Influence of Employee Experience on Organizational Functions: A Conceptual View

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Abstract: This research paper is an attempt to study influence of employee's experience on organizational functional activities. The nature of research paper is conceptual in nature and based on the review of literature and other aspects such as views of the experts. The results are intended to give a clear picture as to how much the experience acquired by an employee is important for this present as well as other organizations which was to retain experienced employes for getting the objective achieved.

Keywords: *Employee, Experience, Influence, Organization, Functional.*

I. INTRODUCTION

Persistent employee motivation among engaged workforce, is one of the crucial issues faced by businesses today. Numerous studies have been carried out by different organisations to define strategies for staff engagement for putting them into reality. Over the past 20 years, as technology and HR practices have advanced, employee engagement strategies have mostly stayed prescriptive, with only slight modifications made to meet organisational needs. In order to foster engagement interventions across organisations, the conventional prescription of specific parameters entailed a focus on business and the accomplishment of business objectives. The workforce, companies, and employee expectations are constantly changing, and static engagement measurements and actions must adapt to keep up with these changes.

II. EMPLOYEE EXPERIENCE

The term "employee experience" (EX) describes entirety of a worker's impressions, emotions, and interactions during their time working for a company. It includes all phases of employee lifetime, including hiring, onboarding, everyday work experiences, opportunities for growth, and, finally, their departure from the organization.

➤ *Key Dimensions of Employee Experience:*

• *Physical Environment:*
The workspace, tools, and resources provided to employees to help them perform their tasks efficiently. This includes the quality of office space, access to technology, and overall workplace comfort.

• *Cultural Environment:*
The organization's values, norms, leadership style, and how these influence employee behavior and satisfaction. A positive culture fosters collaboration, inclusion, and purpose.

• *Technological Setting:*
Certain tools, platforms, and systems that workers utilize to carry out their duties. Easy-to-use, efficient technology can significantly enhance employee productivity and satisfaction.

• *Emotional and Social Experience:*
How employees feel about their relationships with colleagues, managers, and the organization itself. Recognition, trust, and respect play a vital role in shaping this experience.

• *Professional Growth:*
Opportunities for learning, skill development, career progression, and feedback. Workers appreciate companies that support their professional development and help them reach their objectives.

➢ *Importance of Employee's Experience: The essentiality of employee's experience can be understood in the following ways:*

• Retention: A positive experience reduces turnover and enhances loyalty.

• Engagement: Satisfied employees are more engaged and productive.

• Brand Advocacy: Employees with good experiences often become ambassadors for the company, attracting talent and enhancing reputation.

• Business Performance: Happy employees contribute to higher levels of innovation, efficiency, and customer satisfaction.

III.   EMPLOYEE'S EXPERIENCE AND ORGANIZATIONAL OUTPUT

Employee experience and organizational experience are closely related but distinct concepts in the context of workplace dynamics. Here's a breakdown of each:

➢ *Experience of the Employees*

An employee's overall impressions, feelings, and interactions with a company during their career are referred to as their experience and having with the following:

• Lifecycle Phases: This includes recruitment and onboarding, day-to-day work interactions, Learning and development, Performance management and exit or retirement.

• Key Elements: The following are the main elements:
✓ Culture: How the organization's values, mission, and leadership style influence employees' work lives.
✓ Technology: Tools and systems that enable productivity and collaboration.
✓ Physical Environment: The workplace setup, whether in-office, remote, or hybrid.
✓ Policies and Practices: Fairness, inclusivity, and opportunities for growth.
✓ Support and Well-Being: Emotional, mental, and physical health resources.

• Impact: The impact can be seen in higher engagement and satisfaction, better retention and loyalty & Enhanced productivity and innovation

➢ *Organizational Experience*

Organizational experience focuses on the collective experiences of the workforce and how these shape the organization's culture, brand, and success. It includes the following:

• Internal Dynamics: The items such as team collaboration and communication, leadership effectiveness & Organizational learning and knowledge sharing

• External Interactions: The activities such as customer relationships and feedback loops, partnerships and industry reputation & Social and environmental impact

• Measurement and Development: We can include feedback Systems: such as Surveys, reviews, and town halls to gauge collective sentiment. Further, Cultural Alignment: Ensuring the organization's mission aligns with employees' values. In addition to this Continuous Improvement consisting of Leveraging data to enhance workplace practices can be seen in this aspects.

Therefore, influence can be seen in the following stronger organizational identity and purpose, greater adaptability to change & Improved employee and customer loyalty

➢ *Relationship Between Employee's experience and Organizational Activities*

Organizational experience is directly impacted by employee experience. A healthy corporate culture, greater customer service, and increased company results are all influenced by contented, engaged staff.

• Similarly, an organization's culture, reputation, and operational practices shape the employee experience.

• Would you like a more detailed analysis or examples for either concept?

IV.   REVIEW OF LITERATURE

Perks are not the solution to employee engagement, according to Plaskoff (2017) in his study report on employee experience. An organisation needs to get to know each worker better and work with them to co-create experiences that show concern. While acknowledging that the process is just as vital as the final product, if not more Therefore, it needs to adopt a broad and comprehensive perspective, address the immaterial elements of administrative lifecycle and use technology to help make them tangible, experiment and iterate, and come up with solutions naturally.

Itam and Ghosh (2020) argue that experimental organisations must restructure their people management strategies to accommodate multigenerational personnel. Corporate success is significantly impacted by notion of maintaining employee's experience as a key issue in strategy development in a number of ways. Examining idea of employee experience in a modern context was main goal of this article. Three most important aspects of the employee experience were, digital world, human experience and the physical environment, according to the study's analysis of the four-phase research process. In addition to increasing employee satisfaction and productivity, operations management and the new strategy for creating a positive work environment also involve the workforce across generations and foster competition. Miriam (2020) noted in her research that the employee is becoming an increasingly significant strategic competitive component, and Employee's Experience is a notion that maximises employees' complete capacity. As literature demonstrated that providing employees with a

favourable experience and work environment has the potential to provide an edge over competitors. Ardianto (2020) stated in her research study that the work experience variable influences performance and that there is a positive and substantial influence between work experience and employee performance in the Quality Control Department of PT. Eunsung Indonesia. Additionally, PT. Eunsung Indonesia's Quality Control Department employees' performance is absolutely and significantly wedged by task. Yadav and Vihari (2021) in their research on employee experience disclosed that handling the personnel has been seen as a growing problem as the COVID-19 situation has increased public interest in how businesses treat their employees. The idea of employee's experience has become a best workplace proposal paradigm as we move from an economy built on services to an experiential economy, where time well spent takes precedence over time well saved. Work, not the workplace, is what experience is all about. EX wants the workplace atmosphere and procedures to be completely redesigned to accommodate employees rather than the other way around. The six aspects of the scales such as unity, vitality, well-being, accomplishment, inclusivity, and physical environment—were investigated and validated in this paper as both limited and dimensional events. Focus groups and open-ended surveys were used to examine six dimensions, and a closed-ended survey of 299 employees of multinational companies in India was used to validate the findings. The most recent construct that was suggested was validated through using modelling of structural equation. The EX scale's creation would aid practitioners and scholars in measuring EX empirically and its associations to different people and organisational factors. EX is the result of work, workplace culture, enabling technologies, flexible human resource policies and practices, and—most importantly—inclusive leadership, according to Panneerselvam and Balaraman's (2022) research. Employee engagement is determined by positive EX, started a "positive spiral" of engagement, culture, and organizational bottom line. According to Panneerselvam *et al.* (2022), form experience was influenced by inclusive leadership, flexible HR policies and processes, workplace culture and supporting technologies. Positive EX's effect on staff engagement led to a "positive spiral" of culture, engagement and company's bottom line. In the creation of EX, value and uniqueness have been viewed as new value propositions. In Kulkarni and Mohanty (2022), their study found that perceptions of empowerment, involvement, and enablement improve employee experience in the IT sector. The study's proposed approach for designing employee experience applied to other businesses in the service or manufacturing sectors. More pillars found added in response to unique requirements and changing organisational contexts. This model can also be used to a specific target section of employees based on the research needs.

In their study, Maharani and Febriansyah (2022) found a strong and favourable correlation between employees' involvement and their work experience. It was found that company's cultural environment which was divided into ten sub-aspects had biggest influence on employee engagement out of the three dimensions. The business's physical environment has been seen followed by technological environment and which has the least influence. Regular implementation of employee's experience initiatives reduced excessive staff turnover, improve employee engagement, and preserve experiences of the employees. According to Kulkarni & Mohanty (2022), the IT sector's employee experience is improved when employees feel empowered, involved, and enabled. The study's suggested approach for designing employee experiences can be modified for use in other manufacturing or service-related organisations. Additional pillars may be added in response to the particular requirements and evolving circumstances of the organisations. Depending on the needs of the study, this approach can also be applied to particular employee target segments. According to Grover & Chawla (2022), there are two main categories of backgrounds or determinants of employee experience: organisational and individual. The antecedents of staff experience found based on the body of existing literature, which also contained supporting literature for organisational and distinct antecedents of worker experience. Apart from providing a theoretical and practical definition of worker experience, the authors have separated the 46 factors that influence staff experiences from 28 journal papers into two categories such as person and organisational. It has been anticipated, thorough list of antecedents whether or not these have been empirically studied may help practitioners and researchers alike with application, study and theory development. According to Cornelius *et al.* (2022), HRM is based on the strong and convincing portrayal of a positive employer brand (such as employer of choice and top employer), where businesses go above and beyond to provide an engaging work environment. This argument holds that success of the whole employee lifecycle depends on well-organized management of the employee experience, from hiring and selection through retention, training and development, promotion and exit as well. The conventional wisdom holds that an employer's choices have the power to regulate an employee's experience and to offer or to deny it. Employers may see employee's experience as a straightforward way to achieve a condition of balance where both parties benefit. To put it another way, from the standpoint of critical, practise theory-based thinking, employee's experience has been seen never about a set of predetermined benefits offered by the businesses. According to a study by Balushi *et al.* (2023), organisational performance is statistically significant at the 5% level and has a stronger correlation with facets of the digital employee experience, including leadership support, technology accessibility, training availability, organisational culture, work environment, and digital tool usability. Most respondents were either satisfied or had mixed feelings about their digital

experience. According to Abdullah (2023), good experience characteristics such as "duration of experience, communication, and relationship" have a favourable impact and play a significant part in increasing employee appointment. In order to boost employee engagement, study seen utilising positive employee experiences, which can be achieved by participating staff members in a variety of tasks, projects, and activities to obtain greater work experience, implementing an open-door policy throughout the organisation to ensure that employees communicate with their managers, and periodically evaluating employee satisfaction.

In their study on employee experience as a disruptive engagement method, Mohanty & Kulkarni (2023) noted that, in contrast to an intervention, which concentrates on resolving a particular issue pertaining to employee engagement, an employee is complete. The organization-employee connection is the cornerstone of all employee experience initiatives. The organisation and the employee must work together to foster and strengthen the partnership, just as in any other relationship. Employees will comprehend the why and how of the interventions and react favourably as a result of organisations' efforts to understand their requirements and desires in order to deliver an exceptional employee experience at the appropriate touch points. Building an exceptional employee experience is a shared duty between a business and its employees. Lee and Kim (2023) discovered that while knowledge of technology had no discernible effect on organisational commitment as cultural and physical experiences have. Through, use of mental health and job satisfaction as mediators, the study discovered that employee experience positively impacted organisational commitment. It also shows that mental toughness affects how employee experience affects the dedication of the organisation. The results show that improving job happiness and emotional health through employee experience management can increase organisational commitment. Therefore, it is essential to comprehend how mental toughness develops in individuals. In order to enhance employees' well-being and loyalty to the company, this study highlights the importance of considering their physical, technological, and cultural experiences. In their study, Harlianto and Rudi (2023) found that the cultural context had a positive and noteworthy impact on worker performance. The study also discovered that neither the technological nor the physical environment had an impact on employee performance. Additionally, not each and every driver of the employee experience such as the physical, technological, and cultural environments on employees performance. It was concluded that the cultural environment significantly improved employee performance after analysing the main factors influencing employee experience and how each factor affected performance. In their research, Keshari and Sushil (2023) discovered that employee experience (EX) is the new reality in today's HR industry. It is a "active strategy" for attracting and retaining the greatest minds within the organisation. Instead of simply observing organisational

employee experiences, they should be well-defined and developed. In today's post-pandemic environment, improving employee experience is critical to unlocking workforce growth and productivity. EX is intimately tied to the customer experience (CX). The notion of personalised employee experience should be developed to suit the expectations of the entire workforce (office + WFH). Managers should seek regular input to improve efficiency and maximise production. If organisations want engaged employees, they should first focus on employee experience. Recent developments in employee experience necessitate that organisations modify their methods for supporting both office-based and WFH employees. This study aims to improve employee EX in order to increase job satisfaction and productivity at work.

In their study, Malik *et al.* (2023) observed that in a supply-side labour market, workers are drawn in by higher pay, benefits, and cultural elements that promote work-life balance, employee autonomy, and well-being. Employees who perceive a lasting value in their affiliation with the company will fare well if the organisations are able to handle these fundamentals through values, human, physical and digital range. According to Meybodi *et al.* (2024), employee experience has been propounded as a crucial issue in the field of human resources because it has a significant impact on individuals, organisations, communication, life, satisfaction, performance and even their decision to stay or leave an organisation. Given the nature of municipal operations and the mutual interaction between the organisation and its inhabitants, diversity management seen as vital instrument that enabled all employees to reach their full potential. Bring new ideas and pay attention not only to ordinary job operations, but also to innovative ways, researching, expanding and supporting their adoption in the team. Thus, growing usage of cross-functional and virtual teams in the workplace through work experience frequently necessitates connecting people from various cultures, backgrounds, and perspectives. In their research, Mohanraj *et al.* (2024) discovered that employee engagement is a topic that is gaining traction among employers across industries. Understanding the desires and needs of employees is critical for organisations looking to increase revenues. A favourable employment or organisational experience helps you become a better employee. Prioritising employees' psychological well-being not only improves work output and efficiency, but also increases job satisfaction and commitment to the organisation. Making focus on variables such as physical, technological and cultural experiences might help to improve employees' psychological well-being.

According to Basar's (2024) research, an employee's experience encompasses traits including career-focused human resource (HR) practices, organisational identity and progress, and supervisor support and affiliation. These traits are all positively correlated with employee enthusiasm. The study also looked into how employees' good affect might moderate the relationship between these dimensions and found that there

was a positive correlation between them. Through this research, Singh & Shakya (2024) encouraged future researchers to investigate differences in employee knowledge and the factors that contribute to them. Understanding and controlling employee experience according to the nature of work and the workplace can be beneficial for practitioners and businesses. Managers are able to highlight the employee experience in organisations thanks to the insights. Additionally, the researchers have tried to bring back ideas like involvement and alienation. Instead, in order to prevent proliferation, researchers concentrated on their similarities and contrasts. According to the author, managers can highlight the employee experience in businesses by using these insights.

In order to summarise data from correlations through an effect size estimate, Porkodi *et al.* (2024) performed a meta-analysis on 19 research articles with 52 samples. They found that communication, HR strategies and policies, organisational performance, happiness among workers, superior support, work-life balance, and job satisfaction are all positively correlated with employee experience. The various factors necessary for the long-term growth of the company are significantly impacted by employee experience. We therefore come to the conclusion that the strategic initiatives need to be reformulated with the organization's many employee-related factors as a primary consideration.

Vereb *et al.* (2025) in their research found that employees' well-being, commitment, job happiness, and high levels of individual performance all had an impact on organisational performance and success. This grouping of components is not all-inclusive, though, and in practice, it is usually not necessary to fully understand the intricate and subtle relationships between administrative variables. All of these factors, however, influenced by a positive work experience. Our experience and understanding indicate that the goal of management is to establish a satisfactory degree of satisfactory employee experience that can reinforce the variables describing employee attitudes in a way that is advantageous to the organisation, rather than to strengthen the variables describing employee attitudes individually based on comprehension of specific relations reported in the fields of management and determined for the sake of just one study. In their research, Mohanraj *et al.* (2025) discovered that employee engagement is a topic that is gaining traction among employers across industries. Understanding the desires and needs of employees is critical for organisations looking to increase revenues. A favourable employment or organisational experience helps you become a better employee. Prioritising employees' psychological well-being not only improves work output and efficiency, but also increases job satisfaction and commitment to the organisation. Additionally, focussing on variables such as physical, technological, and cultural experiences might help to improve employees' psychological well-being.

V. RESEARCH GAP

For a thorough literature assessment, previous research books and a number of databases have been consulted. There is a tone of research on the various aspects related to change and what is importance of studying employee experience on organizations in India. There is not a lot of work on this issue specially from Indian context. Therefore, there is gap in research. Accordingly, the very topic has been selected for knowing the influence of employee experience on organizational function in India.

VI. METHODOLOGY OF THE STUDY

The primary goal of the research was to know the influence of employee experience on functional activities of organizations from Indian Perspectives.

➤ *Objectives of the Study*
Accordingly, following objectives have been formulated:

To Study Influence of employee experience on functional activities of Indian organizations.

➤ *Research Design*
Research design is to be called the blue print for a study which basically comprises of various techniques regarding which and how required information is collected by using an appropriate method of investigation efficiently. Since, the study is conceptual in nature, so the methodology used in the study is based on reviewing various research studies, articles, dissertations (Published/unpublished), text books by various authors in different geographical areas. Accordingly, interpretations have been drawn and conclusion has been made.

VII. FINDINGS/CONCLUSION

Staff experience and organisational commitment are mediated by psychological well-being and job satisfaction. Employee engagement was determined to be most influenced by the company's cultural environment. Relationships, communication, and experience all have a positive effect and are important factors in raising employee engagement. Employee dedication, well-being, and job happiness, as well as outstanding individual performance, all have an impact on organizational performance and success. Additionally, the IT sector's employee experience is improved by the notion of empowerment, involvement, and enablement. Both the good and negative aspects of employee experience on organizational functions were captured in different ways by the notions of engagement and alienation. Understanding and it might be advantageous for professionals and businesses to regulate employee experience in accordance with the type of work and the workplace. Perks are not the solution to employee engagement, according to studies on employee

experience. In order to care for each employee, a company needs to get to know them better and work with them to co-design experiences. The relationship between the organization and the employee has been viewed as the cornerstone of all employee experience initiatives. The organization and the employee must work together to foster and strengthen the relationship, just like in any other relationship. Better pay, perks, and cultural elements that support worker autonomy, wellbeing, and work-life balance are what entice workers to leave. Workplace culture, permitting skills, adaptable HR policies and procedures leadership found as factors that contribute to EX.

Accordingly, Objective of the Study *"To Study Influence of Employee Experience on Organizational Functions in India"* has been achieved.

VIII. RECOMMENDATIONS FOR FUTURE RESEARCHERS

After the discussion outlined above, it was found that one of the most important aspects of organisational operations is employee experience. As a result, it is advised to use surveys or one-on-one meetings to gather, retain, and provide feedback on experienced employees. Make sure that expectations and goals are communicated clearly. Encourage an inclusive and acknowledging culture. Employees should have access to the proper resources, instruction, and professional development opportunities. Prioritise the well-being of your employees and establish a position.

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