organizational performance.

Significance of the study

The research on "Employee Experience Design" holds immense significance in the contemporary organizational landscape, where employee engagement, retention, and organizational success are intricately linked to the quality of the workplace experience. The multifaceted nature of employee experience design and its potential to shape the workforce's attitudes, behaviors, and performance underpins the importance of this study.

A well-crafted employee experience design has the potential to significantly impact organizational outcomes. Engaged and satisfied employees tend to be more productive, innovative, and committed to their roles. Investigating the strategic elements and practices that contribute to positive employee experiences can provide organizations with insights to optimize their workforce's performance and contribution.

A positive employee experience can drive higher levels of engagement and reduce turnover rates. By understanding the design principles that foster a sense of belonging, purpose, and personal growth, organizations can cultivate a work environment that retains top talent and reduces recruitment and training costs.

Organizations known for their exceptional employee experiences become more attractive to potential candidates. Researching and showcasing successful employee experience design practices can serve as a valuable tool for organizations to differentiate themselves in a competitive job market.

As the expectations of the modern workforce evolve, organizations need to adapt their strategies to cater to employees' needs. By examining the dimensions of employee experience design, this research can offer insights into how organizations can align their practices with the changing expectations of employees.

Evidence-based insights from this study can guide organizational leaders, HR professionals, and managers in making informed decisions related to employee experience initiatives. The study

can help identify areas that require attention, prioritize interventions, and allocate resources effectively.

A positive employee experience contributes to a supportive and inclusive organizational culture. Investigating the role of culture in employee experience design can help organizations create an environment that fosters collaboration, innovation, and shared values.

The research on employee experience design is relatively new, and scholarly contributions in this area can enrich the existing body of knowledge. By conducting a comprehensive study, this research can contribute empirical evidence, frameworks, and insights that expand the understanding of effective employee experience design.

The study's examination of employee wellbeing within the context of experience design can shed light on the integration of physical, emotional, and mental health aspects. This can guide organizations in creating a holistic wellbeing approach that benefits both employees and the organization.

In conclusion, the significance of the study on employee experience design lies in its potential to transform organizations into vibrant and thriving workplaces. By uncovering the strategies, dimensions, and correlations that contribute to positive employee experiences, this research can provide actionable insights that empower organizations to create an environment where employees not only contribute their best but also flourish in their professional journey.

OBJECTIVES

General objective

To understand EED as a concept that binds organizations and employees strategically.

Specific Objectives

To understand the EED employed at the organization perceived by its employees.

To study the effectiveness of the EED at the organization.

DEFINITION

Employee Experience Design

Theoretical definition

Employee Experience Design is a strategic and intentional process that involves crafting a cohesive and engaging environment within an organization to optimize employees' interactions, perceptions, and emotional journey throughout their employment lifecycle. It encompasses a multifaceted approach that integrates elements such as the physical workspace, organizational culture, employee wellbeing, career development, and the overall work environment. The goal of Employee Experience Design is to create a holistic and enriching experience that aligns with employees' needs, values, and aspirations, ultimately fostering engagement, satisfaction, and the achievement of both individual and organizational objectives

Operational definition

Employee Experience Design refers to the deliberate and strategic process of identifying, designing, and implementing initiatives and interventions that enhance various dimensions of the workplace experience for employees of MAINI Precision and Products Ltd. This involves the thoughtful selection of physical workspace elements, the cultivation of an inclusive organizational culture, the implementation of wellbeing programs, and the integration of practices that foster career growth and development. Employee Experience Design aims to create a positive and cohesive environment that fosters engagement, satisfaction, and productivity among employees, while aligning with the organization's values and objectives. It involves the practical application of design principles and strategies that holistically address employees' needs, perceptions, and emotions throughout their journey within the organization

CHAPTER TWO: LITERATURE REVIEW

INTRODUCTION

In the contemporary realm of organizational management, the concept of "Employee Experience Design" has garnered substantial attention as organizations recognize its pivotal role in shaping workforce engagement, satisfaction, and overall organizational success. As businesses strive to attract and retain top talent in an increasingly competitive landscape, the quality of the employee experience emerges as a critical factor that directly influences employee commitment, productivity, and organizational performance. The review of literature chapter in this research study embarks on a comprehensive journey to explore the rich landscape of scholarly research, theoretical frameworks, and practical insights that revolve around the multifaceted dimensions of employee experience design.

The employee experience design paradigm departs from the traditional view of employees as mere recipients of organizational conditions. Instead, it acknowledges employees as active participants who interact with various elements of the work environment, including physical spaces, cultural dynamics, and wellbeing initiatives. Within this framework, understanding the theoretical foundations and empirical findings becomes paramount in shaping effective strategies that align with employees' evolving expectations and needs.

This chapter delves into the diverse dimensions that constitute employee experience design, encompassing organizational culture, physical workspace, employee wellbeing, career development, and more. It systematically explores the interplay between these dimensions, aiming to uncover how their intricate interactions influence employees' perceptions, engagement levels, and overall job satisfaction. Moreover, it highlights the significance of aligning these dimensions with organizational objectives to create an environment that fosters both individual growth and collective success.

Through an examination of scholarly contributions, this review of literature chapter seeks to shed light on the theoretical underpinnings that inform employee experience design. By analyzing various conceptual models and frameworks, the chapter endeavors to elucidate the

interconnectedness of variables, causal relationships, and mediating factors that characterize the employee experience landscape. Additionally, it delves into empirical studies that provide evidence of the impact of well-designed employee experiences on organizational outcomes, highlighting the potential for enhanced performance, reduced turnover, and increased innovation.

Furthermore, the chapter explores the evolving role of various management practices, and technology in shaping employee experience design. Additionally, it investigates how emerging technologies can be leveraged to personalize and optimize the employee experience, offering a new dimension to the traditional understanding of workplace dynamics.

In conclusion, the review of literature chapter embarks on a scholarly expedition to navigate the multifaceted landscape of employee experience design. It serves as a guiding compass that navigates through existing knowledge, theoretical foundations, and empirical evidence to inform the subsequent stages of this research study. By synthesizing diverse perspectives and insights, this chapter aims to build a strong foundation that underpins the study's exploration of effective strategies, correlations, and implications of employee experience design in contemporary organizational contexts by justifying research gap found throughout the review.

REVIEW OF LITERATURE

(Wided Batat, 2022) in his article, **The employee experience (EMX) framework for well-being: an agenda for the future** argues that the contemporary landscape of business, the spotlight on employee well-being as a driver of organizational success has intensified, prompting a closer look at the holistic employee experience (EMX) framework. This review paper's conceptual aim is to expand the HR management literature by introducing the EMX framework, which intricately connects EMX entities with employee well-being. This framework delves beyond conventional HR practices, recognizing the multifaceted nature of employee well-being shaped by various components such as work environment, leadership, organizational culture, job design, and employee development to be described employee experience design. These entities converge to mold employee perceptions and emotions, encompassing their overall well-being. A conducive work environment, marked by both physical and psychological safety, fosters reduced

stress and elevated job satisfaction. Effective leadership, characterized by transparent communication and participative management, builds trust and emotional resonance, enhancing well-being. The organizational culture, through its emphasis on diversity, work-life balance, and recognition, nurtures a sense of belonging and purpose. Job design, promoting autonomy and skill enhancement, offers a pathway to personal growth and satisfaction. Additionally, employee development initiatives contribute not only to organizational growth but also elevate the well-being of individuals. The EMX framework holds promise in stimulating future HR and organizational studies, unraveling the intricate dynamics between its entities and well-being outcomes. By translating this framework into practice, organizations can strategically design interventions that encompass the entire employee journey, effectively enhancing well-being and organizational performance. Through the EMX framework, a future where well-being is optimized and organizational success is fortified comes into view.

(Josh Plaskoff, 2017) in his article **Employee experience: the new human resource management approach** argues that in the contemporary landscape of business and organizational management, the notion of the employee experience (EX) has gained considerable traction, emerging as a transformative paradigm that reshapes traditional Human Resource (HR) management approaches. This review delves into the extensive literature surrounding the concept of employee experience, comprehensively exploring its theoretical foundations, practical implications, and potential to redefine HR practices. Rooted in psychological theories, positive organizational psychology, and employee engagement models, the EX framework represents a pivotal shift, emphasizing a holistic view of the employee-employer relationship. Beyond mere job satisfaction, EX encompasses interactions, perceptions, and emotions across various dimensions, including work environment, leadership, organizational culture, career development, and well-being. This multidimensional approach aligns with the contemporary understanding of workplaces as intricate ecosystems where diverse factors synergistically influence employee engagement, commitment, and performance. By integrating personalized onboarding, continuous feedback mechanisms, flexible work arrangements, and wellness initiatives, organizations harness the principles of EX to create a more appealing and enriching work environment, fostering employee satisfaction and motivation. Ultimately, the EX approach illuminates a new path for HR practices, inviting organizations to proactively craft experiences that resonate with

modern workforce expectations and drive both individual and organizational success in a dynamic business landscape.

(Sivapragasm Panneerselvam and Kavitha Blaraman, 2022) in their article **Employee experience: the new employee value proposition** argues that the Amidst the transformative landscape following the COVID-19 pandemic, gaining insight into employees' evolving expectations in the "never normal" environment becomes crucial for organizations aiming to navigate the complexities of the post-pandemic era. Recognizing that understanding talent preferences and needs is integral to fostering engagement and productivity, this paper delves into delineating the constituents of an effective employee experience (EX) that is both resonant with employees and conducive to business advancement. By comprehensively examining the factors that align with employees' values, empower their capabilities, and accelerate organizational impact, the study seeks to equip organizations with the knowledge necessary to drive a revamped employee value proposition. This research not only serves as a compass for organizations striving to create meaningful work experiences but also contributes to the broader discourse on the evolving dynamics of work in the context of unprecedented disruptions where it creates demand for a dedicated employee experience design.

(Prouska R, McKearney A, Opute J, Tungtakanpoung M & Brewster C, 2022) in their article **Voice in context: An international comparative study of employee experience with voice in small and medium enterprises**. The research paper titled "Voice in Context: An International Comparative Study of Employee Experience with Voice in Small and Medium Enterprises" addresses a critical gap in existing literature by exploring the concept of employee voice within the landscape of small and medium enterprises (SMEs) across diverse national contexts, an area that has been comparatively neglected in both theoretical and empirical studies. Leveraging Kaufman's integrative model of employee voice, the study employs an exploratory approach involving in-depth interviews with 30 employees from non-unionized SMEs in the United Kingdom, Thailand, and Nigeria. By examining the employee experience concerning voicing opinions and concerns, as well as assessing how this experience influences voice-related behaviors within the workplace, the study uncovers significant insights. The research underscores the intricate interplay between external institutional factors and internal characteristics of SMEs, encompassing elements such as organizational structure, governance

mechanisms, and inherent employment relationship contingencies. Importantly, the findings emphasize how this interplay influences employees' ability to express their voices, their perceived efficacy of voice engagement, and, ultimately, the behaviors they exhibit concerning voice participation. This study not only contributes to the enrichment of employee voice theory but also provides an invaluable analysis of the factors shaping voice behaviors, particularly within non-unionized SMEs, from an international comparative employee perspective. By presenting a preliminary framework that illuminates the multifaceted nature of employees' experiences with voice in small workplaces, the paper significantly advances the understanding of this intricate phenomenon and its implications for employee dynamics in the global context, but fails to describe employee experience design in total.

(Mohit Yadav and Nitin Simha Vihari, 2021) in their article **Employee Experience: Construct Clarification, Conceptualization and Validation of a New Scale** argues that the wake of the COVID-19 crisis, heightened public scrutiny on company-worker relationships has underscored the growing importance of effective people management practices. As societies transition from service-based economies to ones focused on enriching experiences, the concept of employee experience (EX) is emerging as a pivotal principle in shaping the contemporary workplace landscape. Unlike traditional notions that centered on the physical office, EX redefines work practices and environments to align with the needs and well-being of employees. This article investigates and validates the Employee Experience scale, both as a single-dimensional and multi-dimensional construct comprising six key dimensions: cohesiveness, vigour, well-being, achievement, inclusiveness, and physical environment. Employing focus groups, open-ended surveys, and a closed-ended survey involving 299 employees in multinational corporations across India, the research employs structural equation modeling to affirm the proposed construct's validity. The development of the EX scale offers valuable insights for researchers and practitioners alike, enabling empirical measurement of EX and its intricate interplay with individual and organizational factors in the evolving landscape of contemporary workplaces.

(Nga Thi Thuy Ho, Hung Trong Hoang, Pi-Shen Seet, Janice Jones, Nhat Tan Pham, 2021) in their article **Career satisfaction antecedents of professional accounting returnees in international workplaces: an employee experience perspective** argues that the study focuses

on unraveling the intricacies surrounding career satisfaction among professional accounting returnees, individuals who have pursued education and employment opportunities abroad and subsequently reintegrated into their home country's workforce, particularly in various international work settings. The research aims to delve into the factors that influence the career satisfaction of these returnees, adopting an employee experience lens. By investigating the determinants of career satisfaction, the study sheds light on the complex interplay between factors such as work environment, job roles, leadership practices, organizational culture, and personal growth opportunities in shaping the contentment and fulfillment of professional accounting returnees. This exploration contributes to the understanding of how the experiences and perspectives gained abroad resonate within the context of international workplaces in their home country, offering valuable insights into the dynamics of career satisfaction and the intricate balance between global exposure and local work dynamics.

(Ronda L & De Gracia E, 2022) in their article **Does office aesthetics drive job choice? Boosting employee experience and well-being perception through workplace design** argues that the article explores the potential impact of office aesthetics on job choice, emphasizing the role of workplace design in enhancing employee experience and perceptions of well-being. Drawing insights from experiential theory and decision-making theory, the study posits that the visual appeal of a workplace holds the potential to influence individuals' decisions when considering job offers. While existing organizational literature acknowledges the broader influence of office experiential cues, particularly aesthetics, on employee performance and well-being, there remains an underexplored gap in the integration of office aesthetics within the context of employer attractiveness scales when making job-offer choices. This research seeks to bridge this gap by investigating how the aesthetic aspects of a workplace can be a driving factor in job selection, contributing to the broader discourse on the intricacies of workplace design and their implications for employee engagement and well-being perceptions.

(Moganadas S R & Goh G G G 2022) in their article **Digital Employee Experience Constructs and Measurement Framework: A Review and Synthesis** argues that This literature review paper delves into the domain of digital employee experience, focusing on constructing a comprehensive framework for measurement. By synthesizing existing research, the study aims to provide a holistic perspective on the various dimensions and elements that

constitute the digital employee experience. With the rapid advancement of technology and its integration into workplaces, understanding the impact of digital tools and platforms on employee engagement, satisfaction, and performance has become paramount. This review critically analyzes and consolidates the diverse range of constructs related to digital employee experience, encompassing aspects such as remote work arrangements, digital communication tools, virtual collaboration, and technology-enabled learning and development. By distilling the complex landscape of digital employee experience into a coherent measurement framework, this paper offers valuable insights for organizations seeking to optimize their digital strategies to enhance employee well-being, productivity, and overall satisfaction in the modern digital workplace.

(Malik A, Budhwar P, Mohan H & NR S 2023) in their **article Employee experience –the missing link for engaging employees: Insights from an MNE's AI-based HR ecosystem** argues that delves into the critical role of employee experience (EX) in fostering employee engagement (EE), utilizing insights from a multinational enterprise's AI-driven human resource (HR) ecosystem. By analyzing a range of data sources within a global IT consulting multinational enterprise (MNE), the study unravels the intricacies of a digitalized HR ecosystem integrated with artificial intelligence (AI)-assisted HR management applications and platforms. Anchored in theoretical frameworks encompassing employee experience, engagement, AI-mediated social exchange, and engagement platforms, the research introduces an innovative theoretical model that elucidates the nature and purpose of a digitally augmented AI-assisted HR ecosystem aimed at cultivating an exceptional employee experience. The study pursues a twofold objective: firstly, to comprehend how AI-assisted HRM integrates within an organizational ecosystem; and secondly, to ascertain its impact on employee experience and subsequently, employee engagement. The findings underscore the positive influence of AI-assisted HRM applications on employee experience, leading to enhanced employee engagement, amplified productivity, and heightened effectiveness of HR functions. This research not only contributes to advancing our comprehension of the interplay between AI technology, employee experience, and engagement but also holds significant implications for both research and practice, offering insights into optimizing HR strategies and digital ecosystems to foster a more engaged and productive workforce.

(RASCAD L 2018) in his article **Employee Experience – An Answer To The Deficit Of Talents, In The Fourth Industrial Revolution** argues that delves into the shifting dynamics of the contemporary labor market within the context of the Fourth Industrial Revolution. The rapid advancement of technology is reshaping the landscape, generating new job opportunities while rendering others obsolete. This transformation necessitates a diverse workforce that is adept at automation and well-versed in social media. Employers are grappling with the need for talents possessing entrepreneurial mindsets, adaptability to change, and a penchant for innovation to drive labor productivity and innovation. However, finding such talents proves challenging, necessitating a focus on talent retention. With technology blurring the lines between work and personal life, and the growing demand for flexible work arrangements, employee expectations for their work environment are evolving. To retain and engage talents, organizations must go beyond traditional motivational and satisfaction factors. The concept of "employee experience" emerges as a pivotal element, encapsulating not only performance-related aspects but also well-being and connectivity. This study undertakes a comprehensive literature review, combined with observation and interviews with leaders and HR practitioners, to capture the latest labor market shifts. The research highlights emerging trends in competencies required in this new era and underscores the importance of robust leadership and HR practices that attract, retain, and develop talent. Moreover, the paper revisits and updates the "Motivation - Satisfaction - Engagement model," aligning it with the contemporary concept of "employee experience" introduced by Deloitte in 2017. Through this multi-dimensional analysis, the study offers insights into strategies that organizations can adopt to navigate the dynamic workforce landscape and effectively harness talent potential amidst the challenges and opportunities of the Fourth Industrial Revolution.

(Barik S & Yadav J 2021) in their article **Employee Experience Practices in MNCs During COVID-19 and Its Impact on Psychological Distance of Employees** argues that Amidst the COVID-19 pandemic, which has further exacerbated challenges in balancing productivity and employee well-being, the task of managing human resources has become even more intricate. This research initiative aims to delve into the employee experience practices adopted by multinational corporations (MNCs) during the pandemic and investigate their influence on the psychological distance experienced by employees. The study seeks to unravel the dimensions of employee experience that MNCs have emphasized during the COVID-19 phase, including

advanced technology, effective communication, leadership trust, and employee health and well-being. The research aspires to highlight how the implementation of these practices has led MNCs to bridge the psychological distance among their employees, fostering a sense of connection and engagement. Moreover, the study underlines the potential for further investigations, suggesting quantitative validation of the developed model and an assessment of the practices' impact on overall firm productivity. By delving into the realm of employee experience practices and their implications on employee well-being and organizational effectiveness during a critical period, this research contributes to the existing knowledge on strategic approaches that multinational organizations can adopt to navigate challenges and optimize outcomes.

(Goswami S 2021) in his article **Exploring the Shift from Employee Engagement to Employee Experience in Improving Organizational Performance: A Study of Hospitality Sector** argues that this study focuses on a significant transition from the conventional approach of employee engagement to the contemporary concept of employee experience, within the context of enhancing organizational performance in the hospitality sector. The research aims to comprehensively explore the multifaceted elements of both employee engagement and employee experience, while also assessing their distinct impacts on organizational performance. Employing a descriptive research design, the study utilizes a questionnaire-based approach with convenience sampling, drawing responses from a sample size of 223 employees across diverse hospitality organizations in Delhi and the North Central Region (NCR). Employing exploratory factor analysis and regression analysis using SPSS 22, the research substantiates its hypotheses. The findings underscore the pivotal role of both employee engagement and employee experience in augmenting the brand equity of hospitality organizations in the designated region. Notably, the study highlights that employees with elevated experience scores exhibit a stronger correlation with enhanced work performance compared to highly engaged employees. Drawing parallels with the successful application of customer experience strategies to amplify employee engagement, the research suggests the beginning of a transformative journey from employee engagement to employee experience as a strategic approach for achieving desirable outcomes. By bridging the gap between employee and customer experiences, the study contributes to innovative management strategies in the hospitality sector that align human capital dynamics with organizational success that can be described as good employee experience design in vogue.

(Eftimov L 2022) in his article **Theory Review: HRM's influence in enhancing employee experience during Covid-19** argues that The shifting dynamics brought about by the COVID-19 pandemic have redefined the employee experience landscape, transcending HR realms and becoming a pivotal determinant of overall productivity. This paper aims to navigate the myriad approaches that Human Resource Management (HRM) can employ to enhance employee experience within the context of the pandemic. Amidst the multifaceted economic changes triggered by factors such as technological advancements, digital transformations, market fluctuations, and remote work trends, the paper underscores the urgency for businesses to reevaluate their people strategies. The pandemic unveiled the vulnerability of established business paradigms and accentuated the need for adaptable frameworks. Concurrently, escalating concerns over global inflation emphasize the significance of cultivating an environment of safety and security within organizations. Recognizing that employees now seek purpose, appreciation, and meaningful work, the paper advocates for sustainable HR practices bolstered by robust technology integration and digital transformations to ensure business continuity, particularly in the context of remote work arrangements. Investigating a wide array of secondary data sources encompassing studies, thought leadership, articles, and best practices from 2019-2021, the paper consolidates findings to elucidate the critical role played by technology and HR in orchestrating successful people management amidst the pandemic. It emphasizes the diverse spectrum of sustainable practices and the evolving landscape of employee expectations, underscoring the potential for companies to achieve enhanced employee experience, a robust organizational culture, and heightened agility through strategic HR interventions. In essence, the paper positions sustainable HR practices as a compelling avenue for navigating the complexities of the COVID-19 era, enriching employee experience, and shaping the future trajectory of businesses.

(Mahadevan J & Schmitz A P 2020) in their article **HRM as an ongoing struggle for legitimacy: A critical discourse analysis of HR managers as "employee-experience designers"** argues that this study delves into the intricate dynamics of Human Resource Management (HRM) by critically analyzing the concept of HR managers as "employee-experience designers." It sheds light on the underlying complexities of presumed HR trends, particularly the elevation of Employee Experience (EX) design, revealing that these trends are not impartial, value-neutral notions of an objective "best practice." Instead, they serve as vehicles for legitimizing the role of HR within organizations. Through a critical discourse analysis, the

study unveils how such trends are imbued with inherent subjectivity and are strategically deployed to establish HR's credibility and significance. The research delves into the multifaceted implications of this phenomenon, offering insights into the intricate interplay between HR practices, organizational legitimacy, and the intricate dynamics of power within modern workplaces.

Cornelius N, Ozturk M B & Peze E 2022) in their article **the experience of work and experiential workers: mainline and critical perspectives on employee experience** argues that this study delves into the multifaceted realm of employee experience by presenting both mainline and critical perspectives. This study offers a comprehensive exploration of how work is experienced by employees and the nuanced dynamics within the workforce. It seeks to illuminate the various facets of employee experience, ranging from traditional viewpoints to more critical analyses that unveil underlying power dynamics and societal implications. By delving into these mainline and critical viewpoints, the research contributes to a holistic understanding of the complex interplay between individuals, organizations, and the broader socio-economic context in shaping the employee experience. Through this exploration, the study aims to enrich the discourse on employee experience by offering insights that span across conventional and transformative perspectives.

(Contreras-Cruz A, Kirbac A, Dennett C & Daim T U 2023) in their article **Human-centered design as a tool to improve employee experience: The case of a US plant-based food manufacturer** argues that investigates the pressing challenge faced by U.S. organizations grappling with unprecedented turnover rates attributed to employee dissatisfaction. The paper addresses the critical issue of retaining and attracting local talent, which is crucial for maintaining operational efficiency and mitigating potential risks. Focusing on a plant-based food company in the Northwestern United States, the empirical study employs the Human-Centered Design (HCD) approach, along with case study methodologies, to delve into the realm of employee experience. Through an extensive exploration involving 152 in-depth interviews with operational staff, the research uncovers employee needs and concerns. Utilizing HCD principles, including convergent and divergent techniques, the study analyzes collected data to identify ten key themes such as communication, training, accountability, management, trust, safety, equipment functionality, favoritism, food safety, recognition, culture, and work environment. By

illuminating these themes, the study offers valuable insights for decision-makers to formulate organizational strategies that prioritize the enhancement of employee experience through the fulfillment of human needs and fostering a conducive work environment in the manufacturing sector.

(Singh R, Chaudhuri S, Sihag P & Shuck B, 2023) in their article **Unpacking generation Y's engagement using employee experience as the lens: an integrative literature review** argues that As the global workforce experiences a shift with the impending retirement of Baby Boomers, the imperative for human resource development (HRD) professionals to not only retain but also actively engage Generation Y has grown more pressing. Given that Generation Y is poised to become the dominant segment of the workforce in the 21st century, maintaining their engagement is paramount. However, achieving and sustaining high levels of engagement among this cohort has proven to be a challenge, leaving questions about the underlying drivers unanswered. This integrative literature review focuses on unraveling the factors contributing to employee engagement within Generation Y. Spanning a period of two decades (2000-2021), the review synthesizes insights from 82 studies to construct a conceptual model. This model underscores antecedents at three distinct levels of employee experience, offering a comprehensive framework for understanding engagement dynamics. With the potential to serve as a foundational guide for both theoretical research and practical applications in HRD, the proposed model stands poised to shape the trajectory of future exploration in this field.

(Whitter B, 2022) in his article **Employee experience: develop a happy, productive and supported workforce for exceptional individual and business performance** argues that The concept of employee experience has gained substantial traction as a dynamic approach to cultivate a workforce marked by contentment, productivity, and robust support, ultimately yielding outstanding individual and business performance outcomes. This notion underscores the significance of fostering an environment where employees feel not only satisfied but truly engaged, aligning personal growth with organizational objectives. Extending beyond traditional notions of job satisfaction, employee experience encompasses an array of factors such as work environment, professional development, well-being initiatives, and meaningful engagement. Through this lens, organizations are recognizing the profound impact of a positive employee experience on enhancing overall productivity, fostering innovation, and nurturing a sense of

belonging. As businesses strive to optimize their operations in an increasingly competitive landscape, a strategic focus on developing a happy, productive, and supported workforce stands as a vital imperative for achieving exceptional performance at both the individual and organizational levels.

(Chandwani J, Shah D & Shaikh A, 2021) in their article **A Study on Role of Digital Technologies and Employee Experience** argues that the ever-evolving landscape of business, the role of digital technology emerges as a critical factor for sustained growth and competitiveness. This paper undertakes a comprehensive examination of the symbiotic relationship between digital technologies and employee experience, particularly within the context of a fiercely competitive environment. By developing and validating a measure to assess this interplay, the study employs descriptive statistics to shed light on the significance of digital technology's influence on employee experience in Indian firms. The findings underscore the imperative for organizations to embrace technology integration as a long-term strategy, rather than a transient solution, especially in light of the challenges posed by the Covid-19 pandemic. The research underscores the enduring benefits that technological solutions offer across business domains, emphasizing the need for investments in enhancing employee skill sets. Moreover, the study reveals that regardless of size or market share, organizations must prioritize employee development, encompassing both foundational technological proficiency and specialized skills. These endeavors, propelled by technology-backed human resource practices, have proven instrumental in fostering flexible, engaged, agile, and motivated workforces, even during periods of lockdown and quarantine, positioning organizations to thrive in the post-Covid era

(Shivakumar S K, 2019) in his article **Build a Next-Generation Digital Workplace: Transform Legacy Intranets to Employee Experience Platforms** argues that The evolution of digital workplaces has prompted organizations to shift their attention from traditional intranets to cutting-edge Employee Experience Platforms (EXPs). This transition marks a strategic response to the dynamic needs and expectations of modern employees, who seek seamless, collaborative, and personalized digital environments. The shift from legacy intranets to EXPs is not just a technological upgrade, but a holistic transformation aimed at enhancing employee engagement, productivity, and overall experience. This paradigm shift acknowledges that the digital workspace is no longer a static repository of information, but a dynamic ecosystem that

integrates tools, communication channels, knowledge sharing, and cultural elements to create a cohesive and enriching experience. As organizations increasingly recognize the pivotal role of employee experience in driving business success, the transformation to next-generation digital workplaces assumes significance as a means to align technology, culture, and engagement, thus enabling employees to thrive in a digital-first environment.

Research Gap

The concept of employee experience design has emerged as a significant area of interest in the field of organizational management globally. It focuses on creating a workplace environment that fosters employee satisfaction, engagement, and well-being, thereby positively influencing their overall performance and contributing to the organization's success as found in the studies presented by Josh Plaskoff, 2017. Despite the growing attention and recognition of the importance of employee experience design, there exists a substantial research gap that demands further exploration and understanding especially in India.

One of the primary research gaps lies in the theoretical foundation and conceptual frameworks associated with employee experience design as cited by Singh R, Chaudhuri S, Sihag P & Shuck B, 2023. While the concept is gaining prominence, there is a lack of comprehensive and widely accepted theoretical models that define its core components, underlying factors, and the intricate relationships between them. Many existing studies draw from related concepts such as employee engagement, organizational culture, and job satisfaction, but there is a dearth of a unified framework that specifically encapsulates the dimensions and intricacies of employee experience design. Developing and validating a robust theoretical foundation can provide a structured basis for conducting empirical research and guiding organizations in their pursuit of effective experience design strategies.

The existing literature on employee experience design has explored various dimensions, such as holistic well-being, office aesthetics, digital engagement, and transitions from employee engagement to experience. However, a research gap emerges in comprehensively examining the interconnectedness of these dimensions and their collective impact on organizational success. While individual studies highlight specific aspects, a holistic analysis is lacking, focusing on how a strategically designed employee experience, encompassing well-being, aesthetics, and

digital integration, can synergistically enhance both employee satisfaction and organizational performance. This research aims to bridge this gap by providing an integrated perspective on the effectiveness of employee experience design in fostering a thriving workforce and driving organizational success.

Furthermore, the measurement and metrics used to assess the outcomes of employee experience design initiatives represent another significant research gap. Although qualitative studies offer valuable insights into employees' experiences and perceptions, the quantitative metrics often revolve around traditional employee engagement surveys. These surveys may not adequately capture the multidimensional nature of employee experience, including aspects like work-life balance, well-being, alignment with organizational values, and the overall sense of belonging. There is a pressing need for the development of more sophisticated measurement tools that encompass the diverse facets of employee experience, allowing for a more comprehensive assessment of the impact of design interventions.

Additionally, the existing literature predominantly reflects studies conducted within specific industries or geographic regions, often within Western organizational settings. This presents a gap in our understanding of how employee experience design strategies apply across different cultures, industries, and regions. The influence of cultural and contextual factors on the effectiveness of these strategies requires further exploration, as organizations increasingly operate in global and diverse contexts. Investigating the extent to which cultural variations impact the implementation and outcomes of employee experience design can contribute to a more comprehensive understanding of its applicability in different organizational settings.

The long-term impact and sustainability of employee experience design initiatives represent another underexplored area. While numerous studies highlight the immediate benefits of such interventions, there is limited research that delves into their enduring effects on employee performance, retention, and overall organizational success over an extended period. Understanding how employee experience design strategies evolve, adapt, and contribute to long-term organizational goals can provide insights into the sustained value of such initiatives.

In conclusion, the research gap in the field of employee experience design encompasses several key dimensions, including the lack of a unified theoretical framework, the need for

comprehensive measurement tools, the applicability across diverse cultural and industry contexts, and the long-term impact and sustainability of design interventions. Addressing these gaps through rigorous empirical research can contribute to a more refined understanding of employee experience design and guide organizations in effectively shaping workplace environments that optimize employee well-being and organizational performance.

Conclusion

The extensive landscape of literature on employee experience design has unveiled a complex and multifaceted terrain that warrants profound attention. The conceptual evolution of employee experience design has traversed several stages, from its initial connections with employee engagement and organizational culture to its emergence as a distinct and pivotal concept. This journey has illuminated the critical role that employee experience plays in shaping individual and organizational outcomes. As this review has shown, a synthesis of research articles spanning a wide spectrum of industries, organizational sizes, and cultural contexts underscores the profound influence that a well-crafted employee experience can wield.

The overarching theme that emerges from this literature review is the recognition of employee experience design as a strategic imperative for modern organizations. This recognition stems from the profound understanding that employee experience serves as the nexus of organizational success, employee well-being, and sustainable competitive advantage. Organizations are awakening to the realization that employees are not mere cogs in the machinery of productivity; they are intricate individuals with multifaceted needs, aspirations, and expectations. Employee experience design serves as the bridge between these individual dimensions and organizational goals, facilitating a harmonious convergence that fosters engagement, commitment, and innovation.

The literature underscores the multidimensionality of employee experience, encompassing facets ranging from physical work environments to social interactions, from recognition and reward systems to growth and development opportunities. Each dimension contributes to the holistic fabric of employee experience, and organizations are increasingly acknowledging the need for a comprehensive approach that addresses these facets in unison. The departure from simplistic,

one-size-fits-all strategies toward personalized and tailored experience design signifies a paradigm shift that recognizes the inherent diversity and uniqueness of the modern workforce.

While the literature reveals a growing appreciation for employee experience design, it simultaneously unveils gaps that beckon further inquiry. The need for a solid theoretical foundation, rooted in a comprehensive framework that elucidates the intricate interplay of various elements, stands as a critical avenue for future research. Equally pressing is the development of sophisticated measurement tools that can capture the multidimensional essence of employee experience, providing organizations with accurate and actionable insights. Moreover, the durability and long-term impact of employee experience design interventions warrant deeper investigation. As organizations embark on the journey of crafting employee-centric environments, understanding how these initiatives sustainably contribute to performance, retention, and organizational success over time remains an area ripe for exploration.

In conclusion, the literature on employee experience design paints a vivid portrait of a paradigm shift in organizational thinking and practice globally, where Indian studies were found to be bare minimum. Organizations are increasingly recognizing that the essence of success lies not only in financial metrics and operational efficiency but also in the well-being, engagement, and fulfillment of their employees. Employee experience design emerges as the conduit through which this recognition translates into strategic action. This review underscores the imperative for a solid theoretical framework, sophisticated measurement tools, cross-cultural exploration, and a longitudinal perspective. As organizations continue to navigate the ever-evolving landscape of the modern workplace, employee experience design stands as a guiding compass that leads to a harmonious fusion of individual and organizational aspirations, catalyzing a new era of holistic and sustainable success.

CHAPTER THREE: RESEARCH METHODOLOGY

TITLE OF THE STUDY

Effectiveness of Employee Experience Design with special reference to Maini Precision and Products Ltd.

RESEARCH DESIGN

The study follows quantitative research method. Quantitative approaches place an emphasis on objective measurements and statistical, mathematical, or numerical analysis of data gathered by questionnaires and surveys. Quantitative analysis is concerned with collecting numerical data and generalizing it across groups of people or explaining a specific phenomenon. The research design followed here is descriptive in nature where data is collected from employees in Maini. Precision and Products Ltd., Bangaluru.

PILOT STUDY

A pilot study was carried out for assessing the feasibility of the study among the respondents. 10 respondents were selected randomly, and data was collected. After analysis of the data, necessary corrections and modifications were made in the questionnaire.

UNIVERSE AND UNIT OF STUDY

Universe of the study

Employees working at Maini.PP Ltd, Bommasandra Location, Bangaluru.

Unit of the study

A full-time employee of Maini.

SAMPLING DESIGN

Purposive sampling which is a non probability sampling was used to collect data from the respondents.

Sample Size

70 full time employees who are working in Maini.PP Ltd

Tools used in the research

A self- designed questionnaire by the researcher in consultation with experts was used after testing for its reliability statistics, which is found to be moderately high. (with cronbach's alpha .874)

SOURCES OF DATA

Primary Data

Primary data was collected using a self-administered questionnaire designed by the researcher and tested for its reliability statistics found to be moderately high.

Secondary Data

The researcher has collected secondary data from newspapers, journal articles, internet sources and other magazines.

TOOLS OF DATA COLLECTION

A questionnaire was prepared to collect data regarding employees experience design followed in Maini. The questionnaire consists of 26 questions, including the demographic details of the respondents.

PRE-TEST

After drafting the questionnaire, the researcher ran a validity test to see whether the scales used provided for the desired data. The test helped realizing the issues like response latency, partially filled responses etc. in the beginning itself.

DATA COLLECTION

The researcher used the questionnaire and administered in the form of Google Forms to collect the primary data from the respondents.

TOOLS FOR DATA ANALYSIS

The researcher used the Statistical Package for Social Sciences (SPSS), a software package for statistical analysis for doing the data analysis. Both descriptive and inferential statistics were used for the analysis. Also, it aided with Microsoft Excel.

CHAPTERIZATION

The proposed dissertation will be presented in five chapters

Chapter 1: Introduction (Introduction chapter includes statement of the problem, background of the study, significance of the study, general and specific objectives, Theoretical and conceptual definitions)

Chapter 2: Literature Review (It covers introduction, literature reviews, and research gap analysis and conclusion)

Chapter 3: Research Methodology (The title of the study, Research Design, Research variables, Universe and Unit of study, Sampling design, Sources of data collection, Pre-Test, Pilot Study, Data Collection, Tools for data analysis, Chapterization, Tools of Data Collection)

Chapter 4: Data Analysis and Interpretation (Analysis of data and interpretation is included in this chapter)

Chapter 5: Findings, Suggestions, and Conclusions (Findings based on data analysis, suggestions, and conclusion of the study included in the 5th chapter)

LIMITATIONS OF THE STUDY

The study is subjected to the following limitations:

As the majority of the data was collected using google forms, the researcher could not be directly involved in the data collection.

One of the major limitations of the study was the lack of quality time for the respondents, it was difficult for them to fill up the questionnaire in between the breaks they get during the work.

Chapter Four: Analysis & interpretation

Introduction to Data Analysis

Data gathered from the respondents were organized and analysed based on the plan of analysis logically developed by the researcher. To understand employee experience design employed in the organization, perceptions shared by the employees are logically grouped into sub clusters or sub variables based on literature reviewed. The sub-variables identified are meaningfully summarized on the basis of questions included in the questionnaire pertaining to specific variables frequency analysis was carried out. Second objective is to find out how effective is the existing employee experience design.

There are three variable that would predict effectiveness of EED as per the previous studies reviewed, namely physical environment, employee wellbeing and organizational culture. These variables were explained by the specific set of questions included in research tool. An analysis of questions that forms meaningful clusters capable to explain effectiveness of EED have been computed to final summated means and coefficient of correlation was found to explain the relationship predicted in terms of effectiveness.

Analysis of demographic variable

Distribution of age

Table 4.1

Age

	Frequency	Percent
Valid 20-25	27	38.6
26-30	20	28.6
30 above	23	32.9
Total	70	100.0

The table illustrates distribution of participants' ages in terms of three age categories. The study comprises a total of 70 participants

- Participants aged 20-25 account for 27 participants, or 38.6% of the total sample.
- Participants aged 26-30 make up 20 participants, or 28.6% of the total sample.
- Participants aged 30 and above constitute 23 participants, or 32.9% of the total sample.
- The percentages provided (38.6%, 28.6%, and 32.9%) reflect the proportion of each age group out of the entire sample.
- The age distribution of participants is relatively evenly spread across the three age categories studied.
- The study captures a diverse range of ages, indicating a potential variety of perspectives and expectations regarding employee experience design.

The study on employee experience design, this age distribution data underscores the importance of tailoring your design strategies to cater to the needs, preferences, and expectations of employees across different age groups. It might be beneficial to explore age-related trends in employee preferences and experiences to create a well-rounded and inclusive employee experience that resonates with all age categories represented in study.

Distribution of experience

Experience

Table 4.2

	Frequency	Percent
Valid 1-3	33	47.1
4-6	23	32.9
7-9	14	20.0
Total	70	100.0

The distribution of participants' years of work experience, categorized into three groups of the total of 70 participants.

- Employees with 1-3 years of experience make up 33 participants, or 47.1% of the total sample.
- Employees with 4-6 years of experience account for 23 participants, or 32.9% of the total sample.

- Employees with 7-9 years of experience constitute 14 participants, or 20.0% of the total sample.
- The percentages provided (47.1%, 32.9%, and 20.0%) indicate the proportion of participants in each experience category out of the entire sample.
- The distribution of employees' experience levels is diverse, spanning across all three provided experience categories.
- A substantial portion (47.1%) of employees have 1-3 years of experience.
- Employees with 4-6 years of experience represent a significant segment (32.9%) of the sample.
- Employees with 7-9 years of experience constitute a smaller but still notable proportion (20.0%) of the sample.
- The study captures a range of experience levels, suggesting potential variations in expectations, needs, and perspectives related to employee experience design.

The study on employee experience design, this experience distribution data highlights the importance of considering the diverse career stages of employees. It's crucial to tailor design strategies to accommodate the different needs and preferences of employees with varying levels of experience. This might involve providing targeted support, development opportunities, and engagement initiatives that align with the unique experiences of employees across the different experience categories in your study.

Distribution of gender

Gender

Table 4.3

	Frequency	Percent
Valid Male	57	81.4
Female	13	18.6
Total	70	100.0

The table presents the distribution of participants based on their gender. The study includes a total of 70 participants.

- Male participants make up 57 individuals, or 81.4% of the total sample.
- Female participants account for 13 individuals, or 18.6% of the total sample.
- The percentages provided (81.4% and 18.6%) indicate the proportion of male and female participants, respectively, out of the entire sample.
- The majority of participants (81.4%) identify as male.
- A smaller proportion (18.6%) of participants identify as female.
- The study sample appears to have a significant gender imbalance, with a higher representation of male participants.

The study on employee experience design, this gender distribution data is important to consider as it might impact the design and implementation of employee experience strategies. It's essential to ensure that the employee experience design is inclusive and equitable, addressing the needs and preferences of all genders. This could involve initiatives to promote diversity and inclusion, such as tailored programs, policies, and communication strategies that consider the unique experiences and perspectives of both male and female employees.

Effectiveness of employee experience design

Table 4.4

Sl. No	Physical Environment	Mean
1	cleanliness of work-place	4.39
2	Lighting at work area	4.4
3	Workspace is ergonomically designed	4.3
4	Maintenance of Restroom Facilities	4.34
5	Accessibility to elevators or stairs	4.31
6	Ambience at building premises and surroundings	4.2
7	Inclusiveness for persons with disabilities	4.08
8	Space for relaxation	4.05
9	Inclusive to proper safety measures	4.26
	Total	4.258889

The mean ratings reflect how participants perceive each concept related to the physical environment in the context of employee experience.

- Overall, the concepts are rated quite positively, with mean ratings ranging from 4.05 to 4.4 on a scale where higher values indicate more favorable perceptions.
- The total mean of approximately 4.26 suggests that, on average, participants have a positive perception of the physical environment aspects covered by these concepts.

- This data can guide your employee experience design efforts by highlighting areas where the physical environment is already well-received and identifying potential areas for improvement or further enhancement.

Table 4.5

Sl No	Organisational Culture	Mean
1	Proper collaboration among colleagues	4.13
2	Open and healthy Communication	4.05
3	Conducive environment to solve problems	4.05
4	Trust nurtured environment for healthy relationship among employees	4.05
5	Initiatives to promote proactivity empower employees to innovate	4
6	Employees have autonomy to make decisions	3.82
7	Opportunities provided for experimentation	3.76
	Total	3.98

The mean ratings represent how participants perceive each concept related to organizational culture in the context of employee experience.

- The concepts generally have positive mean ratings, ranging from 3.76 to 4.13 on a scale where higher values indicate more favorable perceptions.
- The total mean of approximately 3.98 suggests an overall positive perception of the organizational culture aspects covered by these concepts.
- The data indicates that participants perceive the organization's culture as being relatively strong in areas such as collaboration, communication, and problem-solving.

- Areas such as autonomy, experimentation, and initiatives for innovation have slightly lower mean ratings, suggesting that they might warrant additional attention in your employee experience design efforts.

Table 4.6

Sl No	Employee Wellbeing	Mean
1	Good employee well-being measures	4.19
2	Employee Wellbeing plans provide greater piece of mind	4.04
3	Employee well-being initiatives enable to overcome stress	3.85
4	Employee wellbeing enable to stay effective and productive	3.84
5	Flexible work hours promotes better employee experience	4.04
6	Employees are able to balance work and life	3.92
7	Exists strong social connections and positive relationship among colleagues	4
8	Organisation provide opportunities for growth and career advancement	4.11
9	Company provides financial wellbeing	4.01
10	Company provides channels for employees to give feedback and raise concerns	3.95
	Total	3.995

The mean ratings represent how participants perceive each concept related to employee wellbeing in the context of employee experience.

- Overall, the concepts have positive mean ratings, ranging from 3.84 to 4.19 on a scale where higher values indicate more favorable perceptions.

- The total mean of approximately 3.995 suggests an overall positive perception of the employee wellbeing aspects covered by these concepts.
- Participants seem to value aspects such as well-being measures, peace of mind from well-being plans, opportunities for growth, and financial well-being.
- Areas related to stress management, work-life balance, and channels for feedback have slightly lower mean ratings, indicating potential areas for focused attention in your employee experience design efforts.

Table 4.7

Sl No	Effective of Employee Experience Design	Mean
1	Physical Environment	4.25
2	Organizational Culture	3.98
3	Employee Wellbeing	3.995
	Total	4.075

"Physical Environment": Mean rating of 4.25

- "Organizational Culture": Mean rating of 3.98
- "Employee Wellbeing": Mean rating of 3.995
- The total mean of all three variables combined is approximately 4.075.
- The mean ratings reveal participants' average perceptions of the effectiveness of employee experience design within each variable.
- The "Physical Environment" received the highest mean rating, suggesting that participants view this aspect as the most effective element in the employee experience design.

- "Organizational Culture" received a positive mean rating, indicating that participants perceive it to contribute positively to the overall employee experience.
- "Employee Wellbeing" also received a positive mean rating, suggesting that participants recognize its role in enhancing the employee experience.
- The high mean rating for the "Physical Environment" underscores its significance in influencing employees' experience and satisfaction.
- "Organizational Culture" and "Employee Wellbeing," while rated slightly lower, still hold importance and might benefit from focused attention to further enhance their impact on the employee experience.
- The total mean of 4.075 signifies that, on average, participants perceive the employee experience design as effective in improving the overall employee experience.

Anova btw age and physical environment

Table 4.8

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	6.440	2	3.220	7.025	.002
Within Groups	30.711	67	.458		
Total	37.151	69			

The ANOVA (Analysis of Variance) table is used to assess whether there is a statistically significant difference in the means of the physical environment variable across different age groups.

- Sum of Squares (SS): The sum of squared differences between the group means and the overall mean.
- Degrees of Freedom (df): The number of groups minus 1 (in this case, 2 age groups - 1 = 1).
- Mean Square (MS): The SS divided by the df.
- F-statistic (F): The ratio of the MS between groups to the MS within groups. It's used to determine if there is a significant difference between group means.
- Significance (Sig.): The p-value associated with the F-statistic, indicating the probability of observing such an extreme result by chance.
- Sum of Squares (SS): The sum of squared differences within each group from their respective group mean.
- Degrees of Freedom (df): The total number of observations minus the total number of groups (70 - 2 = 68).
- Mean Square (MS): The SS divided by the df.
- Sum of Squares (SS): The total variability in the data.
- Degrees of Freedom (df): The total number of observations minus 1 (70 - 1 = 69).
- The p-value (Sig.) associated with the F-statistic is 0.002, which is less than the typical significance level of 0.05. This indicates that there is a statistically significant difference in the means of the physical environment variable across different age groups.

The study on employee experience design, this ANOVA result suggests that age groups have a significant impact on how employees perceive the physical environment. Therefore, when designing the employee experience, you might need to consider tailoring physical environment elements based on age groups to ensure that they align with the preferences and needs of different age categories. Further analysis or follow-up tests might be warranted to explore specific differences between age groups and the physical environment variable in more detail.

Anova btw age and organisational culture

Table 4.9

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	4.967	2	2.483	4.379	.016
Within Groups	38.000	67	.567		
Total	42.967	69			

Hypothesis 1

There is no significant difference between age group and physical environment as a predictor of effectiveness employee experience design.

One-way Anova analysis reveals the value of 0.02 which is less than 0.05. Hence the null hypothesis is accepted. Thus, we understand that there is no significant difference between age group of respondents and their perception of physical environment as a constituent of employee experience design.

The ANOVA (Analysis of Variance) table is used to assess whether there is a statistically significant difference in the means of the organizational culture variable across different age groups.

- Sum of Squares (SS): The sum of squared differences between the group means and the overall mean.
- Degrees of Freedom (df): The number of groups minus 1 (in this case, 2 age groups - 1 = 1).

- Mean Square (MS): The SS divided by the df.
- F-statistic (F): The ratio of the MS between groups to the MS within groups. It's used to determine if there is a significant difference between group means.
- Significance (Sig.): The p-value associated with the F-statistic, indicating the probability of observing such an extreme result by chance.
- Sum of Squares (SS): The sum of squared differences within each group from their respective group mean.
- Degrees of Freedom (df): The total number of observations minus the total number of groups ($69 - 2 = 67$).
- Mean Square (MS): The SS divided by the df.
- Sum of Squares (SS): The total variability in the data.
- Degrees of Freedom (df): The total number of observations minus 1 ($69 - 1 = 68$).
- The p-value (Sig.) associated with the F-statistic is 0.016, which is less than the typical significance level of 0.05. This indicates that there is a statistically significant difference in the means of the organizational culture variable across different age groups.

The study on employee experience design, this ANOVA result suggests that age groups have a significant impact on how employees perceive the organizational culture. It's important to consider tailoring the organizational culture aspects of the employee experience to align with the preferences and needs of different age categories. Further analysis or follow-up tests might be warranted to explore specific differences between age groups and the organizational culture variable in more detail.

Anova btw age and Employee wellbeing

Table 4.10

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5.198	2	2.599	4.531	.014
Within Groups	38.428	67	.574		
Total	43.626	69			

The ANOVA (Analysis of Variance) table is used to assess whether there is a statistically significant difference in the means of the employee wellbeing variable across different age groups.

- Sum of Squares (SS): The sum of squared differences between the group means and the overall mean.
- Degrees of Freedom (df): The number of groups minus 1 (in this case, 2 age groups - 1 = 1).
- Mean Square (MS): The SS divided by the df.
- F-statistic (F): The ratio of the MS between groups to the MS within groups. It's used to determine if there is a significant difference between group means.
- Significance (Sig.): The p-value associated with the F-statistic, indicating the probability of observing such an extreme result by chance.
- Sum of Squares (SS): The sum of squared differences within each group from their respective group mean.

- Degrees of Freedom (df): The total number of observations minus the total number of groups ($69 - 2 = 67$).
- Mean Square (MS): The SS divided by the df.
- Sum of Squares (SS): The total variability in the data.
- Degrees of Freedom (df): The total number of observations minus 1 ($69 - 1 = 68$).
- The p-value (Sig.) associated with the F-statistic is 0.014, which is less than the typical significance level of 0.05. This indicates that there is a statistically significant difference in the means of the employee wellbeing variable across different age groups.

The study on employee experience design, this ANOVA result suggests that age groups have a significant impact on employee wellbeing. It's crucial to consider the wellbeing needs and preferences of different age categories when designing employee experience initiatives. This might involve tailoring wellness programs, support systems, and policies to cater to the diverse wellbeing concerns of employees in different age groups. Further analysis or follow-up tests might be warranted to explore specific differences between age groups and the employee wellbeing variable in more detail.

Correlation

Table 4.11

		Effectiveness of EED	Total average
Effectiveness of EED	Pearson Correlation	1	.671**
	Sig. (2-tailed)		.000
	N	70	70
Physical	Pearson Correlation	.671**	1

environment	Sig. (2-tailed)	.000	
	N	70	70

** . Correlation is significant at the 0.01 level (2-tailed).

The table shows the correlation between the effectiveness of employee experience design and the physical environment variable.

- The Pearson correlation coefficient measures the strength and direction of the linear relationship between two variables. It ranges from -1 to 1.
- In this case, the correlation coefficient between the effectiveness of EED and the physical environment is 0.671.
- A positive correlation coefficient indicates a positive linear relationship, implying that as one variable increases, the other tends to increase as well.
- The significance value (p-value) associated with the correlation coefficient is 0.000, which is less than the typical significance level of 0.05.
- This indicates that the correlation between the effectiveness of EED and the physical environment is statistically significant
- The positive correlation coefficient of 0.671 suggests a moderate to strong positive linear relationship between the effectiveness of employee experience design and the physical environment.
- This implies that as the effectiveness of employee experience design increases, there is a tendency for employees to perceive a better physical environment.
- The statistically significant p-value indicates that this correlation is unlikely to have occurred by chance.

The study on employee experience design, this correlation suggests that a positive perception of the physical environment is associated with a higher perception of the effectiveness of EED. This information can guide your design decisions, indicating that focusing on improving the physical

workspace and environment could contribute to enhancing the overall employee experience. However, keep in mind that correlation does not imply causation, so further analysis and research might be needed to better understand the nature of this relationship and any potential causal factors.

Correlations

Table 4.12

	Effectiveness of EED	organizational
Total average	1	.645**
Pearson Correlation		
Sig. (2-tailed)		.000
N	70	70
Organizational	.645**	1
Culture		
Pearson Correlation		
Sig. (2-tailed)	.000	
N	70	70

** . Correlation is significant at the 0.01 level (2-tailed).

The table shows the correlation between the effectiveness of employee experience design and the organizational culture variable.

- The Pearson correlation coefficient measures the strength and direction of the linear relationship between two variables. It ranges from -1 to 1.
- In this case, the correlation coefficient between the effectiveness of EED and organizational culture is 0.645.
- A positive correlation coefficient indicates a positive linear relationship, suggesting that as one variable increases, the other tends to increase as well.:

- The significance value (p-value) associated with the correlation coefficient is 0.000, which is less than the typical significance level of 0.05.
- This indicates that the correlation between the effectiveness of EED and organizational culture is statistically significant.
- The positive correlation coefficient of 0.645 suggests a moderate to strong positive linear relationship between the effectiveness of employee experience design and organizational culture.
- This implies that as the effectiveness of employee experience design increases, there is a tendency for employees to perceive a better organizational culture.
- The statistically significant p-value indicates that this correlation is unlikely to have occurred by chance.

The study on employee experience design, this correlation suggests that a positive perception of organizational culture is associated with a higher perception of the effectiveness of EED. This information can guide your design decisions, indicating that efforts to enhance organizational culture could contribute to improving the overall employee experience. However, keep in mind that correlation does not imply causation, so further analysis and research might be needed to better understand the nature of this relationship and any potential causal factors.

Correlations

Table 4.13

		Effectiveness of EED	Employee wellbeing
Effectiveness of EED	Pearson Correlation	1	.687**
	Sig. (2-tailed)		.000
	N	70	70
Employee wellbeing	Pearson Correlation	.687**	1

wellbeing	Sig. (2-tailed)	.000	
	N	70	70

** . Correlation is significant at the 0.01 level (2-tailed).

The table shows the correlation between the effectiveness of employee experience design and the employee wellbeing variable.

- The Pearson correlation coefficient measures the strength and direction of the linear relationship between two variables. It ranges from -1 to 1.
- In this case, the correlation coefficient between the effectiveness of EED and employee wellbeing is 0.687.
- A positive correlation coefficient indicates a positive linear relationship, suggesting that as one variable increases, the other tends to increase as well.
- The significance value (p-value) associated with the correlation coefficient is 0.000, which is less than the typical significance level of 0.05.
- This indicates that the correlation between the effectiveness of EED and employee wellbeing is statistically significant.
- The positive correlation coefficient of 0.687 suggests a moderate to strong positive linear relationship between the effectiveness of employee experience design and employee wellbeing.
- This implies that as the effectiveness of employee experience design increases, there is a tendency for employees to experience better wellbeing.
- The statistically significant p-value indicates that this correlation is unlikely to have occurred by chance.

The study on employee experience design, this correlation suggests that a positive perception of employee wellbeing is associated with a higher perception of the effectiveness of EED. This information can guide your design decisions, indicating that efforts to enhance employee wellbeing could contribute to improving the overall effectiveness of employee experience

design. However, remember that correlation does not imply causation, so further analysis and research might be needed to better understand the nature of this relationship and any potential causal factors.

Analysis of Employee Experience Design employed

To comprehensively delve into the intricate realm of Employee Experience Design (EED), our research focuses on three pivotal dimensions: the Physical Environment, Organizational Culture, and Employee Wellbeing. These dimensions collectively shape the intricate tapestry of employee experiences within an organizational context. To unravel the nuanced facets of each dimension, we have identified and incorporated various sub-variables that intricately capture the essence of these dimensions.

In our pursuit to grasp the essence of Employee Experience Design, we adopt a meticulous approach that involves discerning the respondents' perceptions. This entails evaluating the agreeability and disagreeability expressed by the participants towards the carefully selected sub-variables encapsulating the dimensions of Physical Environment, Organizational Culture, and Employee Wellbeing.

To render a comprehensive analysis, we harness the power of descriptive statistics. The statistical mean is employed as a pivotal tool, offering insights into the aggregated perception of the respondents. By scrutinizing the respondents' perception, we aim to distill the underlying nuances that underpin their experiences within the workplace.

In essence, our research endeavor aspires to unravel the intricate tapestry of Employee Experience Design by meticulously investigating the dimensions of Physical Environment, Organizational Culture, and Employee Wellbeing. Through a robust statistical analysis, we seek to unravel the prevalent perceptions of the respondents, offering a comprehensive understanding of the interplay between these dimensions and the intricate landscape of employee experiences.

Individual mean of Physical Environment

Table 4.14

Sub variables measuring physical environment are as follows:

Sl No	Physical Environment	Mean
1	cleanliness of work-place	4.39
2	Lighting at work area	4.4
3	Workspace is ergonomically designed	4.3
4	Maintenance of Restroom Facilities	4.34
5	Accessibility to elevators or stairs accessible	4.31
6	Ambience at building premises and surroundings	4.2
7	Inclusiveness for persons with disabilities	4.08
8	Space for relaxation	4.05
9	Workspace is inclusive to proper safety measures	4.26
	Total	4.258889

Sub variables measuring physical environment are as follows:

Cleanliness of Work-Place

Lighting at Work Area

Workspace is Ergonomically Designed

Maintenance of Restroom Facilities

Accessibility to Elevators or Stairs

Ambience at Building Premises and Surroundings

Inclusiveness for Persons with Disabilities

Space for Relaxation

Workspace is inclusive of Proper Safety Measures

The provided sub variables offer valuable insights into the perception of respondents regarding the physical environment, which is a crucial component of the overall employee experience design. Each sub variable contributes to shaping the physical aspects of the workplace, providing a comprehensive view of how employees perceive their surroundings and how these perceptions contribute to their overall experience within the organization.

1. Cleanliness of Work-Place (4.39): A high rating in this sub variable indicates that employees consider the cleanliness of their work environment to be of significant importance. A clean and well-maintained workspace is likely to enhance employees' comfort, health, and overall sense of well-being.
2. Lighting at Work Area (4.4): Adequate lighting is essential for creating a conducive work environment. The high rating suggests that employees value well-lit spaces, as proper lighting can positively impact mood, productivity, and visual comfort.
3. Workspace is Ergonomically Designed (4.3): This sub variable highlights the importance of ergonomic considerations in the workspace. A positive perception in this aspect implies that employees appreciate a design that supports their physical well-being and minimizes discomfort or strain during work.
4. Maintenance of Restroom Facilities (4.34): Restroom facilities' maintenance is indicative of an organization's commitment to employee well-being. A higher rating suggests that employees place importance on clean and well-maintained restroom facilities, which contribute to their overall comfort.
5. Accessibility to Elevators or Stairs (4.31): This sub variable reflects employees' perceptions of accessibility within the workplace. A positive rating suggests that easy access to elevators and stairs is valued, promoting mobility and convenience.
6. Ambience at Building Premises and Surroundings (4.2): Employees' perception of the building's ambience and its surroundings speaks to their overall experience. A positive

perception may indicate that a pleasant and welcoming environment contributes to a positive atmosphere.7. Inclusiveness for Persons with Disabilities (4.08): A rating above 4 indicates that employees recognize the importance of inclusivity for individuals with disabilities. This suggests that the organization's efforts to create an inclusive environment are appreciated.

8. Space for Relaxation (4.05): This sub variable underscores the significance of providing spaces for employees to relax and rejuvenate. A higher rating suggests that employees value having areas where they can take breaks and unwind.

9. Inclusive of Proper Safety Measures (4.26): A positive rating indicates that employees view the organization's emphasis on safety measures positively. An inclusive approach to safety implies that employees feel secure and protected within the workplace.

Collectively, these sub variables shed light on various aspects of the physical environment that contribute to employees' overall experience. The high ratings across multiple sub variables emphasize the importance of creating a comfortable, safe, and well-designed physical workspace. Such an environment is likely to enhance employee satisfaction, well-being, and overall engagement, aligning with the principles of employee experience design. Organizations can leverage these insights to further enhance their workplace design and foster a positive experience for their employees.

Individual mean of organizational culture

Table 4.15

Sub variables measuring organizational culture are as follows:

Sl No	Organisational Culture	Mean
1	Proper collaboration among colleagues	4.13
2	Open and healthy Communication	4.05
3	Conducive environment to solve problems	4.05
4	Trust nurtured environment for healthy relationship among employees	4.05

5	Initiatives to promote proactivity empower employees to innovate	4
6	Employees have autonomy to make decisions	3.82
7	Opportunities provided for experimentation	3.76
	Total	3.98

Sub variables measuring organizational culture are as follows:

Inclusive of Proper Safety Measures

Open and Healthy Communication

Conducive Environment to Solve Problems

Trust Nurtured Environment for Healthy Relationship Among Employees

Initiatives to Promote Proactivity and Empower Employees to Innovate

Employees Have Autonomy to Make Decisions

Opportunities Provided for Experimentation

The provided sub variables offer valuable insights into how respondents perceive the organizational culture within their workplace, which plays a significant role in shaping the broader concept of employee experience design. Analyzing these sub variables helps to understand the prevailing cultural attributes that influence employees' interactions, attitudes, and overall experience within the organization.

1. Proper Collaboration Among Colleagues (Score: 4.13): This suggests that employees perceive a relatively positive level of collaboration among colleagues. A workplace with effective collaboration encourages teamwork, idea-sharing, and collective problem-solving, which can lead to improved productivity and a sense of camaraderie.

2. Open and Healthy Communication (Score: 4.05): The score indicates that there is a generally favorable perception of communication within the organization. An environment characterized

by open and healthy communication fosters transparency, reduces misunderstandings, and promotes a sense of inclusivity among employees.

3. Conducive Environment to Solve Problems (Score: 4.05): The score suggests that employees believe the organization provides an environment where problem-solving is encouraged. This can contribute to a culture of innovation, where challenges are seen as opportunities for growth and continuous improvement.

4. Trust Nurtured Environment for Healthy Relationship Among Employees (Score: 4.05): The score signifies that employees perceive an environment where trust is nurtured. Trust is a foundation for healthy relationships, collaboration, and cooperation among colleagues, which can enhance job satisfaction and overall engagement.

5. Initiatives to Promote Proactivity and Empower Employees to Innovate (Score: 4.00): This score suggests that employees acknowledge some initiatives to encourage proactivity and innovation. A culture that empowers employees to take initiative and contribute innovative ideas can foster creativity and contribute to the organization's adaptability.

6. Employees Have Autonomy to Make Decisions (Score: 3.82): This score indicates that there might be some room for improvement in terms of employees' perceived autonomy in decision-making. Providing employees with autonomy can enhance job satisfaction, accountability, and the sense of ownership in their roles.

7. Opportunities Provided for Experimentation (Score: 3.76): The score suggests that there could be further opportunities for employees to experiment and explore new approaches. Offering such opportunities encourages creativity, risk-taking, and the development of new solutions to challenges.

Overall, these sub variable scores collectively portray an organizational culture that values collaboration, communication, trust-building, and problem-solving. While there seems to be a positive perception in several areas, there are also areas for potential improvement, such as enhancing autonomy and creating more opportunities for experimentation. By addressing these cultural aspects, organizations can refine their employee experience design strategies, foster a

more engaging work environment, and promote a culture that leads to improved employee satisfaction, well-being, and ultimately organizational performance.

Individual means of Employee Well-being

Table 4.16

The sub-variables measuring employee well-being are as follows:

SI No	Employee Wellbeing	Mean
1	Good employee wellbeing measures	4.19
2	Employee Wellbeing plans provide greater piece of mind	4.04
3	Employee wellbeing initiatives enable to overcome stress	3.85
4	Employee wellbeing enable to stay effective and productive	3.84
5	Flexible work hours promotes better employee experience	4.04
6	Employees are able to balance work and life	3.92
7	Exists strong social connections and positive relationship among colleagues	4
8	Organisation provide opportunities for growth and career advancement	4.11
9	Company provides financial wellbeing	4.01
10	Company provides channels for employees to give feedback and raise concerns related to their wellbeing	3.95
	Total	3.995

The sub-variables measuring employee well-being are as follows:

Good Employee Wellbeing Measures

Employee Wellbeing Plans Provide Greater Peace of Mind

Employee Wellbeing Initiatives Enable to Overcome Stress

Employee Wellbeing Enables to Stay Effective and Productive

Flexible Work Hours Promote Better Employee Experience

Employees Are Able to Balance Work and Life

Strong Social Connections and Positive Relationships Among Colleagues

Organization Provides Opportunities for Growth and Career Advancement

Company Provides Financial Wellbeing

Company Provides Channels for Employees to Give Feedback and Raise Concerns related to their wellbeing

The provided sub variables offer valuable insights into how respondents perceive the employee well-being initiatives within their organization, which significantly contribute to the broader concept of employee experience design. Analyzing these sub variables helps to understand the organization's efforts to enhance employees' physical, emotional, and psychological well-being, which plays a vital role in shaping their overall experience.

1. Good Employee Wellbeing Measures (Score: 4.19): This indicates a positive perception of the measures in place to promote employee well-being. Such measures can encompass physical fitness programs, mental health support, and initiatives aimed at enhancing overall employee wellness.

2. Employee Wellbeing Plans Provide Greater Peace of Mind (Score: 4.04): This suggests that employees find the well-being plans offered by the organization to be reassuring. Comprehensive well-being plans can include health insurance, wellness benefits, and resources for managing life's challenges.

3. Employee Wellbeing Initiatives Enable to Overcome Stress (Score: 3.85): The score indicates that employees feel the organization's well-being initiatives contribute to stress reduction. Effective well-being initiatives can equip employees with tools to manage stress, enhancing their resilience and overall emotional health.

4. Employee Wellbeing Enables to Stay Effective and Productive (Score: 3.84): The score suggests that employees see a connection between well-being and their effectiveness and productivity at work. When employees' well-being is prioritized, they are better equipped to perform their roles efficiently.

5. Flexible Work Hours Promote Better Employee Experience (Score: 4.04): This signifies a positive perception of the impact of flexible work hours on employee experience. Flexible work arrangements can improve work-life balance, contributing to job satisfaction and overall well-being.

6. Employees Are Able to Balance Work and Life (Score: 3.92): The score indicates that there's room for improvement in helping employees balance their work and personal lives. Providing resources and support for achieving work-life balance can lead to higher employee satisfaction and reduced burnout.

7. Strong Social Connections and Positive Relationships Among Colleagues (Score: 4.00): This score suggests that employees perceive a positive social environment that fosters connections and relationships among colleagues. Strong social connections contribute to a supportive work environment and improved well-being.

8. Organization Provides Opportunities for Growth and Career Advancement (Score: 4.11): This indicates a favorable perception of the organization's commitment to employees' career development. Opportunities for growth and advancement are essential for employee satisfaction and engagement.

9. Company Provides Financial Wellbeing (Score: 4.01): The score signifies that employees perceive the organization's efforts to address their financial well-being. Financial well-being initiatives can include financial literacy programs, retirement planning, and fair compensation practices.

10. Company Provides Channels for Employees to Give Feedback and Raise Concerns (Score: 3.95): This score suggests that there's room for enhancing the avenues for employees to voice their opinions and concerns. Providing effective feedback channels enhances employees' sense of belonging and engagement.

Overall, these sub variable scores collectively depict an organization that values employee well-being and offers initiatives to support physical, emotional, and financial wellness. While there are positive perceptions in several areas, there are also opportunities for improvement, such as enhancing stress management initiatives and providing more flexible work arrangements. By addressing these aspects, organizations can refine their employee well-being strategies, foster a healthier and more supportive work environment, and contribute to a positive employee experience that leads to higher satisfaction, well-being, and organizational success.

In conclusion, the analysis of the sub variables measuring the perception of respondents towards Physical Environment, Organizational Culture, and Employee Wellbeing provides valuable insights into the multi-dimensional landscape of Employee Experience Design (EED). The high scores across multiple sub variables within each dimension underscore the significance of creating a holistic and conducive work environment.

Within the Physical Environment dimension, employees highly value aspects such as cleanliness, ergonomic design, accessibility, and safety measures. These factors collectively contribute to a workspace that enhances their comfort, productivity, and overall well-being.

The Organizational Culture dimension reveals a positive perception of collaboration, communication, trust-building, and problem-solving. However, there is room for enhancing employee autonomy and opportunities for experimentation to foster a more innovative and empowered culture.

Employee Wellbeing emerges as a crucial dimension, with strong emphasis on measures that promote well-being, peace of mind, stress management, and career advancement. Flexibility in work hours and strong social connections are valued, while avenues for feedback and concerns can be further improved.

Collectively, the analysis underscores the significance of a harmonious blend of these dimensions to shape a robust Employee Experience Design. Organizations can leverage these insights to refine their strategies, creating an environment that not only enhances employee satisfaction and well-being but also bolsters organizational performance and success. Through an integrated approach to Physical Environment, Organizational Culture, and Employee Wellbeing, organizations can truly cultivate an exceptional employee experience

Analysis of level of physical environment and gender

Table 4.17

Level of physical environment * gender Crosstabulation

Count

	gender		Total
	male	female	
Level of physical environment low	9	5	14
high	48	8	56
Total	57	13	70

Certainly, the crosstabulation between the level of physical environment and gender provides valuable insights into how male and female employees perceive the physical environment within the context of employee experience design. This analysis helps us understand whether there are any noticeable patterns or differences in how genders assess the quality of the physical work environment.

From the data:

- For the "low" level of physical environment:
 - 9 male employees and 5 female employees fall within this category.

- The total count is 14 employees who reported a lower quality of the physical environment.
- For the "high" level of physical environment:
 - 48 male employees and 8 female employees fall within this category.
- The total count is 56 employees who reported a higher quality of the physical environment.

Here's an analysis of the results:

1. **Gender Disparity:** The data suggests that the majority of both male and female employees report a higher quality of the physical environment (category "high"). However, there is a disparity in the numbers, with more male employees reporting a higher quality physical environment compared to female employees.
2. **Gender and Physical Environment Perception:** The numbers indicate that male employees, on average, perceive a higher quality physical environment compared to female employees within the context of employee experience design.
3. **Possible Implications:** This disparity could arise from various factors such as the layout of the workspace, access to amenities, comfort, and other physical aspects of the work environment. It is essential to investigate these factors to understand why there is a difference in perceptions.
4. **Addressing Disparities:** Organizations can use these insights to identify potential areas for improvement in their employee experience design strategies. If female employees consistently rate the physical environment lower, it might indicate specific issues that need attention, such as ensuring equal access to resources or addressing any discomfort they might be experiencing.
5. **Inclusive Design:** To create an inclusive work environment, organizations should consider designing spaces and facilities that cater to the preferences and needs of both male and female employees. This could involve gathering feedback and making adjustments to ensure that all employees feel comfortable and supported.
6. **Continuous Improvement:** Regularly collecting feedback on the physical environment and other aspects of employee experience is crucial. Organizations can use this feedback to make

ongoing improvements to the work environment, ensuring that it remains conducive to productivity and well-being for all employees.

In conclusion, the crosstabulation between the level of physical environment and gender offers insights into potential differences in how male and female employees perceive the physical work environment within the framework of employee experience design. These insights can guide organizations in creating strategies that enhance the physical work environment for all employees, fostering a more positive and inclusive employee experience.

Analysis of level of physical environment and age

Table 4.18

Level of physical environment * Age Crosstabulation

Count

	Age			Total
	20-25	26-30	30 above	
Level of physical environment allow	9	2	3	14
high	18	18	20	56
Total	27	20	23	70

Certainly, the cross tabulation between the level of physical environment and age provides insights into how different age groups perceive the physical environment within the context of employee experience design. This analysis helps us understand whether there are any variations in how individuals from different age groups assess the quality of the physical work environment.

From the data:

-For the "low" level of physical environment:

- 9 employees aged 20-25, 2 employees aged 26-30, and 3 employees aged 30 and above fall within this category.

- The total count is 14 employees who reported a lower quality of the physical environment.

- For the "high" level of physical environment:

- 18 employees aged 20-25, 18 employees aged 26-30, and 20 employees aged 30 and above fall within this category.

- The total count is 56 employees who reported a higher quality of the physical environment.

Here's an analysis of the results:

1. Age Group Differences: The data suggests that employees across all age groups predominantly report a higher quality of the physical environment (category "high"). However, there are some differences in the distribution of responses among the age groups.

2. Consistency Across Age Groups: The majority of employees across all age groups perceive the physical environment positively. This indicates that the organization's efforts in creating a conducive physical work environment have been effective across different age groups.

3. Impact of Age: While there are some variations in the counts between age groups, the differences are relatively small. This could suggest that the perceived quality of the physical environment is consistent across different age groups, with no significant variations.

4. Employee Experience Design Considerations: The positive perception of the physical environment across all age groups is a positive outcome, indicating that the organization's approach to employee experience design, specifically in the physical environment aspect, is resonating well with employees of various ages.

5. Future Enhancements: While the overall perception is positive, it's still valuable to gather more detailed feedback from employees in each age group. This can help identify any specific areas within the physical environment that could be improved or tailored further to meet the preferences and needs of different generations.

6. Continuous Monitoring: Regularly assessing employee perceptions of the physical environment is important to ensure that it remains aligned with evolving expectations and trends. Organizations should continue to gather feedback to make necessary adjustments as needed.

In conclusion, the cross tabulation between the level of physical environment and age reveals that employees across different age groups perceive the physical work environment positively within the employee experience design framework. While there are some differences in responses among age groups, the overall positive perception indicates that the organization's efforts in designing the physical environment are contributing to a favorable employee experience for employees of various ages.

Analysis of level of physical environment and experience

Table 4.19

Level of physical environment * Experience Cross tabulation

Count

	Experience			Total
	1-3	4-6	7-9	
Level of physical environment allow	8	3	3	14
high	25	20	11	56
Total	33	23	14	70

Certainly, the crosstabulation between the level of physical environment and work experience provides insights into how employees with different levels of work experience perceive the quality of the physical environment within the context of employee experience design. This analysis helps us understand whether there are any variations in how individuals with varying work experience assess the quality of the physical work environment.

From the data:

- For the "low" level of physical environment:

- 8 employees with 1-3 years of experience, 3 employees with 4-6 years of experience, and 3 employees with 7-9 years of experience fall within this category.

- The total count is 14 employees who reported a lower quality of the physical environment.

- For the "high" level of physical environment:

- 25 employees with 1-3 years of experience, 20 employees with 4-6 years of experience, and 11 employees with 7-9 years of experience fall within this category.

- The total count is 56 employees who reported a higher quality of the physical environment.

Here's an analysis of the results:

1. Experience-Level Differences: The data shows that employees across all experience levels predominantly report a higher quality of the physical environment (category "high"). However, there are some variations in the distribution of responses among the different experience groups.

2. Consistency Across Experience Levels: The majority of employees in each experience group perceive the physical environment positively. This suggests that the organization's approach to designing the physical work environment has been effective across different levels of work experience.

3. Impact of Experience: While there are some differences in the counts between experience groups, the differences are relatively small. This could imply that the perceived quality of the physical environment is consistent across different levels of work experience.

4. Employee Experience Design Considerations: The positive perception of the physical environment across various experience levels indicates that the organization's efforts in designing the physical environment align well with employees' experiences, regardless of their tenure.

5. Future Enhancements: While the overall perception is positive, it's still valuable to gather more detailed feedback from employees in each experience group. This can help identify any specific aspects within the physical environment that could be improved or tailored further to meet the preferences and needs of employees with varying levels of experience.

6. Continuous Monitoring: Regularly assessing employee perceptions of the physical environment is essential to ensure that it remains aligned with evolving expectations and trends. Organizations should continue to gather feedback to make necessary adjustments as needed.

In conclusion, the crosstabulation between the level of physical environment and work experience reveals that employees with different levels of work experience generally perceive the physical work environment positively within the employee experience design framework. While there are some differences in responses among experience groups, the overall positive perception indicates that the organization's efforts in designing the physical environment are contributing to a favorable employee experience for employees with varying levels of experience.

Analysis of level of Organisational Culture and gender

Table 4.20

Level of organisational culture * gender Crosstabulation

Count

	gender		Total
	male	female	
Level of organisational culture	5	3	8
high	52	10	62
Total	57	13	70

Certainly, the crosstabulation between the level of organizational culture and gender provides insights into how employees of different genders perceive the organizational culture within the context of employee experience design. This analysis helps us understand whether there are any variations in how individuals of different genders assess the quality of the organizational culture.

From the data:

For the "low" level of organizational culture:

5 male employees and 3 female employees fall within this category.

The total count is 8 employees who reported a lower quality of organizational culture.

For the "high" level of organizational culture:

52 male employees and 10 female employees fall within this category.

The total count is 62 employees who reported a higher quality of organizational culture.

Analysis of level of Organisational Culture and age

Table 4.21

Level of organisational culture * Age Crosstabulation

Count

	Age			Total
	20-25	26-30	30 above	
Level of organisational culture low	7	1	0	8
high	20	19	23	62
Total	27	20	23	70

Certainly, the crosstabulation between the level of organizational culture and age provides insights into how employees of different age groups perceive the organizational culture within the context of employee experience design. This analysis helps us understand whether there are any variations in how individuals of different age groups assess the quality of the organizational culture.

From the data:

For the "low" level of organizational culture:

7 employees aged 20-25 and 1 employee aged 26-30 fall within this category.

There are no employees aged 30 and above who reported a low level of organizational culture.

The total count is 8 employees who reported a lower quality of organizational culture.

For the "high" level of organizational culture:

20 employees aged 20-25, 19 employees aged 26-30, and 23 employees aged 30 and above fall within this category.

The total count is 62 employees who reported a higher quality of organizational culture.

Analysis of level of Organisational Culture and experience

Table 4.22

Level of organisational culture * Experience Crosstabulation

Count

	Experience			Total
	1-3	4-6	7-9	
Level of organisational culture low	3	3	2	8
high	30	20	12	62

Total	33	23	14	70
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Certainly, the crosstabulation between the level of organizational culture and experience provides insights into how employees with different levels of work experience perceive the organizational culture within the context of employee experience design. This analysis helps us understand whether there are any variations in how individuals with different experience levels assess the quality of the organizational culture.

From the provided data:

For the "low" level of organizational culture:

3 employees with 1-3 years of experience, 3 employees with 4-6 years of experience, and 2 employees with 7-9 years of experience fall within this category.

The total count is 8 employees who reported a lower quality of organizational culture.

For the "high" level of organizational culture:

30 employees with 1-3 years of experience, 20 employees with 4-6 years of experience, and 12 employees with 7-9 years of experience fall within this category.

The total count is 62 employees who reported a higher quality of organizational culture.

Analysis of level of Employee Wellbeing and gender

Table 4.23

Level of employee wellbeing * gender Crosstabulation

Count

	gender		
	male	female	Total

Level of employee wellbeing	low	7	2	9
	high	49	11	60
Total		56	13	69

Certainly, the crosstabulation between the level of employee well-being and gender provides insights into how employees of different genders perceive their well-being within the context of employee experience design. This analysis helps us understand whether there are any variations in how individuals of different genders assess their well-being and whether the organization's employee experience design strategies are perceived differently by different genders.

From the data:

For the low level of employee well-being:

7 male employees and 2 female employees fall within this category. The total count is 9 employees who reported a lower level of well-being.

For the high level of employee well-being:

49 male employees and 11 female employees fall within this category. The total count is 60 employees who reported a higher level of well-being. Analysis of level of Employee Wellbeing and age

Level of employee well-being Age Crosstabulation

Count

Table 4.24

	Age			
	20-25	26-30	30 above	Total

Level of employee wellbeing	low	7	0	2	9
	high	19	20	21	60
Total		26	20	23	69

Certainly, the crosstabulation between the level of employee well-being and age provides insights into how different age groups perceive their well-being within the context of employee experience design. This analysis helps us understand whether there are any variations in how employees of different age groups assess their well-being and whether the organization's employee experience design strategies are perceived differently across age categories.

From the data:

For the "low" level of employee well-being:

7 employees aged 20-25, 0 employees aged 26-30, and 2 employees aged 30 and above fall within this category.

The total count is 9 employees who reported a lower level of well-being.

For the "high" level of employee well-being:

19 employees aged 20-25, 20 employees aged 26-30, and 21 employees aged 30 and above fall within this category.

The total count is 60 employees who reported a higher level of well-being.

Analysis of level of Employee Wellbeing and experience

Table 4.25

Level of employee well-being * Experience Crosstabulation

Count

	Experience			Total
	1-3	4-6	7-9	
Level of employee wellbeing				
low	5	3	1	9
high	28	19	13	60
Total	33	22	14	69

Certainly, the crosstabulation between the level of employee well-being and experience provides valuable insights into how employees' perceptions of well-being, within the context of employee experience design, vary based on their years of work experience. This analysis helps us understand whether there are any differences in how employees with different levels of experience assess their well-being and whether the organization's employee experience design strategies are perceived differently across experience groups.

From the provided data:

For the "low" level of employee well-being:

5 employees with 1-3 years of experience, 3 employees with 4-6 years of experience, and 1 employee with 7-9 years of experience fall within this category.

The total count is 9 employees who reported a lower level of well-being.

For the "high" level of employee well-being:

28 employees with 1-3 years of experience, 19 employees with 4-6 years of experience, and 13 employees with 7-9 years of experience fall within this category.

The total count is 60 employees who reported a higher level of well-being.

CHAPTER FIVE: FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS

The organization had diverse age groups which were categorized for the study as 20-25, 26-30, and 30 and above. The population consisted of 38.6% people aged 20-25, 28.6% people aged 26-30 and 32.9% people aged 30 and above. The diverse age groups offer varied perspectives on employee experience.

Experience Distribution:

The work experience wise participation among the population found that out of the total individuals responded, 47.1% have 1-3 years, 32.9% have 4-6 years, 20.0% have 7-9 years of experience. It may be inferred that employee perception may differ based on experience. Greater number of years of service or experience may naturally enable the respondents understand EED prevailing in the institution.

Gender Distribution:

The population consisted of 81.4% male and 18.6% female participants where there is gender imbalance was observed in the study so the EE design should cater to all genders inclusively.

Employee Experience Design Effectiveness:

Physical Environment:

It was observed that the people had a positive perception of workplace aspects. Study shows an Overall mean rating of 4.26 for physical environment which indicates favorability. Further enhancements can amplify employee experience.

Organizational Culture:

The study showed positive ratings for collaboration and communication. It also revealed autonomy and innovation need focus. The mean rating of 3.98 shows positive perception towards organizational culture.

Employee Wellbeing:

The organization has proved to show value in wellbeing measures, growth opportunities. Stress and balance areas need attention in the organization. The Mean rating of 3.995 indicates positive response from employees.

The overall mean rating of 4.075 indicates effectiveness of employee experience design. "Physical Environment" proved most effective, followed by "Organizational Culture" and "Employee Wellbeing." All the above aspects contribute to enhancing employee experience.

Physical Environment:

The ANOVA results indicate a statistically significant difference in the means of the physical environment variable across different age groups. The p-value (Sig.) of 0.002 is less than the significance level of 0.05, suggesting that age groups have a significant impact on how employees perceive the physical environment. This finding implies that employee perceptions of the physical environment vary based on age groups.

Organizational Culture:

The ANOVA results reveal a statistically significant difference in the means of the organizational culture variable across different age groups. The p-value (Sig.) of 0.016 is below the significance level of 0.05, indicating that age groups influence how employees perceive organizational culture. This finding suggests that different age groups may have distinct perceptions of the organizational culture within the workplace

Employee Well-being:

The ANOVA results show a statistically significant difference in the means of the employee well-being variable across different age groups. The p-value (Sig.) of 0.014 is lower than the significance level of 0.05, indicating that age groups play a role in how employees perceive their well-being. This finding implies that age-related differences contribute to varying perceptions of employee well-being.

The ANOVA findings highlight the importance of considering age groups when designing and implementing strategies related to the physical environment, organizational culture, and employee well-being. Tailoring these aspects of the employee experience to different age groups

can enhance overall employee satisfaction and engagement. Further analysis or follow-up tests may be beneficial to uncover specific differences between age groups and each variable.

Correlation with Physical Environment:

The correlation between the effectiveness of employee experience design and the physical environment is strong (0.671). The p-value of 0.000 indicates statistical significance. A positive correlation suggests that as the effectiveness of employee experience design increases, employees tend to perceive a better physical environment. This correlation implies that a positive perception of the physical environment is linked to higher effectiveness of employee experience design.

Correlation with Organizational Culture:

The correlation between the effectiveness of employee experience design and organizational culture is moderate to strong (0.645). The p-value of 0.000 indicates statistical significance. A positive correlation indicates that as the effectiveness of employee experience design improves, employees tend to perceive a better organizational culture. This correlation suggests that a positive organizational culture is associated with higher effectiveness of employee experience design.

Correlation with Employee Well-being:

The correlation between the effectiveness of employee experience design and employee well-being is also moderate to strong (0.687). The p-value of 0.000 indicates statistical significance. A positive correlation suggests that as the effectiveness of employee experience design increases, employees tend to experience better well-being. This correlation indicates that positive employee well-being contributes to higher effectiveness of employee experience design.

Overall Implications:

The correlation analyses reveal that a positive perception of the physical environment, organizational culture, and employee well-being is associated with higher effectiveness of employee experience design. Improving these aspects can lead to an enhanced overall employee

experience and its effectiveness. However, correlations do not establish causation, so further research is needed to explore the underlying factors driving these relationships.

Employee Well-being Measures:

A high score (4.19) suggests that employees perceive the organization's well-being measures positively. Employees value initiatives aimed at promoting their physical and mental well-being, indicating that such efforts contribute to a positive employee experience.

Employee Well-being Plans Provide Greater Peace of Mind:

The score of 4.04 indicates that employees find well-being plans reassuring. Comprehensive well-being plans, including health and wellness benefits, contribute to employees' peace of mind about their overall well-being.

Employee Well-being Initiatives Enable to Overcome Stress:

The score of 3.85 indicates that employees believe well-being initiatives help them manage stress. Effective well-being initiatives provide employees with tools and resources to cope with stress, enhancing their resilience and emotional health.

Employee Well-being Enables to employees to stay effective and productive: With a score of 3.84, employees recognize the connection between well-being and their work effectiveness. Prioritizing employee well-being contributes to improved focus, productivity, and overall job performance.

Flexible Work Hours Promote Better Employee Experience: The score of 4.04 indicates that flexible work hours have a positive impact on employee experience. Flexible work arrangements enhance work-life balance, leading to higher job satisfaction and overall well-being.

Employees found to be able to Balance Work and Life: A score of 3.92 suggests room for improvement in helping employees achieve work-life balance. Providing resources and support for work-life balance can lead to higher employee satisfaction and reduced burnout.

Strong Social Connections and Positive Relationships Among Colleagues:The score of 4.00 suggests that employees perceive a positive social environment. Strong social connections among colleagues contribute to a supportive work environment and improved overall well-being.

Organization Provides Opportunities for Growth and Career Advancement:The score of 4.11 indicates a favorable perception of career development opportunities. Providing growth opportunities enhances employee satisfaction and engagement, contributing to a positive employee experience.

Company Provides Financial Well-being: reported with a score of 4.01, employees perceive the organization's efforts to address their financial well-being. Financial well-being initiatives, such as financial literacy programs and fair compensation, positively impact employee satisfaction.

Company found to have providing appropriate Channels for Employees to Give Feedback and Raise Concerns. The score of 3.95 suggests room for improvement in feedback channels. Effective feedback mechanisms enhance employees' sense of belonging and engagement, contributing to a positive experience.

Overall Implications:

Employees value well-being measures, plans, and initiatives that contribute to their physical, mental, and emotional health. Flexible work arrangements, growth opportunities, financial well-being, and positive social connections contribute to a positive employee experience. Addressing areas for improvement, such as stress management and work-life balance, can further enhance employee well-being and overall satisfaction.

A higher number of male employees reported a higher quality physical environment compared to female employees.

The majority of both male and female employees perceived a high-quality physical environment, although the count was higher for male employees.

The difference in perceptions could be attributed to various factors such as workspace design, amenities, and comfort that may impact genders differently.

Organizations should consider addressing any potential disparities to ensure an inclusive and positive work environment for all genders.

Level of Physical Environment

It is found that across all age groups, the majority of employees perceived a high-quality physical environment. While there are some variations in the counts between age groups, the overall trend is positive, suggesting that employees of different ages generally appreciate the physical environment. These results reflect the organization's successful efforts in creating a conducive work environment that resonates across different age groups.

Level of Physical Environment and Experience:

Employees across different experience levels predominantly perceived a high-quality physical environment. While there are some differences in the counts among experience groups, the overall trend is positive, indicating that the physical environment design is effective for employees with varying levels of experience.

Level of Organizational Culture and Gender:

A higher number of male employees reported a higher quality organizational culture compared to female employees. The majority of both male and female employees perceived a high-quality organizational culture, although the count was higher for male employees. The disparity in perceptions could stem from various factors related to communication, collaboration, and autonomy within the organization.

The crosstabulation between the level of organizational culture and age

Across all age groups, the majority of employees perceived a high-quality organizational culture. While there are some variations in the counts between age groups, the overall trend is positive, suggesting that employees of different ages generally appreciate the organizational culture.

Organizational Culture and Experience:

Employees across different experience levels predominantly perceived a high-quality organizational culture. While there are some differences in the counts among experience groups,

the overall trend is positive, suggesting that the organizational culture design is effective for employees with varying levels of experience. This reflects the organization's successful efforts in creating a positive cultural environment that resonates across different tenure groups.

Level of Employee Well-being and Gender:

A higher number of male employees reported a higher level of well-being compared to female employees. The majority of both male and female employees perceived a high level of well-being, although the count was higher for male employees. The disparity in well-being perceptions could result from various factors such as stress management, work-life balance, and growth opportunities.

Level of Employee Well-being and Age:

Across all age groups, the majority of employees perceived a high level of well-being. While there are some variations in the counts between age groups, the overall trend is positive, suggesting that employees of different ages generally appreciate their well-being. These results reflect the organization's successful efforts in prioritizing employee well-being, resonating across different age groups.

Level of Employee Well-being and Experience:

Employees across different experience levels predominantly perceived a high level of well-being. While there are some differences in the counts among experience groups, the overall trend is positive, suggesting that the employee well-being initiatives are effective for employees with varying levels of experience. These cross tabulations provided valuable insights into how different groups within the organization perceive various aspects of employee experience design. Analyzing these differences can guide organizations in tailoring their strategies to create a more inclusive, supportive, and engaging work environment.

Overall Employee Experience Design at Maini Precision & Products is found to be moderately high across the three different variables considered. Employees predominantly perceived a high level of well-being, moderately high level of physical environment and organizational culture.

SUGGESTIONS

Acknowledge the diverse age groups among employees. Tailor communication, policies, and initiatives to resonate with different generational preferences and needs to make effective EED.

Leverage the varied work experience levels for mentorship and knowledge sharing. Consider creating cross-generational teams to foster innovation and collaboration.

Aim for a more balanced gender representation in the workforce. Implement diversity and inclusion initiatives to create a more equitable workplace so that it may result in.

Regularly assess and improve the physical workspace's cleanliness, lighting, and ergonomic design.

Incorporate employee feedback to create an environment that promotes comfort and productivity.

Create areas that provide employees with access to nature or calming environments for relaxation.

It is suggested to promote greenery and natural elements at the work place that can positively help in attaining well-being and reduce stress leading to good EED.

Foster a culture that values autonomy, allowing employees to make decisions and take ownership.

Improve avenues for employees to share feedback and concerns openly. Addressing these concerns can enhance trust and strengthen the organizational culture leading to good EED

Expand resources for stress management, including workshops and wellness programs. Empower employees with tools to effectively cope with and reduce stress which may help them improve their emotional wellbeing.

Implement flexible work arrangements and policies to support work-life balance and offer programs that help employees manage their time effectively.

Organize events that facilitate social connections among employees from different departments which may in turn strengthen social bonds that can contribute to a positive workplace culture.

Provide clear pathways for growth and career advancement and offer training programs and mentorship opportunities to help employees reach their career goals.

Create a culture of continuous improvement for improving the employee experience. And also regularly assess and adjust strategies based on employee feedback and evolving trends.

Ensure that initiatives cater to employees of all ages, genders, and backgrounds and foster an inclusive environment where all employees feel valued and heard.

CONCLUSION

In today's rapidly evolving and competitive landscape of the modern workplace, the concept of Employee Experience Design (EED) has emerged as a pivotal and strategic factor that deeply influences an organization's success. As organizations increasingly recognize the profound impact of employee experience on engagement, productivity, and overall organizational performance, the paradigm has shifted from perceiving employees as passive recipients of workplace conditions to acknowledging them as active contributors who deserve an environment that supports their growth, engagement, and overall well-being. This study set out to explore and analyze the intricate dynamics of EED, considering its multifaceted dimensions: the physical environment, organizational culture, and employee well-being. The goal was to uncover the underlying implications of these dimensions, how they interrelate, and how they collectively influence the overall employee experience.

The findings of this study have provided a comprehensive and nuanced understanding of the key components that contribute to a positive employee experience and the interplay between them. The analysis of demographic variables, including age distribution, experience distribution, and gender distribution, has highlighted the need for tailoring strategies to meet the diverse preferences and needs of employees across different age groups, experience levels, and genders.

This underscores the importance of inclusivity and diversity in designing an effective employee experience that resonates with the entire workforce.

The study's exploration of the individual dimensions of employee experience design has shed light on critical areas for improvement and optimization within organizations. The analysis of the physical environment has emphasized the significance of providing employees with a well-designed and comfortable workspace. A favorable physical environment, characterized by cleanliness, lighting, and ergonomic design, contributes to enhanced well-being and productivity among employees. Similarly, the investigation of organizational culture has revealed the importance of fostering a culture of collaboration, communication, and autonomy. Recognizing and encouraging employees' innovative contributions and providing effective feedback mechanisms are pivotal for creating a positive cultural atmosphere.

The focus on employee well-being has unearthed valuable insights into the areas where organizations can further enhance employee satisfaction and overall experience. By prioritizing stress management resources, work-life balance initiatives, flexible work arrangements, and opportunities for personal and professional growth, organizations can directly contribute to their employees' well-being. This, in turn, positively impacts job satisfaction, productivity, and overall engagement.

Perhaps most importantly, the study's examination of the correlation between the perceived effectiveness of EED interventions and employees' reported experiences has revealed a powerful link. A higher perceived effectiveness of EED is significantly correlated with positive perceptions of the physical environment, organizational culture, and employee well-being. This empirical evidence underscores the strategic importance of purposeful employee experience design, which can lead to tangible benefits for both employees and the organization. Such findings serve as a compelling foundation for organizations to invest resources and effort into creating a work environment that fosters employee satisfaction, innovation, and a strong sense of belonging.

In conclusion, this research study has ventured into the intricate terrain of Employee Experience Design within organizations, unraveling its multifaceted dimensions and uncovering their interdependencies. By delving into the physical environment, organizational culture, employee

well-being, and their correlations, this study has contributed valuable insights that guide organizations towards creating a more enriched and engaging work environment. The findings provide empirical support for the strategic significance of EED in driving employee engagement, productivity, and overall organizational success. As the corporate landscape continues to evolve, the insights from this study can serve as a compass for organizations seeking to create an employee experience that is not only functional but also deeply meaningful and impactful.

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APPENDIX

Dear Respondent, This is an academic research project as a part of my academic requirements of MA HRM course under the University of Kerala. The purpose of the research is to understand the effectiveness of Employee Experience Design with special reference to Maini Precision and Products Ltd. In the following questionnaire, please choose your best preference indicating your level of agreement. Data will be kept confidential and will be used solely for academic purposes. Thank you for sparing your valuable time.

Demographic Profile

Age:

Gender:

Experience:

Physical environment (five-point scale)

(Strongly Agree -SA, Agree- A, Somewhat Agree-Disagree- D, Strongly Disagree- SD)

The workspace is maintained very clean

There is adequate lighting in the work area

The work space is ergonomically designed and therefore the chair and desk I use provide me with adequate comfort

The restroom facilities in my workspace are well maintained

The elevators or stairs are easily accessible in my work area

The building premises and surroundings provides perfect ambience to work

The workspace is inclusive so that individuals with disabilities are finding it good

Workspace provides ample areas for relaxation which enhance EE

The workspace is inclusive with proper safety measures

Organisational culture (five-point scale)

(Strongly Agree -SA, Agree- A, Somewhat Agree-Disagree- D, Strongly Disagree- SD)

There is proper collaboration among colleagues

Communication in the organisation is very open and healthy which encourages transparency

In our organisation work team have conducive environment to solve problems related to day-to-day work

The trust nurtured within the organization helps to create a healthy relationship among the employees

The initiatives introduced to promote proactivity empower employees to innovate

The employees have the freedom with autonomy in their roles, allowing them to make decisions and to take ownership over their work

The organization provides opportunities for experimentation, allowing employees to take risks and learn from failure

Employee wellbeing (five-point scale)

(Strongly Agree -SA, Agree- A, Somewhat Agree-Disagree- D, Strongly Disagree- SD)

There exist practically good employee wellbeing measures in the organization

Employee wellbeing plans are in place which provides greater piece of mind

Existing employee wellbeing initiatives enable employees to overcome stress

Employee wellbeing enable employees to stay effective and productive

Existence of flexible work hours promotes better EE

The employees are able to balance work and life

There exists strong social connections and positive relationships among colleagues

The organization provides opportunities for growth, development and career advancement

The company support financial wellbeing by providing competitive compensation and benefit packages

The company provides channels for employees to give feedback and raise concerns related to their wellbeing.