Chapter 10
The Impact of the Experience Quality of Smart Office on Employee Engagement

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ABSTRACT

This study explores aspects of the experience quality of a smart office and the impact of these aspects on employee engagement. In the first stage, exploratory factor analysis and confirmatory factor analysis were used to study the dimensions and structure of the experience quality of a smart office. In the second stage, partial least squares structural equation modeling was used to test the hypotheses. The research results show that a framework for the experience quality of a smart office has been developed, including human-machine interactions, intelligent systems, and employee self-service. Additionally, the research shows that intelligent systems and human-machine interactions have an impact on physical engagement, emotional engagement, and cognitive engagement, while employee self-service has no impact on any of the three aspects of employee engagement. The research advances the subject of intelligent office technology and offers managers helpful advice on how to strengthen the bond between workers and the company.

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INTRODUCTION

The survival and prosperity of today's organizations depend highly on workforce engagement (Burnett & Lisk, 2019). Organizational success is achieved through engaged employees motivated by the work environment, HR practices, feelings of involvement, appreciation, empowerment, and concern (Madu et al., 2019). Van Tuin et al. (2020) argue that employee engagement contextualizes employee job passion, emotional expression, intellectual commitment, involvement, and discretionary effort and is characterized by vigor, dedication, and absorption. Research shows engagement triggers business growth, profits, and performance (Douglas & Roberts, 2020). Despite these great benefits, studies also show a growing trend of employee disengagement in the workplace. Employee engagement is the dedication people demonstrate to their jobs and organizations, and it has grown to be a valuable resource for companies looking to adapt to a changing environment (Koser et al., 2018). As a result, organizational behavior theorists are increasingly paying attention to the individual and situational factors that affect employee engagement (Rasool et al., 2019). Studies focus on personal and contextual factors influencing employee engagement, such as organizational culture (Birdi et al., 2016), relationships with bosses, and job features (Kim & Kim, 2020).

Today, organizations are very focused on the impact of the workplace and employee engagement (Baskar & Indradevi, 2022; Ke et al., 2017). With the development of technology, the emergence of the Internet of Things (IoT) and new applications to promote the connection between the physical and virtual fields have led to the birth of the smart office concept (Augusto, 2007). The smart office concept gained popularity with the extensive use of advanced technologies in the office environment. Smart offices are crucial for streamlining workspaces and raising productivity in the digital era. Smart offices combine a host of other advantages with comfortable working circumstances and convenience, thanks to the integration of intelligent technologies like the Internet of Things (IoT), artificial intelligence (AI), and big data (Big Data). The automation of work processes significantly increases circularity in smart offices. To save energy and offer a more comfortable working atmosphere, automatic lighting control systems, for instance, can alter brightness to match natural lighting conditions. Additionally, intelligent workspace management solutions can aid in resource and space optimization, which lowers waste and increases organizational flexibility. Additionally, smart offices can enhance worker performance by fostering more connection and interaction. Smart video conferencing, automated note-taking, and planning tools contribute to developing a productive and adaptable digital work environment. This promotes teamwork and innovation in addition to making workers more productive. Organizations can save energy, maintenance, and operations expenses by utilizing smart devices and applications in the workplace.