

User experience and design exploration of employee wellbeing dashboard

From the manager's perspective; basing on rescoucing decision platform at Adadot

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MSc User Experience Engineering 2020/2021

Abstract

This project is an exploration of user experience research and design of employee wellbeing-oriented dashboards based on products developed by Adadot. **The research question is how to design visual dashboards to support managers in their decision making.**

The study takes the role of the manager and uses literature analysis and user research to understand manager behaviour. It also uses employee wellbeing as the outcome to recreate usage scenarios and user processes. The final output was a prototype design and usability testing using the decision making needs of managers as the output.

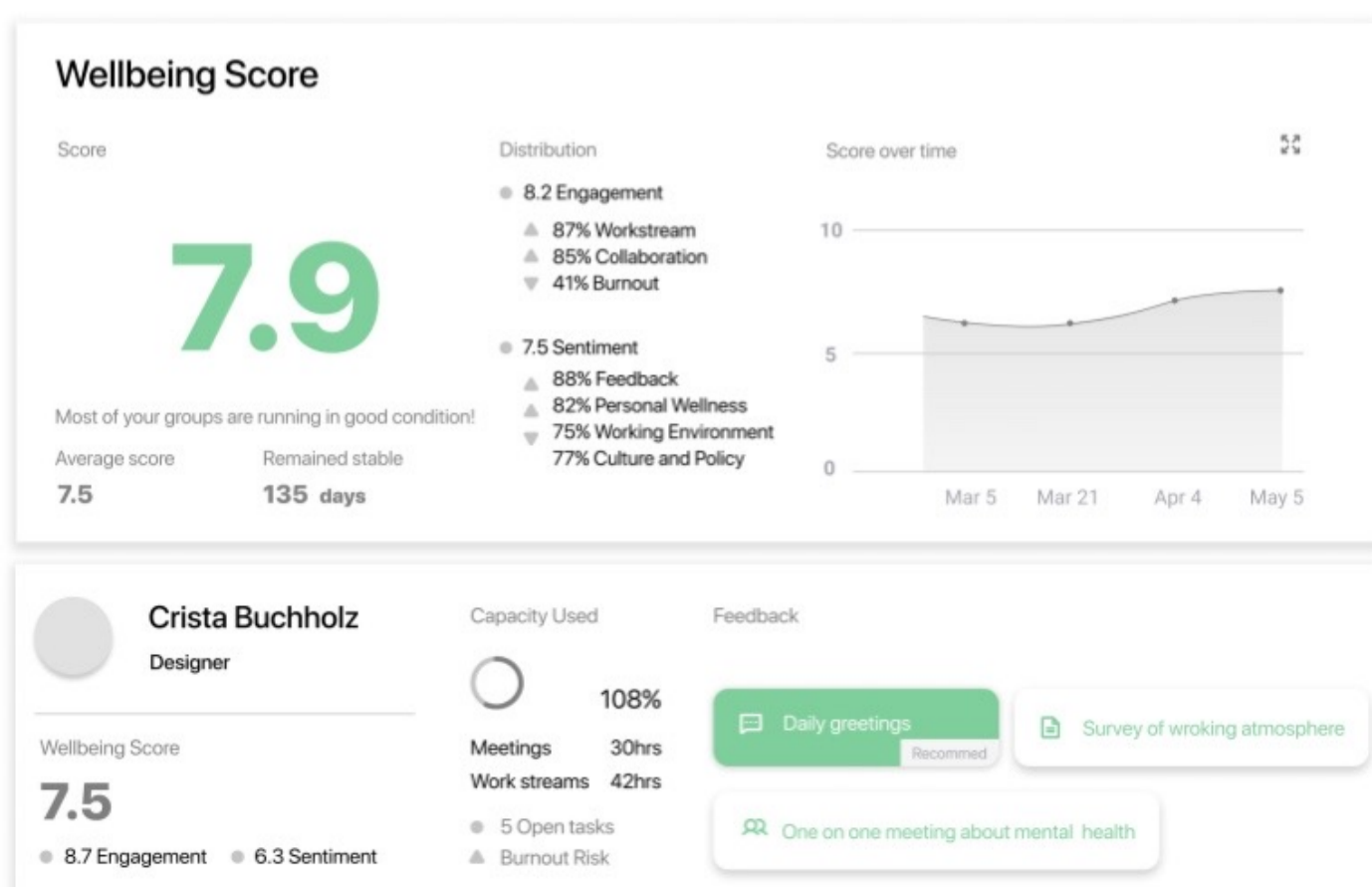
Specification & Implementation

However, only a few studies investigating the views of managers or employees in leadership roles(Pescud et al., 2015).

As employers are key stakeholders and implementers, their understanding of and role in workplace wellbeing is crucial. To conclude, there is still a lack of influence from employers' perspectives on the health of employees in the workplace.

The study integrates the findings of the Employee Wellbeing(EWB) model and the theory from the CIPD to conclude the employee wellbeing consists of three domains: Psychological Wellbeing, Work Wellbeing and Life Wellbeing, which includes 22 dimensions.

Design



Introduction

Adadot is a B2B SaaS company, that offers the software and programs as a service to other and companies.

In July this year, the company has launched its eponymous product. It is a vertical SaaS software that is particularly suitable for professional services firms like marketing agency groups.

The product uses Artificial Intelligence and Algorithms to analyse productivity and collaboration data from multiple applications like Jira, Slack and GitLab. Aiming to use data support companies to make decisions like talent coordination, resource allocation and ultimately increased team wellbeing.

Research background

As the workplace develops in a more standardised way, the way in which companies and organisations manage their employees must also evolve.

Researches show that:

- Employees' well-being is critical to the survival and development of organizations around the world, and it has emerged as an important research topic in organizational behavior areas(ZHENG et al., 2015);
- Employer behaviour to improve employee health in organisations can reduce healthcare costs and employee absenteeism(Baicker, Cutler and Song, 2010).

Methodology

The User research was conducted based on the EWB model and the Theory of Managerial Behaviour as the research theory. To explore managers' understanding of their employees' wellbeing in the workplace. The target users are managers in the professional services industry.

Survey

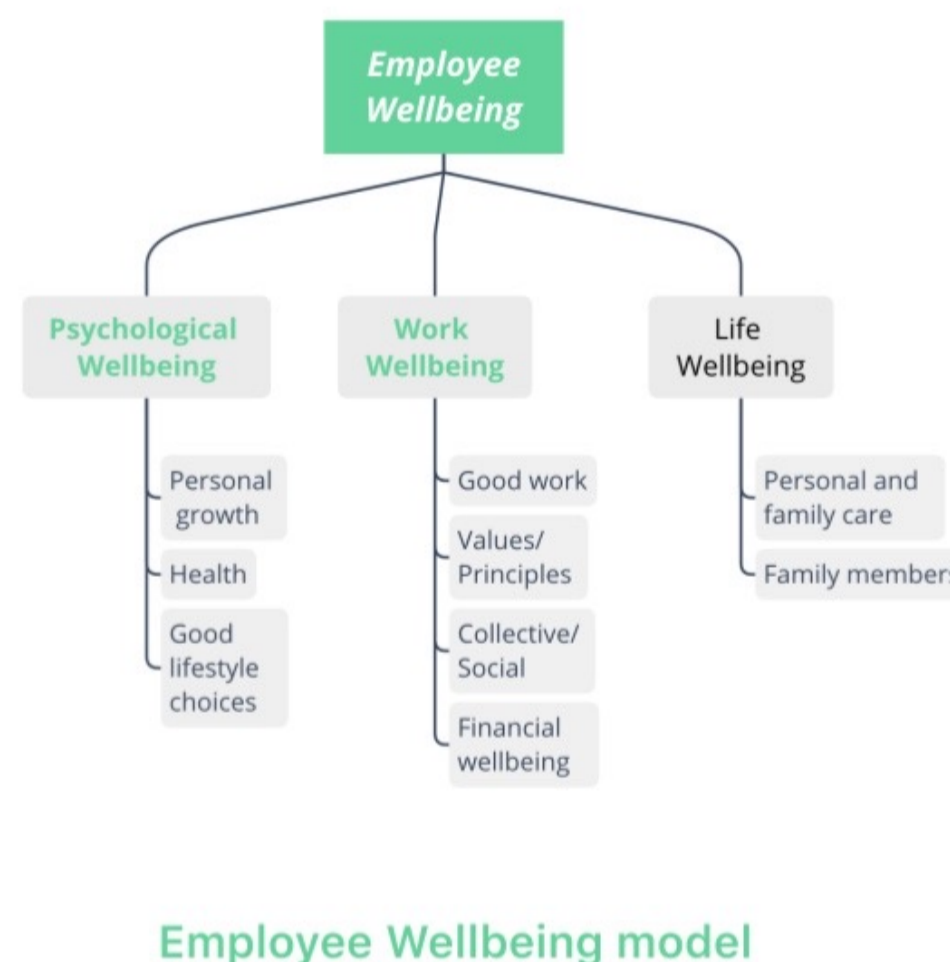
Initially, it was planned to use interview as the research method, due to the difficulties in obtaining suitable respondents. So a survey was used to continue the user research, while switching the respondents to managers from all industries. Ultimately, a total of 56 valid responses were collected through personal and social media platforms shared in the UK and China.

Conclusion

The aim of this paper is to provide a guide to improving employee wellbeing in the workplace and how to intervene through managerial decision making. The employee wellbeing dashboard as a platform for data presentation and behavioural guidance does not fully meet the needs of users in the workplace. It is the process of integrating decisions, thoughts and actions.

Future work

Due to the lack of target users for in-depth user research, further research is needed on the functional utility of the product.



Wellbeing score visualisation, based on data analysis of team Engagement and Sentiment.

Actions, provides guidance on actions based on employee performance and satisfaction scores.