

**EMPLOYEE EXPERIENCE AND ORGANISATIONAL PRODUCTIVITY: A
STUDY OF BUKKA HUT RESTAURANTS,
LAGOS; NIGERIA**

**IGBA, IVEREN
(10AC010365)**

AUGUST, 2022

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LAGOS; NIGERIA**

BY

**IGBA IVEREN
(10AC010365)**

**B.Sc Industrial Relations and Human Resource Management,
Covenant University, Ota, Ogun State**

**A DISSERTATION SUBMITTED TO THE SCHOOL OF POSTGRADUATE
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COLLEGE OF MANAGEMENT AND SOCIAL SCIENCES, COVENANT
UNIVERSITY, OTA, OGUN STATE, NIGERIA**

AUGUST, 2022

ACCEPTANCE

This is to attest that this dissertation is accepted in partial fulfilment of the requirements for the award of the degree of Masters of Business Administration in Industrial Relations and Human Resource Management in the Department of Business Management, College of Management and Social Sciences, Covenant University, Ota, Nigeria.

Mr. Taiwo B. Erewunmi
(Secretary, School of Postgraduate Studies)

Signature and Date

Prof. Akan B. Williams
(Dean, School of Postgraduate Studies)

Signature and Date

DECLARATION

I, IGBA, IVEREN (10AC010365), declare that this dissertation is a representation of my work, and is written and implemented by me under the supervision of Doctor Ebeguki E. Igbinoba of the Department of Business Management, College of Management and Social Sciences, Covenant University, Ota, Nigeria. I attest that this dissertation has in no way been submitted either wholly or partially to any other university or institution of higher learning for the award of a masters' degree. All information cited from published and unpublished literature has been duly referenced.

IGBA, IVEREN

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CERTIFICATION

This is to certify that the research work titled “**EMPLOYEE EXPERIENCE AND ORGANISATIONAL PRODUCTIVITY: A STUDY OF BUKKA HUT RESTAURANTS, LAGOS, NIGERIA**” is an original work carried out by **IVEREN IGBA**, meets the requirements and regulations governing the award of Master of Business Administration degree in Industrial Relations and Human Resource Management, College of Business Management, Covenant University, Ota and is approved for its contribution to knowledge and literary presentation.

Dr. Ebeguki E. Igbinoba
(Supervisor)

Signature and Date

Prof. Anthonia A. Adeniji
(Head of Department)

Signature and Date

Prof. Akanji O. Bankole
(External Examiner)

Signature and Date

Prof. Akan B. Williams
(Dean, School of Postgraduate studies)

Signature and Date

DEDICATION

This research work is dedicated first and foremost to God, the giver of wisdom and knowledge, who sustained me all through this program. From the beginning to the end, He has been my strength, my glory and the lifter of my head through the completion of my research.

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ABBREVIATIONS

QSR- Quick Service Restaurant

BHL- Bukkha Hospitality Limited

HRM- Human Resource Management

TA- Technology Adoption

EP- Employee Productivity

FI- Flexibility Influence

WC- Workplace Culture

EP- Employee Performance

CS- Customer Satisfaction

EW- Employee Wellbeing

EP- Employee Performance

ABSTRACT

This study examines employee experience and organisational productivity in the Nigerian hospitality industry. The purpose of the study was to examine the degree to which the independent variable influences the dependent variable and for this study, a rapidly growing quick service restaurant (QSR) in Lagos, Nigeria was adopted. It further sort to identify if the quality of employee experience contributed to organisational performance which in a broader perspective could mean the organisation gaining competitive advantage. The population of the study used for this inquiry was six hundred and twenty-one (621) with an adopted sample size of two hundred and forty-eight (248) when using the Gill, Johnson & Clark method to determine the sample size. A mono method approach was used, specifically through a quantitative method, using a structured questionnaire to generate the primary data. The study further used the descriptive kind of survey and hypotheses testing was done to arrive at conclusions. The study analyzed data that were collected through the use of SPSS 26 while Structural equation modelling was used to predict the influence between each independent variable on all dependent variable constructs. The results of the survey showed that Employee experience has a significant effect of (<0.05) on organisational productivity of employees in the hospitality industry. The findings depicted that the null hypothesis was rejected as there was a significant effect of employee experience and organisational productivity.

Keywords: Hospitality industry, Hospitality sector, employee experience, organisational productivity, structural equation modelling.