

A STUDY ON INFLUENCE OF EMPLOYEE ENGAGEMENT WITH REFERENCE TO NEXA

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by
POORNIMA P
Register No.39410150



SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119**

APRIL - 2021



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of Mr. Ms. Poornima P (39410150) who has done the Project work entitled ,“**A STUDY ON INFLUENCE OF EMPLOYEE ENGAGEMENT WITH REFERENCE TO NEXA**” under my supervision from January 2021 to February 2021.

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Submitted for Viva voce Examination held on _____.

Internal Examiner

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NEXA

DATE: 27.02.2021

TO WHOM SOEVER IT MAY CONCERN

Sub: Issuing completion certificate for INTERNSHIP TRAINING.

This is to certify that **P. POORNIMA**, II year **M.B.A** (register No. **39410150**)
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NEXA (RAJALAKSHMICARS PRIVATE LIMITED) for the period of
04.01.2021 to 27.02.2021.

Now she has completed her training under my supervision.

Her character and conduct during this period of INTERNSHIP TRAINING was found
to be very good.

We wish all the best for her future.

For NEXA (RAJALAKSHMI CARS PRIVATE LIMITED)


M. ARUN KUMAR.

MANAGER- HR.

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DECLARATION

I, **POORNIMA P, (39410150)** hereby declare that the Project Report entitled, **“A STUDY ON INFLUENCE OF EMPLOYEE ENGAGEMENT WITH REFERENCE TO NEXA”** done by me under the guidance of is submitted in partial fulfillment of Dr. N. KUMAR., M.A., M. Phil., PhD., MBA., the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

POORNIMA P

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ABSTRACT

Employee engagement has emerged as a popular organizational concept in recent years. It is the level of commitment and involvement an employee has towards their organization and its values and beliefs. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefits of the organization.

Employee engagement is the important drive in an organization to achieve their premier goal. Engagement is an employees' involvement with deep interest in the organization's principles. In business context, employee engagement is refer to work with colleagues to get effective task performance which leads to productivity of the organization. To understand the levels of employee engagement and its impact is the core objectives of this paper and further to examine the various factors influencing the employee engagement. This research paper suggests the effective ways to improve the productivity by applying the better strategies of employee engagement. In this research work, 120 no's samples have been taken from the unit of CPCL. In this research work, percentage method and chi-square test have been incorporated for analysis.

Questionnaire were distributed to employees to collect the needed data. Suggestions were put forward to improve the employer – employee engagement.

The study was completed and suggestions have been given to the management. It is an extraordinary opportunity to experience practical industrial environment, work discipline, team work, time management, quality controlling and to obtain a clear understanding of the theoretical knowledge which was gathered at the university.

Keywords: Employee engagement, Employee information, organization.

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CHAPTER 1

INTRODUCTION

Employee engagement is a workplace approach resulting in the right conditions for all members of an organization to give their best each day. Employee engagement is based on trust, integrity, a two-way commitment and communication between an organization and its members.

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 jobs for the benefit of the organization. Employee engagement develops positive attitude among the employees towards the organization.

Employee engagement is a complex equation that reflects each individual's unique, personal relationship with work. The term means different things to different organizations. Some equate it with job satisfaction, some by gauging employee's emotional commitment to their organization but a conclusive nature and definition of the same cannot be obtained.

To make a effort it can be defined as aligning employees values, goals, and aspirations with those of the organization in the best method for achieving the sustainable employee engagement requires for a organization to reach its goals.

Employee engagement also called work engagement or worker engagement is a business management concept. An 'engaged employee' is one who is fully involved in, and enthusiastic about, his or her work, and thus will act in a way that further their organization's interest.

Employee engagement is a level of commitment and involvement employees have towards their organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the organization.

1.1 INDUSTRY PROFILE

India became the fourth largest auto market in 2019 displacing Germany with about 3.99 million units sold in the passenger and commercial vehicles categories. India is expected to displace Japan as the third largest auto market by 2021.

The two wheelers segment dominates the market in terms of volume owing to a growing middle class and a young population. Moreover, the growing interest of the companies in exploring the rural markets further aided the growth of the sector.

India is also a prominent auto exporter and has strong export growth expectations for the near future. In addition, several initiatives by the Government of India and major automobile players in the Indian market is expected to make India a leader in the two-wheeler and four-wheeler market in the world by 2020.

1.1.1 Market Size

Domestic automobiles production increased at 2.36% CAGR between FY16-20 with 26.36 million vehicles being manufactured in the country in FY20. Overall, domestic automobiles sales increased at 1.29% CAGR between FY16-FY20 with 21.55 million vehicles being sold in FY20.

Two wheelers and passenger vehicles dominate the domestic Indian auto market. Passenger car sales are dominated by small and mid-sized cars. Two wheelers and passenger cars accounted for 80.8% and 12.9% market share, respectively, accounting for a combined sale of over 20.1 million vehicles in FY20.

Overall, automobile export reached 4.77 million vehicles in FY20, growing at a CAGR of 6.94% during FY16-FY20. Two wheelers made up 73.9% of the vehicles exported, followed by passenger vehicles at 14.2%, three wheelers at 10.5% and commercial vehicles at 1.3%.

EV sales, excluding E-rickshaws, in India witnessed a growth of 20% and reached 1.56 lakh units in FY20 driven by two wheelers.

Premium motorbike sales in India recorded seven-fold jump in domestic sales, reaching 13,982 units during April-September 2019. The sale of luxury cars stood between 15,000 to 17,000 in the first six months of 2019.

1.1.2 Investments

In order to keep up with the growing demand, several auto makers have started investing heavily in various segments of the industry during the last few months. The industry has attracted Foreign Direct Investment (FDI) worth US\$ 24.5 billion between April 2000 and June 2020, according to the data released by Department for Promotion of Industry and Internal Trade (DPIIT).

Some of the recent/planned investments and developments in the automobile sector in India are as follows:

- In October 2020, MG Motors announced its interest in investing Rs. 1,000 crore (US\$ million) to launch new models and expand operations in spite of the anti-China sentiments.
- In October 2020, Ultra Automotive, a manufacturer of electric motorcycle in India, raised a disclosed amount in a series B investment from Go Frugal Technologies, a software company.
- In September 2020, Toyota Kirloskar Motors announced investments of more than Rs 2,000 crore (US\$ 272.81 million) in India directed towards electric components and technology for domestic customers and exports
- During early September 2020, Mahindra & Mahindra signed a MoU with Israel-based REE Automotive to collaborate and develop commercial electric vehicles
- Volkswagen announced merger of its three entities in India, the new entity will be called Skoda Auto Volkswagen India Private Limited.
- In April 2020, TVS Motor Company bought UK's iconic sporting motorcycle brand, Norton, for a sum of about Rs. 153 crore (US\$ 21.89 million), making its entry into the top end (above 850cc) segment of the superbike market.
- As of May 2019, Jaguar Land Rover (JLR) launched its locally assembled Range Rover Velar, making JLR cars more affordable by quite some margin.

- In March 2020, Lithium Urban Technologies partnered with renewable energy solutions provider, Fourth Partner Energy, to build charging infrastructure across the country.
- In January 2020, Tata Auto Company Systems, the auto-components arm of Tata Group entered a joint venture with Beijing-based Prestolite Electric to enter the electric vehicle (EV) components market.
- In December 2019, Force Motors planned to invest Rs. 600 crore (US\$ 85.85 million) to develop two new models over the next two years.
- In December 2019, Morris Garages (MG), a British automobile brand, announced plans to invest an additional Rs. 3,000 crore (US\$ 429.25 million) in India.
- Audi India planned to launch nine all-new models including Sedans and SUVs along with futuristic Electron EV by end of 2019.
- MG Motor India planned to launch MG ZS EV electric SUV in early 2020 and have plans to launch affordable EV in the next 3-4 years.
- BYD Tata Motors and Ashok Leyland will supply 5,500 electric buses for different state departments.

1.1.3 Government Initiatives

The Government of India encourages foreign investment in the automobile sector and has allowed 100% foreign direct investment (FDI) under the automatic route.

Some of the recent initiatives taken by the Government of India are -

- Under Union Budget 2019-20, the Government announced to provide additional income tax deduction of Rs. 1.5 lakh (US\$ 2,146) on the interest paid on the loans taken to purchase EVs.
- The Government aims to develop India as a global manufacturing centre and a Research and Development (R&D) hub.

- Under NATRIP, the Government of India is planning to set up R&D centres at a total cost of US\$ 388.5 million to enable the industry to be on par with global standards
- The Ministry of Heavy Industries, Government of India has shortlisted 11 cities in the country for introduction of EVs in their public transport systems under the FAME (Faster Adoption and Manufacturing of (Hybrid) and Electric Vehicles in India) scheme. The Government will also set up incubation centre for start-ups working in the EVs space.
- In February 2019, the Government of India approved FAME-II scheme with a fund requirement of Rs. 10,000 crore (US\$ 1.39 billion) for FY20-22.

1.1.4 Achievements

Following are the achievements of the Government in the last four years:

- In H12019, automobile manufacturers invested US\$ 501 million in India's auto-tech start-ups according to Venture intelligence.
- Investment flow into EV start-ups in 2019 (till end of November) increased nearly 170% to reach US\$ 397 million.
- On 29th July 2019, Inter-ministerial panel sanctioned 5,645 electric buses for 65 cities.
- NATRIP's proposal for "Grant-In-Aid for test facility infrastructure for EV performance Certification from NATRIP Implementation Society" under the FAME Scheme was approved by Project Implementation and Sanctioning Committee (PISC) on 3rd January 2019.
- Under NATRIP, following testing and research centres have been established in the country since 2015
 - International Centre for Automotive Technology (ICAT), Manesar
 - National Institute for Automotive Inspection, Maintenance & Training (NIAIMT), Silchar
 - National Automotive Testing Tracks (NATRAX), Indore

- Automotive Research Association of India (ARAI), Pune
- Global Automotive Research Centre (GARC), Chennai
- SAMARTH Udyog - Industry 4.0 centres: 'Demo cum experience' centres are being set up in the country for promoting smart and advanced manufacturing helping SMEs to implement Industry 4.0 (automation and data exchange in manufacturing technology).

1.1.5 Road Ahead

The automobile industry is supported by various factors such as availability of skilled labour at low cost, robust R&D centres, and low-cost steel production. The industry also provides great opportunities for investment and direct and indirect employment to skilled and unskilled labour.

Indian automotive industry (including component manufacturing) is expected to reach Rs. 16.16-18.18 trillion (US\$ 251.4-282.8 billion) by 2026.

1.2 COMPANY PROFILE

Maruti Suzuki India Limited (MSIL), leader in the Indian automobile industry, today launched NEXA, its new premium sales channel. NEXA marks the first initiative by an automobile company to go beyond selling cars and create a new format of retail experience for the customer.

Nearly 100 NEXA showrooms will come up across India over the next 6-8 months.

Maruti Suzuki has consistently led the industry in terms of reach, depth and quality of sales and service network. The high level of customer satisfaction at the network has contributed to the Company achieving a market share in the range of 45%.

To attain its medium term goal of two million annual sales by 2020, the Company is taking new initiatives in all areas of business. NEXA is one of the major initiatives. The Company is reaching out to new segments of customers emerging in a changing India.

Over the years, Maruti Suzuki has relied on customer feedback to introduce new products and create new categories. It was also the first to offer a bouquet of "solutions" to customers (insurance, finance, trade-in of pre-owned cars) at its

dealerships. The next step is taking the lead in offering customers "experience", through NEXA.

Customer feedback and surveys have shown there is a growing segment of car buying Indians who desire and value personal care, warmth and attention in their car buying and ownership experience. They want people, technology, showroom ambience and processes to come together and offer them a "premium experience". These customers want to be pampered! NEXA is designed for this segment of customers.

Maruti Suzuki India Limited's Managing Director & CEO, Kenichi Ayukawa said: "NEXA provides a new experience of hospitality from Maruti Suzuki. Indian market and Indian society are rapidly changing and new segments of customers are emerging. We have to take new initiatives to meet diversifying expectations from our customers".

"The mission of NEXA is to offer innovative value and direction so that we can adequately respond to the new segments of Indian customers and offer them the experience which they value. While we will of course continue to enhance customer satisfaction in our current network, with NEXA, Maruti Suzuki will be able to cater to a broader range of customers who value pampering, innovation and a personal touch in their car owning experience".

S-Cross, India's first premium crossover that debuts in August 2015 will be the first car to be sold under NEXA. Several new models will be added to both channels as part of the Company's medium term goal of 2 million annual sales by 2020.



Figure1.2: Company Profile

1.2.1 The NEXA Experience

NEXA is Maruti Suzuki's pioneering initiative to create a new format of premium automotive retail. At launch, nearly 1000 Relationship Managers have been recruited and trained; their number will go up to 2500 in the next 6-8 months. Many of them are being hired from sectors like aviation, hospitality and financial services, expanding the talent pool of the automobile sector, another industry first.

While NEXA is best experienced by a personal visit, some highlights are shared below.

1.2.2 NEXA is New Hospitality Experience

One of the core values of NEXA is pampering and hospitality. Pampering is about listening to the customer; it is about understanding his needs. The relationship managers have been trained to give the customer full attention when in conversation and being there when the customer requires. Besides, they will also exhibit qualities such as warmth, respect, courtesy and punctuality. Special attention has been accorded to maintaining customer privacy while the conversations are on. Specially designed cubicles and separate seating area fulfils this objective.

1.2.3 NEXA is New "Lifetime" Experience

The Relationship Manager will ensure that the entire buying, after sales and ownership experience is smooth and hassle free. To ensure this the NEXA team has been trained using in-depth and holistic modules developed by ace trainer Dale Carnegie.

Another interesting feature is a loyalty program that has been designed to offer rewards and recognition beyond the automotive industry. Through co-branded credit cards and tie-ups with lifestyle brands, My NEXA makes the NEXA relationship more rewarding.

1.2.4 NEXA is New Digital Experience

NEXA will be one of the most digitally and technologically advanced buying experiences for automobile customers. Equipped with state-of-the-art iPad, every Relationship Manager will deliver outstanding in-store experience. Going paper less, the car configurator provides a virtual experience to the customer. From Apple

TVs that easily mirror iPad to a digital welcome when he comes in for delivery, the customer lives through a delightful virtual experience during his stay at NEXA.

NEXA Owner's App, a Smart Phone Application is another technology enabler which helps the customer to recall service history, emergency support, accessory purchase, event updates, booking and manage service requests and even a choice of favourite music.

1.2.5 NEXA is New Design Experience

NEXA showrooms have been designed in a black and white prestige monochromatic theme that showcases the displayed vehicles in their full glory. Special attention has been given to in store lighting. The entire spotlight is on the car. A dedicated in-showroom delivery area, with LEDs and music, brightens up the customer's biggest moment of joy – car delivery - manifold. Interestingly, at the NEXA showroom the customer's first journey in his new vehicle starts when he drives out from a premium air-conditioned showroom.

1.2.6 Details of the business

Maruti Suzuki India Limited (MSIL), a subsidiary of Suzuki Motor Corporation, Japan, is India's largest passenger car maker. Maruti Suzuki is credited with having ushered in the automobile revolution in the country. The Company is engaged in the business of manufacturing and sale of passenger vehicles in India. Making a small beginning with the iconic Maruti 800 car, Maruti Suzuki today has a vast portfolio of 16 car models with over 150 variants. Maruti Suzuki's product range extends from entry level small cars like Alto 800, Alto K10 to the luxury sedan Ciaz. Other activities include facilitation of pre-owned car sales fleet management, car financing. The Company has manufacturing facilities in Gurgaon and Manesar in Haryana and a state of the art R&D centre in Rohtak, Haryana.

The Company, formerly known as Maruti Udyog Limited, was incorporated as a joint venture between the Government of India and Suzuki Motor Corporation, Japan in February, 1981. Presently, Suzuki Motor Corporation owns equity of 56.2%. The Company's shares are traded on the National Stock Exchange (NSE) and the Bombay Stock Exchange (BSE).

CHAPTER 2

REVIEW OF LITERATURE

Sun, Li & Bunchapattanasakda, Chanchai. (2019) Employee engagement is an important issue in management theory and practice. However, there are still major differences in the concept, theory, influencing factors and outcomes of employee engagement, and there is still no authoritative standard. This paper attempts to review and summarize previous research results on employee engagement. Two kinds of definitions of employee engagement are identified: employee engagement as a multi-faceted construct (cognition, emotions and behaviors) and as a unitary construct (a positive state of mind, a dedicated willingness, the opposite of burnout). Three theoretical frameworks are used to explain the varying degrees of employee engagement: Needs-Satisfaction framework, Job Demands-Resources model and Social Exchange Theory. The influencing factors of employee engagement are divided into three categories: organizational factors (management style, job rewards, etc.), job factors (work environment, task characteristics, etc.) and individual factors (physical energies, self-consciousness, etc.). Employee engagement is found to have a positive relationship with individual performance (organizational commitment, positive behavior, etc.) and organizational performance (customer satisfaction, financial return, etc.) The research findings show that there are three shortcomings in previous studies: lack of research on demographic variables, personality differences and cross-cultural differences in employee engagement, lack of research on the mediating or moderating role of employee engagement, and lack of intervention mechanism for employee engagement.

G Nalini, Dr.Khyser Mohd(2019) Modern organizations consider their employees to be full of enthusiasm, excitement and express initiative at work, they want them to take concern for their own development, try for high quality and performance, be stout and dedicated to what they do and in other words companies need their employees be engaged. Engagement is achieved when people envisage that their organization respects their work, their work contributes to the organizational development and more prominently their personal ambitions of growth, rewards and pay are met. The study deals with the study of literature on Employee Engagement

concept, and drivers of Employee Engagement This study is based on secondary data which is collected through referring journals, Books and websites.

T.Suhasini and Dr.K.Kalpana (2018) The study reveals that Employee Engagement is a comprehensive task and cannot be accomplished by the effective training programs also. Organisations can improve engagement by opportunity thinking, enhancing employee decision making, and commitment. Employee engagement results in reduced turnover intentions and increased innovative work related behaviour.

V.Siva Kumar (2015) This study describes that the high level of employee Engagement increases the growth of the organization and acts as a retention strategy. From this study it is observed that employee engagement in private banks is not satisfactory.

NP Myilswamy, Dr.R.Gayatri (2014) According to their research “A study on Employee Engagement: Role of Employee Engagement in organizational Effectiveness”, it is concluded that the level of Engagement determines employees productivity and their intention to stay in the organization. Employee Engagement drives organizational effectiveness by improving loyalty, retention, safety, productivity and profitability. And the employees who are highly involved in work are more engaged.

Johnson (2011) Asserts that if applied correctly the engagement data can well act as a warning system for the organization, the study reports a negative correlation between the specific instances of work place deviations and levels of EE within the organization.

Sweetman & Luthans (2010) defined From the psychological perspective, engagement is a state-like phenomenon which is portrayed as an affective-cognitive state-like condition. It is not a temporary state such as mood nor as relatively non-malleable as fixed characteristics such as personality traits.. It is deemed quite stable.

Onesmus Kamau And Muathe Sma(2016) Employee engagement has continued to receive increased attention in the recent past. Interest in this concept has been encouraged by the fact that it is not just enough for employee to report to work but

also to be passionate about the work. Studies have also shown that when employees are engaged their productivity increase. This study carries out a critical review of literature on employee engagement concept in order to establish both conceptual and empirical gaps.

Oduor and Gatunga (2015) a study focusing on effects of teamwork and perceived organization support on media industry. The study findings revealed a positive effect of team work and perceived organizational support on engagement. The study also found that there was no clarity on the nature/levels of work engagement, teamwork and perceived organizational support in the media houses. The study focused only on the direct relationship between engagement team work and perceived organizational support.

M. Madhyvadany, S.Panboli(2019) Engaging employees has always been a startling challenge for any organisation. Despite gaining great significance, there prevails certain paucity on the academic literature front on employee engagement and more so an equal measure of perplexity in implementation of the concept of employee engagement in organisations. Still we find on at regular intervals, various definitions being formulated and getting circulated and also the process of engaging employees being practised and measured in organisations in different indigenous ways. Engaging Employees as a concept has been gaining prominence in the recent past as many organisations believe the process of engaging employees is a vital step to attain competitive advantage in their respective industry And in furtherance to this many research bodies have found in their studies that corporate outcomes validate strong linkage between performance of organisation and employee engagement.

Robertson, I. and Cooper, C. (2011) derives the need to interpret what exactly drives the concept of engaging employees gaining attention to many organisations as they target to achieve an edge over other organisations on their competitive advantage. Hence as stated by

Albrecht S.L, Bakker A.B, Gruman J.A, Macey W.H and Saks A.M(2015) had found a new scenario where HRM practitioners are supposed to break the monotonous and routine administration of surveys on engagement levels and should equip themselves to embed the concept of engagement in policies and

practices of HRM which includes recruitment, socialization, performance appraisal and learning and development.

Sharad mohod(2018) Employee engagement is very important for any industry including healthcare and hospital because it has a diversity of workforce and greater number of employees works in a single organization. In this era of globalization and industrialization, where there is large scale competition in the market, it is necessary for the organization to have engaged workforce for the survival and smooth functioning of the organization. Employee engagement is considered as an important technique that is commonly used now a day in the corporate world, mainly in service industry. Employee engagement is decisive to any organization that seeks to retain their valued employees. Hence, it is very important for effective utilization of human resource and smooth running of the organization for all these industries. Without employee engagement, an organization cannot survive for a long period of time.

Bulbul Kar , Dr Biswadeep Mishra(2016) Employee engagement has become a trending word in recent years. In spite of this, there remains a dearth of critical academic literature on the subject, and relatively little is known about how employee engagement can be influenced by management. Although there is a great deal of interest in engagement, there is also a good deal of confusion. At present, there is no consistency in definition, with engagement having been operationalized and measured in many disparate ways. And there is no evidence of an anonymous view on what are a key driving factor of employee engagement. The review aims to add value to the current state of knowledge by critically evaluating the existing literature on employee engagement and providing a reflective stance on existing debates and findings. As a result, it addresses concerns about the lack of agreement on what engagement is and how issues surrounding it can be addressed. The relationship of employee engagement with some other construct has being studied in this Zliterature and some of the drivers of employee engagement have been identified in this literature.

Fazna Mansoor(2016) This paper will strive to examine key factors identified from previous researches that influences employee engagement. A questionnaire was constructed taking in to account past literature. The independent variables to

measure employee engagement include communication, team work and collaboration, job role, Company management and learning and development. The study took on descriptive and explanatory research design. Also, cross sectional survey methods was applied for this study using an online survey questionnaire, containing 30 items with Likert Scale (Strongly disagree -1 and 5 for strongly agree). Initially, a pilot test was run on a sample of 50 employees to check data normality and questionnaire / scale reliability. Based on the findings of the pilot test, questionnaire format was revised and sample size narrowed down to full time employees to encourage mature and realistic feedback. Total 300 questionnaire was distributed and a sample of 201 full time employees from Ooredoo Maldives, used. The collected data was analysed using descriptive means and regression via SPSS.20. The study revealed that the five dimensions of employee engagement, which are, communication, team work and collaboration, job role, company management, and learning and development have a positive and significant effect on employee engagement. Considering that this study was focused on Ooredoo an international Company which is one of the biggest and fastest growing telecommunication network provider in the country, it is expected that this study will benefit and inspire the leaders and managers of all the working sectors in Maldives to unleash the full potential of their workforce, unlock the hidden talent and maximize business performance in order to gain a competitive advantage.

Rozana Binti Othman, Rahiyma Binti Mohd Rapi, Nurul Ezaili Binti Alias, Arnida Binti Jahya, Koe Wei Loon(2019) Employee engagement consistently received great concern among employers in the era of globalization. Due to the challenging Malaysian economic context, many organizations, mainly in the construction industry suffers the consequences of employee disengagement and constantly seek for different methods to keep their employees engaged. Thus, the purpose of this study is to determine the factors affecting employee engagement in the construction industry. This study used convenience sampling techniques and online questionnaire as an instrument to collect data. The data from 72% out of 150 employees are collected then evaluated by using statistical package for the Social Science SPSS software (version 23.0). The result from Multiple Regression Analysis demonstrates that all the variable which are leadership, compensation, and organizational culture have a positive significant relationship with employee

engagement. Moreover, organizational culture found to be the most influential variables towards employee engagement.

Yong SheeMun, Mohamad Nadzli Suhaimi(2013) engagement is a major problem in a private sector in Malaysia. This problem needs to be addressed urgently in order to cope with the uncertainty of turbulent industry condition. This paper attempts to determine the antecedents of employee engagement such as job autonomy, strategic attention, role benefit and goal setting in private sector in Malaysia. A survey method was used to collect 204 responses from private sector employees in Malaysia which are engaged in telecommunication, finance, IT, property and plantation. The result of the regression analysis has shown tremendous outcome indicated that job autonomy, goal setting and role benefit had significant effect on employee engagement in private sector industries. This study has given an important role to the organization in developing strategy for their human resource development to enhance productivity and reducing cost of hiring new employee

V. Vijay Anand& C.vijay Banu (2016) This study explains that Employee Engagement is the key factor for all organizations to sustain. Employee Engagement is positively influenced by job, Rewards and recognition, opportunities, team work and communication. It acts as a Retention tool.

S.Kiruthika and Dr.V.Kavitha (2015) According to this study Pay and benefit is the most influencing factor of Employee Engagement. The study describes that there is an association between factors like Role, work environment, Training and Development, Relationship with supervisor and Employee Engagement of Banks.

Dr.Samuel obino mokayo & Maureen Jerotich kipyegon (2014) According to their study Employee Engagement as highly influenced by personal growth and development, performance management, Remuneration, recreation facilities. They identified remuneration is the highest contributor of Employee Engagement and Recreation facilities has least impact on employee engagement.

Madhura Bedarkar, Deepika Pandita (2013) The study predicted three drivers of Employee Engagement they are leadership, communication and work life balance.

Swathi.S (2013) According to the study on effective Employee Engagement factors it was observed that no single factor or specific type of factor will be suiting the

person or the industry. The factor keeps on changing on time to time and industry to industry.

Thiagarajan B & Renugadevi V (2011) According to this study Career development, motivation factors and performance appraisal are associated to employee engagement. The consequences are that leaders should be cultured on engagement, career development opportunities which are most important and that performance improvement should champion work life balance, and these practices are useful to rise engagement levels.

Susi & Jawaharrani (2011) According to the literature study on Employee engagement identified work-place culture, work-life balance policies & practices followed in industries promotes employee engagement in their organizations to rise productivity and retention rate. Work-life balance is key driver of employees' satisfaction. a global consulting non-profit organization based in the United States conducted a met analysis on the drivers of employee engagement by reviewing 12 Major. The study identified 26 major drivers of employee engagement with 8 factors evolving consistently across at least 4 studies. The eight factors are Trust and integrity, Nature of the job, Line of sight between individual performance and company performance, career growth opportunities, pride, team members, Employee Development and personal relationship with the manager

Stockley (2006) defined 'engagement' as an extent that the employee believes in the mission, purpose and values of the organization and reveals their commitment through their actions as an employee and their attitude towards the organization and the customers.

CHAPTER 3

RESEARCH METHODOLOGY

Sampling is a procedure to draw conclusions about significant group of Respondents by studying a small sample of the total population. A sample is a section of the population selected to present the population as a whole. Ideally the sample should be representative so that the researches can make accurate estimate of the thoughts and behaviours of the large populations.

3.1 IMPORTANCE OF THE STUDY

The importance of employee engagement can't be overstated- employee engagement strategies have been proven to reduce staff turnover, improve productivity and efficiency, retain customers at a higher rate, and make more profits. Employee engagement is the sum total of the work place behaviour demonstrated by the people. Most importantly, engaged employees are happier, both at work and in their lives. When you're engaged, it infuses everything you do with purpose, energy, and enthusiasm. Employee engagement is a term that has s different meaning depending on who you ask. Some might say it means enthusiastic employees, whereas others are adamant that it means happy or satisfied employees. "Engagement is, a best, a symptom of success. Employees who are succeeding and feeling good about their contributions to your company are naturally more likely to be proud to work for you company, be happy to come to work each day, and feel valued.

Engaged employees are involved and invested in their roles and are therefore less likely to leave their job. Sometimes your best people aren't engaged – and you may risk losing them. Keeping them engaged is absolutely essential to keeping them at your organization doing their best work.

3.2 SCOPE OF THE STUDY

As we have seen that employee engagement is nothing but emotionally and positively attached of an employee towards the organization, so with the help of this project we will be able to know the degree of engagement of the employees in Infinite skills and we can study the methods to increase the engagement level in the

organization which will definitely be helpful to employer as well as employees. This sector providing more opportunities for job enhancement but retaining employee are one of the most challenging issues for the organization.

3.3 OBJECTIVES OF THE STUDY

3.3.1 Primary objective

- To study on influence of employee engagement with reference to NEXA.

3.3.2 Secondary objective

- To study the demographic factor influences the employee engagement
- To examine the HR functions at Nexa this triggers up employee engagement.
- To study the level of top management and employees involvement towards their work
- To study the satisfaction level of employees which leads to employee retention.

3.4 RESEARCH DESIGN:

Descriptive research, also known as statistical research, it is used to obtain information concerning the current status of the phenomena to describe “what exists” with respect to variables or conditions in a situation.

3.5 SOURCES OF DATA

The source of data may be classified into

- Primary source.
- Secondary source.

3.5.1 Primary sources

Primary sources are original sources from which the researcher directly collects data that have not been previously collected. Primary data are first hand information collected through company employee and employer through questionnaire. In this study the primary source of data is collected through questionnaire.

3.5.2 Secondary sources

Data collected are edited and coded by using the tabular columns. This helps in converting the gathered data into a tabulated grouped data.

- Percentage Analysis is applied to create a contingency table from the frequency distribution and represent the collected data for better understanding.
- Chart Analysis is applied for better understanding of the percentage analysis and it is done via pie, bar charts etc.

3.6 SAMPLE SIZE

The sample size of the study is 130 respondents and its found by google forms. The respondents are customers of the NEXA (RAJALAKSHMI CARS PRIVATE LIMITED).

3.7 PERIOD OF THE STUDY

The period of the time taken to conduct the survey and prepare the research is 3 months (January 2021 to March 2021).

3.8 LIMITATIONS OF THE STUDY

In every project work there is some kind of limitations which affect the accuracy of work. Same this project work some of the limitations are faced which are as following:

- Some of the respondents could not give their proper response due to lack of time which may affect the reliability and relevance of the study.
- Some of the respondents hesitated to give responses with the fear that management may react differently resulting in unexpected actions.
- A survey should involved a large sample size otherwise the findings of the survey cannot be generalized. But a large sample size may increase the time and cost of collecting the primary data with the help of questionnaire.
- The study population is limited to 120 respondents between of the lack of availability of time for the data collection.

3.9 TOOLS USED

- ✓ Descriptive Analysis
- ✓ Chi-square Analysis
- ✓ One way ANOVA Test.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 DESCRIPTIVE ANALYSIS

Table 4.1.1: Table Showing The Gender

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
FEMALE	63	48.1%
MALE	68	51.9%
TOTAL	131	100

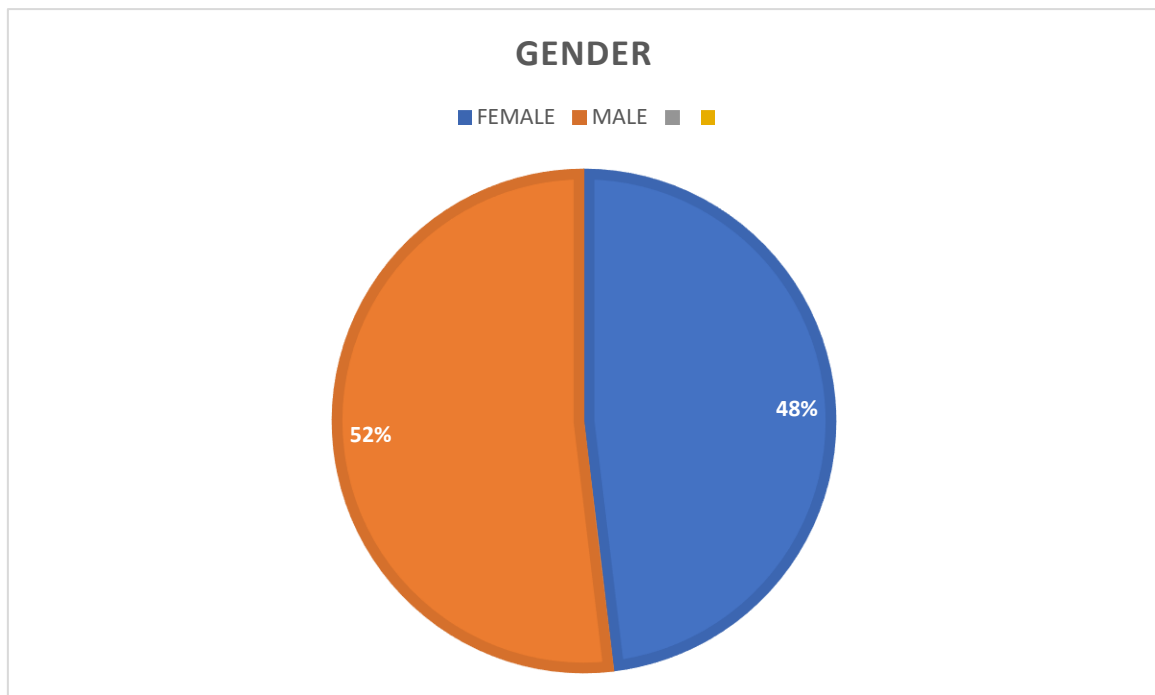


Chart 4.1.1: Chart Showing The Gender

INTERPRETATION

From the above table its interpreted that 48.1% of the respondents are female staffs and 51.9% of the respondents are male staffs.

INFERENCE

Majority (51.9%) of the respondents are male staffs.

Table 4.1.2: Table Showing The Age

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
20 TO 30 YEARS	68	51.9%
30 TO 40 YEARS	48	36.6%
40 TO 50 YEARS	6	4.6%
BELOW 20 YEARS	9	6.9%
ABOVE 50 YEARS	0	0
TOTAL	131	100

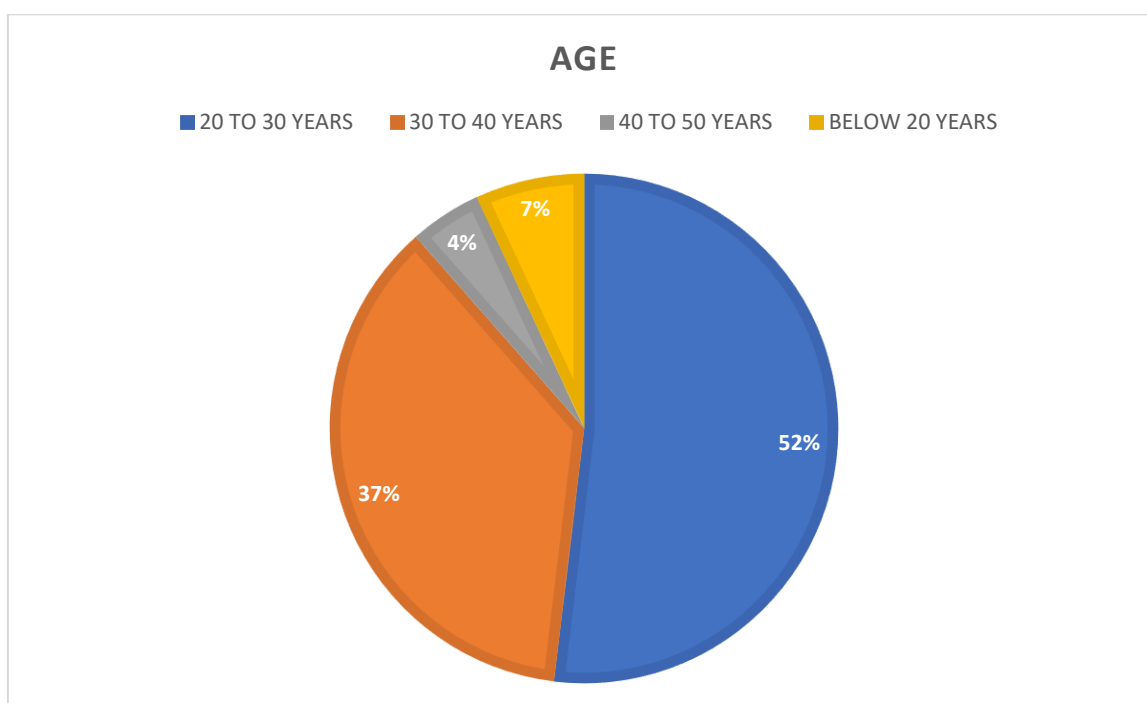


Chart 4.1.2: Chart Showing The Age

INTERPRETATION

From the above table its interpreted that 51.9% of the respondents from 20 to 30 years, 36.6% of the respondents from 30 to 40 years, 4.6% of the respondents from 40 to 50 years, 6.9% of the respondents from below 20 years. There is no respondents from above 50 years.

INFERENCE

Majority (51.9%) of the respondents from 20 to 30 years.

Table 4.1.3: Table Showing The Martial Status

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
MARRIED	87	66.4%
UNMARRIED	44	33.6%
TOTAL	131	100

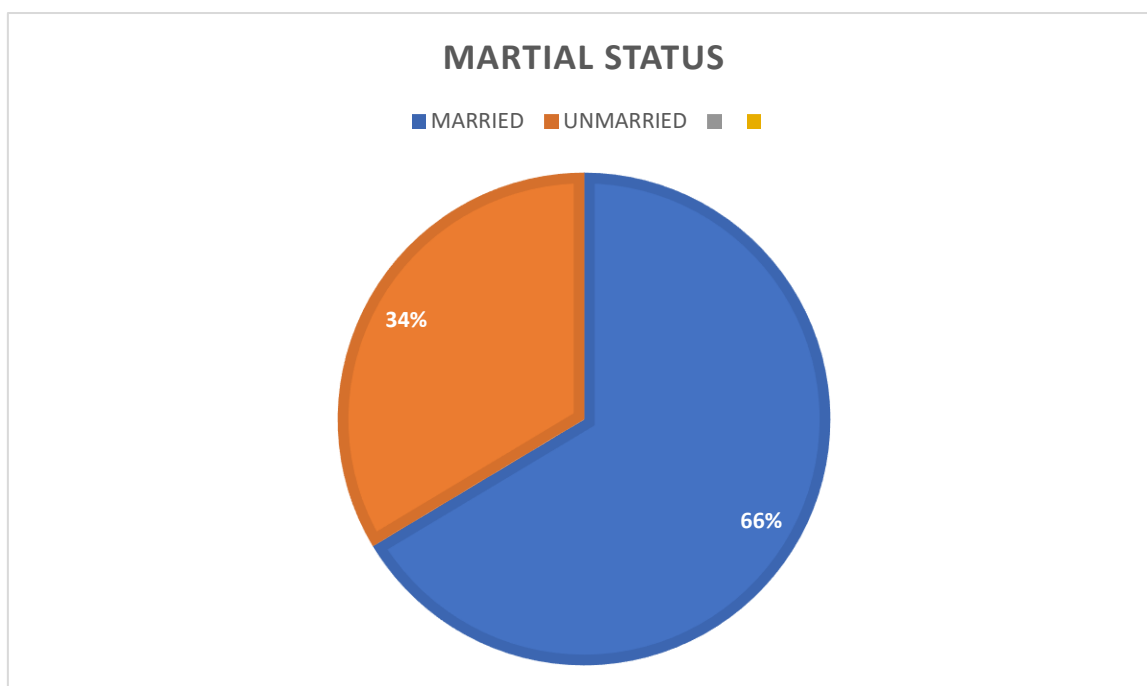


Chart 4.1.3: Chart Showing The Martial Status

INTERPRETATION

From the above table its interpreted that 66.4% of the respondents are married and 33.6% of the respondents are unmarried staffs.

INFERENCE

Majority (66.4%) of the respondents are married staffs.

Table 4.1.4: Table Showing The Education Qualification

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
DIPLOMA	38	29%
PG	39	29.8%
SSLC	2	1.5%
UG	52	39.7%
HSC	0	0
TOTAL	131	100

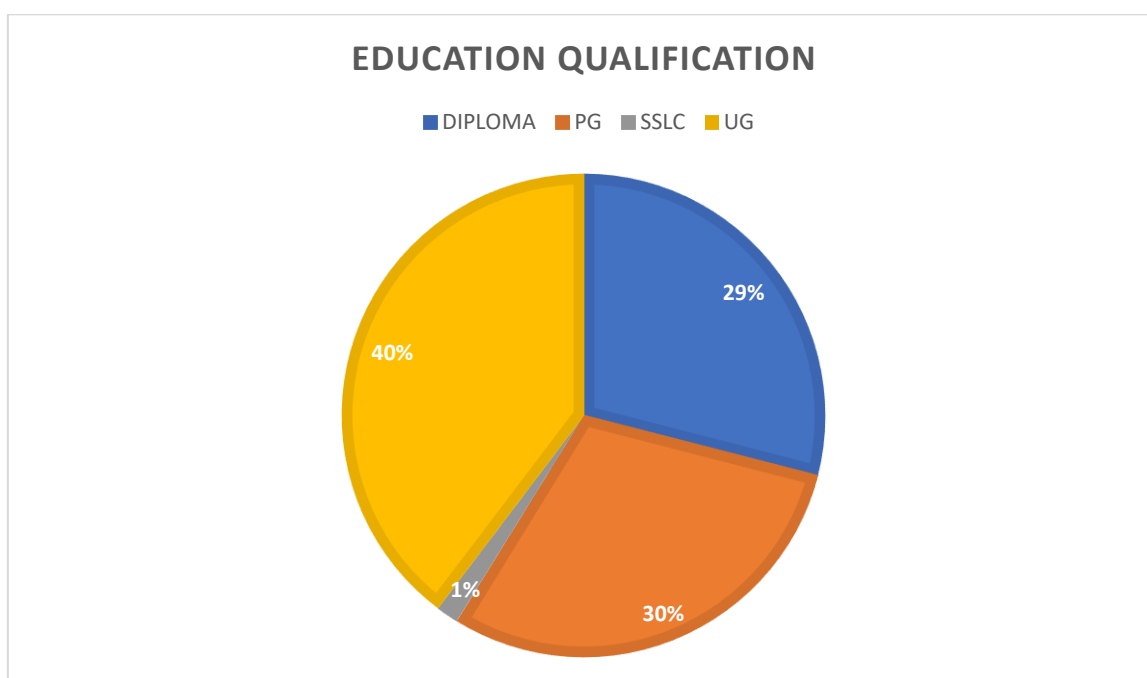


Chart 4.1.4: Chart Showing The Education Qualification

INTERPRETATION

From the above table its interpreted that 29% of the respondents from DIPLOMA, 29.8% of the respondents from PG, 1.5% of the respondents from SSLC, 39.7% of the respondents from UG. There is no respondents from HSC.

INFERENCE

Majority (39.7%) of the respondents from Under Graduation Degree.

Table 4.1.5: Table Showing The Work Experience

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
1-3 YEARS	87	66.4%
4-6 YEARS	27	20.6%
LESS THAN A YEAR	15	11.5%
MORE THAN 6 YEARS	2	1.5%
TOTAL	131	100

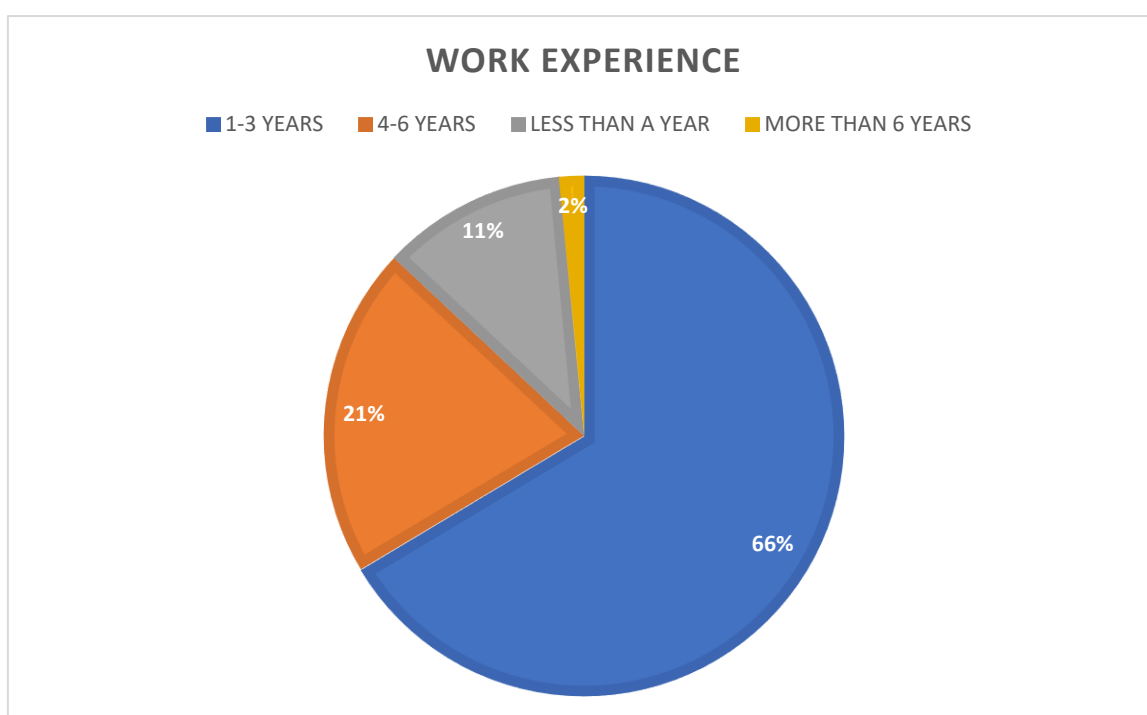


Chart 4.1.5: Chart Showing The Work Experience

INTERPRETATION

From the above table its interpreted that 66.4% of the respondents are 1-3 years, 20.6% of the respondents are 4-6 years, 11.5% of the respondents are less than a year, 1.5% of the respondents are more than 6 years of work experience.

INFERENCE

Majority (66.4%) of the respondents are 1-3 years of work experience.

Table 4.1.6: Table Showing The Income Per Month

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
10K TO 20K	14	10.7%
21K TO 30K	31	23.7%
31K TO 40K	57	43.5%
41K TO 50K	21	16%
ABOVE 50K	8	6.1%
TOTAL	131	100

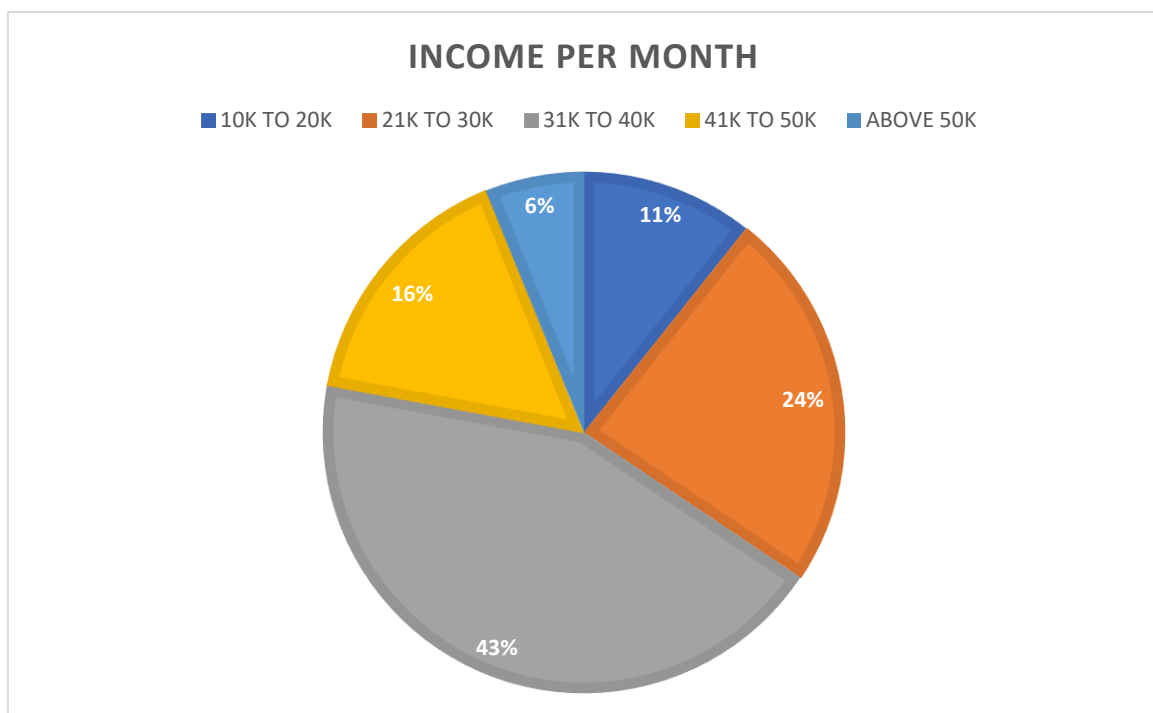


Chart 4.1.6: Chart Showing The Income Per Month

INTERPRETATION

From the above table its interpreted that 10.7% of the respondents get 10k to 20k, 23.7% of the respondents get 21k to 30k, 43.5% of the respondents get 31k to 40k, 16% of the respondents get 41k to 50k, 6.1% of the respondents get above 50k income per month.

INFERENCE

Majority (43.5%) of the respondents get 31k to 40k income per month.

Table 4.1.7: Table Showing The Job Role

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
MANAGER	48	36.6%
OTHER	56	42.7%
PARTNER	7	5.3%
TEAM LEADER	20	15.3%
TOTAL	131	100

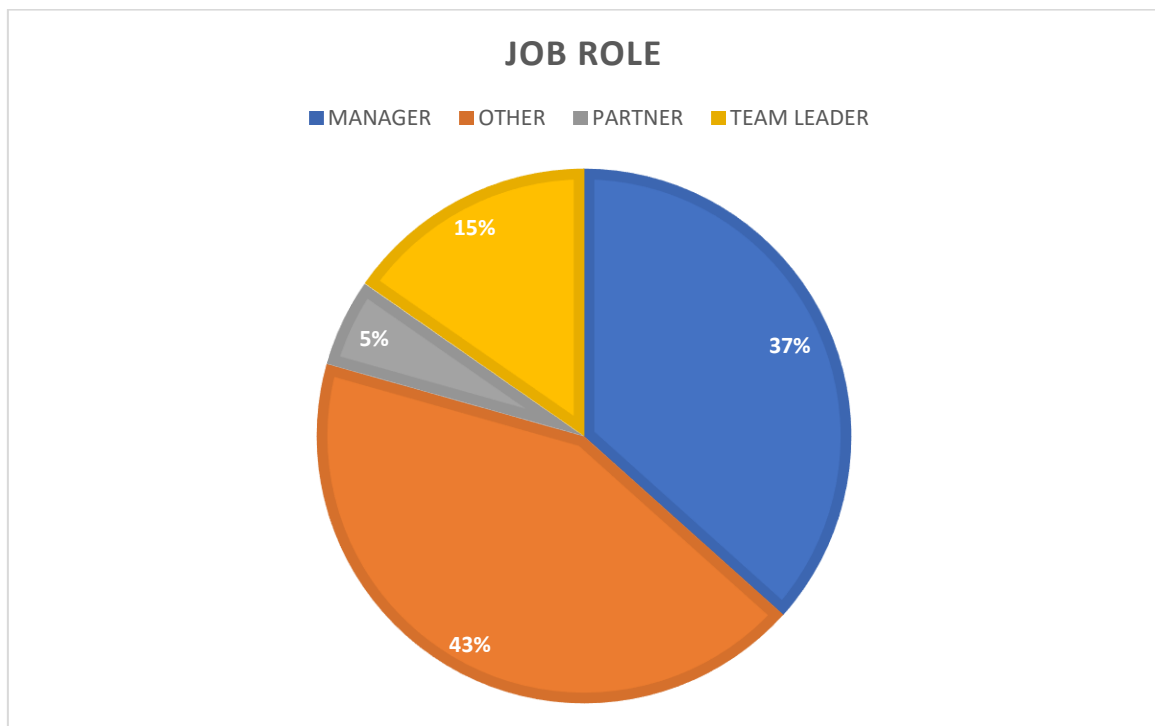


Chart 4.1.7: Chart Showing The Job Role

INTERPRETATION

From the above table its interpreted that 36.6% of the respondents are manager, 42.7% of the respondents are other, 5.3% of the respondents are partner, 15.3% of the respondents are team leader job role in NEXA.

INFERENCE

Majority (42.7%) of the respondents are other job role in NEXA.

Table 4.1.8: Table Showing The Types Of Training

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
JOB INSTRUCTION TRAINING	22	16.8%
PLANNED PROGRESSION	38	29%
JOB ROTATION	53	40.5%
COACHING	70	53.4%
APPRENTICESHIP PROGRAMS	52	39.7%
LECTURES	59	45%
COMPUTER BASED TRAINING	57	43.5%
DISCUSSION METHOD	41	31.3%
ROLE PLAYING	41	31.3%
SEMINARS AND CONFERENCES	38	29%
CASE PRESENTATION	34	26%

WHAT TYPES OF TRAINING SHOULD BE PROVIDED FOR EMPLOYEE

131 responses

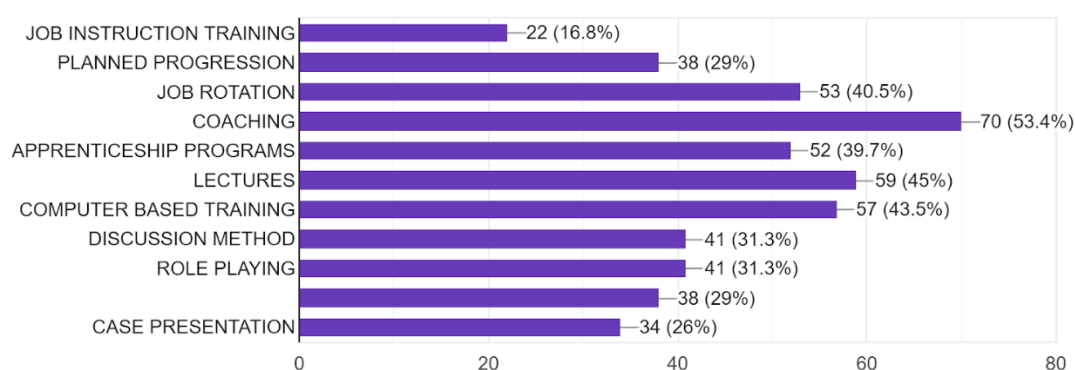


Chart 4.1.8: Chart showing the Types of training

INTERPRETATION

From the above table its interpreted that 16.8% of the respondents from job instruction training, 29% of the respondents from planned progression, 40.5% of

the respondents from job rotation, 53.4% of the respondents from coaching, 39.7% of the respondents are from apprenticeship, 45% of the respondents from lectures, 43.5% of the respondents from computer based training, 31.3% of the respondents from discussion method, 31.3% of the respondents from role playing, 29% of the respondents from seminars and conferences, 26% of the respondents from case presentation.

INFERENCE

Majority (53.4%) of the respondents attended coaching training in NEXA.

Table 4.1.9: Table Showing The Period Of Training

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
6 MONTHS	31	23.7%
LESS THAN 6 MONTH	89	67.9%
MORE THAN ONE YEAR	1	0.8%
ONE YEAR	10	7.6%
TOTAL	131	100

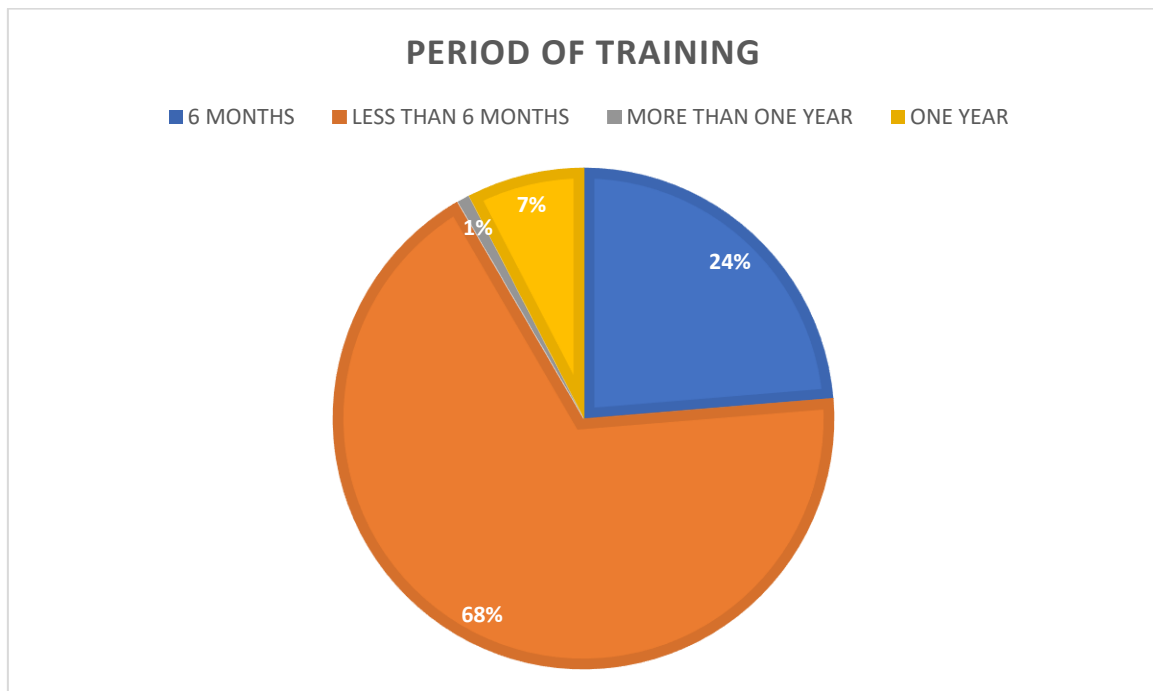


Chart 4.1.9: Chart Showing The Period Of Training

INTERPRETATION

From the above table its interpreted that 23.7% of the respondents are 6 months, 67.9% of the respondents are less than 6 month, 0.8% of the respondents are more than one year, 7.6% of the respondents are one year period of training given for employee.

INFERENCE

Majority (67.9%) of the respondents are less than 6 months period of training given for employee.

Table 4.1.10: Table Showing The Working Environment In Nexa

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AVERAGE	8	6.1%
GOOD	19	14.5%
NOT SATISFIED	1	0.8%
SATISFIED	103	78.6%
TOTAL	131	100

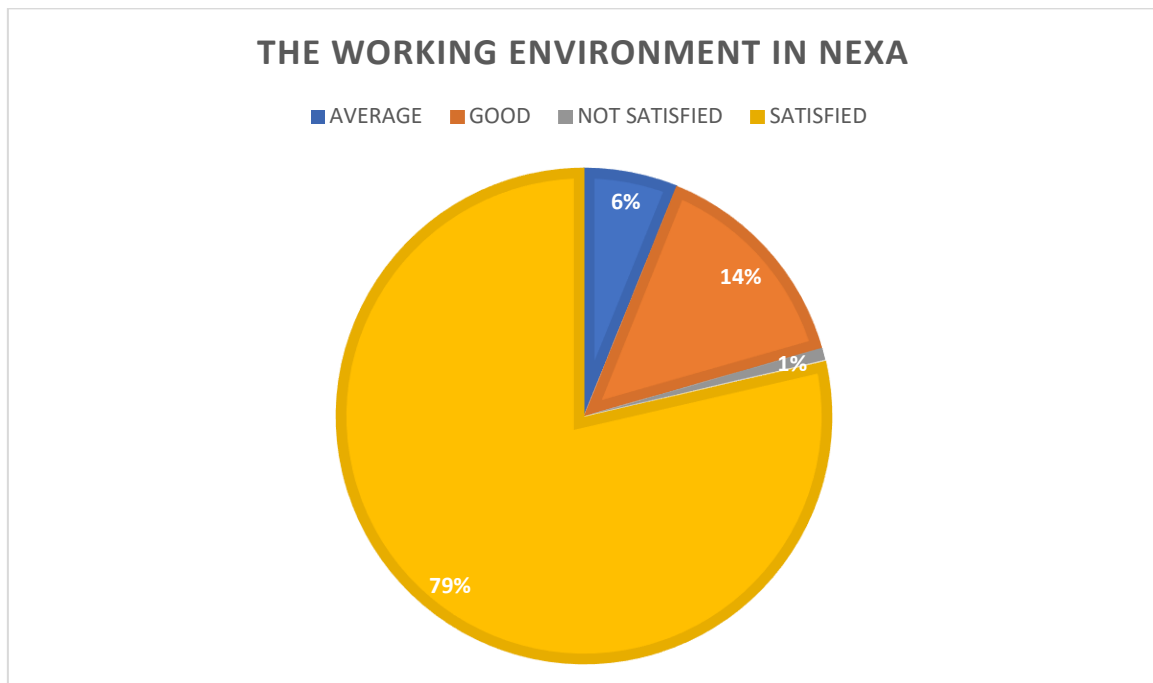


Chart 4.1.10: Table Showing The Working Environment In Nexa

INTERPRETATION

From the above table its interpreted that 6.1% of the respondents are average, 14.5% of the respondents are good, 0.8% of the respondents are not satisfied, 78.6% of the respondents are satisfied among the working environment in NEXA.

INFERENCE

Majority (78.6%) of the respondents are satisfied among the working environment in NEXA.

Table 4.1.11: Table Showing The Clearly Aware Of Your Role

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
YES	131	100%
NO	0	0
TOTAL	131	100

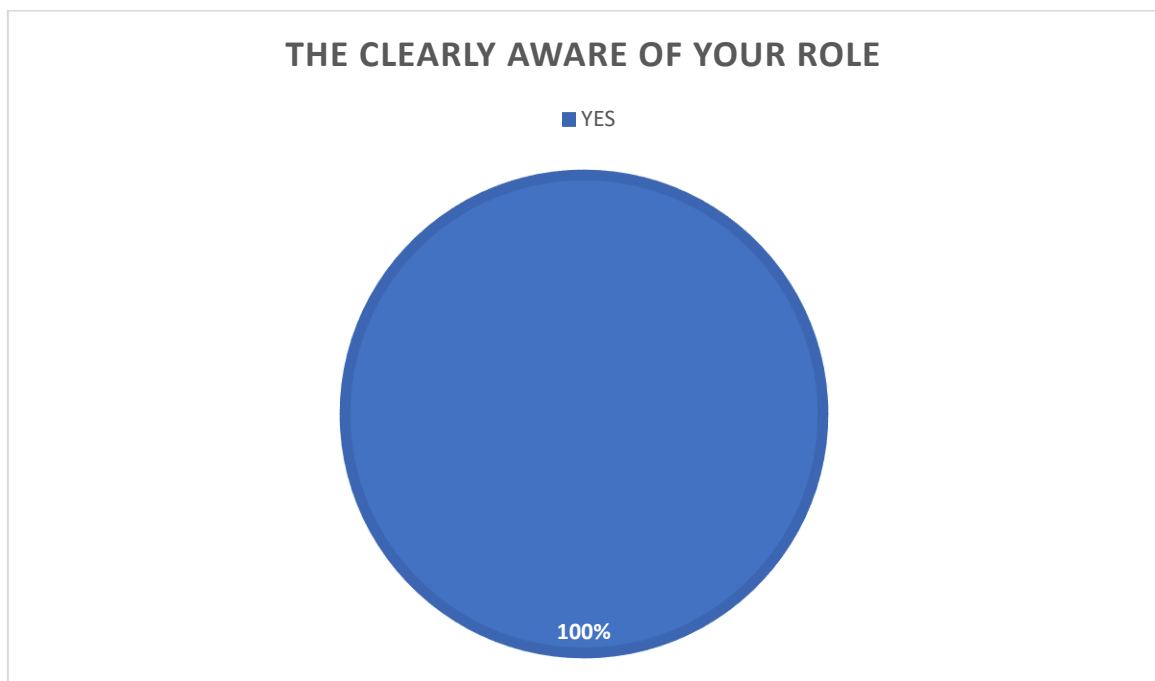


Chart 4.1.11: Chart Showing The Clearly Aware Of Your Role

INTERPRETATION

From the above table its interpreted that 100% of the respondents are clearly aware of your role in this organization.

INFERENCE

Majority (100%) of the respondents are clearly aware of your role in this organization.

Table 4.1.12: Table Showing The Your Job Is Important

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	81	61.8%
DISAGREE	1	0.8%
NEUTRAL	10	7.6%
STRONGLY AGREE	39	29.8%
STRONGLY DISAGREE	0	0
TOTAL	131	100

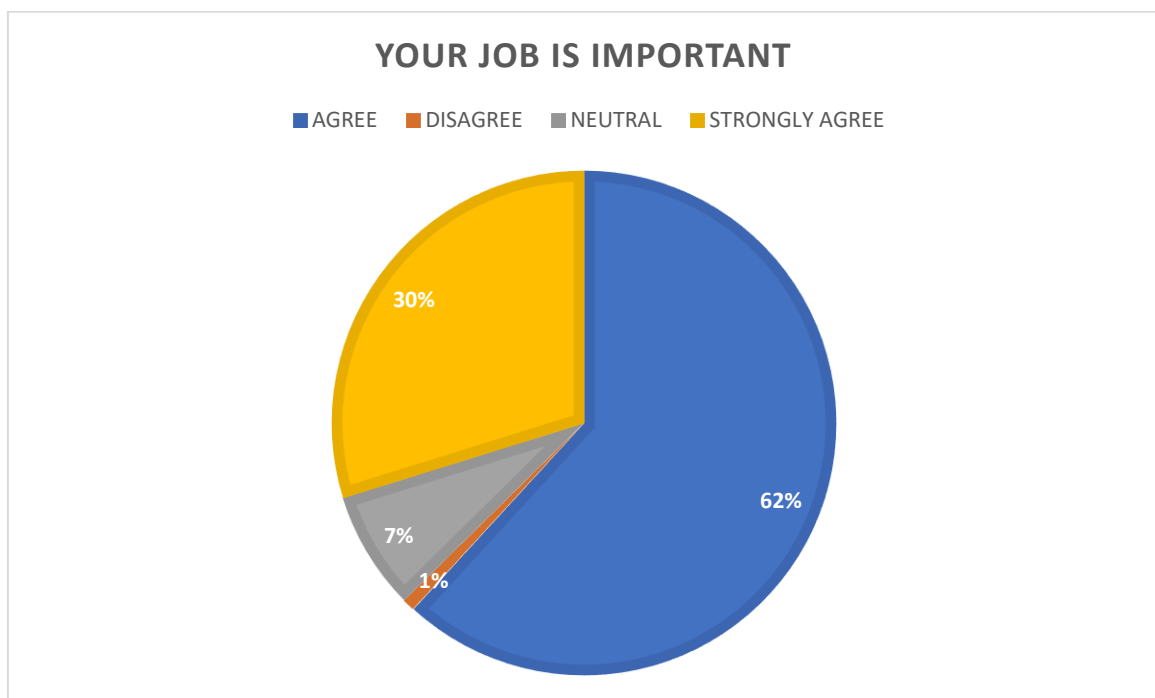


Chart 4.1.12: Chart Showing The Your Job Is Important

INTERPRETATION

From the above table its interpreted that 61.8% of the respondents are agreed, 0.8% of the respondents are disagreed, 7.6% of the respondents are neutral, 29.8% of

the respondents are strongly agreed that the purpose of your company make you fell that your job is important. There is no response for strongly disagree.

INFERENCE

Majority (61.8%) of the respondents are agreed that the purpose of your company make you fell that your job is important

Table 4.1.13: Table Showing Company Treat Equality To All Employees

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	82	62.6%
DISAGREE	1	0.8%
NEUTRAL	5	3.8%
STRONGLY AGREE	42	32.1%
STRONGLY DISAGREE	1	0.8%
TOTAL	131	100

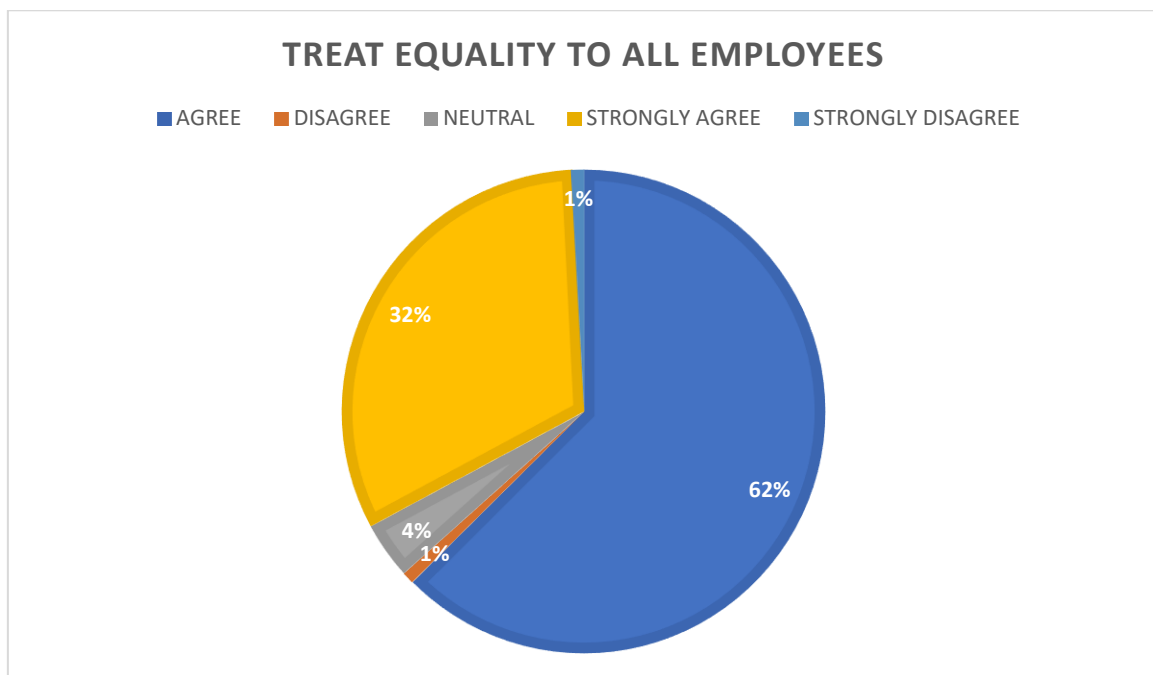


Chart 4.1.13: chart Showing Company Treat Equality To All Employees

INTERPRETATION

From the above table its interpreted that 62.2% of the respondents are agreed, 0.8% of the respondents are disagreed, 3.8% of the respondents are neutral, 32.1% of

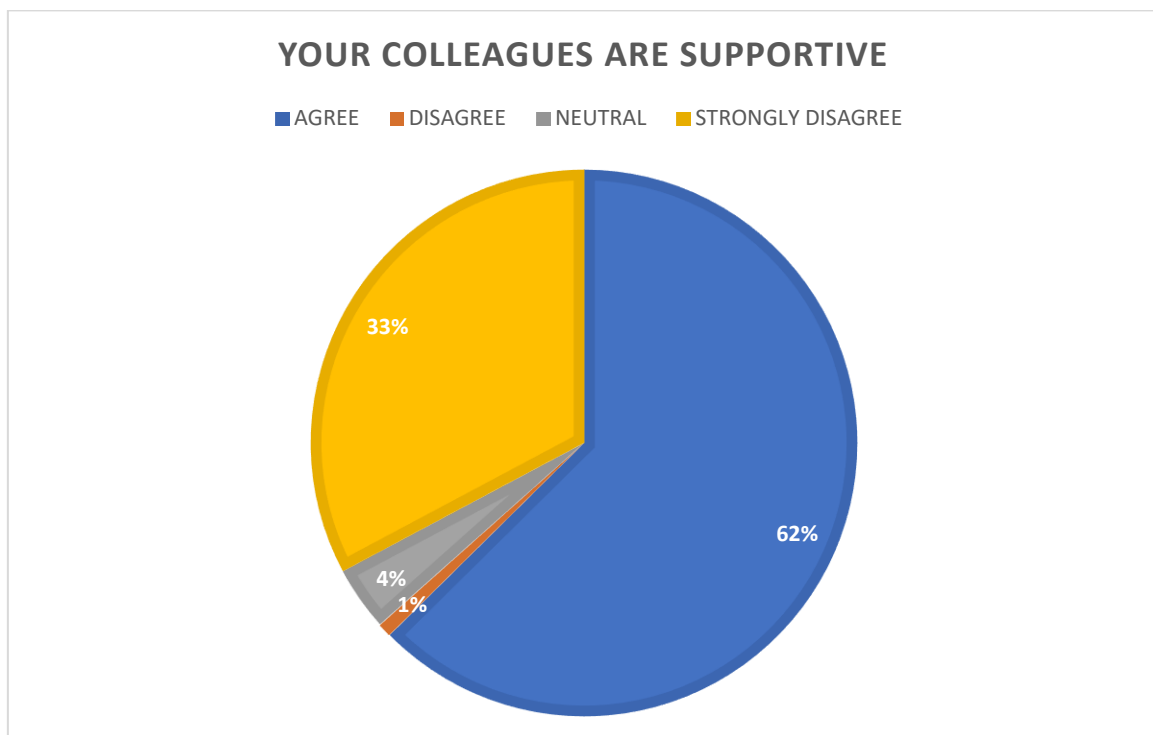
the respondents are strongly agreed, 0.8% of the respondents are strongly disagreed that the company treat equality to all employees.

INFERENCE

Majority (62.6%) of the respondents are agreed that the company treat equality to all employees.

Table 4.1.14: Table Showing The Your Colleagues Are Supportive

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	82	62.6%
DISAGREE	1	0.8%
NEUTRAL	5	3.8%
STRONGLY AGREE	43	32.8%
STRONGLY DISAGREE	0	0
TOTAL	131	100



4.1.14: Chart Showing The Your Colleagues Are Supportive

INTERPRETATION

From the above table its interpreted that 62.6% of the respondents are agreed, 0.8% of the respondents of disagreed, 3.8% of the respondents are neutral, 32.8% of the respondents are strongly agreed that your colleagues are supportive.

INFERENCE

Majority (62.6%) of the respondents are agreed that your colleagues are supportive.

Table 4.1.15: Table Showing The Information & Communication

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
COMPLETELY SATISFIED	4	3.1%
MODERATELY SATISFIED	23	17.6%
NOT AT ALL SATISFIED	3	2.3%
SLIGHTLY SATISFIED	45	34.4%
VERY SATISFIED	56	42.7%
TOTAL	131	100

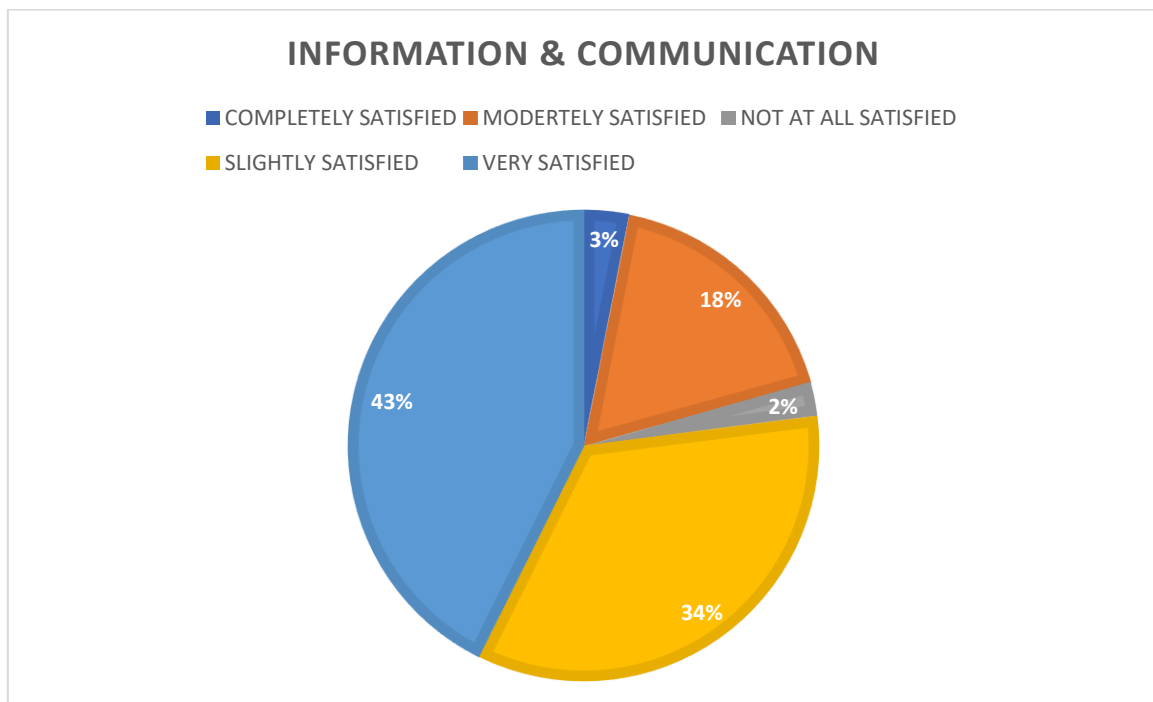


Chart 4.1.15: Chart Showing The Information & Communication

INTERPRETATION

From the above table its interpreted that 3.1% of the respondents completely satisfied, 17.6% of the respondents are moderately satisfied, 2.3% of the respondents are not at all satisfied, 34.4% of the respondents slightly satisfied, 42.7% of the respondents are very satisfied with received information & communication that is needed for job.

INFERENCE

Majority (42.7%) of the respondents are very satisfied with received information & communication that is needed for job.

Table 4.1.16: Table The Showing Doing Good Work

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	69	52.7%
DISAGREE	3	2.3%
NETURAL	21	16%
STRONGLY AGREE	38	29%
STRONGLY DISAGREE	0	0
TOTAL	131	100

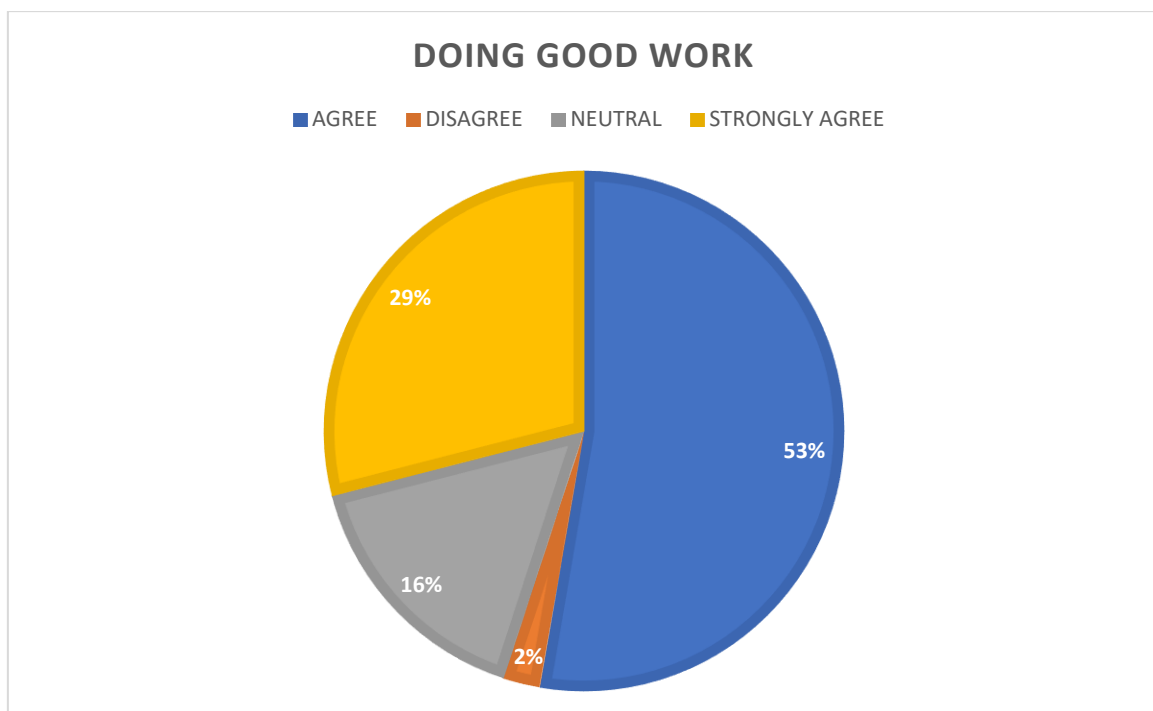


Chart 4.1.16: Chart The Showing Doing Good Work

INTERPRETATION

From the above table its interpreted that 52.7% of the respondents are agreed, 2.3% of the respondents are disagreed, 16% of the respondents are neutral, 29% of the respondents are strongly agreed that they regularly receive the recognition/ praise for doing good work.

INFERENCE

Majority (52.7%) of the respondents are agreed that they regularly receive the recognition/ praise for doing good work.

Table 4.1.17: Table The Showing Fair & Reasonable

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	80	61.1%
DISAGREE	1	0.8%
NEUTRAL	14	10.7%
STRONGLY AGREE	34	26%
STRONGLY DISAGREE	2	1.5%
TOTAL	131	100

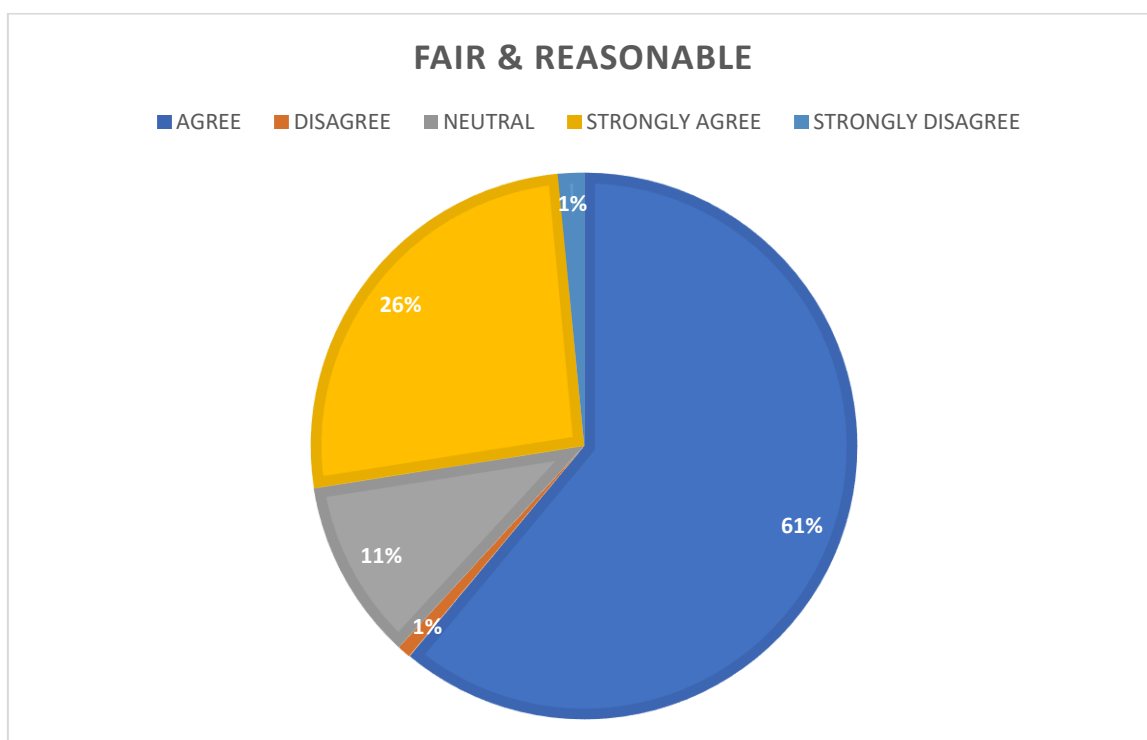


Chart 4.1.17: Chart Showing the Fair & Reasonable

INTERPRETATION

From the above table it is interpreted that 61.1% of the respondents are agreed, 0.8% of the respondents are disagreed, 10.7% of the respondents are neutral, 26% of the respondents are strongly disagree, 1.5% of the respondents are strongly disagreed that the benefits offered here are fair & reasonable.

INFERENCE

Majority (61.1%) of the respondents are agreed that the benefits offered here are fair & reasonable.

Table 4.1.18: Table Showing The Co-Operative & Pleasant To Work

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	84	64.1%
DISAGREE	1	0.8%
NEUTRAL	8	6.1%
STRONGLY AGREE	36	27.5%
STRONGLY DISAGREE	2	1.5%
TOTAL	131	100

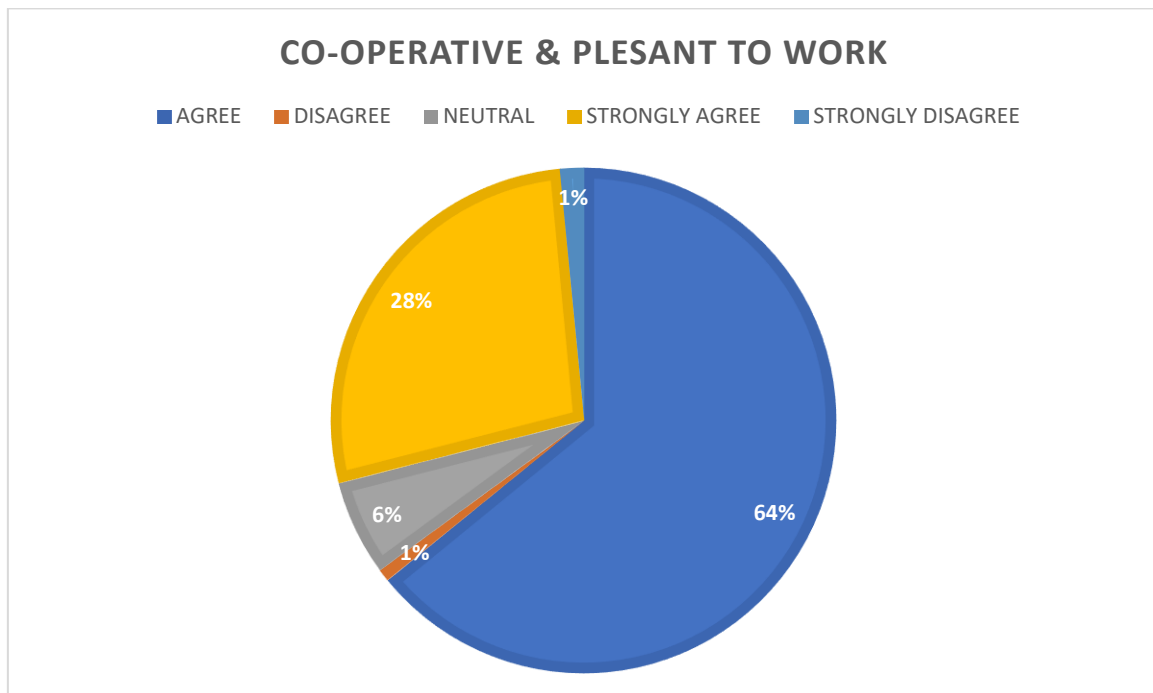


Chart 4.1.18: Chart Showing The Co-Operative & Pleasant To Work

INTERPRETATION

From the above table its interpreted that 64.1% of the respondents are agreed, 0.8% of the respondents are disagreed, 6.1% of the respondents are neutral, 27.5% of the respondents are strongly agreed, 1.5% of the respondents are strongly disagreed that the people co-operative & pleasant to work.

INFERENCE

Majority (64.1%) of the respondents are agreed that the people co-operative & pleasant to work.

Table 4.1.19: Table Showing The Encourages Your Development

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	75	57.3%
DISAGREE	2	1.5%
NEUTRAL	12	9.2%
STRONGLY AGREE	42	32.1%
STRONGLY DISAGREE	0	0
TOTAL	131	100

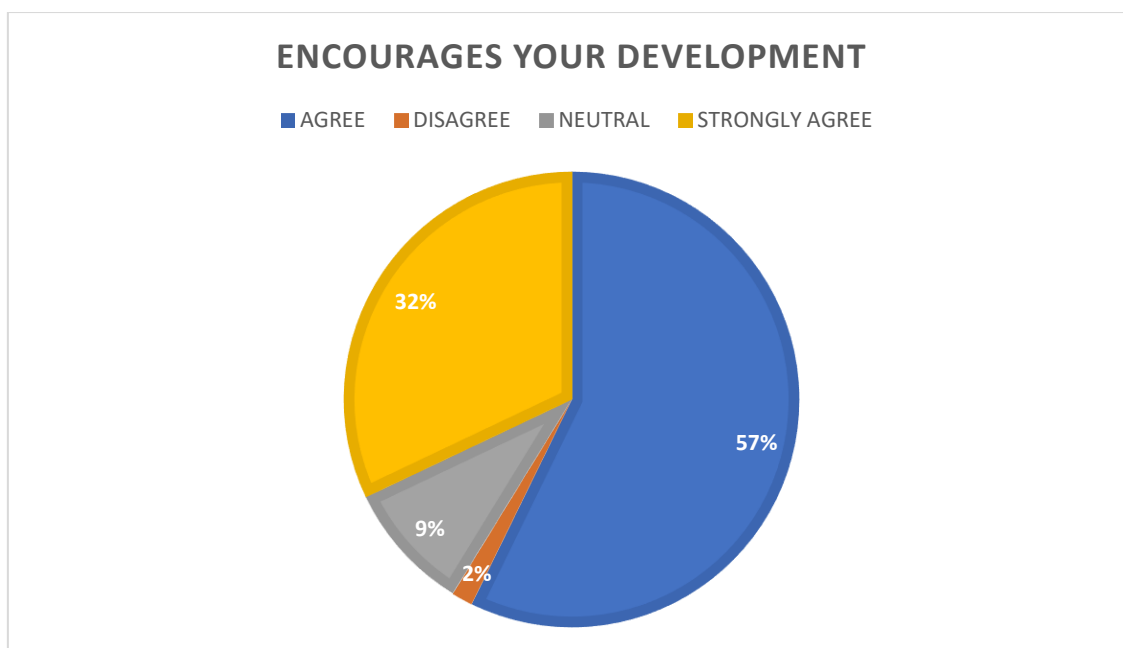


Chart 4.1.19: Chart Showing The Encourages Your Development

INTERPRETATION

From the above table its interpreted that 57.3% of the respondents are agreed, 1.5% of the respondents are disagreed, 9.2% of the respondents are neutral, 32.1% of the respondents are strongly agreed that there someone at work who encourages your development. There is no response for strongly disagree.

INFERENCE

Majority (57.3%) of the respondents are agreed that there someone at work who encourages your development. There is no response for strongly disagree.

Table 4.1.20: Table Showing The Managers Are Helpful

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	75	57.3%
DISAGREE	1	0.8%
NEUTRAL	13	9.9%
STRONGLY AGREE	42	32.1%
STRONGLY DISAGREE	0	0
TOTAL	131	100

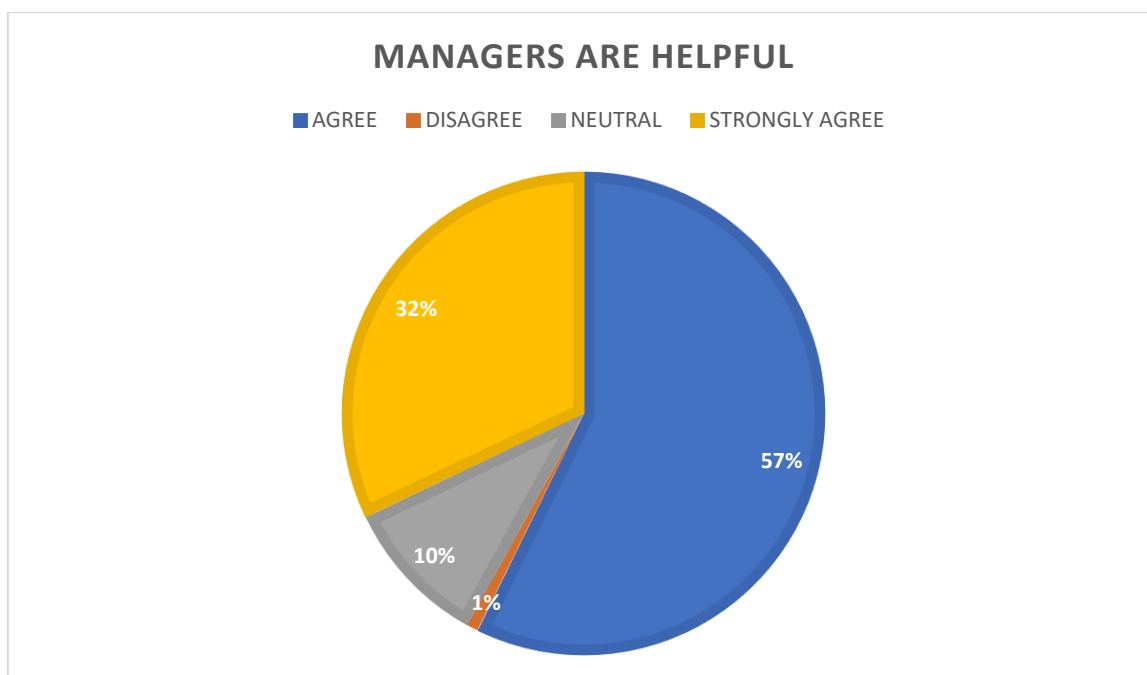


Chart 4.1.20: Chart Showing The Managers Are Helpful

INTERPRETATION

From the above table its interpreted that 57.3% of the respondents are agreed, 0.8% of the respondents are disagreed, 9.9% of the respondents are neutral, 32.1% of the respondents are strongly agreed that your managers are helpful. There is no response for strongly disagree.

INFERENCE

Majority (57.3%) of the respondents are agreed that your managers are helpful.

Table 4.1.21: Table Showing The Supervisors Guide

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	81	61.8%
DISAGREE	1	0.8%
NEUTRAL	4	3.1%
STRONGLY AGREE	45	34.4%
STRONGLY DISAGREE	0	0
TOTAL	131	100

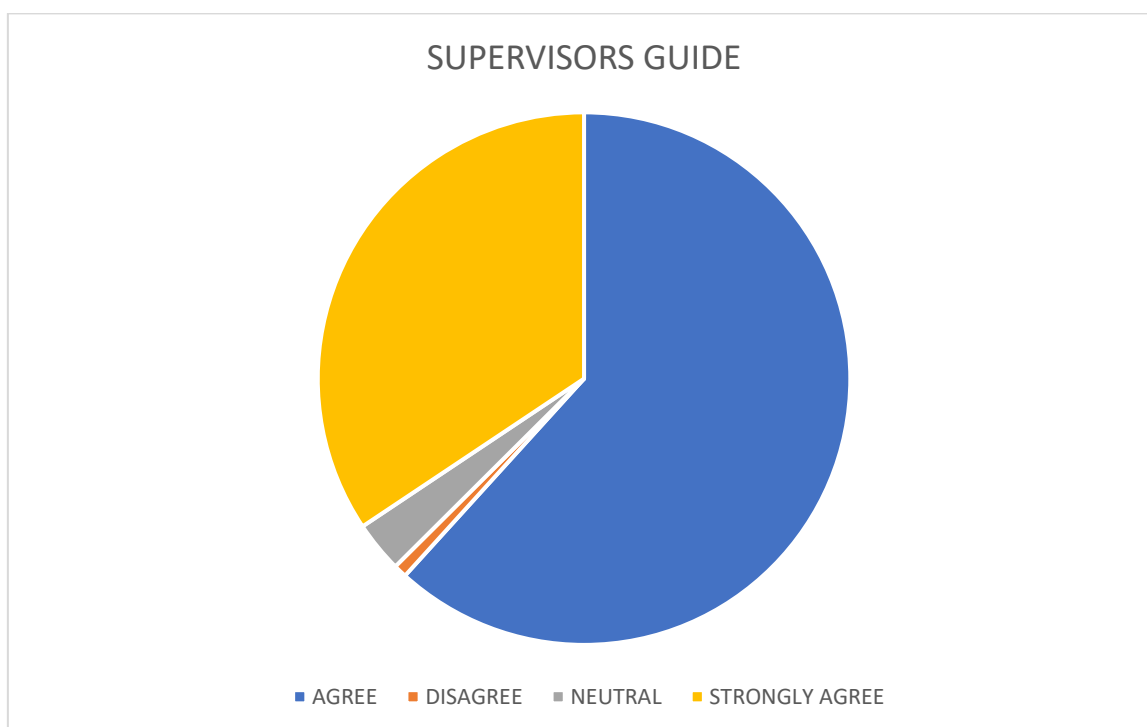


Chart 4.1.21: Chart Showing The Supervisors Guide

INTERPRETATION

From the above table its interpreted that 61.8% of the respondents are agreed, 1.8% of the respondents are disagreed, 3.1% of the respondents are neutral, 34.4% of the respondents are strongly agreed that supervisors guide when you are in need.

INFERENCE

Majority (61.8%) of the respondents are agreed that supervisors guide when you are in need.

Table 4.1.22: Table Showing The Ideas Are Implemented

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	83	63.4%
NEUTRAL	6	4.6%
STRONGLY AGREE	42	32.1%
DISAGREE	0	0
STRONGLY DISAGREE	0	0
TOTAL	131	100

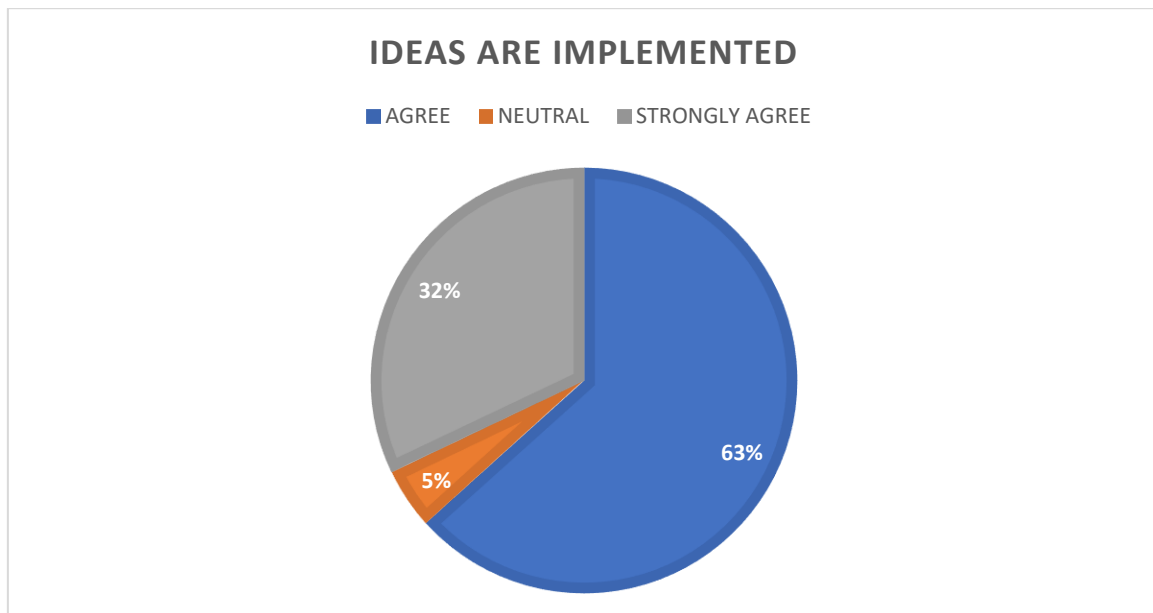


Chart 4.1.22: Chart Showing The Ideas Are Implemented

INTERPRETATION

From the above table its interpreted that 63.4% of the respondents are agreed, 4.6% of the respondents are neutral, 32.1% of the respondents are strongly agreed that your ideas are implemented in your organization. There is no response for disagree and strongly disagree.

INFERENCE

Majority (63.4%) of the respondents are agreed that your ideas are implemented in your organization.

Table 4.1.23: Table Showing The Good Place To Work

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	82	62.6%
NEUTRAL	6	4.6%
STRONGLY AGREE	42	32.1%
STRONGLY DISAGREE	1	0.8%
DISAGREE	0	0
TOTAL	131	100

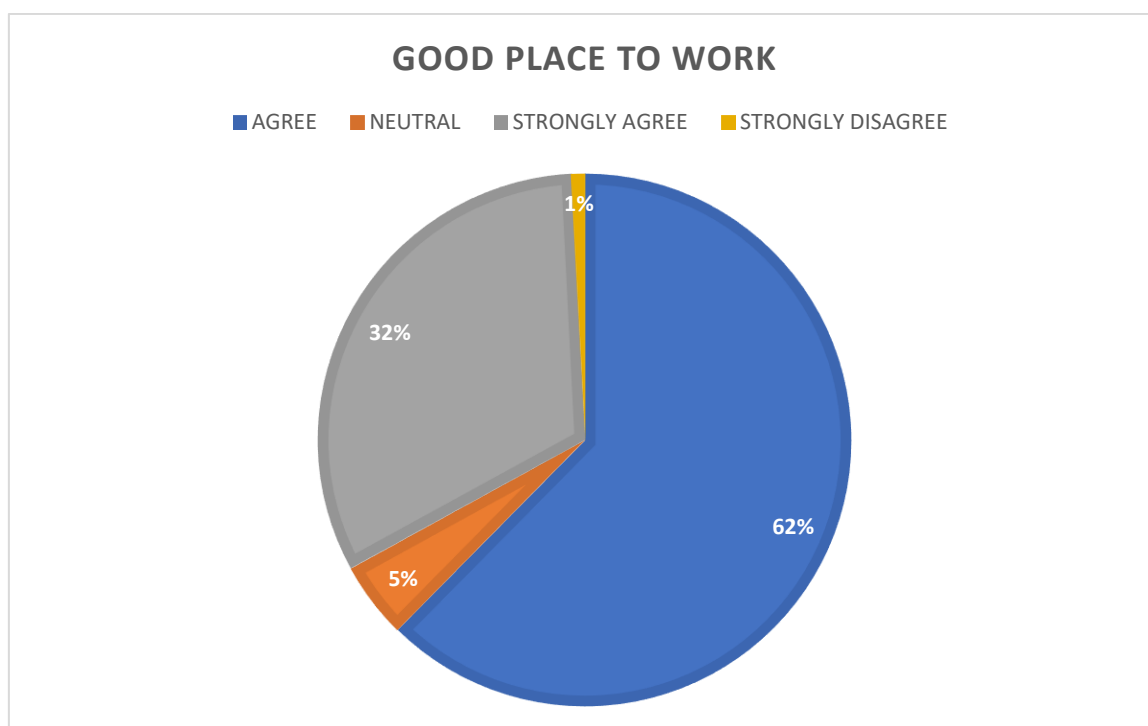


Chart 4.1.23: Chart Showing The Good Place To Work

INTERPRETATION

From the above table its interpreted that 62.6% of the respondents are agreed, 4.6% of the respondents are neutral, 32.1% of the respondents are strongly agreed, 0.8% of the respondents are strongly disagree that the organization as a good place to work. There is no response for disagree.

INFERENCE

Majority (62.6%) of the respondents are agreed that the organization as a good place to work.

Table 4.1.24: Table Showing The Satisfied With Job

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
COMPLETELY SATISFIED	2	1.5%
MODERATELY SATISFIED	22	16.8%
NOT AT ALL SATISFIED	12	9.2%
SLIGHTLY SATISFIED	35	26.7%
VERY SATISFIED	60	45.8%
TOTAL	131	100

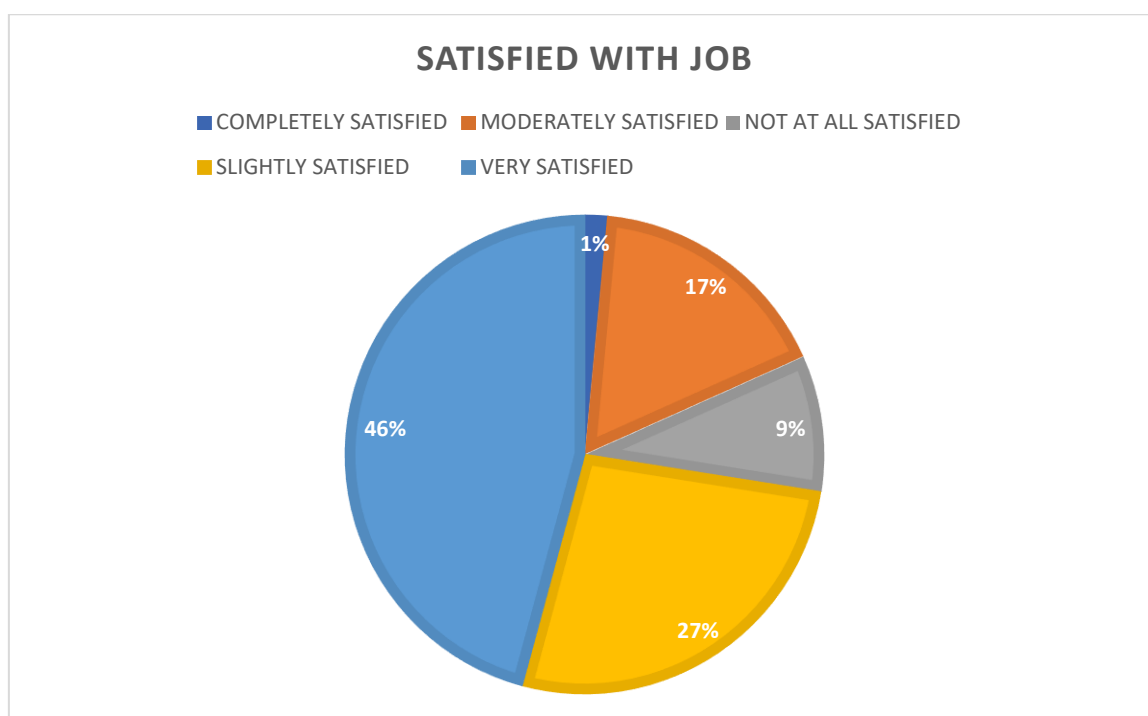


Chart 4.1.24: Chart Showing The Satisfied With Job

INTERPRETATION

From the above table its interpreted that 1.5% of the respondents are completely satisfied, 16.8% of the respondents are moderately satisfied, 9.2% of the respondents are not at all satisfied, 26.7% of the respondents are slightly satisfied, 45.8% of the respondents are very satisfied with overall job.

INFERENCE

Majority (45.8%) of the respondents are very satisfied with overall job.

Table 4.1.25: Table Showing The Recognized By Company

PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
NO	1	0.8%
YES	130	99.2%
TOTAL	131	100

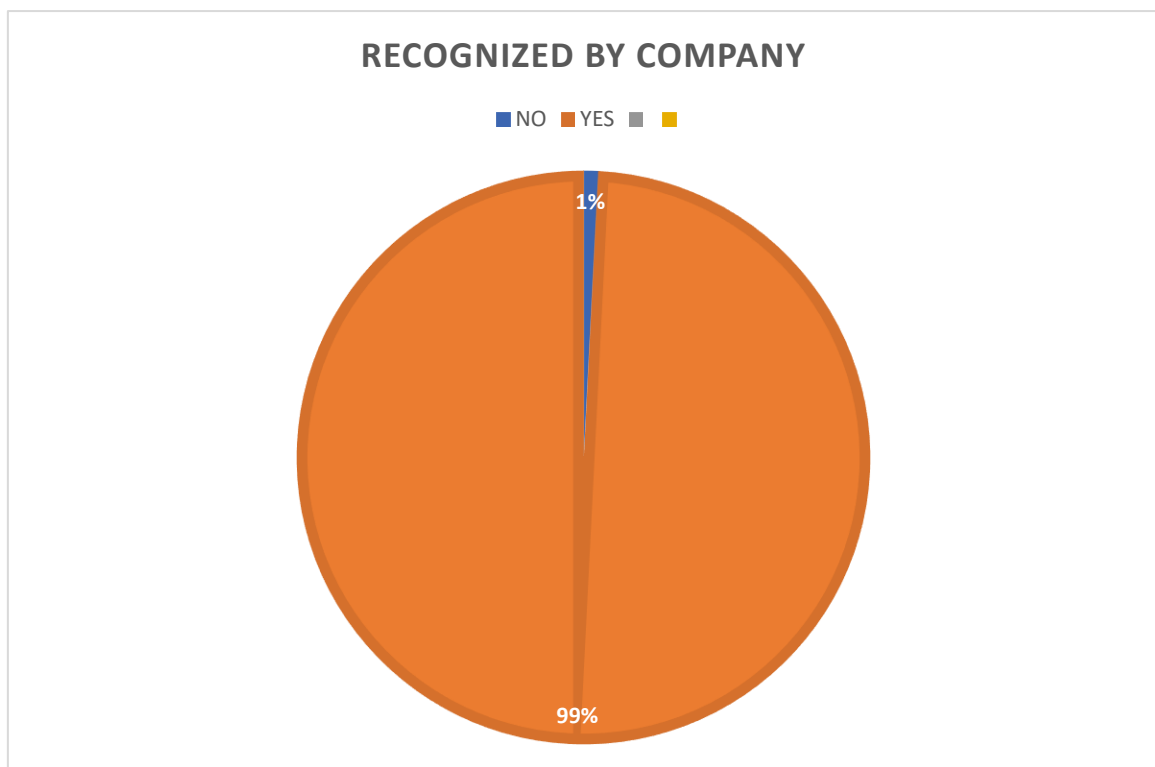


Chart 4.1.25: Chart Showing The Recognized By Company

INTERPRETATION

From the above table its interpreted that 0.8% of the respondents given No, 99.2% of the respondents given Yes.

INFERENCE

Majority (99.2%) of the respondents feel that your participation appreciated/ recognized by company.

Table 4.1.26: Table Showing The Employees Problem

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
YES	131	100%
NO	0	0
TOTAL	131	100

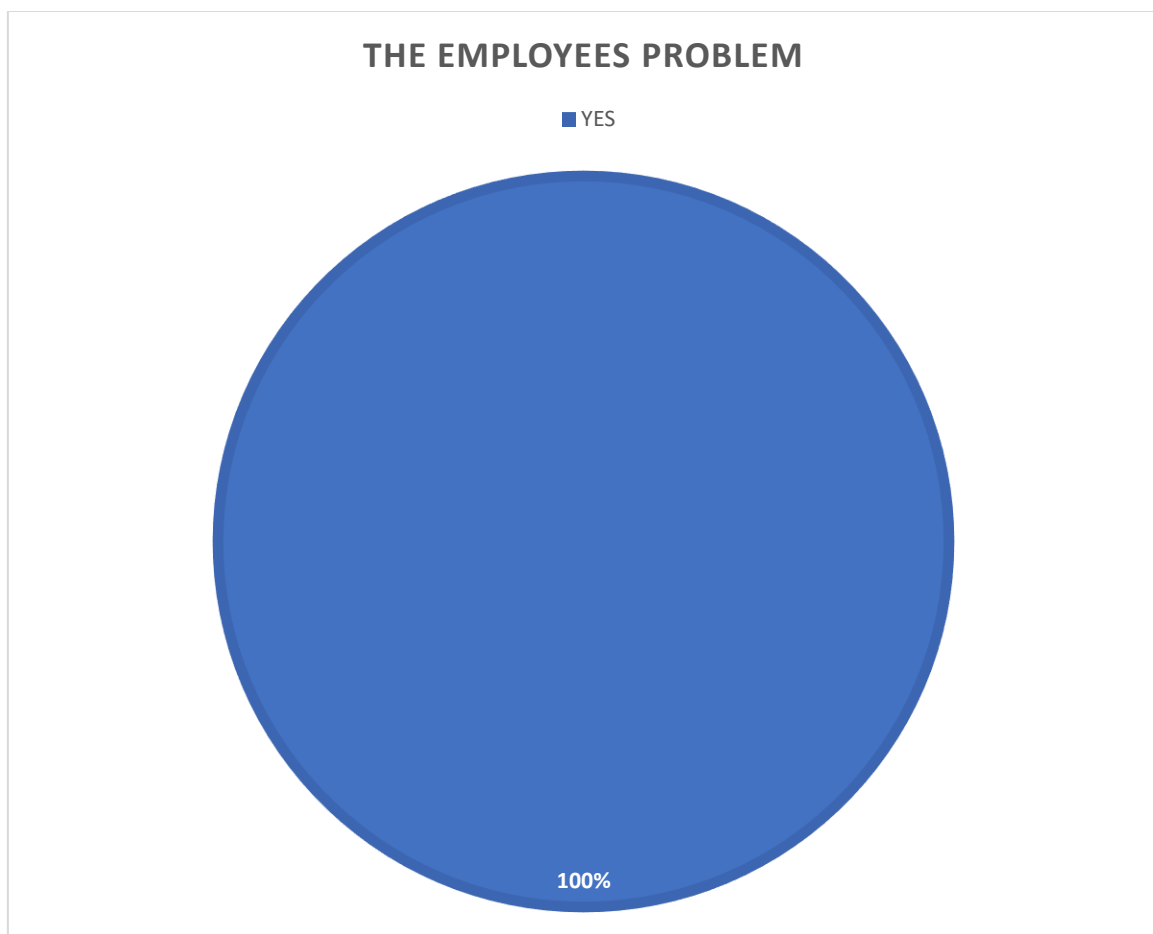


Chart 4.1.26: Chart Showing The Employees Problem

INTERPRETATION

From the above table its interpreted that 100% of the respondents given Yes. There is no respondents given No.

INFERENCE

Majority (100%) of the respondents feel that there is sufficient arrangement for dealing with employees problem.

Table 4.1.27: Table Showing The Positional Responsibility

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
YES	131	100%
NO	0	0
TOTAL	131	100

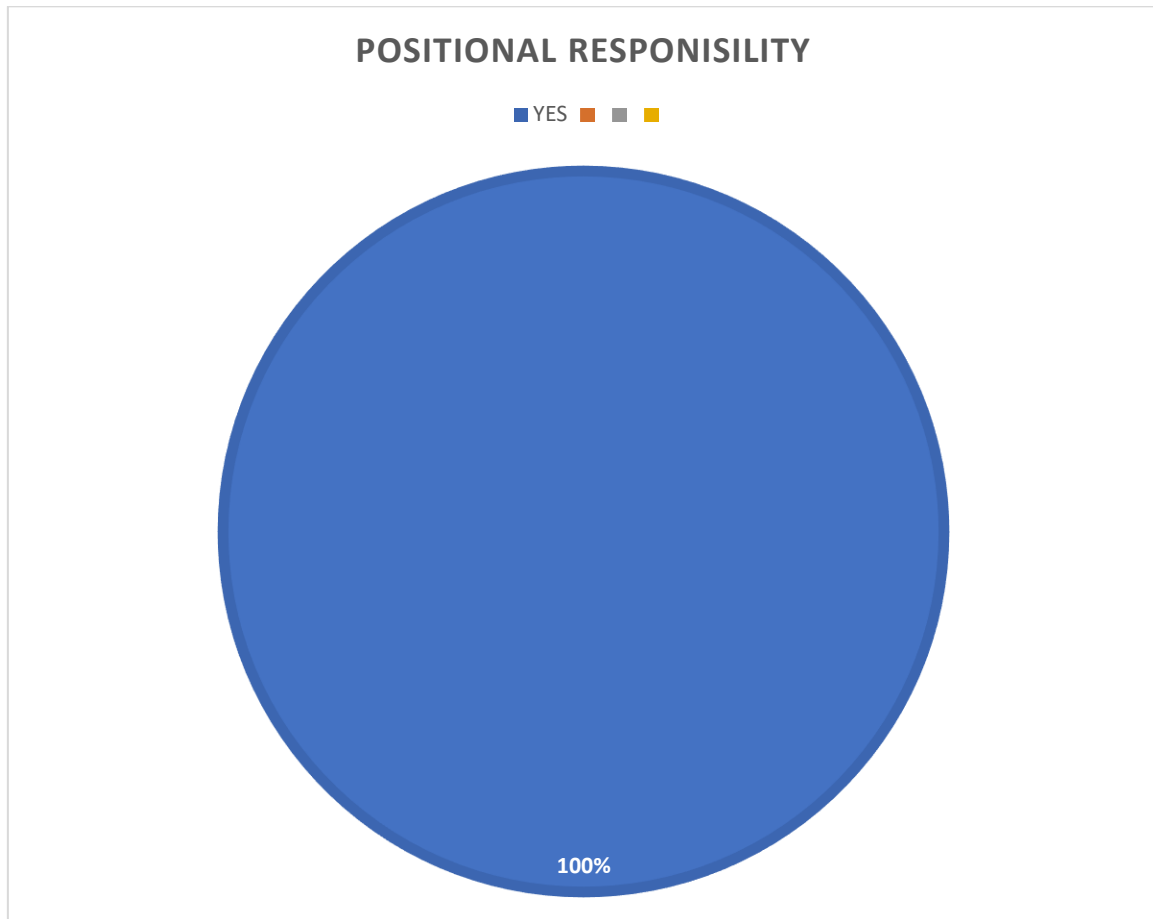


Chart 4.1.27: Chart Showing The Positional Responsibility

INTERPRETATION

From the above table its interpreted that 100% of the respondents given Yes. There is no respondents given No.

INFERENCE

Majority (100%) of the respondents feel about their positional responsibility.

Table 4.1.28: Table Showing The Salary Package

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
COMPLETELY SATISFIED	5	3.8%
MODERATELY SATISFIED	35	26.7%
NOT AT ALL SATISFIED	8	6.1%
SLIGHTLY SATISFIED	30	22.9%
VERY SATISFIED	53	40.5%
TOTAL	131	100

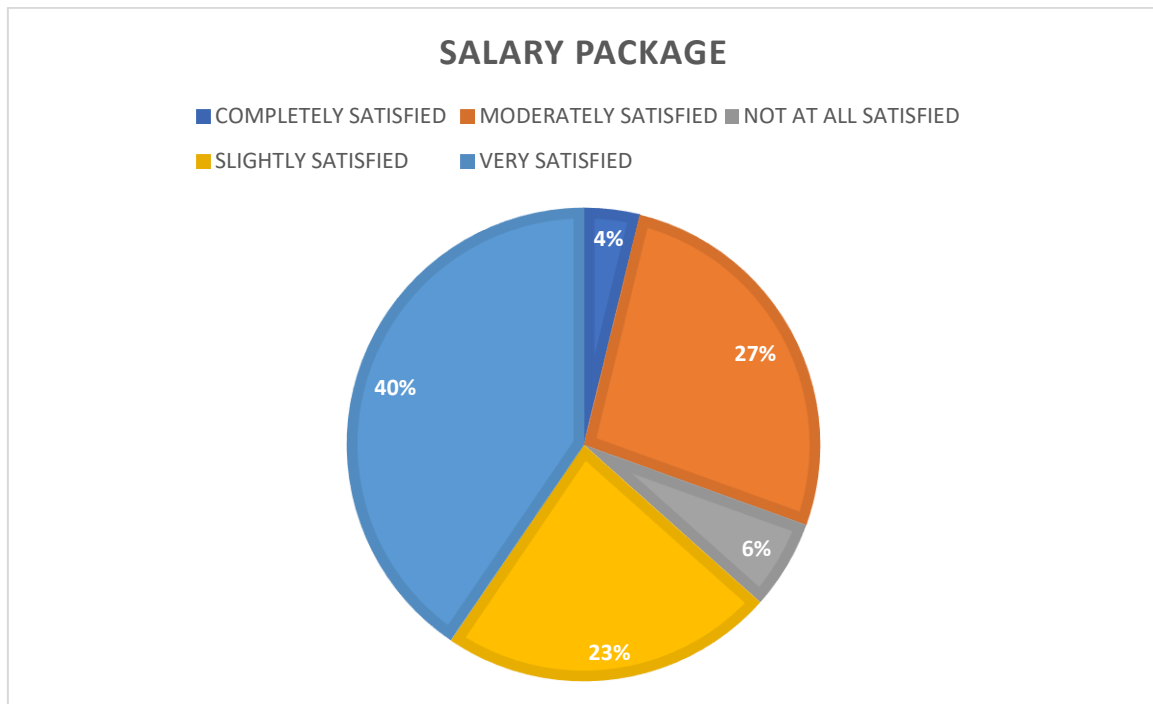


Chart 4.1.28: Chart Showing The Salary Package

INTERPRETATION

From the above table it is interpreted that 3.8% of the respondents are completely satisfied, 26.7% of the respondents are moderately satisfied, 6.1% of the respondents are not at all satisfied, 22.9% of the respondents are slightly satisfied, 40.5% of the respondents are very satisfied with the salary package.

INFERENCE

Majority (40.5%) of the respondents are very satisfied with the salary package.

Table 4.1.29: Table Showing The Career Opportunities

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
2	4	3.1%
3	23	17.6%
4	80	61.1%
5	24	18.3%
1	0	0
TOTAL	131	100

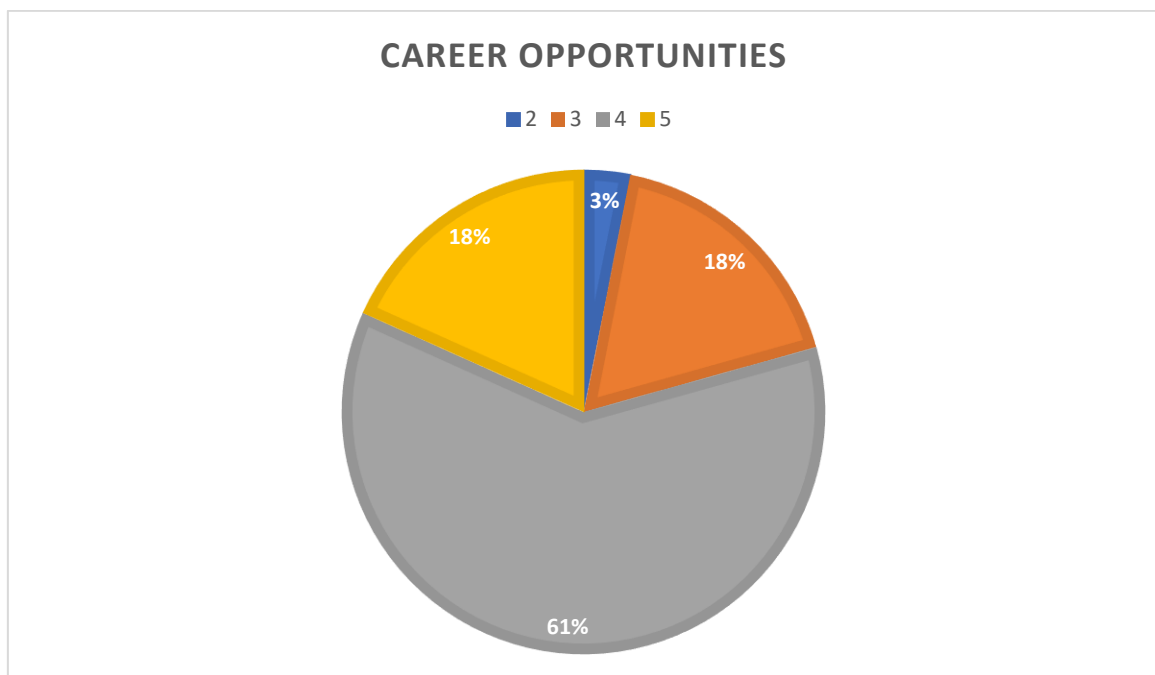


Chart 4.1.29: Chart Showing The Career Opportunities

INTERPRETATION

From the above table its interpreted that 3.1% of the respondents rated 2, 17.6% of the respondents rated 3, 61.1% of the respondents rated 4, 18.3% of the respondents rated 5 for growth opportunities offered.

INFERENCE

Majority (61.1%) of the respondents rated 4 for growth opportunities offered.

Table 4.1.30: Table Showing The Benefits Offered By The Company

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
COMPLETELY SATISFIED	18	13.7%
MODERATELY SATISFIED	33	25.2%
NOT AT ALL SATISFIED	6	4.6%
SLIGHTLY SATISFIED	28	21.4%
VERY SATISFIED	46	35.1%
TOTAL	131	100

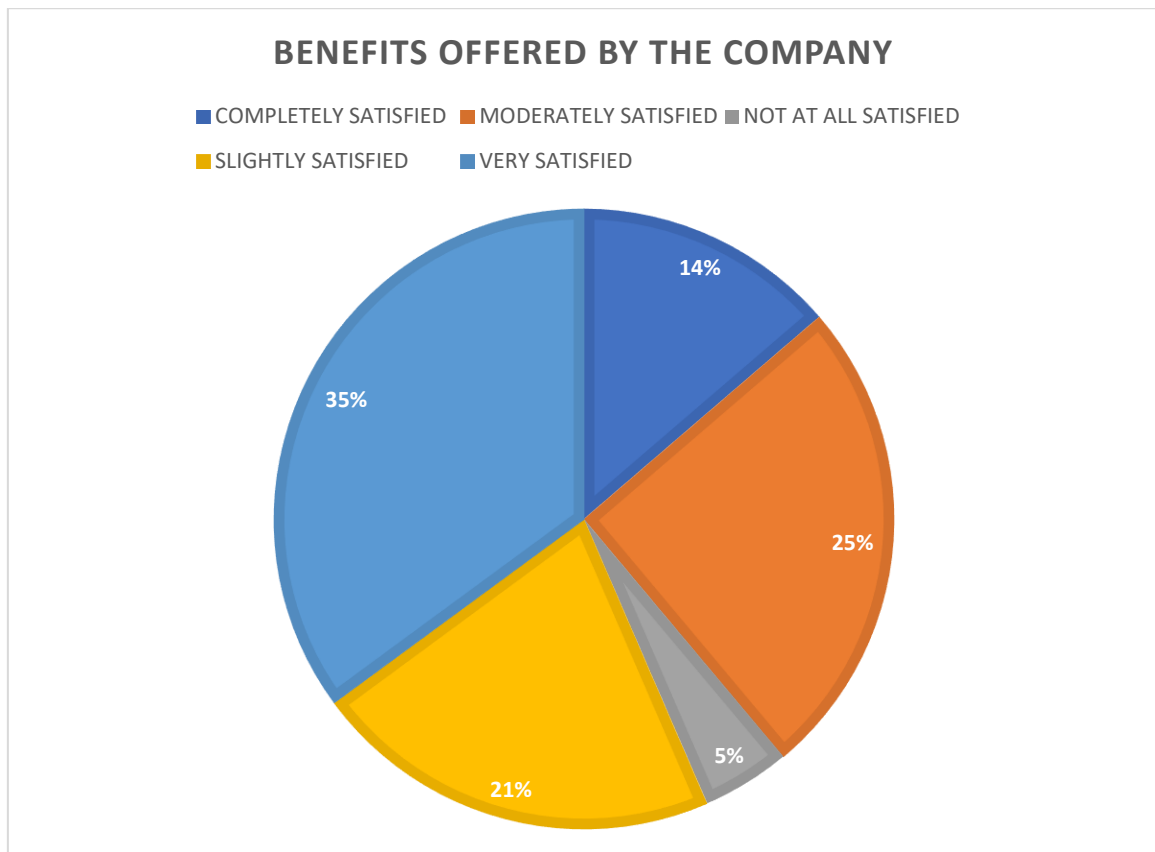


Chart 4.1.30: Chart Showing The Benefits Offered By The Company

INTERPRETATION

From the above table its interpreted that 13.7% of the respondents are completely satisfied, 25.2% of the respondents are moderately satisfied, 4.6% of the respondents are not at all satisfied, 21.4% of the respondents are slightly satisfied,

35.1% of the respondents are very satisfied with the level of benefits offered by the company.

INFERENCE

Majority (35.1%) of the respondents are very satisfied with the level of benefits offered by the company.

4.2 CHI SQUARE ANALYSIS

AGE OF THE RESPONDENTS

VS

SIGNIFICANCE LEVEL OF THE COMPANY TREAT EQUALITY TO ALL EMPLOYEES

H₀ (Null hypothesis) = There is no significant relationship between age of the respondents and significance level of the company treat equality to all employees.

H₁ (Alternate hypothesis) = There is a significant relationship between age of the respondents and significance level of the company treat equality to all employees.

AGE * DO YOU AGREE THAT THE COMPANY TREAT EQUALITY TO ALL EMPLOYEES CROSSTABULATION						
AGE	AGREE	DISAGREE	NEUTRAL	STRONGLY AGREE	STRONGLY DISAGREE	TOTAL
20 TO 30 YEARS	42.6	.5	2.6	21.8	.5	68.0
30 TO 40 YEARS	30.0	.4	1.8	15.4	.4	48.0
40 TO 50 YEARS	3.8	.0	.2	1.9	.0	6.0
BELOW 20 YEARS	5.6	.1	.3	2.9	.1	9.0
TOTAL	82.0	1.0	5.0	42.0	1.0	131.0

CHI-SQUARE TESTS

	Value	df	Asymptotic . Significance. (2- sided)
Pearson Chi-Square	22.300 ^a	12	.034
Likelihood Ratio	25.514	12	.013
N of Valid Cases	131		
a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .05.			

At 5% level of significance and df (12) the table value is 22.300

Calculated value = 0.05

Significance value ($p=0.005$) < calculated value

H_0 is accepted.

INFERENCE

The results of the "**Pearson Chi-Square**" say that $\chi^2(12) = 22.300$, $p = 0.05$. This tells us that there is a statistically significant association between age of the respondents and significance level of the company treat equality all the employees.

AGE OF THE RESPONDENTS

VS

SIGNIFICANCE OF SATISFACTION LEVEL WITH RECEIVED INFORMATION & COMMUNICATION THAT IS NEEDED FOR JOB

H_0 (Null hypothesis) = There is no significant relationship between age of the respondents and significance of satisfaction level with received information & communication that is needed for job.

H₁ (Alternate hypothesis) = There is a significant relationship between age of the respondents and significance of satisfaction level with received information & communication that is needed for job.

AGE * ARE YOU SATISFIED WITH RECEIVED INFORMATION & COMMUNICATION THAT IS NEEDED FOR JOB CROSSTABULATION						
AGE	COMPLETELY SATISFIED	MODERATELY SATISFIED	NOT AT ALL SATISFIED	SLIGHTLY SATISFIED	VERY SATISFIED	TOTAL
20 TO 30 YEARS	2.1	11.9	1.6	23.4	29.1	68.0
30 TO 40 YEARS	1.5	8.4	1.1	16.5	20.5	48.0
40 TO 50 YEARS	.2	1.1	.1	2.1	2.6	6.0
BELOW 20 YEARS	.3	1.6	.2	3.1	3.8	9.0
TOTAL	4.0	23.0	3.0	45.0	56.0	131.0

CHI-SQUARE TESTS

	Value	df	Asymptotic . Significance. (2- sided)
Pearson Chi-Square	24.924 ^a	12	.015
Likelihood Ratio	17.345	12	.137
N of Valid Cases	131		
a. 14 cells (70.0%) have expected count less than 5. The minimum expected count is .14.			

At 5% level of significance and df (12) the table value is 24.924

Calculated value = 0.14

Significance value ($p=0.005$) < calculated value

H_0 is accepted.

INFERENCE

The results of the "**Pearson Chi-Square**" say that $\chi^2(12) = 24.924$, $p = 0.14$. This tells us that there is a statistically significant association between age of the respondents and significance level of the company treat equality all the employees.

4.3 ONE WAY ANOVA TEST

Hypothesis set between age of the respondents and their satisfaction level of Salary Package

NULL HYPOTHESIS

H_0 = There is no statistically significant relationship between age of the respondents and their satisfaction level of Salary Package.

ALTERNATE HYPOTHESIS

H_1 = There is a statistically significant relationship between age of the respondents and their satisfaction level of Salary Package.

DESCRIPTIVES								
Age								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
COMPLETELY SATISFIED	5	1.60	.548	.245	.92	2.28	1	2
MODERATELY SATISFIED	35	1.74	.919	.155	1.43	2.06	1	4
NOT AT ALL SATISFIED	8	2.38	1.302	.460	1.29	3.46	1	4
SLIGHTLY SATISFIED	30	1.73	1.048	.191	1.34	2.12	1	4
VERY SATISFIED	53	1.47	.541	.074	1.32	1.62	1	3
TOTAL	131	1.66	.856	.075	1.52	1.81	1	4

ANOVA					
Age					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	6.386	4	1.597	2.265	.066
Within Groups	88.835	126	.705		
Total	95.221	130			

INTERPRETATION

This is the table that shows the output of the ANOVA analysis and we have a statistically significant difference between our group means. We can see that the significance level is 0.066, which is more than 0.005, therefore, there is a statistically significant relationship between age of the respondents and their satisfaction level of salary package.

CHAPTER 5

FINDING, SUGGESTIONS, SUMMARY AND CONCLUSION

5.1 FINDINGS

- Majority (51.9%) of the respondents are male staffs.
- Majority (51.9%) of the respondents from 20 to 30 years.
- Majority (66.4%) of the respondents are married staffs.
- Majority (39.7%) of the respondents from Under Graduation Degree.
- Majority (66.4%) of the respondents are 1-3 years of work experience.
- Majority (43.5%) of the respondents get 31k to 40k income per month.
- Majority (42.7%) of the respondents are other job role in NEXA.
- Majority (53.4%) of the respondents attended coaching training in NEXA.
- Majority (67.9%) of the respondents are less than 6 months period of training given for employee.
- Majority (78.6%) of the respondents are satisfied among the working environment in NEXA.
- Majority (100%) of the respondents are clearly aware of your role in this organization.
- Majority (61.8%) of the respondents are agreed that the purpose of your company make you feel that your job is important
- Majority (62.6%) of the respondents are agreed that the company treat equality to all employees.
- Majority (62.6%) of the respondents are agreed that your colleagues are supportive.
- Majority (42.7%) of the respondents are very satisfied with received information & communication that is needed for job.
- Majority (52.7%) of the respondents are agreed that they regularly receive the recognition/ praise for doing good work.
- Majority (61.1%) of the respondents are agreed that the benefits offer here are fair & reasonable.
- Majority (64.1%) of the respondents are agreed that the people co-operative & pleasant to work.

- Majority (57.3%) of the respondents are agreed that there someone at work who encourages your development. There is no response for strongly disagree.
- Majority (57.3%) of the respondents are agreed that your managers are helpful.
- Majority (61.8%) of the respondents are agreed that supervisors guide when you are in need.
- Majority (63.4%) of the respondents are agreed that your ideas are implemented in your organization.
- Majority (62.6%) of the respondents are agreed that the organization as a good place to work.
- Majority (45.8%) of the respondents are very satisfied with overall job.
- Majority (99.2%) of the respondents feel that your participation appreciated/ recognized by company.
- Majority (100%) of the respondents feel that there is sufficient arrangement for delaing with employees problem.
- Majority (100%) of the respondents feel about their positional responisility.
- Majority (40.5%) of the respondents are very satisfied with the salary package.
- Majority (61.1%) of the respondents rated 4 for growth opportunities offered.
- Majority (35.1%) of the respondents are very satisfied with the level of benefits offered by the company.

5.2 SUGGESTIONS

- It is seen that though the majority of the employees find the engagement activities interesting and want it to be organized frequently, but participation is low so activities of their interest should be organized.
- To bridge in the gaps between various departments, communications and interactions should happen in the form of various informal gatherings on weekends.
- According to the employees, few other activities like picnics, art and craft, outdoor games, sports, events, get together, birthday parties, music and dance competitions should also be organized from time to time.
- The coffee sessions that take place in the organization with the leaders should happen on a large scale where all the employees can form a part of it and get knowledge about the company's progress and serve more interactive and informative value.
- Employees should be encouraged more so that they are engaged and feel conherence of their goals with organizational goals.
- Co-ordination in terms of work management between various departments should be worked upon and maintained.

5.3 SUMMARY

- Employee engagement, also called work engagement or worker engagement, is a business management concept. An “engaged employee” is one who is fully involved in, and enthusiastic about, his or her 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 willingness to learn & perform at work”. Thus engagement is distinctively different from satisfaction, motivation, culture, climate and opinion and very different to measure.
- Employee engagement is the level of commitment and involvement 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 benefits of the organization. It is a positive attitude held by the employees towards the organization and its values. This report focuses on how employees can be kept engaged at the workplace and what should the company do to keep the employee engaged. This report also include a survey (questionnaire) that identifies strong feedings of employee engagement and the steps which shows how to drive an engaged employee.

5.4 CONCLUSION

Employee engagement is the buzz word term for employee communication. It is a positive attitude, held by the employees towards the organization and its values. It is rapidly/ gaining popularity, use and importance in the workplace and impacts organizations in many ways.

Employee engagement emphasizes the importance of employee communication on the success of the business. An organization 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.

Employees like challenging assignments rather than routine, highly structured jobs at the elements of learning and growth is missing in their work which happens their overall output. The response of employees of the company indicates that they can certainly improve the engagement level in their organization by adopting a more challenging and exciting work culture. The feeling of working on a useful and challenging assignment does help in ensuring proper engagement.

Employees like to feel that there is someone to whom they can turn for advice, if they need it. The workplace environment should have a culture where people are working more as a team and the role of the supervisor is to act as a helping hand rather than being a taskmaster.

We should hence conclude that raising and maintaining employee engagement lies in the hands of an organization and requires a perfect blend of time, effort, commitment and investment to craft a successful endeavour.

APPENDIX (QUESTIONNAIRE)

As a part of my MBA curriculum at Sathyabama institute of science and technology, I am doing a project on NEXA (RAJALAKSHMI CARS PRIVATE LIMITED). Kindly spend your valuable time in filling the questionnaires and I assure you that the information will be used only for academic research analysis and will be kept highly confidential.

1) Name of the respondent

2) Gender of the respondent

- a) Male
- b) Female

3) Age of the respondent

- a) Below 20 years
- b) 20 to 30 years
- c) 30 to 40 years
- d) 40 to 50 years
- e) Above 50 years

4) Marital status

- a) Married
- b) Unmarried

5) Education qualification

- a) SSLC
- b) HSC
- c) DIPLOMA
- d) UG
- e) PG

6) Work experience

- a) Less than a year
- b) 1-3 years

- c) 4-6 years
- d) More than 6 years

7) Income per month

- a) 10k to 20k
- b) 21k to 30k
- c) 41k to 50k
- d) Above 50k

8) What is your job role in NEXA

- a) Team leader
- b) Manager
- c) Partner
- d) Other

9) What types of training should be provided for employee

- a) Job instruction training
- b) Planned progression
- c) Job rotation
- d) Coaching
- e) Apprenticeship programs
- f) Lectures
- g) Computer based training
- h) Discussion method
- i) Role playing
- j) Seminars and conferences
- k) Case presentation

10) Period of training given for employee

- a) 6 months
- b) Less than 6 month
- c) One year
- d) More than one year

11)How is the working environment in NEXA

- a) Good
- b) Satisfied
- c) Average
- d) Not satisfied

12)Are you clearly aware of your role in this organization

- a) Yes
- b) No

13)Does the mission/purpose of your company make you feel that your job is important

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

14)Do you agree that the company treat equality to all employees

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

15)Do you agree that your colleagues are supportive

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

16) Are you satisfied with received information & communication that is needed for job

- a) Not at all satisfied
- b) Slightly satisfied
- c) Moderately satisfied
- d) Very satisfied
- e) Completely satisfied

17) Do you regularly receive the recognition/ praise for doing good work

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

18) Is the benefits offer here are fair & reasonable

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

19) Are the people co-operative & pleasant to work with

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

20) Is there someone at work who encourages your development

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree

e) Strongly disagree

21) Do you agree that your managers are helpful

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

e) Strongly disagree

22) Do you agree that supervisors guide you when you are in need

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

e) Strongly disagree

23) Do you agree that your ideas are implemented in your organization

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

e) Strongly disagree

24) Can you agree that the organization is a good place to work

a) Strongly agree

b) Agree

c) Neutral

d) Disagree

e) Strongly disagree

25) Overall are you extremely satisfied with job

a) Not at all satisfied

b) Slightly satisfied

c) Moderately satisfied

- d) Very satisfied
- e) Completely satisfied

26) Do you feel that your participation appreciated/ recognized by company

- a) Yes
- b) No

27) Do you feel that there is sufficient arrangement for dealing with employees problem

- a) Yes
- b) No

28) Do you feel about your positional responsibility

- a) Yes
- b) No

29) Are you satisfied with the salary

- a) Not at all satisfied
- b) Slightly satisfied
- c) Moderately satisfied
- d) Very satisfied
- e) Completely satisfied

30) How do you rate the career opportunities or growth opportunities offered

- a) Bad(1)
- b) Good(2)

31) Satisfaction level with the benefits offered by the company

- a) Not at all satisfied
- b) Slightly satisfied
- c) Moderately satisfied
- d) Very satisfied
- e) Completely satisfied

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A STUDY ON INFLUENCE OF EMPLOYEE ENGAGEMENT WITH REFERENCE TO NEXA

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ABSTRACT

Representative commitment has arisen as a mainstream hierarchical idea lately. It is the degree of responsibility and inclusion a representative has towards their association and its qualities and convictions. A drew in worker knows about business setting, and works with associates to improve execution inside the work for the advantages of the association. Worker commitment is the significant drive in an association to accomplish their chief objective. Commitment is a workers' association with profound interest in the association's standards. In business setting, representative commitment is allude to work with associates to get viable undertaking execution which prompts efficiency of the association. To comprehend the degrees of worker commitment and its effect is the center goals of this paper and further to analyze the different components affecting the representative commitment. This exploration paper proposes the compelling approaches to improve the profitability by applying the better methodologies of worker commitment. In this examination work, 120 no's examples have been taken from the unit of CPCL. In this examination work, rate technique and chi-square test have been consolidated for investigation.

Keywords: *Employee engagement, Employee information, organization.*

INTRODUCTION

Representative commitment is a work environment approach bringing about the correct conditions for all individuals from an association to give their best every day. Representative commitment depends on trust, respectability, a two-way responsibility and correspondence between an association and its individuals. Worker commitment has arisen as a famous hierarchical idea lately. It is the degree of responsibility and contribution of a representative towards the association and its qualities. A drew in worker knows about business setting, and works with associates to improve execution inside the positions to support the association. Representative commitment creates inspirational disposition among the workers towards the association. Representative commitment is a perplexing condition that mirrors every individual's novel, individual relationship with work. The term implies various things to various associations. Some liken it with work fulfillment, some by measuring representative's enthusiastic obligation to their association however a decisive nature and meaning of the equivalent can't be gotten.

REVIEW OF LITERATURE

T.Suhasini and Dr.K.Kalpana (2018) The study reveals that Employee Engagement is a comprehensive task and cannot be accomplished by the effective training programs also. Organisations can improve engagement by opportunity thinking, enhancing employee decision making, and commitment. Employee engagement results in reduced turnover intentions and increased innovative work related behaviour.

V.Siva Kumar (2015) This study describes that the high level of employee Engagement increases the growth of the organization and acts as a retention strategy. From this study it is observed that employee engagement in private banks is not satisfactory.

NP Myilswamy, Dr.R.Gayatri (2014) According to their research “A study on Employee Engagement: Role of Employee Engagement in organizational Effectiveness”, it is concluded that the level of Engagement determines employees productivity and their intention to stay in the organization. Employee Engagement drives organizational effectiveness by improving loyalty, retention, safety, productivity and profitability. And the employees who are highly involved in work are more engaged.

Johnson (2011) Asserts that if applied correctly the engagement data can well act as a warning system for the organization, the study reports a negative correlation between the specific instances of work place deviations and levels of EE within the organization.

Sweetman & Luthans (2010) defined From the psychological perspective, engagement is a state-like phenomenon which is portrayed as an affective-cognitive state-like condition. It is not a temporary state such as mood nor as relatively non-malleable as fixed characteristics such as personality traits.. It is deemed quite stable.

OBJECTIVES OF THE STUDY

Primary objectives

The primary objective of my study at Nexa is to study on influence of employee engagement with reference to NEXA.

Secondary objectives

The secondary objective is to study the demographic factor influences the employee engagement, To examine the HR functions at Nexa this triggers up employee engagement, To study the level of top management and employees involvement towards their work ,To study the satisfaction level of employees which leads to employee retention.

RESEARCH METHODOLOGY

Sample Size

The sample size of the research study is 130.

Sources of Data

The research study used both primary data and secondary data.

Sampling Techniques

The research study adopted a convenience sampling method and data collection was done through questionnaire methods.

Structure of the Questionnaire

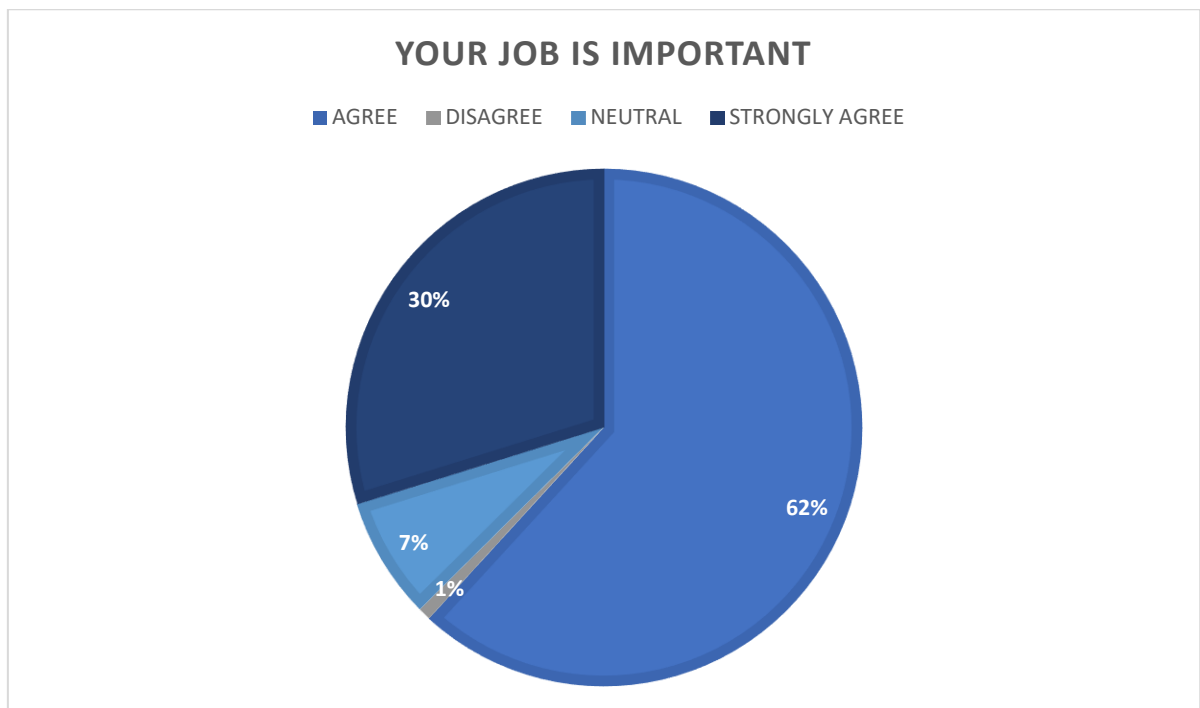
The Dichotomous questions, Multiple choice questions are asked to the respondents.

DATA ANALYSIS AND INTERPRETATION

DESCRIPTIVE ANALYSIS

1.Does the Mission/Purpose of your company make you feel that your job is important

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	81	61.8%
DISAGREE	1	0.8%
NEUTRAL	10	7.6%
STRONGLY AGREE	39	29.8%
STRONGLY DISAGREE	0	0
TOTAL	131	100



INTERPRETATION

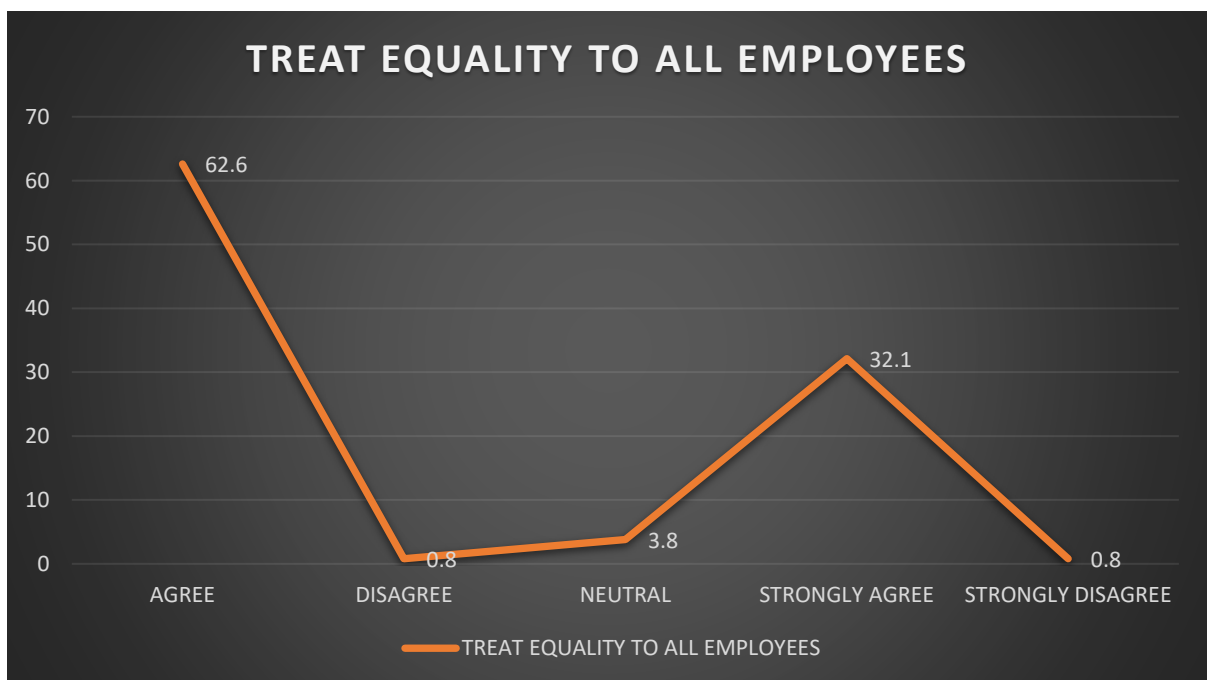
From the above table its interpreted that 61.8% of the respondents are agreed, 0.8% of the respondents are disagreed, 7.6% of the respondents are neutral, 29.8% of the respondents are strongly agreed that the purpose of your company make you fell that your job is important. There is no response for strongly disagree.

INFERENCE

Majority (61.8%) of the respondents are agreed that the purpose of your company make you fell that your job is important.

2.Do you agree that the company treat equality to all employees

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	82	62.6%
DISAGREE	1	0.8%
NEUTRAL	5	3.8%
STRONGLY AGREE	42	32.1%
STRONGLY DISAGREE	1	0.8%
TOTAL	131	100



INTERPRETATION

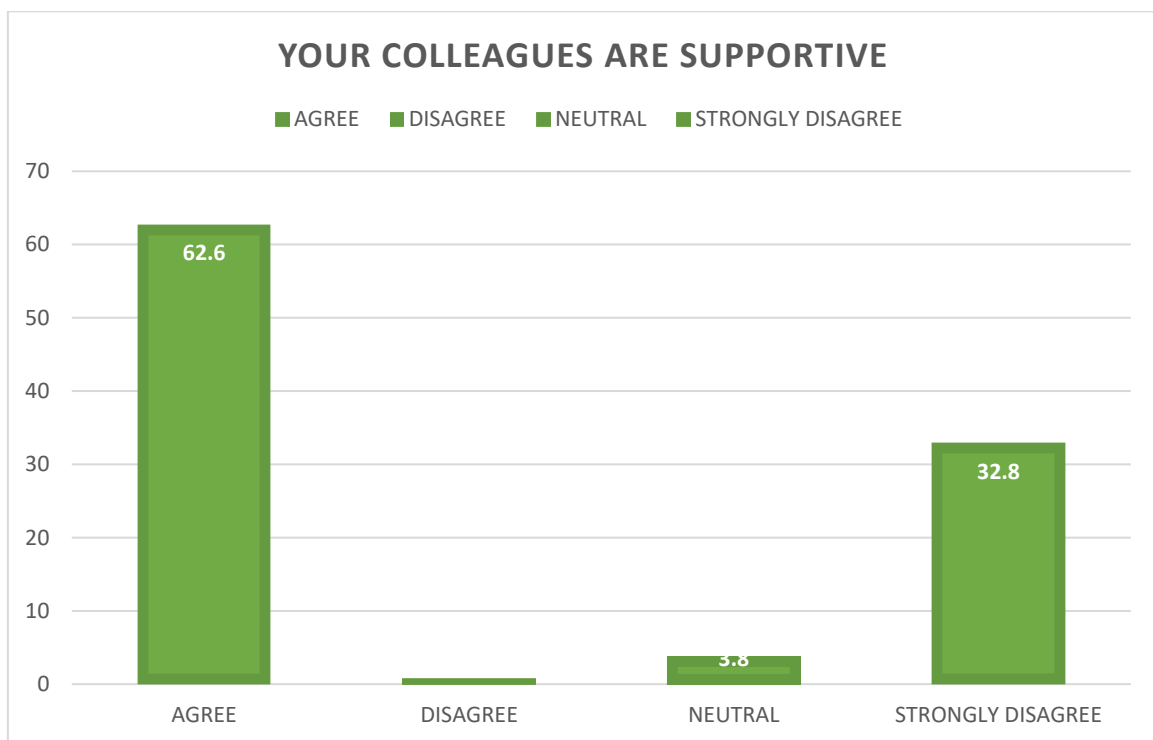
From the above table its interpreted that 62.2% of the respondents are agreed, 0.8% of the respondents are disagreed, 3.8% of the respondents are neutral, 32.1% of the respondents are strongly agreed, 0.8% of the respondents are strongly disagreed that the company treat equality to all employees.

INFERENCE

Majority (62.6%) of the respondents are agreed that the company treat equality to all employees.

3.Do you agree that your colleagues are supportive

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
AGREE	82	62.6%
DISAGREE	1	0.8%
NEUTRAL	5	3.8%
STRONGLY AGREE	43	32.8%
STRONGLY DISAGREE	0	0
TOTAL	131	100



INTERPRETATION

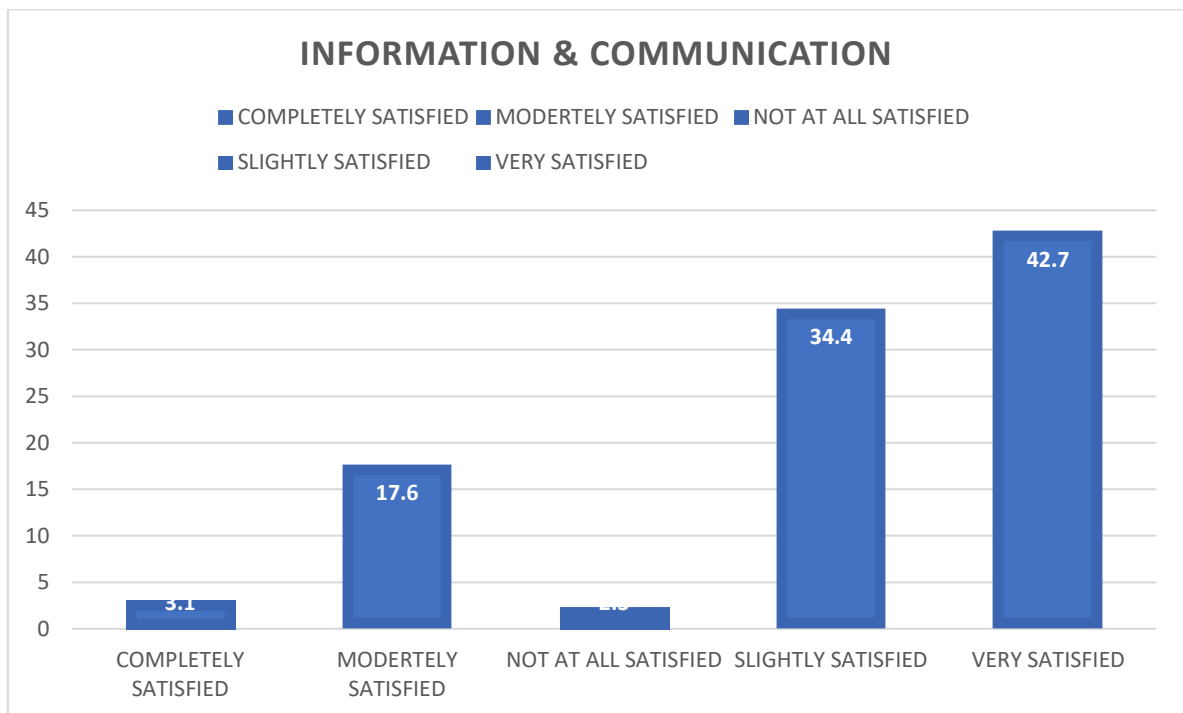
From the above table its interpreted that 62.6% of the respondents are agreed, 0.8% of the respondents of disagreed, 3.8% of the respondents are neutral, 32.8% of the respondents are strongly agreed that your colleagues are supportive.

INFERENCE

Majority (62.6%) of the respondents are agreed that your colleagues are supportive.

4.Are you satisfied with received information & communication that is needed for job

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
COMPLETELY SATISFIED	4	3.1%
MODERATELY SATISFIED	23	17.6%
NOT AT ALL SATISFIED	3	2.3%
SLIGHTLY SATISFIED	45	34.4%
VERY SATISFIED	56	42.7%
TOTAL	131	100



INTERPRETATION

From the above table its interpreted that 3.1% of the respondents completely satisfied, 17.6% of the respondents are moderately satisfied, 2.3% of the respondents are not at all satisfied, 34.4% of the respondents slightly satisfied, 42.7% of the respondents are very satisfied with received information & communication that is needed for job.

INFERENCE

Majority (42.7%) of the respondents are very satisfied with received information & communication that is needed for job.

CHI SQUARE ANALYSIS

AGE OF THE RESPONDENTS

VS

SIGNIFICANCE LEVEL OF THE COMPANY TREAT EQUALITY TO ALL EMPLOYEES

H₀ (Null hypothesis) = There is no significant relationship between age of the respondents and significance level of the company treat equality to all employees.

H₁ (Alternate hypothesis) = There is a significant relationship between age of the respondents and significance level of the company treat equality to all employees.

AGE * DO YOU AGREE THAT THE COMPANY TREAT EQUALITY TO ALL EMPLOYEES CROSSTABULATION						
AGE	AGREE	DISAGREE	NEUTRAL	STRONGLY AGREE	STRONGLY DISAGREE	TOTAL
20 TO 30 YEARS	42.6	.5	2.6	21.8	.5	68.0
30 TO 40 YEARS	30.0	.4	1.8	15.4	.4	48.0
40 TO 50 YEARS	3.8	.0	.2	1.9	.0	6.0
BELOW 20 YEARS	5.6	.1	.3	2.9	.1	9.0
TOTAL	82.0	1.0	5.0	42.0	1.0	131.0

CHI-SQUARE TESTS

	Value	df	Asymptotic . Significance. (2-sided)
Pearson Chi-Square	22.300 ^a	12	.034
Likelihood Ratio	25.514	12	.013
N of Valid Cases	131		
a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .05.			

At 5% level of significance and df (12) the table value is 22.300

Calculated value = 0.05

Significance value ($p=0.005$) < calculated value

H₀ is accepted.

INFERENCE

The results of the "**Pearson Chi-Square**" say that $\chi(12) = 22.300$, $p = 0.05$. This tells us that there is a statistically significant association between age of the respondents and significance level of the company treat equality all the employees.

ONE WAY ANOVA TEST

Hypothesis set between age of the respondents and their satisfaction level of Salary Package

NULL HYPOTHESIS

H₀ = There is no statistically significant relationship between age of the respondents and their satisfaction level of Salary Package.

ALTERNATE HYPOTHESIS

H₁ = There is a statistically significant relationship between age of the respondents and their satisfaction level of Salary Package.

DESCRIPTIVES								
Age								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
COMPLETELY SATISFIED	5	1.60	.548	.245	.92	2.28	1	2
MODERATELY SATISFIED	35	1.74	.919	.155	1.43	2.06	1	4
NOT AT ALL SATISFIED	8	2.38	1.302	.460	1.29	3.46	1	4
SLIGHTLY SATISFIED	30	1.73	1.048	.191	1.34	2.12	1	4
VERY SATISFIED	53	1.47	.541	.074	1.32	1.62	1	3
TOTAL	131	1.66	.856	.075	1.52	1.81	1	4

ANOVA					
Age					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	6.386	4	1.597	2.265	.066
Within Groups	88.835	126	.705		
Total	95.221	130			

INTERPRETATION

This is the table that shows the output of the ANOVA analysis and we have a statistically significant difference between our group means. We can see that the significance level is 0.066, which is more than 0.005, therefore, there is a statistically significant relationship between age of the respondents and their satisfaction level of salary package.

CONCLUSION

Employee Engagement is the trendy expression term for worker correspondence. It is an inspirational mentality, held by the workers towards the association and its qualities. It is quickly/acquiring prominence, use and significance in the work environment and effects associations from various perspectives. Worker commitment stresses the significance of representative correspondence on the accomplishment of the business. An association should subsequently perceive workers, more than some other variable, as incredible supporters of an organization's serious position. Thusly, representative commitment ought to be a consistent cycle of learning, improvement, estimation and activity. Representatives like testing tasks as opposed to schedule, profoundly organized positions at the components of learning and development is absent in their work which happens their general yield. The reaction of representatives of the organization demonstrates that they can positively improve the commitment level in their association by embracing a seriously difficult and energizing work culture. The sensation of dealing with a valuable and testing task helps in guaranteeing appropriate commitment.

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