



## Antecedents and Outcomes of Employee Experience in BSNL

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### ABSTRACT

*The purpose of the study was to explore the antecedents and outcomes of employee experience. A base survey paper titled 'Work Trends, 2016, Global Sample for the IBM/ Globoforce Employee Experience Index Study' is undertaken. In the present study, organisational culture, core values and respect and recognition were validated as antecedents and performance as an outcome with employee experience playing a mediating role. Structural Equation Modelling was used for analysis. The existing data set was not sufficient to propose the requisites model. However, the significant constructs that are found to impact as antecedents on employee experience (the mediating variable) were respect and recognition and organisational culture. SEM revealed that employee experience has a strong impact on employee performance. Employee experience management is an emerging area of research in Human resource management. This is a new kind of study. It is recommended that further research can be undertaken by variable moderation and mediation through post hoc analysis in SEM. The company can also define its core value clearly and incorporate in policy implementations and orientation program.*

**KEYWORDS:** Employee experience, Employee engagement, Employee performance, Organisational culture.

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