

Employee Engagement And It's Upshot In V-Trans

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ABSTRACT

Engagement is an important HR variable for the majority of organisations. It helps enable your organisation to deliver a superior performance also help to gain a competitive advantage. The researcher has considered some of the prominent factors of employee engagement like, Employee communication, Development, Engagement, Peer support, and Organization citizenship behaviour to estimate the level of Employee Engagement. The aim of the research is to understand which elements have greatest impact on employee engagement with respect to Gender, Age, Education, Experience, Salary, Marital Status and Job hopping. The data is collected through Empirical survey using Questionnaire method. Mean Analysis, One way Anova, Independent sample t Test had used to analyse the data. The findings were consistent with that there is a significant relationship between the factors and Employee Engagement.

Key words: employee engagement, Employee communication, Peer support etc.

Introduction:

The Employee Engagement is how the employees feel passionate about their jobs, committed to the organization and put effort into their work. This strategy is important because it proved that, it reduce employee turnover, improve productivity, efficiency and retain the employees. By doing this, employees have higher satisfaction, which leads to have well enthusiastic in their role and the company growth in form of productivity and other factors. The main objective is to make sure that employees feel compassionate about their goals as well as the company's and its values and motivated to success.

Review of Literature:

DuFrene (2014) stated that management should have the clear strategy for communication with employees in an open, regular and honest way as this would keep motivating employees to be very engaged and productive in their work. This benefits higher employee engagement and satisfaction and strong long term commitment.

Yang (2016) stated that service oriented organizations gives more preference to employees development, as they consider their employees growths are more important for the service excellence. Such continuous developments help employees to make changes and solve the

issues by enhancing problem solving skills and creativity. Skill development programs shall be offered for employees continuously for a period of time.

Shapiro (2014) concluded from the study that employees would work more if the organizations offer them proper recognition for their work. Also stated that better peer support would enhance their mental stability and confident to be productive. The behavioural expectation and sharing knowledge to employees give them the good overview about the organizational strategies and goals.

Borman (2014) stated that the organizational citizenship behaviour has different kind of traits and characteristics to perform in their work. It describes how well the employees are adaptive to the various work life circumstances. When the employees are so dedicated to their work, they put all the efforts to achieve the target and also to achieve the organizational goals. It has two categories, task performance and contextual performance which increase the cognitive ability and personality of employees.

Tziner ,Aharon (2014) The citizenship behaviour in any company would comparatively relates with the employees stress with the work and how effectively they get adapted to the work. This discretionary behaviour is not formally recognized nor rewarded. It is constructed in two ways, either an aggregate concept or by referring various concept or factors in employee work. They have contributed more to the organization by having full commitment to the work. The interpersonal attitudes of the employees contribute more to organization growth.

Park, YoungKi (2017) study says that organizational sensing ability, decision sensing ability of employees shall be increased if communications between employees are effective. The organizational strength and the conditions of communication technologies play vital role to achieving organizational strength. Communication between organization and employees give clear content to the employees about their performance and help for further growth and also having good relationship with organization.

Walden (2017) concluded from his study on relationship between job satisfaction and employee engagement that, for the effective improvement in employee engagement, there should be no obstacles in internal communication. Providing regular feedback to employees about individual and organizational issues is also necessary which strengthens the commitment. Its not only improves trust, control mutuality and satisfaction also gives It gives interactive supportiveness and make employees to perform better in their work.

Tladinyane (2016) conducted a study with an aim to determine the relationship dynamics between career adaptability and employee engagement. It enhances the personal resource, career adaptability enables employee to deal with job demands, facilitating. It brings in more skills and knowledge to employees while engaging with the others in the organization..

Eisenberger (2016) The process of developing and consistently maintaining a workforce is mainly supported and done by supportive co-workers and their guidance. The organizational

support is given to employees through peers by sharing their knowledge and skills. It will be helpful for new employees in organization to achieve the goals easily. For the benefit of employees, it has been made easier by giving work through co-workers.

Dong (2017) stated that the team leaders foster both the individual and team in organization. It implemented the creative level of all activities which is to be employed in an organization by the employees. The indirect effect on individual creativity through the skill development and the team focused on team work. The knowledge and activities are continually monitored and corrected at right time to achieve the work efficiently. It improves skill development and good relationship with the development and organization.

RESEARCH METHODOLOGY:

Research Design

A quantitative research approach with descriptive type implemented in for this research, and there are two different types of sources of information that are commonly used in research; primary and secondary data. 70 samples were collected from population of 200 employees through convenient sampling method. Well-structured questionnaire with 34 statements into 5 categories used to collect information from employees. Mean analysis is used as statistical tool to analyse the data. As the mean implies average and it is the sum of data divided by the number of data; it also proved to be an effective tool when comparing different sets of data, the researcher had used mean analysis for analyse the data.

Analysis and Interpretation

Mean Analysis of Employee Communication:

Table1: Mean Analysis of Employee communication

S.NO	EMPLOYEE COMMUNICATION	MEAN	RANK
1	I am kept well informed about my work group's plans.	3.4571	2
2	opportunities are available to share my ideas	3.5143	1
3	There is good communication between people in different departments	3.3714	3
4	I am kept well informed by upper management on what's going in the company	3.3000	4
5	I receive reliable information from my manager.	3.0714	5

INFERENCE:

Table no 1 shows the Mean Analysis of Employee communication. It is clear from the table that the highest mean value is for 'opportunities are available to share the ideas' (3.5143) and it ranked No 1 among the other. Hence it is proved that employees are having easy opportunities to share their ideas and views to client and management while communicating with them.

Mean Analysis of Employee Development**Table 2: Mean Analysis of Employee Development**

S.NO	EMPLOYEE DEVELOPMENT	MEAN	RANK
1	I am satisfied with the investment my organization makes in training and development of employees	3.1571	4
2	I have the opportunities to apply my talents and expertise	3.2286	3
3	Job related training is being offered by company for employees	3.4571	1
4	Organization is dedicated to professional development	3.2714	2
5	Career advancement opportunities are offered by the company	3.1571	4

INTERPRETATION:

Table No 2 shows the Mean Analysis of Employee Development and it can be found that the highest mean value is for 'Job related training is being offered by company for employees' (3.4571) and it ranked No 1 among the other. This proves that job related training is very much offered by the company to their employees as part of their employee development program. They strongly believe that development of employee would contribute excellence.

Mean Analysis of Peer Support:**Table 3: Mean Analysis of Peer support**

S.NO	PEER-SUPPORT	MEAN	RANK
1	Co-workers inspire me to perform my work better	3.2714	2
2	Co-workers help to solve any problem emerged during working	2.9000	5
3	Feedback is shared to each other for improvements	3.0714	4
4	Information is being shared among co-workers	3.3714	1
5	Happily accept work of co-workers during emergency and unexpected situations.	3.0857	3

INTERPRETATION:

Table No 3 shows the Mean Analysis of Peer Support. It is clear from the table that the highest Mean value is for 'Information is being shared among Co-Workers' (3.3714) and it ranked No 1 among the other. Hence it is clear that employees are supporting the others and sharing all the relevant information with colleagues. This shows that peer support is much stronger and takes a part of employee engagement.

MEAN ANALYSIS OF EMPLOYEE ENGAGEMENT:**Table 4: Mean Analysis of Employee Engagement**

S.NO	EMPLOYEE ENGAGEMENT	MEAN	RANK
1	At my work, I feel bursting with energy	3.2286	4
2	At my work, I feel strong and vigorous	3.4000	2
3	I am enthusiastic about my job	3.7857	1
4	My job inspires me	3.3143	3
5	When I get up in the morning, I don't feel like going to work.	2.6142	9
6	I feel happy when I am working intensively.	3.1000	7
7	I am proud of the work that I do	3.1571	5
8	I am interested in my job	3.1429	6
9	I get carried away when I am working.	2.6429	8

INTERPRETATION:

From the Mean Analysis of Employee Engagement, It is clear from the table that the highest Mean value is for 'I am enthusiastic about my job' (3.7857) and it ranked No 1 among other. Employees feel that they are very much enthusiastic in the work. They also feel that they are very strong and vigorous on their work which shows their commitment, happiness, and approach towards their job. Without proper employee engagement these would not happen thus it is proved that employees are well engaged with their work happily and employee engagement is on the right track.

MEAN ANALYSIS OF ORGANIZATION CITIZENSHIP BEHAVIOR:**Table 5: Mean Analysis of Organization citizenship behavior**

S.NO	Organizational citizenship behavior	MEAN	RANK
1	I motivate employees to help organization to achieve objectives	3.8570	2
2	I resolve conflicts between my fellow workers	3.0857	8
3	I do not listen anything wrong from any person about my organization	3.4286	4
4	I provide extra support to customers	3.8857	1
5	I give constructive suggestions for improvement	3.0286	9
6	I volunteer to take additional tasks , not part of work	3.0286	9
7	I am enthusiastic about management	3.2000	6
8	I put extra efforts on my job	3.1714	7
9	I complete my lunch in less than the allotted time and use the time to work	3.2429	5
10	I spread good will about the organization.	3.4857	3

INTERPRETATION:

From the Mean Analysis of Organization Citizenship Behavior, It is clear from the table that highest mean value is for 'I provide extra support to customers' (3.8857) and it ranked No 1 among other. This proves that employees are very much happy to offer extra support to customers that prove how much the employees are happy and energetic to work. Employees are very much focused towards job and they help each other to attain organizational objectives. They also spread good news about their organization which shows their loyalty and commitments. All this proves that employees are engaged properly and all employees are happy and enthusiastic to work.

FINDINGS:

It is found that 60% of respondents of this study are male. Average age category of respondents is 27 years and many are qualified with under graduation. Most of the respondents (38.6%) are having 3-5 years of experience with monthly salary of INR 10,000 to 30,000.

It is found that the highest mean value is for 'opportunities are available to share the ideas' (3.5143) and it ranked No 1 among the other. Hence it is proved that employees are having easy opportunities to share their ideas and views to client and management while communicating with them. It is also noticed that that the highest mean value is for 'Job related training is being offered by company for employees' (3.4571) and it ranked No 1 among the other. This proves that job related training is very much offered by the company to their employees as part of their employee development program. They strongly believe that development of employee would contribute excellence.

This research again proves that the highest Mean value is for 'Information is being shared among Co-Workers' (3.3714) and it ranked No 1 among the other. Hence it is clear that employees are supporting the others and sharing all the relevant information with colleagues. This shows that peer support is much stronger and takes a part of employee engagement. It is found that the highest Mean value is for 'I am enthusiastic about my job' (3.7857) and it ranked No 1 among other. Employees feel that they are very much enthusiastic in the work. They also feel that they are very strong and vigorous on their work which shows their commitment, happiness, and approach towards their job. Without proper employee engagement these would not happen thus it is proved that employees are well engaged with their work happily and employee engagement is on the right track. Mean Analysis of Organization Citizenship Behavior, shows that highest mean value is for 'I provide extra support to customers' (3.8857) and it ranked No 1 among other. This proves that employees are very much happy to offer extra support to customers that prove how much the employees are happy and energetic to work. Employees are very much focused towards job and they help each other to attain organizational objectives. They also spread good news about their organization which shows their loyalty and commitments. All this proves that employees are engaged properly and all employees are happy and enthusiastic to work.

CONCLUSION

Though measuring Employee Engagement is challenging to measure, it is important to every organization to work on it, since employees are the assets of the company. It can be measured with certain factors. So, the employees get engaged with their work, only if their working factor is challenging and worth accomplishing. So the factors implementing in the company should be effective and it should make them keep engaged in their work. According to this company, they have to give. The organization was very gratified with the outcome from the study and promises to use this opportunity to work effectively further.

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