



A Study On The Employee Engagement At Wiz Tech Automation Private Limited

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1.1.ABSTRACT

Employee Engagement has always been the red-hot topic in each and every mouth of the employee who is working for any organization. Many organizations have not been able to retain the workforce successfully due to poor employee engagement and not to able to study the role of employee engagement properly. Employee Engagement is a diversified concept which stretches to all the business functions and horizons. This study focusses on the role of employee engagement in a business organization educating all the fellows, students, working professionals to know the importance of employee engagement and utilizing it in the best manner to achieve organizational objectives and enhancing the other parameters.

Keywords: Employee Engagement ,Job, Compensation, HRM,HRD, Experience, Job Satisfaction,Development,Training,Up-skilling.

1.2 INTRODUCTION

Employee engagement is the level of commitments an employee has towards the organization. The primary behaviors of engaged employees are: speaking positively about the organization too co-workers, potential employees and customers, having a strong desire to be a member of the organization and exerting extra effort to contribute to the organization's success.

Meaning of Employee Engagement

Employee engagement is a workplace approach resulting in the right conditions for all members of an organization to give of their best each day, committed to their organization's goals and values, motivated to contribute to organizational success, with an enhanced sense of their own well-being.

Employee engagement is based on trust, integrity, two way commitment and communication between an organization and its members. It is an approach that increases the chances of business success, contributing to organizational and individual performance, productivity and well-being. It can be measured. It varies from poor to great. It can be nurtured and dramatically increased; it can be lost and thrown away.

Definition of employee engagement

William Kahn provided the first formal definition of employee engagement as "the harnessing of organisation members' selves to their work roles; in engagement, people employ and express themselves physically, cognitively, and emotionally during role performances." **Kahn (1990)**.

In **1993, Schmidt et al.** proposed a bridge between the pre-existing concept of 'job satisfaction' and employee engagement with the definition: "an employee's involvement with, commitment to, and satisfaction with work. Employee engagement is a part of employee retention." This definition integrates the classic constructs of job satisfaction (Smith et al., 1969), and organizational commitment (Meyer & Allen, 1991).

Aspects of Employee Engagement

Three basic aspects of employee engagement according to the global studies are:

- The employees and their own unique psychological make up and experience.
- The employers and their ability to create the conditions that promote employee engagement.
- Interaction between employees at all levels. Thus it is largely the organizations responsibility to create an environment and culture conducive to this partnership, and a win-win equation.

Categories of Employee Engagement:

According to the Gallup the Consulting organization there are there are different types of people:-

- **Engaged:** “Engaged “employees are builders. They want to know the desired Expectations for their role so they can meet and exceed them. They're naturally curious about their company and their place in it. They perform at consistently high levels. They want to use their talents and strengths at work every day. They work with passion and they drive innovation and move their organization forward.

- **Not Engaged:** Not-engaged employees tend to concentrate on tasks rather than the Goals and outcomes they are expected to accomplish. They want to be told what to do just so they can do it and say they have finished. They focus on accomplishing tasks vs. achieving an outcome. Employees who are not-engaged tend to feel their contributions are being overlooked, and their potential is not being tapped. They often feel this way because they don't have productive relationships with their managers or with their coworkers.
- **Actively Disengaged:** The "actively disengaged" employees are the "cave dwellers". They're "Consistently against Virtually Everything." They're not just unhappy at work; they're busy acting out their unhappiness. They sow seeds of negativity at every opportunity. Every day, actively disengaged workers undermine what their engaged coworkers accomplish. As workers increasingly rely on each other to generate products and services, the problems and tensions that are fostered by actively disengaged workers can cause great damage to an organization's functioning.

2.1 NEED OF THE STUDY

The challenge today is not just retaining talented people, but fully engaging them capturing their minds and hearts at each stage of their work. Employee engagement has emerged as a critical driver of business success in today's competitive market place.

Further, employee engagement can be a deciding factor in organizational success. Thus, to gain a competitive edge, organizations are turning to HR to set the agenda or employee engagement and commitment. In order to gain that competitive edge organization need to find out whether their employees are engaged or not.

2.2 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE

To study the quotient of employee engagement at the business organization.

SECONDARY OBJECTIVES

- To know the level of employee satisfaction at the company.
- To analyze the employee opinion towards the work environment at The Company.
- To determine the relationship between employee engagement and employee performance.
- To identify the problem areas related to employees commitments towards their job.
- To suggest suitable measures for improving employee engagement at The Company.

2.3 SIGNIFICANCE OF THE STUDY

The concept and study of employee engagement has naturally evolved from past research on high involvement, empowerment, job motivation, organizational commitment and trust. This study demonstrates the complete 360 degree role of employee engagement in an business organization. & study employee engagement quotient .This study exposes the level of commitment and involvement an employee has towards his or her organization and its core values and beliefs. Most organizations want to know how they stand in comparison to other organization. Using a standard measure of engagement allows an organization to see how it measures up to other companies along a simple set of fundamental work qualities. Engagement measures tend to be very actionable. This means that an organization can alter practices and policies to affect employees responses to every item in the measure. “employee retention” has received the lion’s share of the spotlight. This focus on retention however has spawned.

2.4 LIMITATIONS OF THE STUDY

- The duration of time for the study was limited and hence elaborate and comprehensive project survey was not undertaken.
- Sample size of the research has been restricted to 164.
- There are possibilities of ambiguous replies, omission of replies to certain questions.

2.5 REVIEW OF LITERATURE

- **Anne Hansen , Zinta Byrne , Christa Kiersch , “How interpersonal leadership relates to employee engagement" Journal of Managerial Psychology, Volume 29, Issue: 8, 2014.** The purpose of this paper is to examine organizational identification as an underlying mechanism for how perceptions of interpersonal leadership are related to employee engagement, and its relationship with commitment and job tension. Organizational identification mediated the relationship between perceived interpersonal leadership and engagement, which mediated the relationship between perceived interpersonal leadership and commitment. Engagement mediated the relationship between identification and job tension. This study is one of the few to examine the underlying mechanisms through which leadership relates to engagement.
- **M.Thamizhselvi, “Innovative HR Practices In Employee Engagement International” Journal of Research In Commerce & Management, Volume No. 5 (2014), Issue No: 04 (APRIL)** this stated that Employee engagement, also called as worker engagement can be referred to as the binding of organizational members’ selves to their job roles. Employee engagement plays a major role in the present era, where each and every contribution of employees is counted. Employee engagement programs will be yet another

stepping-stone of success for the organizations. Employee engagement is all about creating a positive feel among employees towards organizational goals. Employees should feel satisfied and also proud to work in such an organization. It is not just a process of engaging the employees productively. It also floors the way to ensure that the employees are motivated to put in their best efforts in achieving the organizational goals. The objective behind the current study is to explore and analyze the various employee engagement policies implemented by top companies around the world.

- **DR. Anil Chandhok, DR. Bhavet , “Employee Engagement And Commitment International” Journal Of Research In Commerce, IT & Management, Volume No: 4, Issue No: 07 July 2014** this stated that an effort has been made to find out as to what extent, the employers are concerned with enhancing the engagement and commitment of their employees. It is a general opinion that employer is more concerned with increasing the profits of the company and in keeping their customers satisfied while the employees are normally not given their due importance which they actually deserve. This study will highlight the issues which need to be focused by the employers so that employees are more committed and engaged to their organization for longer period.
- **Vishal Gupta, Sushil Kumar, “Impact of performance appraisal justice on employee engagement: a study of Indian professionals” Journal of Employee Relations, Volume 35, Issue No: 1, 2013.** The study findings suggest a significant positive association between distributive and informational justice dimensions and employee engagement. Distributive justice and informational justice dimensions were found to have a stronger impact on employee engagement conceptualized as antipode of burnout.
- **Gary Cattermole, Jaime Johnson, Karen Roberts, “Employee Engagement welcomes the dawn of an empowerment culture” Journal of Strategic Human Resource Review, Volume 12, Issue No: 5, 2013.** This paper follows a company through enormous organizational change, firstly towards a high performance culture and then to a culture of empowerment. The role of engagement and monitoring processes are highlighted as part of the transition.
- **Brad Shuck, Kevin Rose, “Reframing Employee Engagement Within the Context of Meaning and Purpose Implications for HRD” Journal of Advances in Developing Human Resources, 2013, volume 15, No: 4** this stated that Leaders who develop high levels of employee engagement within their organizations enjoy increased levels of competitive advantage. Consequently, organizations understandably desire higher levels of engagement. However, present research and perspectives on employee engagement have focused primarily on leveraging outcomes toward performance rather than the conditions that nurture performance. Such a unidimensional focus presents a gap in understanding how engagement emerges in practice and what strategies human resource development (HRD) practitioners can utilize to cultivate positive conditions for employee engagement. In this article, we present an alternative, yet

complementary view of employee engagement that focuses on how performance can be sustained within the context of meaning and purpose.

- **Dr. C. Swarnalatha, T.S. Prasanna , “Employee Engagement : An Overview International” Journal of Management Research and Development, Volume 3, No 1, Jan - March (2013), ISSN 2248 – 9398** this stated that the employee engagement has emerged as a popular organizational concept in recent years. It is the level of commitment and involvement of an employee towards the organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization.. This paper focuses on various factors which lead to employee engagement and what should company do to make the employees engaged. Proper attention on engagement strategies will increase the organizational effectiveness in terms of higher productivity, profits, quality, customer satisfaction, employee retention and increased adaptability.
- **Nwamaka A. Anaza, Brain Rutherford, “service Management” Journal of Service Management, Volume 23, Issue: 5, 2012.** This study examines and finds that employee-customer identification is an important contributing factor for customer orientation and job engagement among frontline employees in service industries. The findings also reveal that customer orientation acts as an intervening effect necessary in linking organizational identification and employee-customer identification to job engagement.
- **Anna Powis, “A journey to award-winning employee engagement” Journal of Human Resource Management International Digest, Volume 20 Issue: 5, 2012.** The paper details how the new initiatives have resulted in marked increase in understanding of the business priorities/purpose and a greater sense of trust inn managers, colleagues and the organization as a whole.
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3.1 RESEARCH METHODOLOGY

Research methodology is a systematic way to solve a problem. It is a science of studying how research is to be carried out. Essentially, the procedures by which researchers go about their work of describing, explaining and predicting phenomena are called research methodology. It is also defined as the study of methods by which knowledge is gained. Its aim is to give the work plan of research

RESEARCH DESIGN

Research design is the decision regarding what, where, when, how much, by what means concerning an inquiry or a research study constitute a research design. It can be defined as the arrangement of conditions for collection and analysis of data in a manner that aims to combine the relevance to the research purpose to the economy procedure.

TYPE OF RESEARCH

Research methodology is a way to systematic solve the research problem. It is a procedure, which is following step by step to solve a particular research problem

DESCRIPTIVE RESEARCH

In this study, descriptive research has been used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what" question (what are the characteristics of the population or situation being studied?) The characteristics used to describe the situation or population is usually some kind of categorical scheme also known as descriptive categories.

The description is used for frequencies, averages and other statistical calculations. Often the best approach, prior to writing descriptive research, is to conduct a survey investigation. Descriptive research is also known as Statistical Research. The main goal of this type of research is to describe the data and characteristics about what is being studied. Descriptive research is mainly done when a researcher wants to gain a better understanding of a topic.

SOURCE OF DATA:

To determine the appropriate data for research mainly two kinds of data was collected namely primary & secondary data as explained below.

PRIMARY DATA:

Primary data are those, which were collected afresh & for the first time and thus happen to be original in character. However, there are many methods of collecting the primary data; all have not been used for the purpose of this project. The one that have been used is:

Questionnaire

SECONDARY DATA

Secondary data is collected from previous researches and literature to fill in the respective project. The secondary data was collected through:

Text Books

Articles

Journals

POPULATION

Employees of The Company Infra Project private limited,

POPULATION SIZE

The population size is 800 employees.

SAMPLE SIZE

A sample size of 164 has been considered in order to study the employee engagement at The Company Infra Project Private Limited.

SAMPLING METHOD

Non-probability sampling design based on convenience sampling method has been used for this research study

DETERMINATION OF SAMPLE SIZE

Pilot study was conducted among 25 respondents.

SAMPLING DESIGN

A sample design is a definite plan for obtaining samples from a given population. It refers to the techniques or the procedure the researcher would adopt in selecting items for the samples. It also lays down the number of item to be included in the –i.e samples the size of

$$n = 1 - \frac{Z^2 p q N}{e^2 (N-1) + e^2 p q}$$

P success factor for yes =21

Q failure factor for No = 4

$p = 21/25 = 0.84$

$q = 1-P = 1-0.84 = 0.16$

$n = (1.96^2 * 0.84 * 0.16 * 800) / ((0.05^2 * 799) + (1.96^2 * 0.84 * 0.16))$

Sample size = 164

TOOLS USED FOR ANALYSIS

Analytical techniques are used to obtain finding and arrange into in a logical sequence from the raw data collected. After tabulation of data the tools provide a scientific of mathematical solution to a complex problem.

- Charts and Diagram
- Chi – Square Test
- Interval estimation
- Percentage Analysis
- Rank Correlation
- Weighted average method

PERCENTAGE ANALYSIS

Percentage is used making comparison between two or more series of data percentage and also to describe relationship. It can also be used to compare to relative terms, the distribution of two or more series of data. In this research various percentages are identified in this analysis and they are percentages are identified in the analysis and they are presented pictorially by way of bar diagrams, pie diagram, and line chart in order to have better understanding.

$$\text{Percentage} = \frac{\text{Number of respondents}}{\text{Total respondents}} * 100$$

INTERVAL ESTIMATION

An estimation of a population parameter given by two number between which the parameter may be considered to lie is called as interval estimation of the parameter.

Where, p is the sample proportion of success, q is the sample proportion of failure, n is the sample size & z is the standard variants for a given confidence level.

$$p \pm z_{\frac{\alpha}{2}} \sqrt{\frac{pq}{n}}$$

WEIGHTED AVERAGE

Weighted Average Method is used when the relative importance of the different items is not the same. The formula for computing weighted average method is,

$$\bar{X} = \frac{\sum_{i=1}^n x_i}{n}$$

Σ (Weighted average for the column * No of respondents in the column)

Net score = _____

Total weight

CHI SQUARE TEST

Chi-square is a test statistic used to test the significant relationship between the observed frequencies and the expected frequencies. Chi-square is a non-parametric test developed by Karl Pearson. Goodness of fit implies perfect tallying of the observed and estimated values. In chi-square, if the observed data and the estimated data do not have significant difference, that is, the calculated value of χ^2 is less than the table value of χ^2 at a given degree of freedom, then the estimate is used to be a good fit. If the calculated value of χ^2 is greater than the table value of χ^2 at a given degree of freedom, then the estimate is not considered a good fit.

In this method, we test if two attributes considered are dependent or not.

$$\chi^2 = \frac{\sum(O_i - E_i)^2}{E_i}$$

Null Hypothesis H_0 : Attributes are independent

Alternative Hypothesis H_1 : Attributes are not independent

Degrees of freedom : (Number of row-1)*(Number of columns-1)

Where, o_i = Observed Frequency and E_i = Expected Frequency

CORRELATION

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

If the quantities (X,Y) vary in such a way that the variables X and Y are correlated.

$$r = \frac{n \sum xy - \sum x \sum y}{\sqrt{n \sum (x^2) - (\sum x)^2} \sqrt{n \sum (y^2) - (\sum y)^2}}$$

BAR CHARTS

A bar chart or bar graph is a chart that presents Grouped data with rectangular bars with lengths proportional to the values that they represent. The bars can be plotted vertically or horizontally. A vertical bar chart is sometimes called a column bar chart.

3.2 DATA ANALYSIS AND INTERPRETATION

3.2.1. TABLE SHOWING THE GENDER OF THE RESPONDENTS

S.No	Gender	No.Of Respondents	Percentage%
1	Male	102	62
2	Female	62	38
	TOTAL	164	100

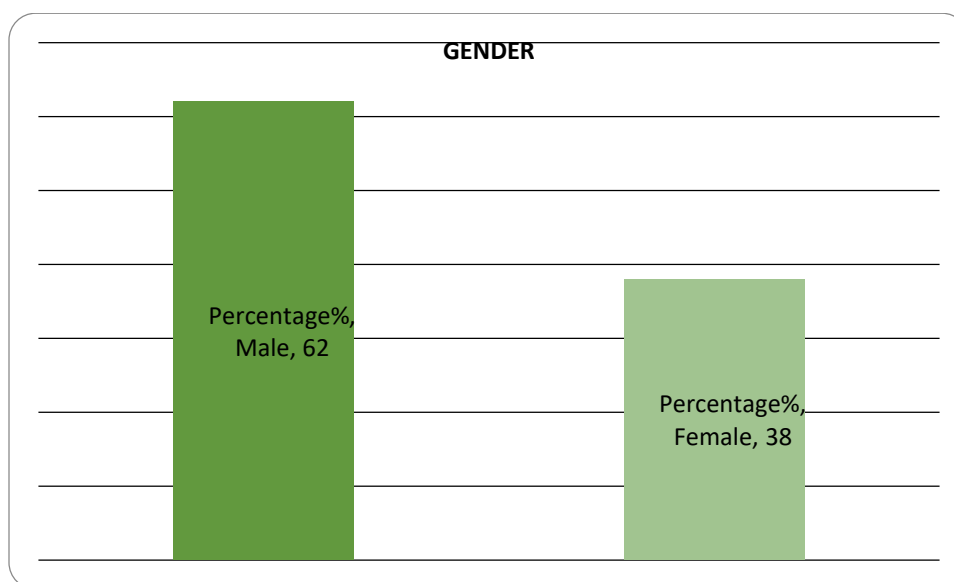
FINDINGS

It is found from the above table that 62% of respondent are male and 38% of respondent are female.

INFERENCE

It is inferred from the above findings that 62% of the respondent are male.

3.2.1. CHART SHOWING THE GENDER OF THE RESPONDENTS



3.2.2. TABLE SHOWING THE AGE GROUP OF THE RESPONDENTS

S.No	Age Group	No Of Respondents	Percentage%
1	18-20	7	4
2	20-25	85	52
3	26-30	48	29
4	31-35	20	13
5	Above 36	4	2
	TOTAL	164	100

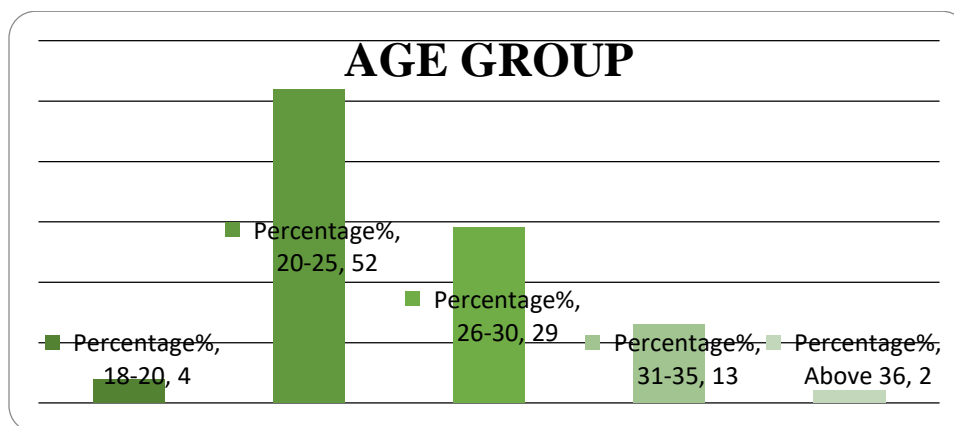
FINDINGS

It is found from the above table that 52% belongs to the age group of 20-25, 29% belongs to the age group of 26-30, 13% belongs to the age group of 31-35, 4% belongs to the age group of 18-20 and 2% belongs to the age group of above 36.

INFERENCE

It is inferred from the above findings that 52% of respondent belongs to the age group of 20-25.

3.2.2. CHART SHOWING THE AGE GROUP OF THE RESPONDENTS



3.2.3. TABLE SHOWING THE QUALIFICATION OF THE RESPONDENTS

S.No	Qualification	No Of Respondent	Percentage%
1	Twelth	5	3
2	Diploma	71	43
3	Engineering	60	37
4	Post Graduate	8	5
5	Other degree	20	12
	TOTAL	164	100

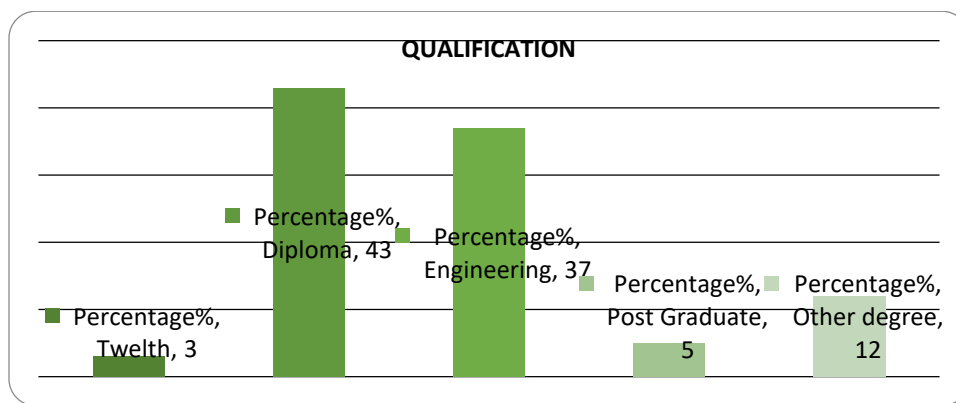
FINDINGS

It is found from the table that 43% of respondent were qualified with diploma, 37% of respondent were qualified with engineering, 12% of respondent were qualified with other degree and 3% of respondent were qualified with other twelth standard.

INFERENCE

It is inferred from the above findings that 43% of the respondents were diploma qualified.

3.2.3. CHART SHOWING THE QUALIFICATION OF THE RESPONDENTS



3.2.4. TABLE SHOWING THE MARTIAL STATUS OF THE RESPONDENTS

S.NO	MARTIAL STATUS	NO.OF RESPONDENTS	PERCENTAGE%
1	MARRIED	100	60
2	UNMARRIED	64	40
	TOTAL	164	100

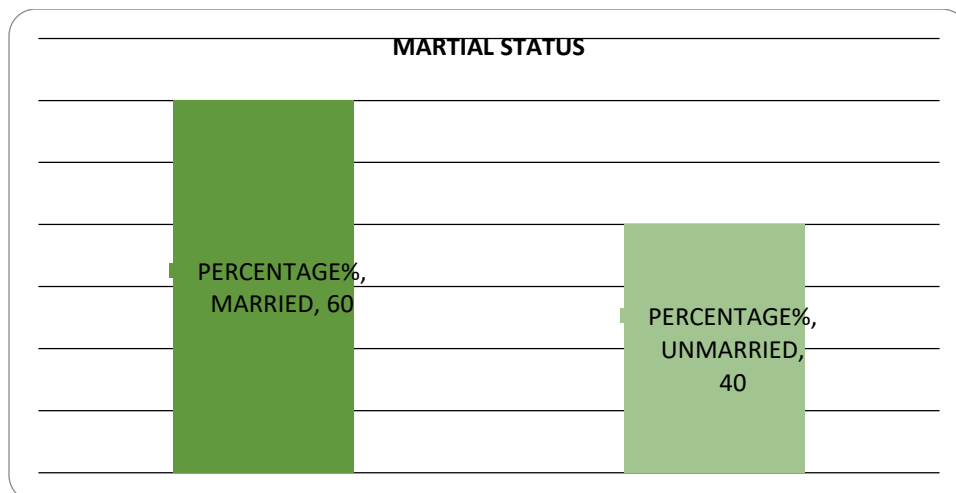
FINDINGS

It is found from the above table that 60% of respondents are married and 40% of respondents are unmarried.

INFERENCE

It is inferred from the above findings that 60% of the respondents are married.

3.2.4. CHART SHOWING THE MARTIAL STATUS OF THE RESPONDENTS



3.2.5. TABLE SHOWING THE EXPERIENCE OF THE RESPONDENTS

S.No	Experience	No Of Respondent	Percentage%
1	Below 1 year	6	4
2	2-3 year	14	9
3	3-4 year	43	26
4	4-6 year	51	31
5	Above 6 year	50	30
	Total	164	100

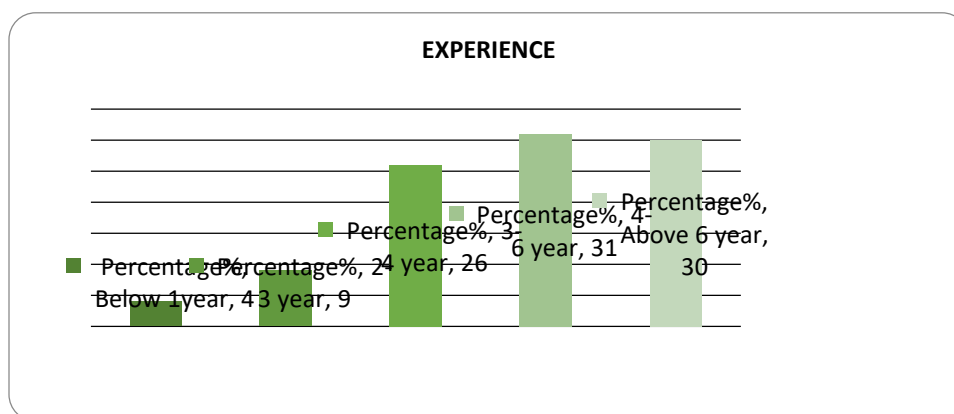
FINDINGS

It is found from the above table that 31% of respondent are 4-6 year of experience, 30% of respondents are above 6 year of experience, 26% of respondents are 3-4 year of experience, 9% of respondents are 2-3 year of experience and 4% of respondents are below 1 year of experience.

INFERENCE

It is inferred from the above findings that 31% of respondents hold 4-6 years of experience.

3.2.5. CHART SHOWING THE EXPERIENCE OF THE RESPONDENTS



3.2.6. TABLE SHOWING THE SALARY AMOUNT OF THE RESPONDENTS

S.No	Salary	No Of Respondent	Percentage %
1	Below 10,000	8	5
2	11,000 -20,000	36	22
3	21,000 - 30,000	51	31
4	31,000 -40,000	48	29
5	Above 41,000	21	13
	Total	164	100

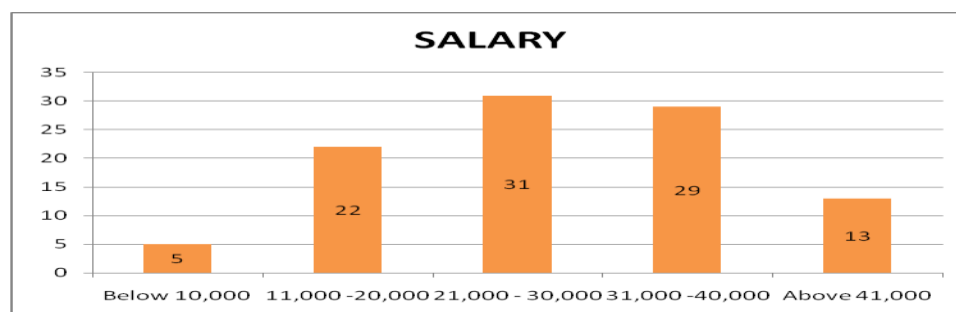
FINDINGS

It is found from the above table that 31% of respondent receive their salary between 21,000-30,000, 29% respondent is receive their salary between 31,000-40,000, 22% of respondent is receive their salary between 11,000-20,000, 13% of respondent is receive their salary between 31,000-40,000 and the 5% of respondent receive their salary below 10,000.

INFERENCE

It is inferred from the above findings that 31% of the respondents receive their salary from ranging from 21,000 to 30,000.

3.2.6. CHART SHOWING THE SALARY AMOUNT THE RESPONDENTS



3.2.7. TABLE SHOWING THE JOB SATISFACTION LEVEL OF THE RESPONDENTS

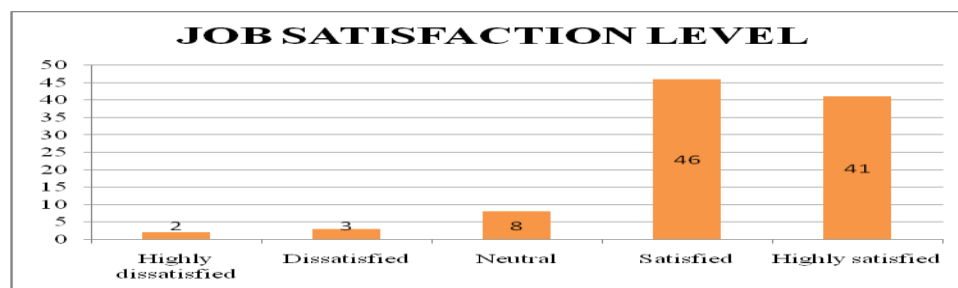
S.No	Options	No Of Respondent	Percentage%
1	Highly dissatisfied	4	2
2	Dissatisfied	5	3
3	Neutral	13	8
4	Satisfied	75	46
5	Highly satisfied	67	41
	Total	164	100

FINDINGS

It is found from the above table that 46% of respondent agreed are satisfied with their job, 4% of respondent are highly satisfied with their job, 8% of respondent are neutral with their job, 3% of respondent are dissatisfied with their job and 2% of respondent are highly dissatisfied with their job.

INFERENCE

It is inferred from the above findings that 46% of the respondents are satisfied with their job.

3.2.7. CHART SHOWING THE JOB SATISFACTION LEVEL OF THE RESPONDENTS**CHI – SQUARE**

3.2.8. TABLE SHOWING RESPONDENTS OF SUPERIOR RELATIONSHIP WITH THE EMPLOYEE

S.No	Option	No. Of .Respondent	Percentage%
1	Very good	42	26
2	Good	70	43
3	Better	34	20
4	Bad	10	6
5	Very bad	8	5
	Total	164	100

Null Hypothesis H0: There is no significant difference between the superior relationships with the employee

Alternate Hypothesis H1: There is significant difference between the superior relationships with the employee

O_i	E_i	$O_i - E_i$	$(O_i - E_i)^2$	$\frac{(O_i - E_i)^2}{E_i}$
42	32.8	9.2	84.64	2.58
70	32.8	37.2	1383.84	42.19
34	32.8	1.2	1.44	0.04
10	32.8	-22.8	519.84	15.84
8	32.8	-24.8	615.04	18.75
$\sum \frac{(O_i - E_i)^2}{E_i}$				79.4

CALCULATION

CHI – SQUARE FORMULA

$$\chi^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$E_i = \frac{\sum O_i}{n}$$

$$= (42 + 70 + 34 + 10 + 8)/5$$

$$= 32.8$$

Degrees of freedom

$$= k-1$$

$$= 5-1$$

$$= 4$$

Table value at 0.05 % Of confidence level =9.48

Calculated value > Table value

$$79.4 > 9.48$$

Since the calculated value is greater than table value **Reject H0**

CONCLUSION

There is significant difference between superior relationships with the employee

CHI - SQUARE

3.2.9. TABLE SHOWING THE RESPONDENTS VIEW OF THEIR WORK WITH RESPECT TO GENDER

Null	Like Their Work They Do						
		Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
GENDER	Male	33	40	16	7	6	102
	Female	11	27	10	8	6	62
		44	67	26	15	12	164

Hypothesis H0: Gender and the likeness towards their work are independent.

Alternate Hypothesis H1: Gender and the likeness towards their work are dependent.

O_{ij}	E_{ij}	$O_{ij} - E_{ij}$	$(O_{ij} - E_{ij})^2$	$\frac{(O_{ij} - E_{ij})^2}{E_{ij}}$
33	27.3	5.7	32.49	1.19
40	41.6	-1.6	2.56	0.06
16	16.7	-0.7	0.49	0.02
7	9.3	-2.3	5.29	0.56
6	7.4	-1.4	1.96	0.26
11	16.6	-5.6	31.36	1.88
27	25.3	1.7	2.89	0.11
10	9.8	0.2	0.04	0.004
8	5.6	2.4	5.76	1.02
6	4.5	1.5	2.25	0.5
			$\sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$	5.604

CALCULATION

$$\chi^2 = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$$

$$E_{ij} = \frac{(R_i * C_j)}{G}$$

$$G=164$$

$$\text{Degrees of freedom} = (c-1)*(r-1) = (5-1)*(2-1) = 4$$

Table value at 0.05 % Of confidence level =9.48

Calculated value < Table value

$$5.604 < 9.48$$

Since the calculated value is lesser than table value **Accept H₀**

CONCLUSION

It is inferred from the above findings that gender and the likeness towards their work are independent.

CHI-SQUARE

3.2.10. TABLE SHOWING THE RESPONDENTS OF JOB IMPORTANCE WITH RESPECT TO THE ORGANISATION MISSION

S.No	Option	No. Of Respondents	Percentage %
1	Very Important	59	36
2	Important	56	34
3	Neutral	34	21
4	Somewhat Unimportant	8	5
5	Unimportant	7	4
	Total	164	100

Null Hypothesis H₀: Job importance is independent with respect to organization mission.

Alternate Hypothesis H₁: Job importance is dependent with respect to organization mission.

O_i	E_i	$O_i - E_i$	$(O_i - E_i)^2$	$\frac{(O_i - E_i)^2}{E_i}$
59	32.8	26.2	686.44	20.93
56	32.8	23.2	538.24	16.41
34	32.8	1.2	1.44	0.04
8	32.8	-24.8	615.04	18.75
7	32.8	-25.8	665.64	20.29
			$\sum \frac{(O_i - E_i)^2}{E_i}$	76.43

CALCULATION

CHI – SQUARE FORMULA

$$\chi^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

$$E_i = \frac{\sum O_i}{n}$$

$$= (59 + 56 + 34 + 8 + 7)/5$$

$$= 32.8$$

Degrees of freedom

$$= k-1$$

$$= 5-1$$

$$= 4$$

Table value at 0.05 % Of confidence level =9.48

Calculated value > Table value

$$76.43 > 9.48$$

Since the calculated value is greater than table value **Reject H0****CONCLUSION**

It is inferred from the above findings that job importance is dependent with respect to the organization mission.

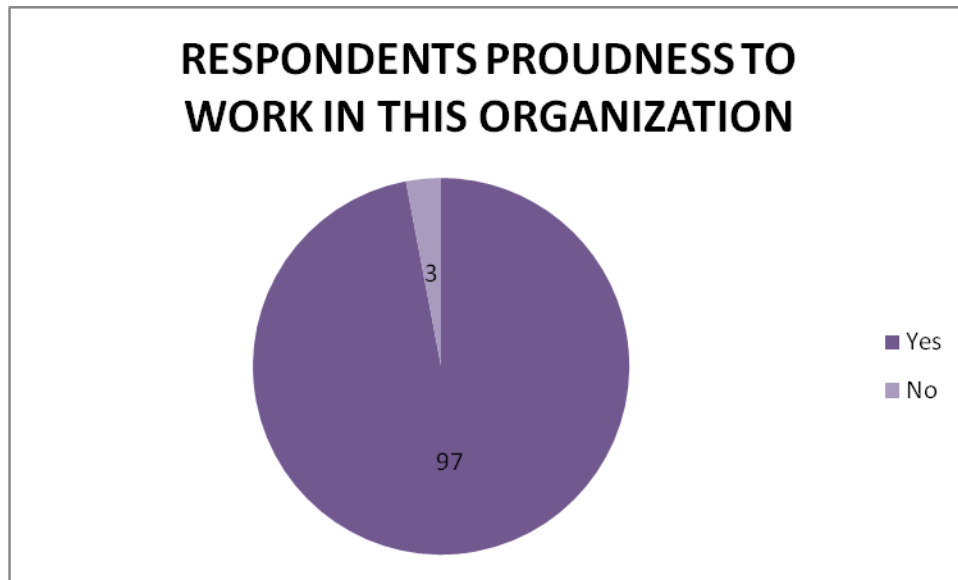
INTERVAL ESTIMATION**3.2.11. TABLE SHOWING RESPONDENTS PROUDNESS TO WORK IN THIS ORGANISATION**

S.No	Options	No Of Respondents	Percentage%
1	Yes	159	97
2	No	5	3
	Total	164	100

FINDINGS

It is found from the above table that 97% of respondent are agreed to work in this organization and 3% of respondent are not agreeing to work in this organization.

3.2.8. CHART SHOWING THE RESPONDENTS PROUDNESS TO WORK IN THIS ORGANISATION



CALCULATION

$$n = 164$$

$$p = \text{yes} = 0.97\%$$

$$q = 1 - p$$

$$= 1 - 0.97 = 0.03\%$$

$$Z_{\alpha/2} \text{ at } 0.05\% = 1.96$$

$$\text{Standard Error} = \sqrt{(pq / n)}$$

$$= \sqrt{((0.97 * 0.03) / 164)}$$

$$S.E = 0.013$$

Interval Estimation

$$P \pm z_{\alpha/2} \sqrt{\frac{pq}{n}}$$

$$= [0.97 \pm (1.96 * 0.013)] = [0.99, 0.94]$$

CONCLUSION

At 95% confidence interval it is inferred from the above findings that the employee are agreed to work in the organization lies in the range of 0.94% to 0.99% and is found to be between 94% and 99%.

3.2.12. TABLE SHOWING THE RESPONDENTS VIEW OF THE ORGANIZATION WELCOMING THE INNOVATIVE IDEAS FROM RESPONDENTS

S.No	Option	No Of Respondent	Percentage
1	Strongly agree	65	40
2	Agree	63	38
3	Neutral	29	17
4	Disagree	5	3
5	Strongly disagree	2	1
	Total	164	100

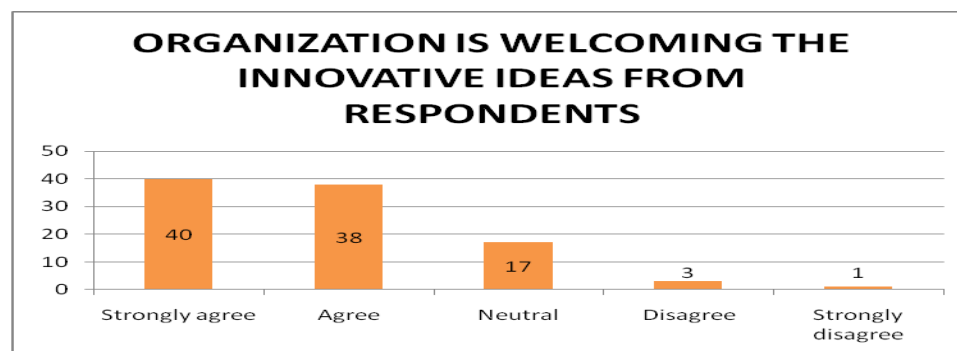
FINDINGS

It is found from the above table that 40% of respondent are strongly agree that the organization welcome the innovative ideas from the employee, 38% of respondent agree that the organization welcome the innovative ideas from the employee, 17% of respondent are neutral, 3% of the respondent are disagree and 1% of respondent are strongly disagree that the organization welcome the innovative ideas from the employee.

INFERENCE

It is inferred from the above table that 40% of the respondent are strongly agreed the organization welcome the innovative ideas from the employee.

3.2.9. CHART SHOWING THE RESPONDENTS VIEW OF THE ORGANIZATION WELCOMING THE INNOVATIVE IDEAS FROM RESPONDENTS



3.2.13 TABLE SHOWING SUPERIORS RESPECT OF RESPONDENTS IN RELATION TO THEIR THOUGHTS AND FEELINGS

S.No	Options	No Of Respondents	Percentage%
1	Yes	125	76
2	No	39	24
	Total	164	100

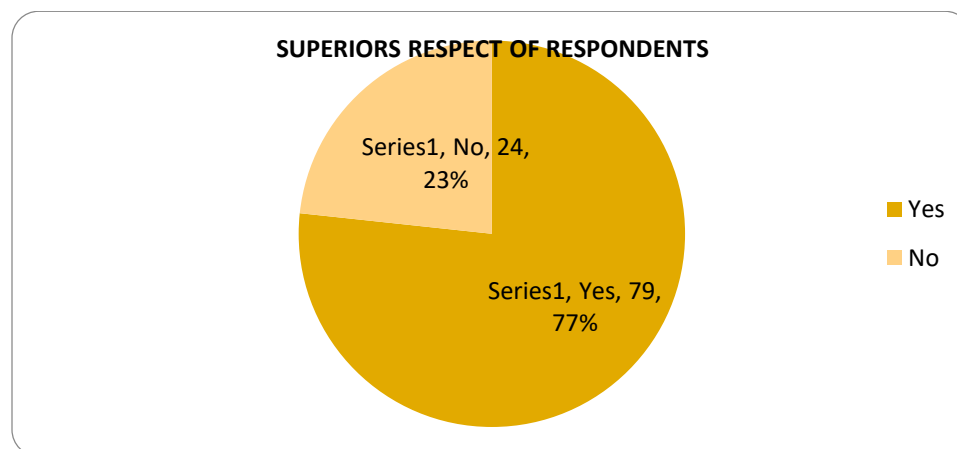
FINDINGS

It is found from the above table that 76% of respondent are agree that their thoughts and feelings are given respect by their superior and 24% are not agree that their thoughts and feelings are given respect by their superior.

INFERENCE

It is inferred from the above finding that 76% of the respondents are given importance by their superiors.

3.2.10. CHART SHOWING SUPERIORS RESPECT OF RESPONDENTS IN RELATION TO THEIR THOUGHTS AND FEELINGS



3.2.14. TABLE SHOWING THE RESPONDENTS OF THE IMPORTANCE OF EMPLOYEE ENGAGEMENT IN THE ORGANISATION

S.No	Options	No Of Respondent	Percentage%
1	Very Important	43	26
2	Important	81	49
3	Neutral	31	19
4	Not Important	6	4
5	Not At All Important	4	2
	Total	164	100

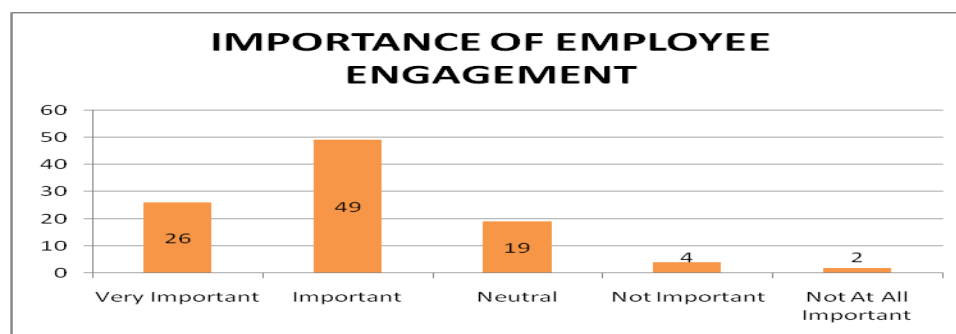
FINDINGS

It is found from the above table that 49% of the respondents are important in the organization, 26% of respondent are very important in the organization, 19% of respondents are neutral in the organization, 4% of respondent are not important in the organization and 2% are not at all important in the organization.

INFERENCE

It is inferred from the above findings that 49% of respondents agree that employee engagement is important in the organization.

3.2.11. CHART SHOWING THE RESPONDENTS OF THE IMPORTANCE OF EMPLOYEE ENGAGEMENT IN THE ORGANISATION



WEIGHTED AVERAGE**3.2.15. TABLE SHOWING THE RANK ORGANIZATION AND FULFILMENT OF THE CHARACTERISTICS**

Factors	R1	R2	R3	R4	R5
Compensation Policy	57	53	17	25	12
Job Security	53	30	40	34	7
Grievance Management	30	40	32	34	28
Training And Development	14	22	28	39	61
Reward System	14	20	36	43	51

CALCULATION FOR WEIGHTED AVERAGE

Net value = weighted average columns * number of respondents / Total weight

Weighted Average Method = weighted total / total weight

Total weight = 5 + 4 + 3 + 2 + 1 = 15

Weighted total = [(R1*X1) + (R2*X2) + (R3*X3) + (R4*X4) + (R5*X5)]

$$= [(57*5) + (53*4) + (17*3) + (25*2) + (12*1)] = 610$$

$$= [(53*5) + (30*4) + (40*3) + (34*2) + (7*1)] = 580$$

$$= [(30*5) + (40*4) + (32*3) + (34*2) + (28*1)] = 502$$

$$= [(14*5) + (22*4) + (28*3) + (39*2) + (61*1)] = 381$$

$$= [(14*5) + (20*4) + (36*3) + (43*2) + (51*1)] = 395$$

WEIGHTED AVERAGE TABLE

Factors	R1 (5)	R2 (4)	R3 (3)	R4 (2)	R5 (1)	Weighted Total	Weighted Average	Rank
Compensation Policy	57	53	17	25	12	610	40.67	1
Job Security	53	30	40	34	7	580	38.67	2
Grievance Management	30	40	32	34	28	502	33.47	3
Training And Development	14	22	28	39	61	381	25.40	5
Reward System	14	20	36	43	51	395	26.33	4

FINDINGS

It is found from the table that 40.67% of respondent agreed that compensation policy then 38.67% of respondent agreed that job security then 33.47% of respondent agreed that grievance management then 26.33% of respondent agreed that reward system and 25.40% of respondent agreed that training and development.

INFERENCE

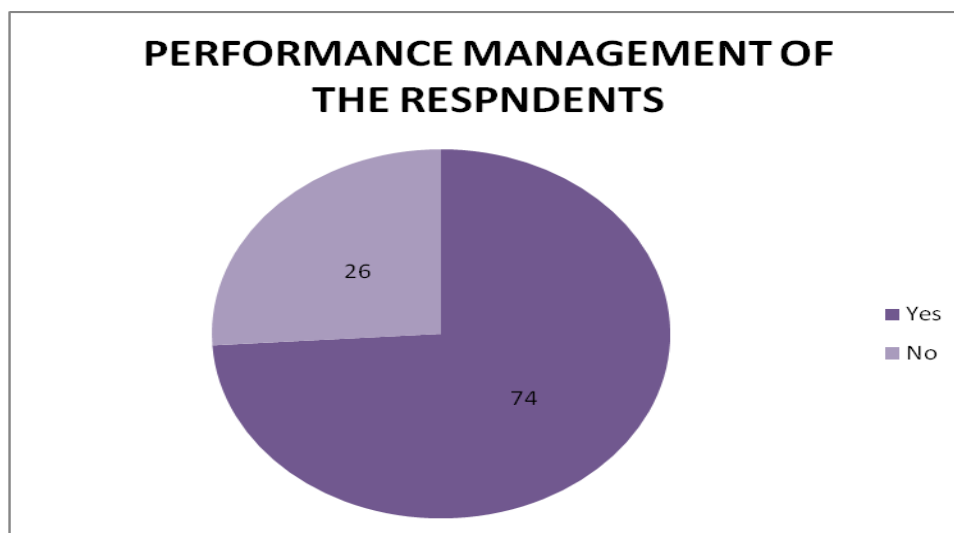
It is inferred from the above findings that 1st rank is given to compensation policy of 40.67%

INTERVAL ESTIMATION**3.2.16. TABLE SHOWING THAT THE PERFORMANCE MANAGEMENT OF THE RESPONDENTS**

S.No	Options	No Of Respondents	Percentage%
1	Yes	121	74
2	No	43	26
	Total	164	100

FINDINGS

It is found from the above table that 74% of respondent are agreed that they develop the skills and potential and 26% of respondent are disagree that they not to develop the skills and potentia

3.2.12. CHART SHOWING THAT THE PERFORMANCE MANAGEMENT OF THE RESPONDENTS**CALCULATION**

$$n = 164$$

$$p = \text{yes} = 0.74\%$$

$$q = 1-p$$

$$= 1-0.739 = 0.26\%$$

$$Z_{\alpha/2} \text{ at } 0.05\% = 1.96$$

$$\text{Standard Error} = \sqrt{(pq / n)}$$

$$= \sqrt{((0.74*0.26)/164)}$$

$$\text{S.E} = 0.034$$

Interval Estimation

$$p \pm z_{\frac{\alpha}{2}} \sqrt{\frac{pq}{n}}$$

$$= [0.74 \pm (1.96*0.034)] = [0.74 \pm 0.067] = [0.81, 0.67]$$

CONCLUSION

At 95% confidence interval it is inferred from the findings that the employee skills and potentials are going to be performed is clearly stated by their performance management lies in the range of 0.67 % to 0.81% and is found to be between 67% and 81%.

CHI - SQUARE**3.2.17. TABLE SHOWING THE GENDER WISE RESPONDENTS TO THEIR QUALITY OF WORK**

Gender	Quality Of Work						
	Excellent	Good	Neutral	Poor	Worst		
Male	22	34	30	7	9	102	
Female	26	13	9	6	8	62	
	48	47	39	13	17	164	

Null Hypothesis H0 : Quality of work and gender are independent.

Alternate Hypothesis H1 : Quality of work and gender are dependent.

O_{ij}	E_{ij}	$O_{ij} - E_{ij}$	$(O_{ij} - E_{ij})^2$	$\frac{(O_{ij} - E_{ij})^2}{E_{ij}}$
22	29.8	-7.8	60.84	2.04
34	29.2	-4.8	23.04	0.78
30	24.2	5.8	33.64	1.39
7	8.0	-1	1	0.125
9	10.5	-1.5	2.25	0.21
26	18.1	7.9	62.41	3.44
13	17.7	-4.7	22.09	1.24
9	14.7	-5.7	32.49	2.21
6	4.9	1.1	1.21	0.24
8	6.4	1.6	2.56	0.4

			$\sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$	12.075
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CALCULATION

$$\chi^2 = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$$

$$E_{ij} = \frac{(R_i * C_j)}{G}$$

$$G=164$$

Degrees of freedom = (c-1)*(r-1) = (5-1)*(2-1) = 4

Table value at 0.05 % Of confidence level =9.48

Calculated value > Table value

$$12.075 > 9.48$$

Since the calculated value is greater than table value **Reject H0**

CONCLUSION

Quality of work and gender are dependent on each other.

3.2.18 TABLE SHOWING THE RESPONDENTS PERFORMANCE STANDARD

S.No	Options	No Of Respondent	Percentage%
1	Very high	42	25
2	High	46	28
3	Moderate	64	39
4	Low	10	6
5	Very low	2	1
	Total	164	100

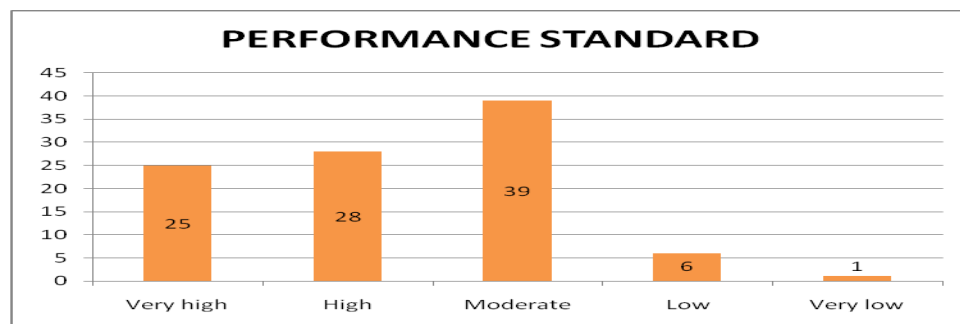
FINDINGS

It is found from the above table that 39% of the respondent of the performance standard of their workgroup is moderate, 28% of the respondent of the performance standard of their workgroup is high, 25% of the respondent of the performance standard of their workgroup is very high, 6% of the respondent of the performance standard of their workgroup is low, 1% of the respondent of the performance standard of their workgroup is very low.

INFERENCE

It is inferred from the above findings that 39% of respondents agreed that the performance standard of the work group is moderate.

3.2.13. CHART SHOWING THE RESPONDENTS PERFORMANCE STANDARD



3.2.19. TABLE SHOWING THE COMPANY'S RECOGNITION AND ACKNOWLEDGEMENT OF THE RESPONDENTS AT WORK

S.No	Options	No Of Respondent	Percentage%
1	Yes	139	85
2	No	25	15
	Total	164	100

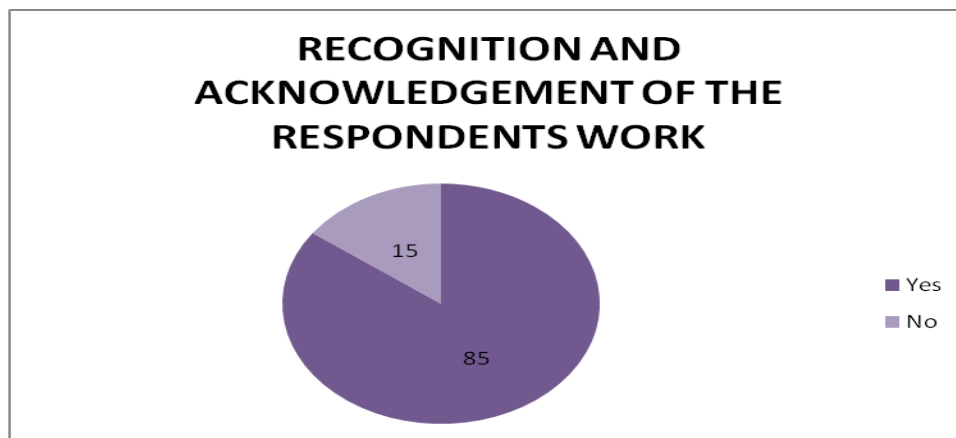
FINDINGS

It is found from the above table that 85% of employee had recognize and acknowledge for doing good work in the company and 15% of employee are not recognize and acknowledge for doing good work in the company.

INFERENCE

It is inferred from the above findings that 85% of employee was recognized and acknowledged for their work in the company.

3.2.14. CHART SHOWING THE COMPANY'S RECOGNITION AND ACKNOWLEDGEMENT OF THE RESPONDENTS AT WORK



CHI - SQUARE

3.2.20. TABLE SHOWING THE RESPONDENTS SAFETY MEASURES AND FREQUENCY OF TAKING LEAVE

	Frequency Of Taking Leave						
		Never	Rarely	Often	Sometimes	Always	
Safety Measures To Take Leave	Yes	34	40	25	9	6	114
	No	14	11	6	12	7	50
		48	51	31	21	13	164

Null Hypothesis H0: Safety measures and frequency of taking leave are independent.

Alternate Hypothesis H1: Safety measures and frequency of taking leave are dependent.

O_{ij}	E_{ij}	$O_{ij} - E_{ij}$	$(O_{ij} - E_{ij})^2$	$\frac{(O_{ij} - E_{ij})^2}{E_{ij}}$
34	33.3	0.7	0.49	0.01
40	35.4	4.6	21.16	0.59
25	21.5	3.5	12.25	0.56
9	14.5	-5.5	30.25	2.08
6	9.0	-3	9	1
14	14.6	-0.6	0.36	0.02
11	15.5	-4.5	20.25	1.30
6	9.4	-3.4	11.56	1.22
12	6.4	5.6	31.36	4.9
7	3.9	3.1	9.61	2.46
			$\sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$	14.14

CALCULATION

$$\chi^2 = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$$

$$E_{ij} = \frac{(R_i * C_j)}{G}$$

$$G = 164$$

$$\text{Degrees of freedom} = (c-1)*(r-1)$$

$$= (5-1)*(2-1) = 4$$

Table value at 0.05 % Of confidence level =9.48

Calculated value > Table value

$$14.14 > 9.48$$

Since the calculated value is greater than table value **Reject H0**

CONCLUSION

It is inferred from the above findings that safety measures and frequency of taking leave are dependent on each other.

WEIGHTED AVERAGE

3.2.21. TABLE SHOWING THE RANK FACTOR THAT HELPS RESPONDENTS TO SUSTAIN LONG IN THE ORGANIZATION

Factors	R1	R2	R3	R4	R5
Salary	42	64	25	18	15
Promotion	40	28	29	45	22
Working Hours	41	29	32	36	26
Working Environment	18	27	42	25	52
Less Work Stress	25	16	35	38	50

CALCULATION FOR WEIGHTED AVERAGE

Net value = weighted average columns * number of respondents / Total weight

Weighted Average Method = weighted total / total weight

Total weight = 5 + 4 + 3 + 2 + 1 = 15

Weighted total = [(R1*X1) + (R2*X2) + (R3*X3) + (R4*X4) + (R5*X5)]

$$= [(42*5) + (64*4) + (25*3) + (18*2) + (15*1)] = 592$$

$$= [(40*5) + (28*4) + (29*3) + (45*2) + (22*1)] = 511$$

$$= [(41*5) + (29*4) + (32*3) + (36*2) + (26*1)] = 515$$

$$= [(18*5) + (27*4) + (42*3) + (25*2) + (52*1)] = 426$$

$$= [(25*5) + (16*4) + (35*3) + (38*2) + (50*1)] = 420$$

WEIGHTED AVERAGE TABLE

Factors	R1 (5)	R2 (4)	R3 (3)	R4 (2)	R5 (1)	Weighted Total	Weighted Average	Rank
Salary	42	64	25	18	15	592	39.47	1
Promotion	40	28	29	45	22	511	34.07	3
Working Hours	41	29	32	36	26	515	34.33	2
Working Environment	18	27	42	25	52	426	28.40	4
Less Work Stress	25	16	35	38	50	420	28.00	5

FINDINGS

It is found from the above table that 39.47 % of respondent agreed by their salary, 34.33% of respondent agreed their working hours, 34.07% of respondent agreed their promotion, 28.40 % of respondent agreed their working environment and 28.00 % of respondent agreed their less work stress.

INFERENCE

It is inferred from the above findings that 1st rank is given to salary of 39.47%

3.2.22. TABLE SHOWING THE RESPONDENTS UTILIZATION OF OPPORTUNITIES IN IMPROVING THEIR EMPLOYEE SKILLS AND TALENTS

S.No	Improving Employee Skills and Talents	No Of Respondents	Percentage%
1	Strongly Agree	59	36
2	Agree	79	48
3	Neutral	18	11
4	Disagree	5	3
5	Strongly Disagree	3	2
	Total	164	100

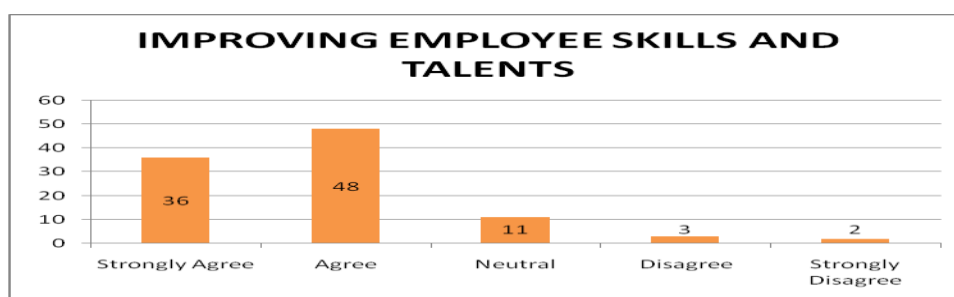
FINDINGS

It is found from the above table that the opportunities given to the employees is improving their skills and talents is agree by 48% of respondent, strongly agree by 36% of respondent, neutral by 11% of the respondent, disagree by 3% of respondent and strongly disagree by 2% of respondent.

INFERENCE

It is inferred from the above table that 48% of the respondents agree by the opportunities provided by the organization helps in improving their skills and talents.

3.2.15. CHART SHOWING THE RESPONDENTS UTILIZATION OF OPPORTUNITIES IN IMPROVING THEIR EMPLOYEE SKILLS AND TALENTS



3.2.23. TABLE SHOWING THE PERFERENCE OF THE ORGANIZATION WITH RESPECT TO CORRECTION OF RESPONDENTS MISTAKES

S.No	Option	No Of Respondent	Percentage
1	Highly supportive	57	35
2	Supportive	50	30
3	Neutral	34	21
4	Not supportive	14	9
5	Strictly not supportive	8	5
	Total	164	100

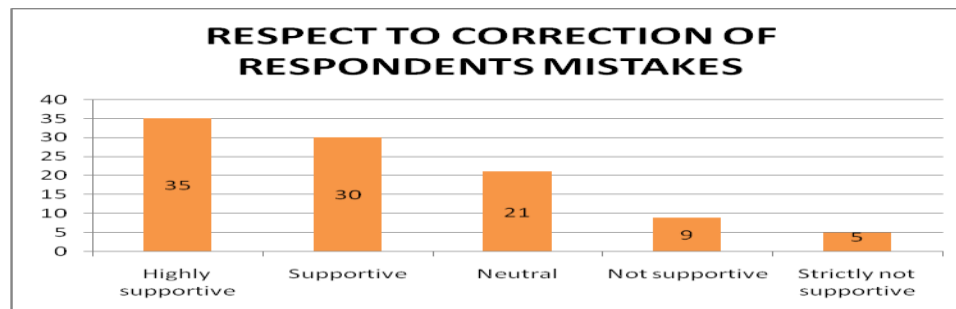
FINDINGS

It is found from the above table that 35% of respondent are highly supportive in the organization, 30% of respondent are supportive in the organization, 21% of respondent are neutral in the organization, 9% of the respondent are not supportive in the organization and 5% of respondent are not strictly not supportive in the organization to learn from mistakes.

INFERENCE

It is inferred from the above findings that 35% of the respondents are agree that the organization welcomes the employee to learn from mistakes.

3.2.16. CHART SHOWING THE PERFERENCE OF THE ORGANIZATION WITH RESPECT TO CORRECTION OF RESPONDENTS MISTAKES



FINDINGS (PRIMARY)

- 1.62% of the respondents are Male & 38 % of the respondents are female.
- 2.The Organization Consists of Young Aged People only on a majority basis.
- 3.Majority of The employees employed hold diploma and engineering qualifications with space to HSC level.
- 4.60 % of the Employees are Married and 40 % are Non married.
- 5.Freshers are Very Less in this organization and majority of the employees are 4 +years of experience.
- 6.87% Of the Employees are completed satisfied with their jobs in the organization.
- 7.The Superior Relationships are in the Good Hands.Every relationship quotient differs from person to person.
- 8.Gender and Work are independent
- 9.Job Importance is dependent with respect to the Organization Mission.
- 10.97% of the people are proud to work in the organisation ,thus they feel happy and satisfied with the organisation.
- 11.There is a mixed feeling with regards to the welcoming of the ideas from the employees with respect to the organisation.
- 12Feelings and thoughts of all are not respected by the superiors.

13.Compensation Policy and Job Security are the 2 fulfillers and major satisfiers for the employees present in the organization.

14.Salary ,Working Hours and Promotion are the 3 driving forces of employee retention and sustaining.

FINDINGS (SECONDARY)

1.Employee Engagement Helps in Team Building

2.Employee Engagement Helps in Employee Retention.

3.Employee Engagement Directly impacts the Performance aspect Of The Employees.

4.Employee Engagement helps in improvizing the performance of the employees

5.Employee Engagement helps in advancing the Organizational Performance.

6.Employee Engagement helps people to boost their skills and exploit the oppurtunities well.

7.Higher Employee Engagement gives higher safety measures thus reduces the leave applications.

8.Money is an importance factor in determining the employee engagement quotient.

9.Compensation Policies improve the Employee Engagement More as compared to other factors.

10.Employee Engagement is a function of the Quality of Work..

11.Innovative Ideas session and Brainstorming improvise the Employee Engagement.

12.Rewards and Recognition improve the Employee Morale,Job Satisfaction ,thus allowing the employees to engage more with the organization.

13.Compensatory Improvement and Promotions is a killer combination to enhance the employee engagement quotient and eventually helps in employee retention.

CONCLUSION

Employee Engagement is a Key Phenomenon in making a business organization successful one. The role of employee engagement in the business organization is a diversified one as it covers all the aspects and related to each and every function of HRM AND HRD. It is also a OD parameter .Employees are the Driving Force of the organization ,without people the organization is a graveyard. Engaging people for everything is itself a very big challenge .

Employees will be taken care in the best way only if the employee engagement quotient is high and best.

“Take care of the Employees....The Employees will take care of the Organization in the Best Way”

RECOMMENDATIONS /SUGGESTIONS

- 1.Non-Formal Trips Can be arranged regularly to keep the employees mental health fresh.
- 2.Regular Health Check-ups can be arranged regularly for improving the safety of the employees thus improving the employee engagement quotient.
- 3.Compensatory Policies have to be regulated properly and regularly in favour of employees .
- 4.Career Development and Career counselling sessions must be conducted regularly.
- 5.Switching of Job-roles based on the skill-ability of the employee can be implemented to train and develop employee for higher roles and succession .
- 6.Avoiding Salary Delays and improve the salaries.
- 7.Motivating and Backing of the employees during the tough times will emotionally stabilize them to and motivate to perform better.
- 8.Soft Skills Training must be conducted regularly.
- 9.Training and Development activities have to be conducted regularly to up-skill all the employees so that the employees feel that their careers are well managed and improved. Regular Up-skilling of employees helps in employee retentions.
- 10.Periodical Employee Feedbacks have to be taken.
- 11.Improvise the Job Security Phenomenon.
- 12.All the Grievances have to be sorted out in a timely manner. Grievance Resolution is very important to win the trust of employees
- 13.Role Clarity has to be given to all the employees at the initial phase so that all are crystal clear in their roles and understand the significance of the roles with respect to organization mission.
- 14.Induction of KT from all the respective departments to the New joinees.
- 15.Quality of work has to be regulated and maintained .

16. Work Study, Method Study and Time Study have to be studied and analyzed to improve job satisfaction.
17. Education Assistance can be given to the employees.
18. More Young Talents can be brought in to the organization to facilitate networking and knowledge transfer between educational institutions and business organizations.
19. Ideas should be welcomed from all the employees irrespective of the position and status.
20. Mistakes can be corrected.

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