

KETHIREDDY ANUSHA ¹, DR. P. Ramya ², Dr. M. V. Narasimha Rao .

AUTHOR¹, AUTHOR², AUTHOR³

MLR Institute of Technology

Hyderabad

ABSTRACT

Employee engagement is a critical component in the success and sustainability of organizations. This study explores various factors influencing employee engagement, including leadership styles, workplace culture, and personal development opportunities. By examining both quantitative and qualitative data from diverse industries, the research identifies key drivers and barriers to engagement. The study also evaluates the impact of high engagement levels on organizational performance, employee retention, and job satisfaction. Findings suggest that fostering a supportive and inclusive work environment, offering continuous learning opportunities, and recognizing employee contributions significantly enhance engagement. The research provides actionable insights for managers and HR professionals to develop effective strategies that promote a motivated and committed workforce. Ultimately, the study underscores the importance of employee engagement as a strategic priority for achieving organizational excellence and long-term success.

I. INTRODUCTION

Employee engagement is a human resource concept that describes the interest and dedication an employee feels towards their job in the organization. It is the level of commitment and involvement an employee has towards their organization. It is the extent to which employee feel passionate about their job, are committed to the organization and put voluntary effort into their work. Employee engagement is the barometer that determines the association of a person with the organization. It involves employee to care about their work, about their performance towards organization and feel that employee's efforts make a difference in the organization.

II. NEED FOR THE STUDY

The study explores to reduce the attrition and also to increase the productivity and profit. Different organizations adopt different strategies and practices to engage their employees based on various factors such as employee expectations, current levels of engagement, feedback and understanding employee pulse and suitability to their business needs, scale of operations, amongst others. Given the global nature of business operations and diversities at workplace, there is no one-size-fit-all approach to employee engagement.

III. OBJECTIVES OF THE STUDY

1. To assess the existing levels of employee engagement in Tech Mahindra.
2. To identify factors contributing to employee engagement at Tech Mahindra.
3. To assess the impact of existing recognition programs on employee engagement.
4. To identify the challenges on employee engagement.
5. To identify the influence of organizational inputs on the employee engagement.

IV. METHODOLOGY

The data used for analysis & interpretation is received from the responses of employees for the questionnaire. Comparison of response is used for interpreting the data. The project is presented by using tables, column charts, with their interpretation.

A survey is undertaken to know the facts about the training.

DATA COLLECTION METHOD:

The data collection method includes primary data

PRIMARY DATA:

The researcher collected primary data relevant to the project through interviews, observations, and questionnaires. A survey consisting of 20 questions was randomly distributed among employees to capture diverse insights and perspectives.

SECONDARY DATA:

The secondary data collected from textbook, internet website, article etc.

SAMPLING METHOD:

SAMPLE SIZE: Data collection of sampling is 100

SAMPLING UNIT: Employees of TECH MAHINDRA

V. REVIEW OF LITERATURE

Eric Ng Chee Hong, Lam Zheng Hao, Ramesh Kumar, Charles Ramendran, Vimala Kadiresan (2023) The main objective of this study is to see the effectiveness of existing training programs, employee empowerment, job appraisal and compensation in retaining & engaging the employee: From the academicians' perception. Quantitative data was collected using the nonprobability self-administered questionnaire that consist of questions with 5points Likert scales distributed to 278 individuals for the study. The result showed that, there is highly significant relationship between the factors of training, compensation and appraisal on University of Z lecturer's retention & engagement.

Rabiya Sange and R.K. Srivasatava (2022) "Employee Engagement and Mentoring: An Empirical Study of Sales Professionals." This study makes an attempt to find whether being a part of the mentoring relationship enables employee engagement. The researchers took survey sample of 170 sales / marketing Professionals at completely different levels in the organizational hierarchy of Mumbai region.

Ulrika Eriksson Hallberg (2022) in her study "Studies of Work Engagement, Type A Behaviour and Burnout" explained the association between being 'on fire' and burnout. More specifically, the thesis concentrated largely on Two representations of involvement in work (work engagement and Type A behaviour) and their relationships to burnout. Another pervasive theme was construct validity in assessing burnout and work engagement. These themes were self-addressed in four empirical studies, conducted during a sample of healthcare employees (Study I) and a sample of Information Communication Technology consultants (Studies II, III, and IV). The results given during this thesis support the construct validity of Swedish versions of the MBI and UWES. It had been indicated that emotional exhaustion and depersonalization (or cynicism) consists the core aspects of burnout, which work engagement was more prominently related to lack of health complaints than job involvement and organizational commitment. Conclusive suggestions encourage both research and practice to explore the work engagement can best be increased by job design.

VI. DATA ANALYSIS AND DISCUSSION

Q1. Do you feel that management gives you formal feedback on your performance?

Options	Respondents
Regular	13
Occasionally	30
Only during annual review	40
Rarely	10
Never	7
Total	100

Interpretation: The above chart explains that 13% employees get regular feedback from superiors for improving performance, 30% occasionally, 40% Only during annual review, 10 % rarely and 7% never. Majority of the respondents agree that they get the feedback only at the time of annual reviews.

Q2. Do you believe that your leadership team communicates effectively and transparently?

Options	Respondents
Strongly Agree	16
Agree	65
Neutral	10
Disagree	5
Strongly Disagree	4
Total	100

Interpretation: The above chart explains that 16 % of the leadership team communicates effectively and transparently, 65% agree, 10% neutral, 5% disagree, 4% strongly disagree. Majority of the respondents agree that the leadership team communicates effectively and are transparent.

Q3. Do you think improvement is a part of employee engagement?

Options	Respondents
Strongly Agree	23

Agree	37
Neutral	16
Disagree	14
Strongly Disagree	10
Total	100

Interpretation: The above chart explains that 23% of respondents strongly agree and 37% agree that improvement is a part of employee engagement, while 16% are neutral, 14% disagree, and 10% strongly disagree. The majority of employees believe that improvement is a key aspect of employee engagement.

Q4. Are you satisfied with the decisions implemented in the department?

Options	Respondents
Very Satisfied	20
Satisfied	30
Neutral	13
Dissatisfied	23
Very Dissatisfied	14
Total	100

Interpretation: The above chart explains that 20% of respondents are very satisfactorily agreed that they are continuously updated on the decisions implemented in the department and 30% are satisfied, 13% are neutral, followed by 23% are dissatisfied and 14% are very dissatisfied. Majority of the respondents agreed that they are satisfied on the decisions implemented in the department.

VII. FINDINGS AND RECOMMENDATIONS

- 13% employees get regular feedback from superiors for improving performance, 30% occasionally, 40% Only during annual review, 10 % rarely and 7% never. Majority of the respondents agree that they get the feedback only at the time of annual reviews.
- 16 % of the leadership team communicates effectively and transparently, 65% agree, 10% neutral, 5% disagree, 4% strongly disagree. Majority of the respondents agree that the leadership team communicates effectively and are transparent.

- 23% of respondents strongly agree and 37% agree that improvement is a part of employee engagement, while 16% are neutral, 14% disagree, and 10% strongly disagree. The majority of employees believe that improvement is a key aspect of employee engagement.
- 20% of respondents are very satisfactorily agreed that they are continuously updated on the decisions implemented in the department and 30% are satisfied, 13% are neutral, followed by 23% are dissatisfied and 14% are very dissatisfied. Majority of the respondents agreed that they are satisfied on the decisions implemented in the department.

VIII. RECOMMENDATIONS

The survey results show that a notable number of employees receive formal feedback on their performance mainly during annual reviews, suggesting that more frequent feedback might be beneficial for their development. While the majority of employees believe the leadership team communicates effectively and transparently, there is a strong consensus that continuous improvement is a key aspect of employee engagement. Additionally, the organization should maintain and possibly enhance its development efforts, as most employees recognize and support the current development activities, but there are varying levels of satisfaction regarding the guidance and support provided by supervisors. Most employees feel that the company's mission makes their job necessary and that continuous training programs enhance the quality of their work assignments.

On the other hand, the survey reveals significant concerns about the fairness of the performance evaluation system, with many employees viewing it as unjust. Additionally, there is noticeable dissatisfaction with how the company addresses employees' concerns and complaints. While employees are generally satisfied with the professional growth opportunities offered and view the company's culture positively, there are issues with how recognition for contributions is given and mixed opinions on the effectiveness of resources for managing stress. Furthermore, there is a substantial level of dissatisfaction with the autonomy employees have in their roles and the support they receive from managers for managing their workload. These insights suggest several areas where the company could focus on improving employee satisfaction and engagement.

IX. CONCLUSION

As Per the above observations, Tech Mahindra except few employees who are not engaged and few who are nearly engaged and can be changed to an engaged employee by their supervisors by proper planning. Employee engagement is the buzz word term for employee communication. It is a positive attitude held by the employees towards the Tech Mahindra and its values. It is rapidly gaining popularity, use and importance in the workplace & impacts Tech Mahindra's in many ways. Employee engagement emphasizes the importance of employee communication on the success of a business. A Tech Mahindra should thus recognize employees, more than any other variable, as powerful contributors to a company's competitive position. Therefore, employee engagement should be a continuous process of learning, improvement, measurement and action. We would hence conclude that raising and maintaining employee engagement lies in the hands of a Tech Mahindra and requires a perfect blend of time, effort, commitment and investment to craft a successful endeavour.

X. REFERENCES

Books referred:

Human Resource Management..... Shashi K. Gupta, Rosy Joshi Human Resource
Management..... V. S. P. Rao
Human Resource Management..... Fisher Shaw
Human Resource Management..... Subba Rao

Web-site:

- www.humanresources.about.com
- www.hr-guide.com
- www.books.google.com