

Key elements of Employee Engagement

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Abstract: *Employee engagement is a massive construct that deals with almost all parts of human resource management aspects. The term employee engagement is a new one catering and edging in all facets of human resource. Leadership, Enablement, Alignment and Development (LEAD) questions are emphasized in this paper. This study is analysed with Statistical Package for Social Sciences (SPSS). The results are obtained from a survey with 37 items and an open-ended question for two-way communication.*

Key words: *Employee engagement, Employee satisfaction, Commitment, Communication, Behavioural fairness*

1. Introduction

Meaning of Employee Engagement

Definition : An **Employee Engagement Survey** measures the degree to which **employees** feel valued at your company. Tracking **employee engagement** is important in determining whether or not your **employees** are happy and how long they'll stay with your company. This study not only takes Lead model for drafting the Employee Engagement survey but also the evaluation of supervisor.

Then we focus on

- teamwork,
- growth opportunities
- work life
- behavioural fairness
- effective communication.
- **Employee Engagement Survey Types.**
- There are six distinctive types of employee engagement.
- **Gives an employee a picture of what works and what doesn't. It is the first impression of the company. This is used to collect levels of engagement and experience during the recruitment process.**
- The second step is to collect engagement experiences during the onboarding process. Onboarding process is the clarity an employee gets within a couple of weeks after recruitment. Hence employees it's essential that an organization conducts this survey within a couple of weeks of onboarding employees because if there's a delay of more than a few months then new recruits may have difficulty recalling details from their onboarding.
- Employee well being is the key element of the organization. Here we focus on the good work life balance.

- Health construct is important and equivalent to the pulse of an organization. It helps in checking the morale and mood of the employee.
- Next phase is the performance of the employee that portrays the growth of an employee in an organization. This survey should be used at least once a year..
- The last stage is for the exiting employees. Exiting employees are bias free hence this is a vital phase in employee engagement.
- **Why Conduct an Employee Engagement Survey?**
- Now that we've considered the different types of Employee engagement lets consider the necessity of one.
- **Measure Employee Engagement:** Workplace drives an employee hence measuring employee engagement is a vital necessity. Workplace is where one undergoes career advancement, recognition, salary, employment benefits, work-life balance, etc. An employee engagement survey makes it easy to get clear results.
- **Help Your Employees Feel Heard:** Voicing out their needs is an important concept in an organization. Thus a two way communication is a great opportunity and an open ended question gives so.
- **Benchmark Your Results:** Conducting employee engagement surveys on a regular basis helps you collect data that you can compare on a year on year basis. Not only do these surveys help you measure your growth, but you can get a better understanding of where your company stands when compared to industry best standards.
- **Experience Organization Growth:** Employee engagement surveys gives whether the organizational growth is in the right path.
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2. Review of Literature:

The Meaning of Employee Engagement (WILLIAM H. MACEY ,2008). Employee Engagement is the Key to Improving Performance (Solomon Markos,2013). Determinants of employee engagement and their impact on employee performance (Anitha J,2014). Employee Engagement: The Key to reinforce staff Performance in Indian organizations (Hari Krishna. Kairi ,2017)

Research Gap:

Employee Engagement in various countries have been done but hasn't been done in BPO's in Chennai, Tamil Nadu India.

Hypothesis:

Null hypothesis:

Employee engagement isn't obtained here in a BPO in Chennai.

Alternate Hypothesis:

Employee engagement is attained here in a BPO in Chennai.

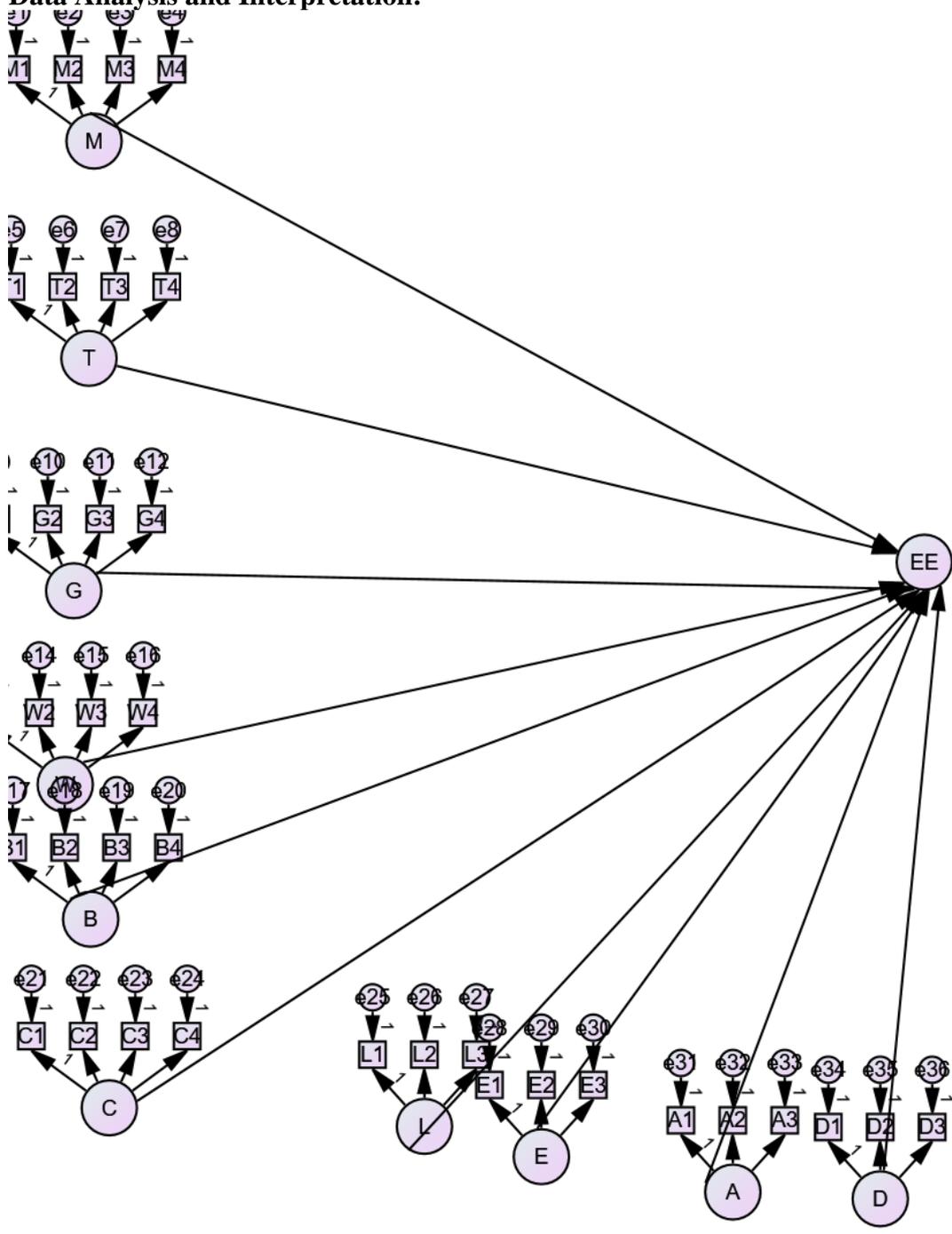
Data Collection.

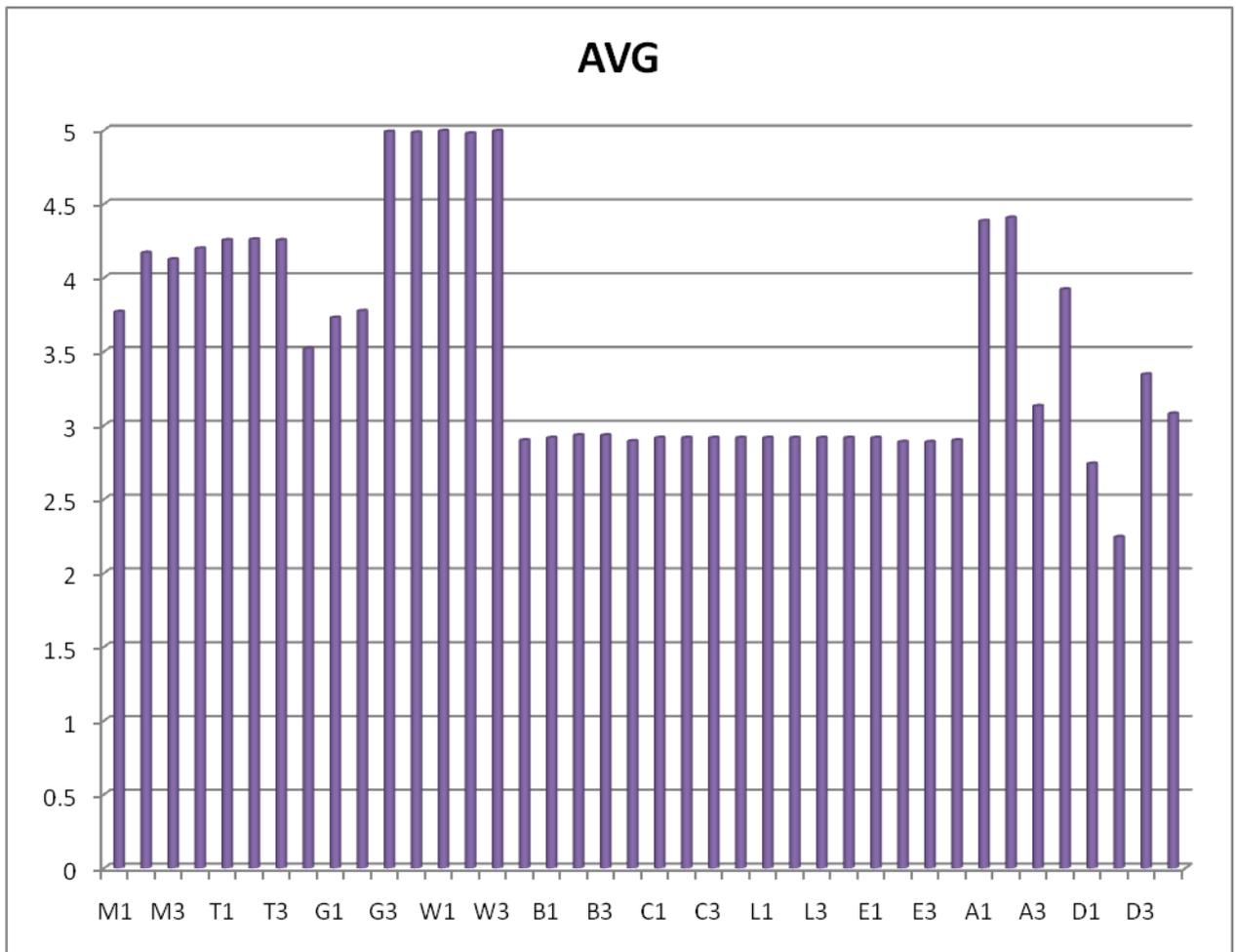
The survey was taken in order to analyse the employee engagement. We administered questionnaires to 200 employees in a Business Process Outsourcing company from Chennai, Tamil Nadu. Finally 180 questions were valid.

The survey-taker is asked to check a box on a likert scale ranging 1 to 5 as below:

1. Strongly Disagree
2. Disagree
3. Neither Agree nor Disagree
4. Agree
5. Strongly Agree

Data Analysis and Interpretation:





3. RESULTS:

Do you Employees feel your organization is supportive of a healthy work-life balance, they have a belief that the amount of work allotted to you is reasonable. They realize work causes unwanted tensions in your personal life. He is not give a fair amount of time to your family. And the employee also feels his/her manager (or someone in management) has not shown a genuine interest in my career aspirations”.

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