

# Chapter 17

## Measuring Employee Happiness Index in the Modern Workplace

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### **ABSTRACT**

*In today's modern workplace, measuring the employee happiness index is crucial for organizations to understand and improve employee satisfaction and well-being. This abstract provides an overview of the employee happiness index, exploring the various methods used for measurement, including surveys, interviews, and data analysis. It probes into factors contributing to employee happiness, such as company culture, job satisfaction, and mental health. Additionally, it highlights the significance of artificial intelligence and machine learning in collecting and analyzing employee feedback. These technologies offer valuable tools to enhance the measurement and understanding of employee happiness. It concludes by discussing the future implications of the employee happiness index in creating a positive and inclusive workplace culture that caters to the diverse needs and preferences of all employees.*

### **1. INTRODUCTION**

In today's fast-paced and competitive business environment, employee happiness and satisfaction are crucial factors that directly impact a company's success. Measuring and improving the employee happiness index has become a priority for organizations seeking to create a positive and engaging work environment that promotes employee health, productivity, and performance. The Employee Happiness Index measures employee happiness. It can be measured through several methods, including surveys, interviews, and data analysis (Cameron & Spreitzer, 2012).

This chapter discusses the various methods used to measure the Employee Happiness Index, the factors contributing to employee happiness, and the role technology could play in measuring and enhancing the Employee Happiness Index. The chapter will also examine companies that have successfully measured and increased their Employee Happiness Index and Google's strategies and practises for achieving this objective.

DOI: 10.4018/978-1-6684-8942-0.ch017

## ***Measuring Employee Happiness Index in the Modern Workplace***

The employee happiness index measures how happy and interested employees are. It includes work-life balance, recognition, and chances to grow and learn. Studies have shown that companies with more satisfied employees have fewer people leaving, more work getting done, and better financial results. Companies can use the index to find out where they need to improve to make their employees happier and create a better workplace (McKee, 2014). Organizations must prioritize the Employee Happiness Index because it benefits the employees and contributes to overall success.

Artificial intelligence (AI) and machine learning (ML) in collecting and analyzing employee feedback holds immense importance and has significant implications for organizations. These technologies provide powerful tools to revolutionize employee feedback gathered, processed, and utilized. Organizations can unlock several benefits by explicitly highlighting the significance of AI and ML in the context of employee feedback.

AI and ML enable organizations to collect feedback from various sources, including surveys, social media platforms, emails, and internal communication channels. These technologies can automate the data collection, saving time and resources while ensuring a more comprehensive and accurate dataset. It can analyze employee feedback at scale and extract sentiment and emotions expressed in text or voice data. This analysis helps organizations understand the overall feeling of their workforce, identify patterns, and detect potential issues or areas of improvement.

With AI and ML, organizations can gain deeper insights from employee feedback. These technologies can identify correlations, trends, and patterns within the feedback data, enabling organizations to make data-driven decisions. Such insights help identify critical areas for intervention, develop targeted strategies, and improve employee satisfaction and engagement. It can facilitate real-time monitoring of employee feedback, providing organizations with immediate visibility into employee sentiments. Organizations can promptly address concerns, mitigate risks, and create a more responsive and supportive work environment by monitoring input continuously. Can provide personalized recommendations based on employee feedback. By analyzing individual preferences and sentiments, these technologies can offer tailored suggestions for improving specific aspects of the employee experience, fostering a sense of individualized support and development.

By explicitly highlighting the significance of AI and ML in collecting and analyzing employee feedback, organizations can harness the power of these technologies to improve employee satisfaction, engagement, and overall organizational performance. Organizations must recognize the transformative potential of AI and ML in employee feedback management and adopt these tools strategically to drive positive outcomes.

The importance of AI and ML in collecting and analyzing employee feedback lies in their ability to enhance data collection, enable advanced sentiment analysis, provide actionable insights, facilitate real-time monitoring, and offer personalized recommendations. By embracing these technologies, organizations can create a more inclusive, engaging, and supportive work environment, ultimately improving employee happiness and organizational success.

A study by Sinha et al. (2023) sheds light on the observable determinants of e-working effectiveness in the education sector. It emphasizes the importance of considering work-life balance, job effectiveness, flexibility, and employee relationship and trust. Its findings contribute to understanding remote work dynamics in academia and guide educational institutions in creating supportive and productive e-working environments. The article focuses on exploring the benefits of e-working for academicians. It examines four core constructs: work-life balance, job effectiveness or performance, flexibility, and

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