NATIONAL INSTITUTE OF PERSONNEL MANAGEMENT

KARNATAKA CHAPTER

★ ESTD 1960 ★

"Improving Employee Experience : Driving smart decisions with smart tools"

Employee Experience

Physical experience

Digital experience

Cultural experience

- Productivity
- Performance
- Employee retention
- Profitability
- Customer satisfaction
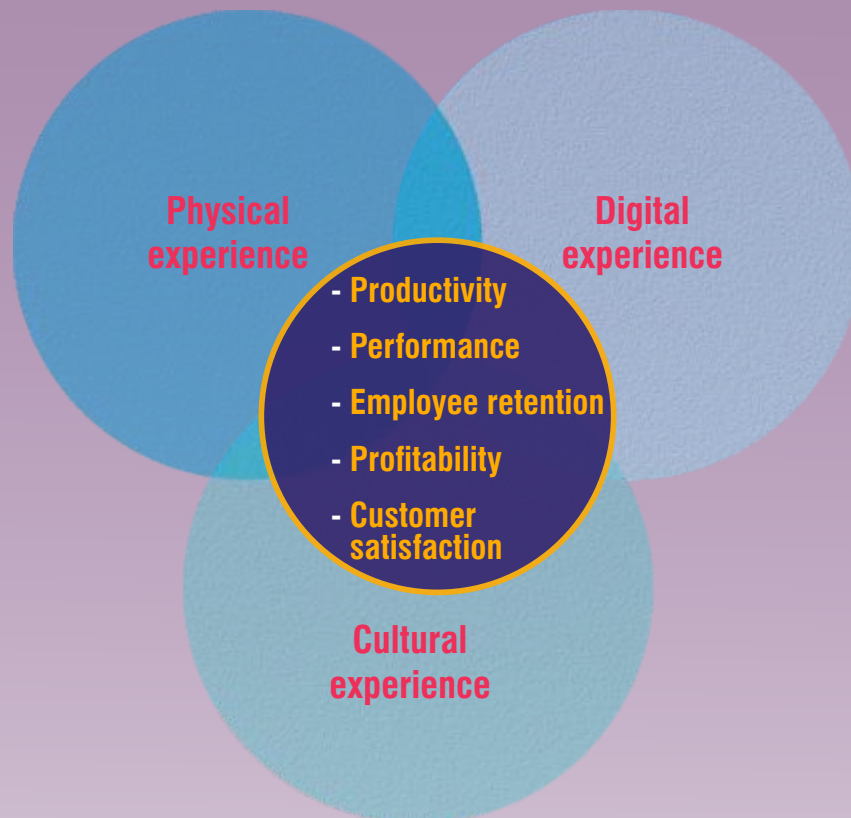
Importance of Technology Integration

01 Increased Efficiency

02 Improved Customer Experience

03 Enhanced Data Analysis

04 Competitive Advantage

Digital Employee Experience (DEX)
Today DEX is more important than ever

Training

Collaboration & Communication

Human resources

DEX

Productivity & Workflow

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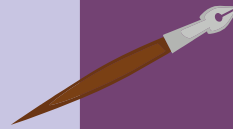**CSR** -Design, Identify and Support Corporate for CSR Initiatives.

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Quarterly Publication of National Institute of Personnel Management – Karnataka Chapter

KARNATAKA CHAPTER
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CHAIRMAN'S MESSAGE

Dear Members of NIPM KC,

One more successful year completed for NIPM KC. In last one year we organised programs to enrich their experience and add value to their professional need. Keeping people wellbeing in mind we came up with variety of evening lecture sessions, training programs on HR and IR subjects. We installed 5 student chapters and published 4 valuable issues of "Human Resource". Now, the first issue of the financial year is in your hand, with a timely theme – Improving Employee Experience: Driving smart decisions with smart tools".

As we navigate through the evolving landscape of our industry, one thing remains constant: our commitment towards enhancing the experience of every member of our workforce. At the heart of this commitment lies our belief in leveraging smart tools to empower smart decisions, thereby fostering a workplace where innovation thrives and potential is maximized.

Imagine a scenario where our employees, armed with intuitive and insightful tools, can navigate challenges with unprecedented clarity and efficiency. This vision came to life recently when one of our teams faced a critical decision point during a complex project. With the help of advanced design tools and real-time data visualization through some analytical tools, they were able to provide business trend for next 10 years to customer and anticipated growth outlook and tools needed to manage it, well before they became apparent. This not only enabled them to pivot swiftly but also to deliver a solution that exceeded expectations.

This story exemplifies the power of integrating smart tools into our everyday operations. By investing in technologies that enhance collaboration, streamline processes, and provide actionable insights, we not only improve operational efficiency but also elevate the overall employee experience. When our teams feel supported by robust tools that amplify their capabilities, they are empowered to innovate boldly and contribute meaningfully to our collective success.

As we look to the future, our focus remains steadfast on harnessing the potential of technology to drive positive change. By continuing to invest in cutting-edge tools and empowering humans to augment their creativity, empathy, and problem-solving skills in exceptional ways, leveraging these technological advancements, we ensure that every member of our team has the resources they need to thrive in a dynamic marketplace.

I am immensely proud of the dedication and resilience each of you demonstrates every day. Together, let us embrace this journey towards enhancing our employee experience through smart decisions powered by smart tools. Together, we will continue to innovate, inspire, and achieve new heights of excellence.

Thank you for your unwavering commitment and support.

Happy reading to all of you..................

Warm Regards
A. U. Dinesh
Chairman – NIPM-KC

Dear Readers,

In today's ever-evolving workplaces, the key to nurturing our employees lies in harnessing the power of smart tools. This edition, "Improving Employee Experience: Driving Smart Decisions with Smart Tools," explores how these technologies can revolutionize the way we support our teams.

From predictive analytics that anticipate needs to intuitive platforms that streamline workflows, each article in this issue highlights the transformative impact of smart tools. It's not just about adopting the latest technology; it's about using these tools intelligently to create environments where employees feel empowered and valued.

By leveraging these tools effectively, we can boost efficiency, foster innovation, and cultivate a workplace culture that thrives on collaboration and growth. Throughout this issue, you'll find practical insights, case studies, and expert perspectives aimed at helping you harness the full potential of smart tools in your organization.

In this issue, you'll find stories, expert advice, and practical tips to help you bring positive changes to your workplace. Whether you're in HR, leading a team, or running your own business, our goal is to give you ideas that you can use right away.

Let's embark on this journey together to build workplaces where every decision we make is guided by the goal of enhancing the employee experience through smart, strategic use of technology.

We welcome feedback from our readers to nipmkc@gmail.com.

Happy reading!

With my kindest regards,
Dr. Leena S. Guruprasad
Chairperson – Editorial Committee

Improving Employee Experience :
Driving Smart Decisions with Smart Tools

Naveen Karthik R – Manager HR – Autonomous Mobility – Continental Automotive India. A dynamic HR professional with over a decade of experience in leading strategic HR initiatives. Demonstrated ability to propel organizations to success through effective transformative change. Proficient in establishing People and HR strategies, functions and programs that drive sustainable business growth while simultaneously focusing on engaging, developing, and retaining top talent. Worked with: HCL Technologies Ltd and KPIT Technologies.

Abstract

In today's rapidly evolving business landscape, enhancing employee experience has become a crucial objective for organizations aiming to drive smart decisions and foster a competitive edge. This paper explores how smart tools can be leveraged to improve employee engagement, create a digital employee experience, co-create work environments, empower innovations, and integrate technology seamlessly into daily operations. By examining these sub-themes, we provide a comprehensive overview of strategies and practices that organizations can adopt to enhance the overall employee experience.

Keywords

Employee Experience, Smart Tools, Employee Engagement, Digital Transformation, Co-creation, Innovation, Technology Integration.

Introduction

In the digital age, the focus on employee experience has intensified as organizations recognize its direct impact on productivity, Employee satisfaction, and Talent Retention. Smart tools, encompassing a range of digital technologies, play a pivotal role in shaping the modern workplace. This paper delves into how these tools can drive smart decisions by improving various facets of the employee experience.

Encouraging Employee Engagement

Employee engagement is a critical factor in organizational success. Engaged employees are more productive, committed, and likely to contribute to innovative solutions. Smart tools facilitate engagement by providing platforms for communication, collaboration, and feedback. Tools such as social intranets, employee rewards & recognition software, and real-time feedback mechanism systems create an environment where employees feel valued and connected.

Implementation of a Social Intranet

Companies implementing a social intranet to enhance employee engagement. The platform enabled employees to share ideas, recognize peers, and participate in company-wide discussions. As a result, the companies are observing increase in employee engagement scores and a notable improvement in collaborative workforce.

Digital Employee Experience

The digital employee experience encompasses all the digital interactions an employee has with their workplace. Smart tools can streamline workflows, reduce administrative burdens, and provide intuitive access to resources. By enhancing the digital experience, organizations can improve efficiency and job satisfaction.

AI-driven Onboarding Process

Organizations can revamp their onboarding process by integrating AI-driven tools that personalizes the onboarding journey for new hires. This approach not only reduces the time required to onboard new employees but also ensures that they experience a positive and engaging experience from day one.

Co-creation of Work

Co-creation involves employees actively participating in designing their work environment and processes. Smart tools facilitate co-creation by providing platforms for idea sharing, collaboration, and feedback. This approach fosters a sense of

ownership and aligns work practices with employee preferences.

Collaborative Workspace Design

Companies can adopt to a co-creation approach to design its office space. We can seek Employees ideas through an online platform, and the most popular suggestions can be implemented. The new workspace, designed with employee's inputs, would result in higher satisfaction, and improved team dynamics.

Empowering Innovations

Innovation is the lifeblood of modern organizations. Smart tools can empower employees to innovate by providing access to resources, fostering collaboration, and enabling rapid prototyping and testing of ideas. Tools such as innovation management software and virtual labs are instrumental in this process.

Virtual Innovation Lab

Organizations can establish a virtual innovation lab where employees could collaborate on new product ideas. The labs provide access to market data, prototyping tools, and mentorship from industry experts. This initiative would lead to the development of several successful new products and services.

Technology Integration

Seamless technology integration is essential for maximizing the benefits of smart tools. Organizations must ensure that technology is user-friendly, interoperable, and aligns with business objectives. Effective technology integration enhances productivity and minimizes disruptions.

Integrated HR Management System

Organizations can integrate its HR management system with other enterprise tools, creating a unified platform for managing employee data, payroll, performance reviews, leave, time management, learning and development. This kind of integration streamlines processes, reduce redundancies, and provide employees with a single point of access for all HR-related activities.

Conclusion

Improving employee experience through smart tools is a multifaceted approach that requires careful planning and execution. By encouraging employee engagement, enhancing the digital employee experience, co-creating work environments, empowering innovations, and ensuring seamless technology integration, organizations can drive smart decisions and achieve sustainable success. The ideas provided in this paper highlight the practical applications and benefits of leveraging smart tools to enhance the overall employee experience.

"**Employee experience has become a critical element of the work experience as employees believe (find meaning), become (learn and grow), and belong (connect with others). Employee experience is a lead indicator of customer experience and investor confidence.**"

- By Dave Ulrich, Co-founder & Principal, The RBL Group

Roli Thakur is a competence professional with 25+ years of experience in India and internationally. Roli has been into NLP techniques since 2008 and a trained coach since last few years. Now Roli is a competence consultant and Coach working with Indian and international clienta for the entire range of competency Development.

Once upon a time, in another life, As an observer, I was through a leadership Workshop for young Managers and projects leads. I was on a table with young, talented Engineers and project managers. One of the modules in that workshop was about coaching. The super energetic Facilitator explained the concept and gave a model to follow and then it was time to practice. As they took turn in practicing with simple situations and tried to grasp the concept, one of the young engineers insisted to take a complex work place situation which is resulting in his 'dis-engagement'. As each member took turn to coach without any breakthrough it was clear that it went into what they call a loop, a loop of collective despair. And they almost concluded that this is one of those problem that cannot be solved with Coaching. I was a silent spectator, till a lady in "coach role" decided to throw the challenge at me. And it took few questions and the young man changed his posture and then his stand and rephrased the initial question and they started all over. During de-briefing they shared with the bigger group that coaching really works, however it takes skills and a calm mind and that now they will opt for Coaching.

Take 2 – another such workshop and practice sessions were going on. Managers were going through the roller coaster of emotions and cross roads whether Coaching works or not, an young person from the Production exclaimed "aha, now I know what my manager does whenever I go to him with a problem" and was laughing and explained that "so far I was thinking what a boss I have, he never gives solution, I will only have to find solutions". This was one of those organisations where managers are expected to have basic coaching skills. They are trained to coach their team to find solutions, find innovative ways to handle "work problems", to look for references and so on. And it worked wonderfully – employees were happy that they have power and they are heard and they are contributing. As a result it was overall an vibrant organisations where employees felt they are empowered to find solutions, believed that there are ways to do things, they challenged each other, they supported each other and so on. Overall they were relaxed.

And I can visualise a few of nodding your heads in agreement, some of you are trying to recollect similar instances, a some just writing it off and that may be "coaching" works but not always. Before we delve into scenarios whether it works or not in all situations, lets see another situation.

Take 3 – In another country, another culture, there was a manager, a profit center head, second in the country who was almost a perfect leader and was respected by all – seniors and juniors, customers and suppliers with always a catch because she always managed to ruffle too many feathers the wrong way, that she is rude, she is aggressive and so on. And what you hear in such cases is that "he/she has an attitude" (the word itself can be an article, but some other time) and replacements were being considered till a person (her manager) asked HR team to look for a Coach for her. And rest is history – the lady now is being groomed for taking over leadership for the country. Speak to any coach and you will get to hear many such tales. And there is an aura about Coaches which is mystified, super humans. They know all and they give solutions, they are experts, they are gurus. Not really. Many Coaches also have coach. So what does Coaches do actually – they don't have solutions. Coaches does not a silver bullet so to say and definitely coaching does not give result like 2 minutes noodles. More often it takes many session to address the situation. What coaches do is assist

important find their own solutions. Coaches are there to challenge - albeit positively – the assumptions, the preconcepts, the very thoughts that stops the "person" to find his own "unique" solution which they can implement, they can measure and most willing and is in line with their own value system and personality. This is the most important aspect – own solutions which the coachee owns up and puts an effort to make it successful.

Does it mean it works always – well probably by now you know the answer,   there are certain conditions the most important being the willingness of the "prospective Coachee" to be coached and coachee puts an effort to try things and implement his/her own unique solution. Another common myth is that Coaching is only for people who have some situations – nothing can be farthest from truth. Everyone, benefits from being coached. Some benefits are tangible and some are intangible, whatever is the case organisations always have positive impact with employees being empowered, happy and engaged.

And the usual question is always what about the Return on Investment of Coaching. In one word – RoI on coaching is easy to see and present. Consider Cost of recruitment, cost of Training new person, time it takes to align a new person to the new culture & process, are few parameters which can be saved if we can retain & engage an existing employee, increase their productivity are some of tangible benefits. Some other not so obvious benefits are business Continuity which get adversely effected by resignation which more often than not results in loss of knowledge which has significant impact on services.

Take a minute to ponder how much time you spend on things because employees are not engaged, cannot find solution on their own, there are conflict and so on. And recall the that you need to spend more time on and value addition you can do with the time saved in strategizing, improvements, innovations, the big plan that you have dreaming of.
 I will sign off leaving you this thought as probably you have already started drawing a plan.

"There are only three measurements that tell you nearly everything you need to know about your organization's overall performance: employee engagement, customer satisfaction, and cash flow… It goes without saying that no company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it."

- by Jack Welch, Former CEO and Chairman of General Electric

Digital Employee experience with ATS tool
– A Case study

This is **Mohamed Thowfeeq** working as Talent Acquisition Manager at Continental AG, Bangalore. A dedicated professional with proficiency and knowledge in end-to-end recruitment; expertise and leadership in talent assessment; and passion and drive to recruit success in automotive (ADAS) autonomous and cloud smart mobility.

Abstract:

An applicant tracking system (ATS) is software that manages the recruiting and hiring process, including job postings and job applications. It helps to provide the right candidates to the organization's growth and sustainability and making the transparent process with the employee referral process. The term applicant tracking system is widely used, and an ATS is considered an important subset of a recruitment management system.

What is ATS?

An applicant tracking system (ATS) is a powerful tool designed to enhance candidate tracking throughout the entire recruitment process. To manage your end-to-end recruitment right from talent search to onboarding your new hire. In simple terms, ATS is a software system that's designed to automate and simplify the hiring process for HRs and organizations.

You can take it as a centralized hub for managing all your job applications and the entire hiring process.

How the applicant tracking system process works in employees experience?

An ATS helps an organization to manage each step of the hiring process, from writing the job ad to making an offer. This includes integrating with major job boards to streamline job postings, organize applications and allow candidates to create profiles. The ATS keeps track of all the activity that takes place around a candidate.

At the same time, this ATS tool integrating with internal platform as well. Like internal location news, SharePoint page and company career page.

Can Simplify the process with employee experience?

Of course. You can publish it through the ATS tool or the SharePoint interactive platform. So that we can provide quicker responses to all the referrals, irrespective of whether they are suitable profiles or not. Without doubt this will show transparency and a smooth process.

It enables HR professionals to simplify the whole recruitment process by allowing them to operate it all from one platform.

How Define your ideal candidate?

To brighten up the employee referral program more with a streamlined process, enhanced bonuses, all information in one place (like an interactive platform), and special rewards are included. So that employees can access the referral details at the right time with the right candidates to make a successful referral.

How do you Promote and celebrate the employees through ATS?

Yes, it is always exciting. It is supposed to promote all the successful referrals to the open forum within the organization and thank them by email for their efforts. The reason behind employees is to bring in relevant experience candidates for the relevant projects. This will help the organization's growth and sustainability.

What Benefits the employees gain from Using an Applicant Tracking System?

Successful Referral: The key motive factor is recognition and reward. At the same time, we should encourage the employees to receive the special reward (along with an incentive) for the maximum number of successful referrals. And we can offer double incentives for diversity hiring or niche skill hiring. This will help during the volume of hiring for critical requirements and on-time referral incentives.

Anytime and anywhere, referrals are always the key strength of any organization. This is to bring in a high conversation ratio from the offer to the onboarding stage and get more passive job seekers. And the employee referral program is one of the best recruitment channels.

Digital Employee Experience with Application of Artificial Intelligence in Hospitality Industry

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She has 20 years of teaching experience in HR and OB. She completed her Post Doc at IIM Calcutta. She authored 37 research articles, 13 book chapters and one book. Also, she attended various national and international conferences. She had also worked with funded projects from various government institutions.

Introduction

In many countries hospitality industry is critical to economic success. Hospitality services are primarily focused on the provision of food, drinks and lodging and can take place in both commercial and non-commercial establishments. The hospitality industry includes hotel sectors, tourism sectors, food and beverage sector and meeting event sectors. Since the hospitality industry is based on human services, it is heavily reliant on representation and customer reviews. Furthermore, innovative technology can put the employee and customer point of view at the center of operations.

At present Digitalization 4.0 in hospitality industry is leading the employees in the sector. The primary purpose of digitalization in hospitality industry is to give needed service process to guest. This indeed changed the leadership and work of the employees serving in the hotel industry. With this application of digital process, the guest would feel more comfortable and as well as change the employee work experience well. As a result, the hospital industry is having a positive output with digitalization application.

AI in Hospitality Industry

In the age of digitalization, artificial intelligence (AI) adoption is essential in hospitality industry. Since its inception, it has provided numerous opportunities and challenges to hospitality industry. Many AI powered technologies have been developed with the potential to improve the economy by raising people's living standards. The hospitality industry these days faced a highly competitive environment, which is saturated with new technologies, customers who expect superior service, serve as a significant source of innovation and are constantly confronted with the challenges of rising costs.

With the implementation of AI, the digital experience of employees working, employees' activities of the system and modelling of the services has been changed in hospitality industry. With AI, the integration of mobile devices into the work process is more inevitable. Pricing, communication between the employees and customers is taken place with the form of AI-driven mathematical control mechanism. And moreover, with the development of block chain technology enabled the hospitality industry to achieve new optimization of services among employees. Digitalization will be the technology of communication and control as part of the daily process in the hotel and will drive (increase) or slow down the value of a hotel brand and its hotel market.

Technological innovations such as AI powered technologies are expected to enable business in the digital economy to transition to more digital ways of working managing, organizing and facilitating change in various organizational processes. Moreover, hospitality industry is evolving at a rapid pace, aided by technological advances in AI. AI is used to enable service innovation in the delivery of personalized services in the hospitality industry as AI powered smart services and robotics, such as AI based chatbot technologies are sued to support human intelligence and physical capabilities. And also, AI technologies to deliver series in the hospitality industry has a significant impact on employee productivity. Overall, AI service quality significantly impact on employee productivity. AI service quality contributes to employee service quality and facilitates better understanding of AI technologies and also employee contribution, employee engagement, commitment and their service quality.

Impact of AI in Hospitality Industry

Modern Technological application such as AI and Robotic technologies are widely used in the hospitality industries, including hotel businesses, tourism businesses, food and beverage businesses as well as meeting and event businesses. Moreover, the advancement of AI and robotics, combined with increased digital connectivity and has impact on all business including hospitality. Companies utilize these advanced and smart technologies to improve operational processes, reduce costs as well as enhance employee experiences and propose new ones. AI in point of sale systems can reduce employee theft and steal in food and beverage businesses such as cafes and restaurants. It is helpful in reducing human errors and blunders bust also to provide predictive insights into the future. Thus, AI and automation services have the potential to not only reduce human errors and blunders but also to provide predictive insights into the future. Therefore, AI provides several opportunities for the hospitality industry to enhance their daily operations and their long-term strategies as well as ensure that their employees receive consistent quality.

Risks Involved by AI

The implementation of intelligent automation carries risks such as low-tech jobs, loss of control, due to robot autonomy, as well as safety, security and privacy concerns. Furthermore, some tourism and hospitality businesses are concerned about the risks and security of implementing AI due to their accessibility and consistency. Example AI

assisted robots have a certain level of autonomy, insufficient communication between a robot and a human may result in robot behavior that is not controlled by a human compromising worker safety. And there might be a risk of workers mental health deterioration in a new threat associated with the presence of AI assisted robots in the workplace. Workers may become stressed as a result of the possibility of losing their jobs or having the quality of their work monitored by robots which may result in competition between human workers and technology. Moreover, AI systems can be vulnerable to security and privacy threats like hacking. Hence AI poses few risks also along with advancement.

Conclusion

Though there are few challenges and risks with the application of AI technologies, employee point of view is kept at center of operations. AI technologies implementation can improve employee experiences with the reduction of work stress. And moreover, hospitality industry is globally generating $ 8 trillion revenue and employees 300 million people accounting nearly 11% of global GDP and one out of ten jobs with more jobs expected to be created in the coming years due to its projected steady growth.

Reference

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> "By putting the employee first, the customer effectively comes first by default, and in the end, the shareholder comes first by default as well."
>
> **- by Richard Branson, Founder of Virgin Group**

ARPITHA M.P. , An accomplished academician who has 11 years of Experience in Management teaching and imparting quality education through training and research. She was associated with prestigious institutions like Nitte Meenakshi Institute of Technology, Sir M Visvesvaraya Institute of Technology and MVJCE. She has delivered an International Training Programme on "Creating Global Teachers with Best Online Teaching Approaches and Strategies" for Teachers in Kalimantan Selatan Region, Indonesia and has been a part of many training programs and webinars on Verbal ability, Reasoning and Business communication.

"Whenever I'm bored, I can always find something to do on my phone"- says a Generation Z teen.

It is always said that the outlook and psyche of an individual depends on the generation they are born in!! Succeeding the Millenials, a new and exuberant Generation that is born after 1996 and expects *Wifi and 4G as a basic need.* The Generation that is more racially and ethnically diverse than any previous generation, and are on track to be the most well-educated generation yet. They are also digital natives who have little or no memory of the world as it existed before smartphones. They are "born online", trust the internet more than anyone else and see online identity as a true self-expression.

When everything in the society moved online due to Covid, Gen Z was not just fluent but deeply comfortable. As the pandemic has dragged on, Gen Z has been ready and able to harness the power of the Internet to organize, entertain and stay incorporated in each other's lives. Diversity doesn't even register with Generation Z. They have grown up in a diverse world and that's all they know. Neither race, sexual orientation nor religion are the identifying characteristics for them .They prefer independence, have strong opinions and want the society to hear them.

The Core Characteristics of Generation Z :

» Diversity is their norm.

» They are our first "digital natives"

» They are pragmatic and financially-minded.

» They love to travel.

» They're prone to anxiety.

» They shape culture through social media.

» They are shrewd consumers.

"Generation Z expects wifi and 4G as a basic need, the same as an expectation of running water and electricity for older generations. "

Members of **Gen Z** are more racially and ethnically diverse than any previous generation, and they are on track to be the most well-educated generation yet. They are also digital natives who have little or no memory of the world as it existed before smartphones.

Some of the measures that organizations today adopt to help Gen Z succeed on the job and keep them engaged and motivated are:

» Respect their independence.
» Provide them growth and challenging opportunities.
» Recognize their hard work.
» Fostering diversity & inclusion.
» Including them in decision making.
» Flexible work timings.
» Shift from regular presence in the office to work from wherever u wish to.
» Autonomy rather than deadlines.
» Work-life Balance and Flexibility at Work.
» Feedback Culture in the Workplace.
» Mental Health and Well-being.
» Scope of Learning & Development
» Cultivate a Purpose-Driven Workplace.
» Provide Continuous Learning Opportunities
» Effective Communication.
» Coaching & mentoring.
» Career exploration.
» Focus & productivity.
» Promotion, Development, and training opportunities

How do Gen Zs prefer to be communicated with?

Social media **8%**

E-mail **11%**

Phone **14%**

Face-to-face **43%**

Text **24%**
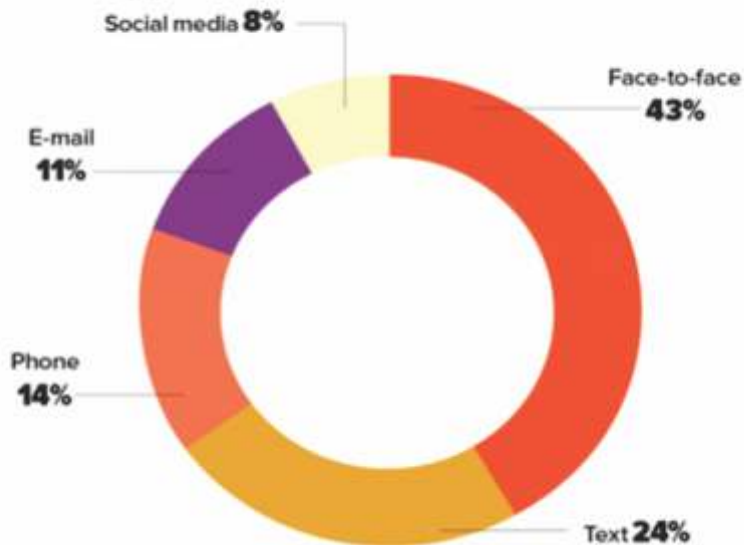
Source: XYZ University.

Given how socially aware and concerned the Gen Z are, Generation Z seeks jobs that provide opportunities to contribute, create, lead and learn. "One of the best ways I have seen leaders engage with Gen Z is to ask them how they would build a product or service or design a process," Carney says. "Gen Z has some amazing abilities to bring together information, process it and take action. When we do allow them to share ideas, great things happen."

"Treating employees benevolently shouldn't be viewed as an added cost that cuts into profits, but as a powerful energizer that can grow the enterprise into something far greater than one leader could envision."

- by Howard Schultz, former CEO and Chairman of Starbucks Coffee

Manasa M.

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Introduction

In today's competitive business environment, Indian multinational companies (MNCs) are increasingly focusing on enhancing employee experience as a key driver for organizational success. By leveraging smart tools and technologies, these companies aim to create a more engaged, innovative, and productive workforce. This article explores how encouraging employee engagement, enhancing the digital employee experience, co-creating work processes, empowering innovations, and integrating technology can transform employee experiences in Indian MNCs.

Encouraging Employee Engagement

Employee engagement is crucial for retaining talent and ensuring productivity. Indian MNCs like Tata Consultancy Services (TCS) and Infosys have implemented various strategies to boost engagement. For instance, TCS's "Maitree" program fosters a sense of community through cultural, sports, and social activities. This initiative not only enhances employee morale but also promotes collaboration and teamwork.

Employee engagement is crucial for retaining talent and ensuring productivity. Indian MNCs like Tata Consultancy Services (TCS), Infosys, Wipro, HCL Technologies, Mahindra & Mahindra, and Reliance Industries have implemented various strategies to boost engagement.

For instance, TCS's "Maitree" program fosters a sense of community through cultural, sports, and social activities. This initiative not only enhances employee morale but also promotes collaboration and teamwork. Similarly, Infosys has developed a comprehensive employee engagement framework that includes regular feedback sessions, career development opportunities, and recognition programs. By providing platforms for employees to voice their opinions and contribute to decision-making, Infosys has successfully created a more inclusive and engaged workforce.

Wipro emphasizes continuous learning and upskilling through its Wipro Digital Academy, which empowers employees to keep pace with industry advancements. HCL Technologies focuses on a unique "Ideapreneurship" culture, encouraging employees to innovate and take ownership of their ideas, fostering a sense of entrepreneurial spirit within the company.

Mahindra & Mahindra prioritizes employee well-being and work-life balance with initiatives like "Rise for Good," which includes health and wellness programs, community service, and sustainability projects. Reliance Industries, on the other hand, has implemented robust mentorship programs and leadership development initiatives to ensure employees have clear career progression paths and growth opportunities.

By leveraging these diverse engagement

practices, these companies effectively enhance employee satisfaction, loyalty, and productivity.

Empowering Innovations

Empowering employees to innovate is vital for staying competitive in today's dynamic business environment. Indian MNCs are cultivating innovation by equipping their workforce with essential tools, resources, and support. For example, Infosys's "Zero Distance" initiative motivates employees to continually seek project improvements, fostering a culture of ongoing innovation.

Similarly, TCS's "Digital Reimagination Studio" gives employees access to cutting-edge technologies and platforms for experimentation and development of new solutions. In addition, Wipro's "Ideas to Execution" program encourages employees to pitch and implement innovative ideas, while HCL Technologies' "Ideapreneurship" platform empowers employees to take ownership of their ideas and drive them to fruition. By enabling employees to innovate, these companies are not only enhancing job satisfaction and engagement but also accelerating business growth, improving efficiency, and staying ahead in a competitive market. This holistic approach to fostering innovation is helping Indian MNCs lead in various industries globally.

Technology Integration

The integration of advanced technologies, including artificial intelligence (AI), machine learning (ML), and the Internet of Things (IoT), is fundamentally transforming the operational landscape of Indian multinational corporations (MNCs). This technological evolution is not only driving significant improvements in operational efficiency but also profoundly enhancing the overall employee experience.

Take Wipro, for instance. The company has developed and implemented "Holmes," a cutting-edge AI platform designed to automate a wide array of routine and repetitive tasks. By offloading these mundane tasks to an intelligent system, Holmes enables employees to redirect their time and energy towards more strategic and value-adding activities. This shift not only boosts productivity but also elevates job satisfaction among the workforce. Employees find their work more engaging and meaningful as they are no longer bogged down by monotonous tasks. Instead, they can contribute to innovative projects and strategic decision-making processes, thus feeling more valued and motivated in their roles.

Similarly, Infosys has made substantial strides with its "Nia" platform, which leverages the power of AI and ML to revolutionize employee learning and development. Nia is designed to provide personalized learning experiences, tailored to meet the individual needs and career aspirations of each employee. In an era where technological advancements are rapid and continuous, staying relevant is a constant challenge for employees. Nia addresses this by offering a dynamic and adaptive learning environment that helps employees upskill efficiently. This personalized approach not only enhances their competencies but also ensures they remain competitive and prepared for the evolving demands of the tech industry.

Beyond these examples, the broader impact of AI, ML, and IoT on Indian MNCs is profound. These technologies are facilitating smarter decision-making processes through advanced data analytics and predictive modeling. Organizations can now harness vast amounts of data to derive actionable insights, forecast trends, and make

informed strategic decisions with a higher degree of confidence. This data-driven approach is instrumental in optimizing various business functions, from supply chain management to customer service, thereby enhancing overall organizational agility and responsiveness.

Furthermore, IoT is playing a pivotal role in transforming operational workflows. By connecting devices and systems, IoT enables seamless communication and coordination across different parts of the organization. For example, in manufacturing, IoT sensors can monitor equipment health in real-time, predict maintenance needs, and prevent costly downtimes. In logistics, IoT can track shipments with pinpoint accuracy, ensuring timely deliveries and improving customer satisfaction. These capabilities not only streamline operations but also significantly reduce operational costs.

The integration of these technologies is also fostering a more collaborative and innovative work culture. AI-driven tools can facilitate virtual collaboration, breaking down geographical barriers and enabling teams to work together more effectively. Machine learning algorithms can analyze collaboration patterns and suggest optimal ways for teams to interact, further enhancing productivity and creativity. By leveraging these technologies, Indian MNCs are creating a more inclusive and engaging work environment where employees can thrive and contribute to their fullest potential.

In conclusion, the adoption of advanced technologies such as AI, ML, and IoT is ushering in a new era of operational excellence and employee empowerment for Indian MNCs. These technologies are not only enhancing efficiency and

productivity but are also transforming the employee experience by making work more engaging, meaningful, and aligned with individual career goals. As these technologies continue to evolve, their impact on the way Indian MNCs operate and their employees' professional lives will only grow, heralding a future where human potential is maximized through intelligent automation and continuous learning.

Case Studies

Tata Consultancy Services (TCS)

TCS's focus on enhancing employee experience is evident through its "Digital Workplace" initiative. This program provides employees with a seamless digital experience by integrating various tools and platforms. For instance, the use of AI-driven chatbots helps employees quickly find information and resolve issues, while collaboration tools enable efficient communication and teamwork across geographies. These initiatives have significantly improved employee satisfaction and productivity at TCS.

Infosys

Infosys has implemented several initiatives to enhance employee experience, including the "InfyMe" app, which provides employees with a one-stop solution for all their needs, from accessing HR services to managing their work schedules. The app's user-friendly interface and integration with other systems have made it a valuable tool for employees, enhancing their overall experience and engagement with the company.

Challenges and Solutions

While Indian MNCs have made significant strides in improving employee experience, they also face challenges such as resistance to change

and the need for continuous upskilling. To address these challenges, companies are investing in change management programs and continuous learning platforms. For example, HCL Technologies' "Career Connect" initiative offers employees personalized learning paths and mentoring, helping them adapt to new roles and technologies.

Moreover, fostering a culture of open communication and feedback is essential to overcoming resistance to change. By involving employees in the decision-making process and keeping them informed about organizational changes, companies can ensure a smoother transition and greater acceptance of new initiatives.

Future Trends

The future of employee experience in Indian MNCs will be shaped by emerging technologies and changing workforce dynamics. The increasing adoption of remote work and flexible work arrangements will require companies to rethink their employee engagement and digital experience strategies. Technologies such as virtual reality (VR) and augmented reality (AR) will play a crucial role in creating immersive and engaging experiences for remote employees.

Furthermore, the focus on employee well-being and mental health will become more prominent. Companies will need to implement comprehensive wellness programs that address the physical, mental, and emotional needs of their employees. This holistic approach to employee well-being will be essential for maintaining a motivated and productive workforce.

Conclusion

Improving employee experience is a strategic imperative for Indian MNCs aiming to stay competitive in the global market. By encouraging employee engagement, enhancing the digital employee experience, fostering co-creation, empowering innovations, and integrating advanced technologies, these companies can create a more motivated, productive, and satisfied workforce. The examples of TCS, Infosys, Wipro, and other Indian MNCs highlight the significant impact of these initiatives on employee experience and organizational success. As companies continue to innovate and adapt to changing workforce dynamics, the focus on enhancing employee experience will remain a critical driver of business growth and competitiveness.

"Work-life harmony." I know if I am energized at work, happy at work, feeling like I'm adding value, part of a team, whatever energizes you, that makes me better at home. It makes me a better husband and a better father. Likewise, if I'm happy at home, it makes me a better employee and boss."

- by Jeff Bezos, Founder, Executive Chairman
and Former President and CEO of Amazon

*Compiled By: **K.Vittala Rao,** Legal & Management Consultant.*

Apprentices

Employer is not bound to provide employment to apprentices after completion of training.
Dharam Pal VS National Fertilisers Ltd. 2024 [180] FLR 926 [P & H HC]

Death of apprentice during training due to electrocution will be treated as a worker for getting compensation under Employees' Compensation Act.
S.E APCPDCL VS Smt. Lavari Neela 2024 [180] FLR 732 [Tel. HC]

Contract Worker

When the workmen pleaded that they were engaged by the contractor, they were receiving salary only from the contractor, there services were terminated only by the contractor, then they would be treated as employees of contractor.
Hindustan Petroleum Corp VS Additional Labour Court Chennai. 2024 LLR 154 [Mad.HC]

Terminations & Fixed Term Employments

Dismissal justified for misbehaving with senior officers and habitual of non complying the orders.
UP Singh VS Punjab National Bank 2024 LLR 119 [Sup.Court]

Dismissal would not be illegal when the workman did not work for more than 240 days in any year of service.
Babu & Othrs VS Principal Labour Court, Vellore 2024 LLR 48 [Mad.HC].

When nature of criminal proceedings is different from disciplinary proceedings, acquittal in criminal proceedings does not entitle the delinquent employee for any benefits in the latter or automatic discharge in departmental proceedings. Employee's dismissal from service is restored.
State Bank of India VS P. Zadenga. 2024 LLR 237 [Sup.Court]

Refusal to work by workman three times amounted to disobedience sufficient for dismissal.
Toofani Yadav VS State of UP 2024 180 FLR 619 [All.HC].

Land Mark Judgment of Karnataka High Court - INTERNATIONAL WORKERS.

Employee Provident Fund.
HC strikes down inclusion of foreign workers in PF, calls it unconstitutional.

The move comes fifteen years after foreign workers were covered under PF and Pension through an amendment of Law "International Workers".
 In the order of the Hon'ble High Court on 25th April, 2024, the amendment of EPF Act, introducing "International workers" is unconstitutional violative of Article 14 of Constitution of India and has struck down the same.
It is a very good judgement deliberating the connectivity of "International workers" with Article 14 of the Constitution. It recommended that everyone who is interested to getting expertise in Labour Laws must read this judgement.
This ruling has much larger ramifications as the same is on the provisions introduced 16 years back.

One needs to wait for the move by PF Authorities their plans of actions like appeal or accept the verdict etc.

Workman

Development Manager having 10 to 15 employees working under his supervision would not be workman under the ID Act.
Venkatesh Seena VS Netel India Ltd. 2024 LLR 255 [Bom.HC]

Project Engineer would not be workman under ID Act. When the nature of work does not include manual,clerical or technical but falls in managerial category of imparting and takng decisions would not fall under the definition of workman.
MPHASIS Limited VS Asok .S. 2024 LLR 367 [Kar.HC].

Engineering- Technical support will be workman under the ID Act.
S.K.International VS Asok Tanaji 2024 180. FLR 994 [Bom HC]

Payment of Gratuity Act

Forfeiture of Gratuity can be imposed to the extent of damage or loss caused by the employee.
Jyothirmay Ray VS Punjab National Bank 2024 LLR 349 [Sup Court]

Mere transfer between two establishments owned by same Management does not result in break in service. Services of period in both establishments will amount to continuous service for the purpose of payment of gratuity.
Mercedes Benz India Ltd VS Nashir Nani Desai 2024 LLR 242 [Bom.HC]

Seasonal employee under society who worked for more than 240 days in a year would be entitled to gratuity at the rate of 15 days wages to be calculated on the wages last drawn.
Secy.Co-operative Cane Development Union Ltd VS Gyan Prakash Sharma 2024 180. FLR 782 [All.HC]

Anganawadi worker and anganawdi helper are entitled to the benefits of gratuity under the Act.
Kokila Sharma VS Union of India 2024 180 FLR 604 [All.HC]

Dismissal for obtaining employment on false information justifies forfeiture of gratuity.
Ramesh VS Karnataka State Road Transport Corporation. 2024 LLR 490 [Kar.HC]

Termination for defaming On social media like Facebook is justified.   Freedom of speech and expression cannot be allowed to to be transgreesed beyond reasonableness.
Hitachi Astemo Fie Ovt Ltd VS Nirankumar Prbhakararao { Bombay High Court . WP No: 13192/2023 dated 12.1.2023.)

POSH

If the enquiry regarding misconduct relating to sexual harassment is not conducted by following the due procedure of the enquiry, the same is liable to be vitiated. If the copy of complaint or documents were not served on the accused which is mandatory under Rule 7 of The Act, the enquiry proceedings will not sustain.
Vineeth V.V. VS Kerala State Electricity Board. 2024 LLR 486 [Ker.HC]

Employer cannot impose other punishment than recommended by the Internal Committee.
Kerala State Electricity Board VS Vinukumar 2024 LLR 263 [Ker. HC]

Allegation of intemperate language cannot constitute sexual harassment.
Anil Rajagopal VS Stae of Kerala. 2018 LLR 24 [Ker.HC]

Transfer

When standing orders provide for inter-department transfers within the establishment in the same state and the appointment letter gives the right to employers to transfer a workman from the establishment in one state to any other establishment of the Company in India, there would be no conflict between the two.
Divgi Metal Wares Ltd VS Employees Union. 2024 LLR 478 [Sup.Court].

Other relevant applicable laws & judicial pronouncements

Date of Birth cannot be changed at the fag end of the career of the employee
Chuarman Rawani VS Union of India. 2024 LLR 13 [Jhar. HC].

The Trade Unions Act, 1926 does not make any provisins for recognition of Trade Union as a matter of right. Recognition depends on the discretion of the employer which cannot be imposed by invoking Articles 226 and 227 of the constitution.
Bangalore Metro Rail Employees Union VS Bangalore Metro Rail Corporation. 2024 LLR 291 [Kar.HC].

The Employer is not entitled to claim exemption under BOCW Act and rules by taking shelter of applicability of Factories Act, 1948.
Greenka Budhal Hydro power Pvt Ltd VS State of HP. 2024 LLR 362 [H.P. HC].

Civil Court has no jurisdiction to grant reinstatement of the employee.
Punjab Khand Udyog Ltd VS Major Singh 2024 LLR 269 [P & H HC].

Termination of a probationer when she informed about proceeding on maternity leave would be illegal.
Managing Committee of Loreto Convent Tara Hail School VS Shara Gupta 2024. 180 FLR 860 [HP.HC]

Payment of special allowance after completion of 10 and 20 years would fall under te definition of wages under the Act.
Rajendra Koshta VS Urja Vikas Nigam Ltd. 2024 180. FLR 686 [MP.HC]

Industrial Dispute of regularisation cannot be raised under Sec.2A of the ID Act. It can only be done by union.
Tata Advanced System VS Department of Labour. 2024 180. FLR 672 [Kar. HC].

When employee was dismissed on the basis of disciplinary proceedings and later on accepted the VRS, for the limited purpose to challenge the findings and punishment rder the relationship with the employer would continue to exist.
Bank of Maharashtra Unin VS ALC Central 2024 LLR 393 [Bom.HC]

The complaint by the labour inspector without authority/ sanction from state government to prosecute the employer for unfair labour practices is liable to be quashed.
Aditya Jajodia VS State of Chattisghar 2024 LLR 273 [Chattisghar HC]

Reinstatement with back wages cannot be granted when management and employee have lost trust with each other.
Manoj VS General Secretary & others. 2024 LLR 520 [Ker.HC]

Abandonment from duty cannot be pleaded when letters for resuming duty were not sent by the employer.
Premsons Trading Ltd VS Dinesh Chandeshwar Rai 2024 LLR 524 [Bom.HC]

A small explosion in the factory will not be construed as cognizable offence under Factories Act.
H.K.Kala VS State of MP 2008 LLR 1039 [MP.HC]

An enquiry will not vitiated even when Presenting Officer is not appointed by the Management.
Brihan Mumbai Municipal Corporation VS jagnanyan 2001 LLR 413 [Bom.HC]

No employee can claim leave of absence as a matter of Right and remaining absent without leave will constitute violation of discipline.
Hussain Sab VS N.E.K. Road Transport Corporation. 2024 LLR 405 [Kar. HC]

Threatening female Enquiry Officer and attempting to physically manhandle her is a serious misconduct justifying dismissal.
Naresh Kumar VS P.O. Labour Court 2024 LLR 374.[Del.HC]

Inaguration of NIPM Student Chapter of

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Held on 03, April,2024.

Lecture Session by Mr. P.L. Mathew
Held on 22, April,2024.

Lecture Session by Mr. Nagabhushana K.
Held on 27, April,2024.

Program :

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