

“A Study On Employee Engagement At Ncr Private Limited Puducherry”

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Abstract

Employee engagement is the level of commitment and involvement of an employee has towards their 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. It is a positive attitude held by the employees towards the organization and its values. Employee engagement has been one of the most vexing issues for organizations. Event managers and training program peddlers are back in action again rolling out master classes in managing engagement and retention. NCR is at the center of the self-service revolution, strategically poised between consumers who demand fast, easy and convenient options, and businesses intent on increasing revenues, building customer loyalty, reaching the contemporary consumer and lowering their cost of operations. A research design is purely and simply the framework or a plans for the study that guides the collection and analysis of data. The research design adopted for the study is descriptive research. The paper focuses on how employee engagement is an antecedent of job involvement and what should company do to make the employees engaged. The paper also looks at the Gallup26 point questionnaire. The steps which shows how to drive an engaged employee.

General Terms: Employee Engagement, Environment, Factors

Key Words: Customer Satisfaction, Job Satisfaction, Organisation

1. Introduction

Employee engagement refers to cooperation between its employees and organization where everyone works together to achieve goals of organization and of the employees as well. It is a tool which determines the association of employee with organization. The engaged

Employees are more focused to company's profit rather than their own personal goals. They always spread positive vibes or messages and always try to make the working environment more congenial. These employees show a great degree of organizational citizenship.

2. Employee Engagement

An "engaged employee" is one who is fully involved in, and enthusiastic about their work, and thus will act in a way that furthers their organization's interests. According to Scarlett Surveys, "Employee Engagement is a measurable degree of an employee's positive or negative emotional attachment to their job, colleagues and organization which profoundly influences their willingness to learn and perform at work". Thus engagement is distinctively different from employee satisfaction, motivation and organizational culture.

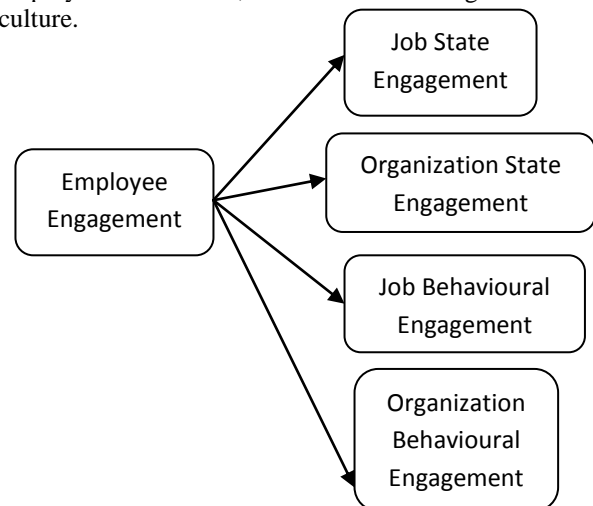
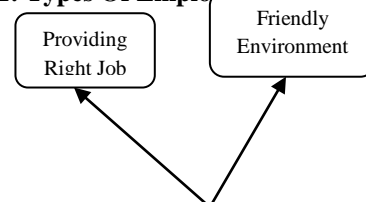


Figure 1: Types Of Employee Engagement



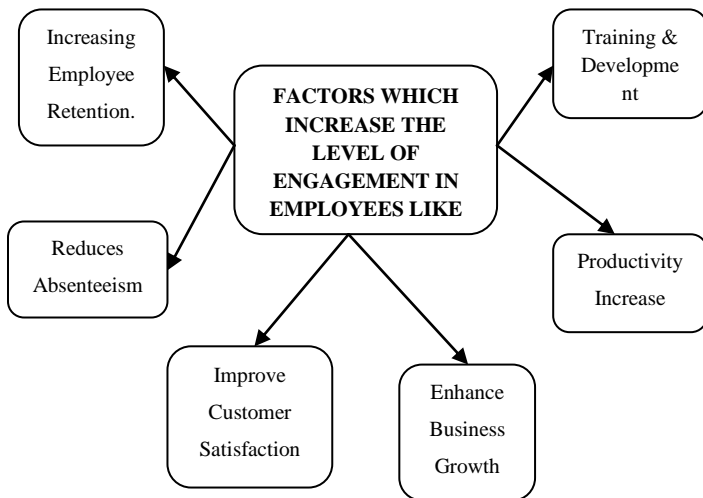


Figure: 2 Factors which motivates employee

Yes	132	91.0	91.0
No	13	9.0	100.0
Total	145	100.0	

Source: Primary Data

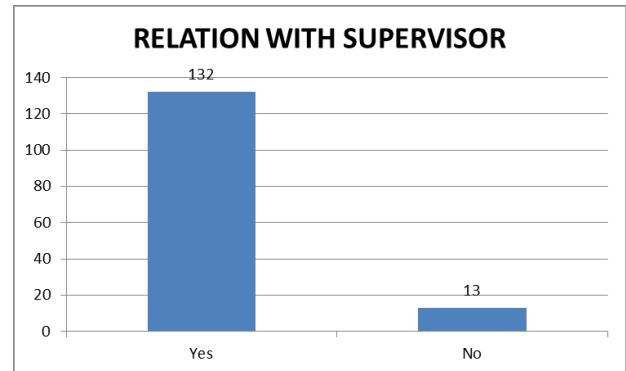


Figure: 3

3. Objectives of the Study

- To determine the level of engagement of the respondents regarding their job
- To analyses the job satisfaction level among the employees
- To analyses the various factor which influencing employees productivity
- To study the relationship between employees & the company

4. Methodology

The research design adopted for the study is descriptive research. Questionnaires are prepared and personal interview was conducted. Nearly 145 samples are taken in Pondicherry NCR Corporation Pvt Ltd Puducherry. Various statistical measures have been used. i.e. Chi-square test & Correlation.

5. Experimental results:

5.1. Percentage Method:

Table 1: To analyse the good relation between the employees and the supervisor

Good relation with supervisor	Frequency	Percent	Cumulative Percent
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Inference:

From the above table, it is inferred that the 91% of employees are having good relationship with their supervisors and 9% of employers are not having good relationship with their supervisors.

5.2. Chi-Square Test

Table 2: To Analyse whether the employees are having sufficient opportunities to improve their performance in their concern

Cross tabulation

opportunities	Performance					Total
	highly satisfied	satisfied	neither satisfied nor dissatisfied	dissatisfied	highly dissatisfied	
almost always true						14
mostly true	3	7	4	0	0	44
sometimes true	3	27	12	2	0	53
rarely true	2	16	34	1	0	31

not at all true	4	17	10	0	0	3
Total	0	1	1	0	1	145

Source: primary data

Table 3: Chi-Square Tests

	Value	df	Sig.(2-Sided)
Pearson Chi-Square	70.512	16	.000

Inference:

From the above table, it is inferred that the 53 of employees are sometimes true in reaching opportunities, 44 of employees are mostly true, 31 of employees are rarely true, 14 of employees are almost always true and 3 of employers are not at all true.

H1: there is no association between the opportunities and performance.

Table 4: To Analyse the involved and colleagues & senior management

Cross tabulation

Involved	colleagues & senior management				Total
	strongly disagree	disagree	agree	strongly agree	
strongly disagree	0	0	0	1	1
Disagree	0	12	5	3	20
Agree	4	36	43	16	99
strongly agree	1	6	5	13	25
Total	5	54	53	33	145

Source: primary data

Table 5: Chi-Square Tests

	Value	df	Sig. (2-sided)
Pearson Chi-Square	23.887	9	.004

Inference:

From the above table, it is inferred that the 99 and 25 of employees trust their colleagues & senior management, 20 and 1 of employers are not trusting their colleagues & senior management.

H1 there is association between colleagues & senior management

Table 6: To Analyse the satisfied & happy working and communicate With Your boss

Cross tabulation

satisfied & happy working	communicate with your boss				Total
	on a regular basis	often	sometimes	never	
very satisfied	8	3	9	1	21
Satisfied	1	7	48	3	59
somewhat satisfied	0	5	50	2	57
not satisfied	0	3	3	2	8
Total	9	18	110	8	145

Source: primary data

Table 7: Chi-Square Tests

	Value	df	Sig.(2-Sided)
Pearson Chi-Square	70.512	16	.000

Inference:

From the above table, it is inferred that the 21 of employees are most conveniently working in the organization, 59 employees are conveniently working in, and 57 of employees are somewhat conveniently, 8 of employees are not conveniently working in the organization.

H1 there is association between satisfied & happy working communicate.

Table 8: To Analyse the sufficient opportunities and remuneration

Cross tabulation

sufficient& happy working communicate	Remuneration			Total
	Rs.3000-5000	Rs. 5001-10000	above Rs. 10000	
strongly disagree	1	7	1	9
Disagree	12	37	5	54
Agree	4	44	3	51
strongly agree	6	20	5	31
Total	23	108	14	145

Source: primary data

Table 9: Chi-Square Tests

	Value	df	Sig.(2-Sided)
Pearson Chi-Square	7.574	6	.271

Inference:

From the table, it is inferred that the 8 employees are not mostly satisfied regarding remuneration, 54 employees are not satisfied regarding remuneration, 31 employees are mostly satisfied regarding remuneration and 51 employees are satisfied regarding remuneration.

H1 there is no association between sufficient opportunities and remuneration.

5.3 Correlation:

Table 10: To Analyse the Correlations between sufficient opportunities and remuneration

		sufficient opportunities	remuneration
sufficient opportunities	Pearson Correlation	1	.055
	Sig. (2-tailed)	.	.513
remuneration	Pearson Correlation	.055	1
	Sig. (2-tailed)	.513	.

Source: Primary Data

Inference:

From the above table, it is inferred that there is no perfect correlation between opportunities and remuneration.

Table 11: To Analyse the Correlations of work in organization and level of job Satisfied

		work in organization	level of job satisfied
work in organization	Pearson Correlation	1	.137
	Sig.(2-tailed)	.	.100
level of job satisfied	Pearson Correlation	.137	1
	Sig. (2-tailed)	.100	.

Inference:

From the table, it is inferred that there is no perfect correlation between work in organization and level of job satisfied.

Table 12: To Analyse the Correlations of leader’s inspirational and working environment

		leaders inspirational	working environment
leaders inspirational	Pearson Correlation	1	0.055
	Sig. (2-tailed)	-	0.515
working environment	Pearson Correlation	0.055	1
	Sig. (2-tailed)	0.515	-

Inference:

From the above table, it is inferred that there is no perfect correlation between leaders inspirational and working environment

Table 13: To Analyse the Correlations of organization encouraging, department Co-operate and good understanding mission

		organization encouraging	department co-operate	good understanding mission
organization encouraging	Pearson Correlation	1	-.137	.328(**)
	Sig. (2-tailed)	.	.101	.000
department co-operate	Pearson Correlation	-.137	1	-.228(**)

	Sig. (2-tailed)	.101	.	.006
good understanding mission	Pearson Correlation	.328(**)	-.228(**)	1
	Sig. (2-tailed)	.000	.006	.

** Correlation is significant at the 0.01 level (2-tailed).

Inference:

From the above table, it is inferred that there is perfect positive correlation between organization encouraging, department co-operate and good understanding mission,

So there is no correlation between organization encouraging to good understanding mission.

6. Conclusion:

A result from this study is contributed to the limited empirical research on the topic of the employee engagement. Specifically, it contributed the first statistical information about the rates of engagement among staff in a human service agency. Because, Employee Engagement is now understood to be critical component of successful organisational outcomes, it needs to be a closely examined work field, if for no other reason that agencies are held increasingly more accountable for outcomes, and funding is often tied to the success rates. An engaged staff can contributed significantly to reaching positive outcomes. Therefore, the engagement concept should be at the forefront of social work research and policy implementation.

Employee Engagement is the buzz word term for employee communication. It is a positive attitude held by the employees towards the organisation and its values. It is rapidly gaining popularity, use and importance in the workplace & impacts organisation in many ways. Employee Engagement emphasis the importance of communication on the success of business. An organisation should thus recognize employees more than any other variables, as powerful contributors to a company’s competitive position.

Therefore, Employee Engagement should be a continuous.

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