

A STUDY ON EMPLOYEE ENGAGEMENT ACTIVITIES AT SHIASH INFO SOLUTIONS PRIVATE LIMITED

Submitted in partial fulfillment of the requirements for the award of
Master of Business Administration

by

JOE ANGELIN ARASI A
REGISTER NO-39410081



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



SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with “A” grade by NAAC I 12B Status by UGC I

Approved by AICTE

Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600 119

www.sathyabama.ac.in

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of Joe Angelin Arasi A Reg No-39410081 who carried out the project entitled “**A Study on employee engagement activities at shiash info solutions private limited**” under our supervision from December 2020 to March 2021.

Dr.M.John Britto
Internal Guide

Mr.L.Sanjay
External Guide

Dr. BHUVANESWARI G.

Dean – School of Business Administration

Submitted for Viva voce Examination held on_____

Internal Examiner

External Examiner

20th February 2021

TO WHOMEVER IT MAY CONCERN

This is to certify that **Ms. Joe Angelin Arasi A (Reg.No. 39410081)** a student of **MBA(Master of Business Administration), Sathyabama University - Chennai** has successfully completed her Internship & Project on “**A Study on Employee Engagement Activities at Shiash Info Solution Private Limited**” in **HR** domain from **December 2020 to February 2021** in our company. During the period, She had been exposed to different processes and found to be Punctual, Hard Working and Inquisitive.

We wish her every success in life and career.

For **Shiash Info Solutions Private Limited**



Ashwini Kanniyappan

Manager – Human Resources

Shiash Info Solutions Private Limited

**#51, Level 4, Tower A, Rattha TEK Meadows, Old Mahabalipuram Road,
Sholinganallur, Chennai – 600 119, Tamil Nadu, India**

+91 44 66255681 info@shiash.com

DECLARATION

I Joe Angelin Arasi A Reg No 39410081 hereby declare that the Project Report entitled A Study on employee engagement activities at shiash info solutions private limited done by me under the guidance of Dr.M.John Britto and Mr. L.Sanjay, HR at Shiash Info solutions private limited #51, Level 4, Tower A, Rattha TEK Meadows, Old Mahabalipuram Road, Sholinganallur, Chennai – 600 119, Tamil Nadu, is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

JOE ANGELIN ARASI A

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. BHUVANESWARI G.**, Dean, School of Business Administration and **Dr. PALANI A.**, Head, School of Business Administration for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide Dr. M. JOHN BRITTO, for his valuable guidance, suggestions and constant encouragement paved way for the successful completion of my project work.

I wish to express my sincere thanks to Mrs. Ashwini Kanniyappan Manager – Human Resources, at Shiash info solution private Limited India Pvt Ltd for their constant support and endorsement.

I wish to express my thanks to all Teaching and Non-teaching staff members of the Department of Business Administration who were helpful in many ways for the completion of the project.

JOE ANGELIN ARASI A

ABSTRACT

An organization's productivity is measured not in terms of employee satisfaction but by employee engagement. Employees are said to be engaged when they show a positive attitude toward the organization and express a commitment to remain with the organization. Questionnaire is framed with the help of the factors of employee engagement activities.

The research design adopted for this study is Descriptive Design. The sampling technique sampling used in this research is random sampling. A questionnaire comprising of items on a 5-point Likert scale was used to capture the attitude of employees about the organization and the data was analyzed using percentage analysis, and Chi-square analysis.

The result reveals that the engagement level of employees is at a moderate level. So the organization needs to pay more attention to the employee engagement which is crucial for their motivation and improving performance.

TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO
	ABSTRACT	i
	LIST OF TABLES	ii
	LIST OF CHARTS	iii
1	INTRODUCTION	1
	1.1 Introduction	1
	1.2 Industry Profile	14
	1.3 Company Profile	22
	1.4 Need for the Study	40
	1.5 Scope and Significance of Study	40
	1.6 Objectives of the Study	42
	1.7 Limitations of the Study	41
2	REVIEW OF LITERATURE	30
3	RESEARCH METHODOLOGY	40
	3.1 Research Design	40
	3.2 Sampling Technique	40
	3.3 Sources of Data	40
	3.4 Structure of Questionnaire	41
	3.5 Sample Size	40
	3.6 Period of Study	40
	3.7 Hypothesis/ Analytical Tools	41

4	DATA ANALYSIS AND INTERPRETATION	45
	4.1 Test – I	94
	4.2 Test – II	95
5	FINDINGS, SUGGESTIONS AND CONCLUSION	
	5.1 Findings of the Study	93
	5.2 Suggestions	95
	5.3 Conclusion	96
	REFERENCES	97
	APPENDIX-I (Questionnaire)	99
	APPENDIX – II (Article)	115

LIST OF TABLES

TABLE NO	PARTICULARS	PAGE NO
4.1.1	Age classification of the respondents	45
4.1.2	Gender classification of the respondents	46
4.1.3	Designation classification of the respondents	48
4.1.4	Department classification of the respondents	50
4.1.5	Marital status of the respondents	50
4.1.6	Total no. of .Year in this organization	52
4.1.7	Type of engagement activities are conducted in your organization	53
4.1.8	Type of communication activities are conducting in your organization	55
4.1.9	Type of team building activities are conducting in your organization	58
4.1.10	Type of reward scheme are conducting in your organization	60
4.1.11	The organization is conducting any feedback session after the employee engagement activities	62
4.1.12	Your company is providing any rewarded at the end of these activities	66
4.1.13	Company is providing any gift voucher at the end this activities	67
4.1.14	Employee engagement conducted by your organization	69
4.1.15	Your organization conduct festival of all religions	70
4.1.16	Type of employee engagement activities prefer the most	72
4.1.17	Rate employee engagement conducted by organization	73
4.1.18	The employee engagement activities is improve the relationship with your employee	75
4.1.19	My organization is inspiring and motivates me to perform to my abilities-efficient way	77
4.1.20	Agree the organization with rewarding me when ever I do a good job	78
4.1.21	To help my organization achieve its goal and fulfil its objectives, I believe that I make contribution	81
4.1.22	When it comes to executing my job I'm entrusted with the authority to make necessary decisions	83
4.1.23	My organization is always open to new ideas and innovations	84

4.1.24	My work-place I have the opportunities at work to learn and grow	86
4.1.25	My company cares about employee well beings	87
4.1.26	Friendly working relationship with all team members	89
4.1.27	How do you rate to have the training and skills need to do an excellent job	90
4.1.28	Overall feedback for employee engagement activities	92
4.2.1	Table showing the Significant difference between between Age and Satisfied with employee activities conducted.	94
4.2.2	Table showing the Significant difference between between Gender and improve the relationship with employee .	95

LIST OF CHARTS

TABLE NO	PARTICULARS	PAGE NO
4.1.1	Age classification of the respondents	46
4.1.2	Gender classification of the respondents	47
4.1.3	Designation classification of the respondents	49
4.1.4	Department classification of the respondents	51
4.1.5	Marital status of the respondents	53
4.1.6	Total no. of .Year in this organization	54
4.1.7	Type of engagement activities are conducted in your organization	57
4.1.8	Type of communication activities are conducting in your organization	59
4.1.9	Type of team building activities are conducting in your organization	62
4.1.10	Type of reward scheme are conducting in your organization	65
4.1.11	The organization is conducting any feedback session after the employee engagement activities	66
4.1.12	Your company is providing any rewarded at the end of these activities	68
4.1.13	Company is providing any gift voucher at the end this activities	69
4.1.14	Employee engagement conducted by your organization	71
4.1.15	Your organization conduct festival of all religions	72
4.1.16	Type of employee engagement activities prefer the most	74
4.1.17	Rate employee engagement conducted by organization	76
4.1.18	The employee engagement activities is improve the relationship with your employee	78
4.1.19	My organization is inspiring and motivates me to perform to my abilities-efficient way	79
4.1.20	Agree the organization with rewarding me when ever I do a good job	80
4.1.21	To help my organization achieve its goal and fulfil its objectives, I believe that I make contribution	82
4.1.22	When it comes to executing my job I'm entrusted with the authority to make necessary decisions	83
4.1.23	My organization is always open to new ideas and innovations	85

4.1.24	My work-place I have the opportunities at work to learn and grow	86
4.1.25	My company cares about employee well beings	88
4.1.26	Friendly working relationship with all team members	89
4.2.1	How do you rate to have the training and skills need to do an excellent job	91
4.2.2	Overall feedback for employee engagement activities	92

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

EMPLOYEE ENGAGEMENT

The individual's involvement and satisfaction with as well as enthusiasm for work.

A heightened emotional connection that an employee feels for his or her organization, that influences him or her to exert greater discretionary effort to his or her work.

The extent that an employee believes in the mission, purpose and values of an organization and demonstrates that commitment through their actions as an employee and their attitude towards the employer and customers. Employee engagement is high when the statements and conversations held reflect a natural enthusiasm for the company, its employees and the products or services provided.

An organization's productivity is measured not in terms of employee satisfaction but by employee engagement. Employees are said to be engaged when they show a positive attitude toward the organization and express a commitment to remain with the organization.

ELEMENT OF ENGAGEMENT

Some researchers conclude that personal impact, focused work, and interpersonal harmony comprise engagement. Each of these three components has sub-components that further define the meaning of engagement.

Personal Impact

Employees feel more engaged when they are able to make a unique contribution, experience empowerment, and have opportunities for personal growth. Past research concurs that issues such as the ability to impact the work environment and making meaningful choices in the workplace are critical components of employee empowerment.

Development Dimensions

International's (DDI) research on retaining talent found that the perception of meaningful work is one of the most influential factors determining employees' willingness to stay with the organization.

Focused Work

Employees feel more engaged when they have clear direction, performance accountability, and an efficient work environment. Aside from the personal drive and motivation to make a contribution, employees need to understand where to focus their efforts. Without a clear strategy and direction from senior leadership, employees will waste their time on the activities that do not make a difference for the organization's success. Additionally, even when direction is in place, employees must receive feedback to ensure that they are on track and being held accountable for their progress. In particular, employees need to feel that low performance is not acceptable and that there are consequences for poor performance. Finally, employees want to work in an environment that is efficient in terms of its time, resources, and budget. Employees lose faith in the organization when they see excessive waste. For example, employees become frustrated when they are asked to operate without the necessary resources or waste time in unnecessary meetings.

Interpersonal Harmony

Employees feel more engaged when they work in a safe and cooperative environment. By safety, we mean that employee trust one another and quickly resolve conflicts when they arise. Employees want to be able to rely on each other and focus their attention on the tasks that really matter. Conflict wastes time and energy and needs to be dealt with quickly. Some researches also find that trust and interpersonal harmony is a fundamental underlying principle in the best organizations. Employees also need to cooperate to get the job done. Partnerships across departments and within the work group ensure that employees stay informed and get the support they need to do their jobs.

ATTRIBUTES OF EMPLOYEE ENGAGEMENT

There are the 10 most important attributes which lead to better employee engagement. Let us know them in detail.

Communicate:

Project managers should clearly indicate their expectations from and about the employee. They should also provide feedback to the employees regarding their work and performance.

Career:

Management should provide meaningful work to the employees along with career growth opportunities.

Confidence:

Good managers should induce and boost confidence in an employee.

Control:

Managers should let the employees utilize the control which they have on their job and career.

Clarity:

Managers should have a clear vision of what job is to be done and how it is to be done. Also the managers should effectively communicate these visions and plans.

Collaborate:

Good coordination and relationships should maintained within a team. Managers should motivate their employees to work in and as a team. He should also take steps to cultivate trust among the team members.

Compliment: Give recognition to the employee for the job well done.

Connect: Managers should make their employees feel valuable and important. Show that you care.

Contribute:

Give opportunities to employees to contribute in the management decision making process.

Ask for suggestions, new ideas, and ways of improvement.

Credibility:

Managers should set examples for the employee by imbibing and teach others to practice ethical standards and practices. He should maintain company's reputation.

EMPLOYEE ENGAGEMENT STRATEGIES

1. Employee engagement starts on day one: Effective recruitment and orientation programs are the first building blocks to be laid on the first day of the new employee. Managers should be careful in pooling out the potential talent of the new employee through effective recruitment. The manager has to ensure role- talent fit when placing an employee in a certain position. Once hiring decision is made the new employee should be given both general orientation which is related to the company mission, vision, values, policies and procedures and job-specific orientation such as his/her job duties, and responsibilities, goals and current priorities of the department to which the employee belongs in order to enable him/her to develop realistic job expectations and reduce role conflict that might arise in the future. For high employee engagement to happen, “leadership through example” is of a paramount importance.

2. Employee engagement starts from the top: Employee engagement requires commitment from leadership through establishing clear mission, vision and values. Unless the people at the top believe in it, own it, pass it down to managers and employees, and enhance their leadership, employee engagement will never be more than just a “corporate fad” or “another HR thing”. Employee engagement does not need lip-service rather dedicated heart and action-oriented service from top management.

3. Enhance employee engagement through communication: Managers should promote two way communication. Employees are not sets of pots to which you pour out your ideas without giving them a chance to have a say on issues that matter to their job and life. Clear and consistent communication of what is expected of them paves the way for engaged workforce. Involve your people and always show respect th eir input. Share

power with your employees through participative decision making so that they would feel sense of belongingness thereby increasing their engagement in realizing it.

4. Give satisfactory opportunities for development and advancement:

Encourage independent thinking so that employees will have a chance to make their own freedom of choosing their own best way of doing their job so long as they are producing the expected result. Manage through results rather than trying to manage all the processes by which that result is achieved.

5. Ensure that employees have everything they need to do their jobs:

Managers are expected to make sure that employees have all the resources such as physical or material, financial and information resources in order to effectively do their job.

6. Give employee's appropriate training: Help employees update themselves increasing their knowledge and skills through giving appropriate trainings. Generally it is understood that when employees get to know more about their job, their confidence increases there by being able to work without much supervision from their immediate managers which in turn builds their self efficacy and commitment.

7. Have strong feedback system: Companies should develop a performance management system which holds managers and employees accountable for the level of engagement they have shown. Conducting regular survey of employee engagement level helps make out factors that make employees engaged. After finalizing the survey, it is advisable to determine all the factors that driving engagement in the organization, then narrow down the list of factors to focus on two or three areas. It is important that organizations begin with a concentration on the factors that will make the most difference to the employees and put energy around improving these areas as it may be difficult to address all factors at once. Managers

should be behind such survey results and develop action-oriented plans that are specific, measurable, and accountable and time- bound.

8. Incentives have a part to play: Managers should work out both financial and non-financial benefits for employees who show more engagement in their jobs. Several management theories have indicated that when employees get more pay, recognition and praise, they tend to exert more effort into their job. There should be a clear link between performance and incentives given to the employees.

9. Build a distinctive corporate culture: Companies should promote a strong work culture in which the goals and values of managers are aligned across all work sections. Companies that build a culture of mutual respect by keeping success stories alive will not only keep their existing employees engaged but also they baptize the new incoming employees with this contagious spirit of work culture.

10. Focus on top-performing employees: A study conducted by Watson Wyatt Worldwide in 2004/05 on HR practices of 50 large USA firms shows that high-performing organizations are focusing on engaging their top-performing employees. According to the finding of the same research, what high-performing firms are doing is what top-performing employees are asking for and this reduces the turnover of high-performing employees and as a result leads to top business performance.

CATEGORIES OF EMPLOYEE ENGAGEMENT

According to the Gallup the Consulting organization there are there are different types of People:- **Engaged**

"*Engaged*" employees are builders. They want to know the desired expectations for their role so they can meet and exceed them. They're naturally curious about their company and their place in it. They perform at

consistently high levels. They want to use their talents and strengths at work every day. They work with passion and they drive innovation and move their organization forward

Not Engaged

Not-engaged employees tend to concentrate on tasks rather than the goals and outcomes they are expected to accomplish. They want to be told what to do just so they can do it and say they have finished. They focus on accomplishing tasks vs. achieving an outcome. Employees who are *not-engaged* tend to feel their contributions are being overlooked, and their potential is not being tapped. They often feel this way because they don't have productive relationships with their managers or with their coworkers.

Actively Disengaged

The "*actively disengaged*" employees are the "cave dwellers."

They're "Consistently against Virtually Everything." They're not just unhappy at work; they're busy acting out their unhappiness. They sow seeds of negativity at every opportunity. Every day, actively disengaged workers undermine what their engaged coworkers accomplish. As workers increasingly rely on each other to generate products and services, the problems and tensions that are fostered by *actively disengaged* workers can cause great damage to an organization's functioning.

EMPLOYEE ENGAGEMENT APPROACHES

A successful employee engagement strategy helps create a community at the workplace and Not just a workforce. When employees are effectively and positively engaged with their organization, they form an emotional connection with the company. This affects their attitude towards both their colleagues and the company's clients and improves customer satisfaction and service levels.

There's more than one way to improve the level of employee engagement in a company. In fact, there are many different things that companies not only can do, but need to do. Most organizations have a range of practices to improve the engagement level of their employees.

One of the pitfalls of any employee engagement programme is a failure – whether real or perceived - to follow through on the initial that the company is felt by their employees. If your organization is to succeed you must look use as many different approaches as you can.

Employee engagement approaches for new employees

Best practice recommends starting right at the selection or recruitment stage with

- The right person and giving them a realistic job preview
- A strong induction and orientation programme
- Rigorous training and development, from technical to soft skills to leadership development programmes.
- Regular technical/soft-skill updates.
- Certification programmes to drive people towards excellent performance

Employee engagement approaches for all employees

Beyond initial recruitment and induction, employee engagement activities can be broken into a number of groups. These include:

- Communications activities
- Reward schemes
- Activities to build the culture of the organizational
- Team building activities
- Leadership development activities

Communications activities

These help employees find out what is going on within the company outside of their immediate team. They also help to create an environment of trust and openness within the organization where they are able to talk openly. Employees who feel they are listened to are able to express dissatisfaction and work together to resolve their causes, without it affecting their performance.

Good examples of communications approaches include:

- Communication forums to provide regular feedback to all people, including team

Meetings, conferences and “away days”

- In-house magazines
- On-line communications, including discussion boards and blogs by company personnel including senior management
- Monthly updates on corporate goals and directions
- Regular employee opinion and satisfaction surveys
- Active soliciting of employee feedback, including opinions and pet peeves

Reward schemes

Reward schemes are an important part of a company's overall employee engagement programme. Studies have long shown that, while money in itself is not a motivating factor, the absence of financial reward can be a significant demotivator.

Thus the role of reward schemes in boosting employee engagement is:

- to remove barriers to satisfaction in the organization;
- to provide a framework for rewarding everyone in the organization for their performance;
- to give those who are motivated by financial gain an opportunity to achieve this.

Typical approaches include:

- Compensation and benefit programmes
- Stock ownership and profit sharing
- Recognition programmes
- Idea collection schemes linked to rewards for idea generation
- Long service and good performance awards

Activities to develop the culture of the organization

Giving employees a feeling of belonging is crucial in creating a thriving organization that people feel committed to and others want to join.

Common approaches includes:

- Clear and humane HR policies
- Pro-social corporate objectives and Corporate Social Responsibility
- Equal opportunities policies and practices
- Initiatives to maintain the quality of work life and a balance between personal/professional lives
- Developing a safe, clean and inspiring work environment
- Demonstrating a commitment to employees' well being

Team building activities

Culture-building activities are great for generating a feeling of belonging, but all organizations are build out of smaller teams who can get on and work together.

Popular approaches include:

- Small team recreational activities, such as bowling, skating, trips to the cinema (or the pub!)
- Social activities, such as family gatherings and barbeques
- Community outreach activities such as volunteering and fund-raising.

Leadership development activities

A great organization needs not just a great leader, but people with leadership skills. This stimulates good performance, boosts creativity and eases succession planning.

Good practices include:

- Effective Leadership
- Effective Performance Management
- Fair evaluation of performance
- Empowerment through effective delegation
- Coaching and mentoring activities to give honest feedback by supervisors and peers
- An open and transparent culture to empower people and develop entrepreneurs

1.2 INDUSTRY PROFILE

The information technology (IT) and information technology enabled services (ITeS) industry has been one of the key driving forces fuelling India's economic growth.

The industry has not only transformed India's image on the global platform, but also fuelled economic growth by energising the higher education sector (especially in engineering and computer science). It has employed almost 10 million Indians and hence, has contributed a lot to social transformation in the country.

Furthermore, Indian firms, across all other sectors, largely depend on the IT & ITeS service providers to make their business processes efficient and streamlined. The Indian manufacturing sector has the highest IT spending followed by automotive, chemicals and consumer products industries.

Indian organisations are turning to IT to help them grow business in the current economic environment. IT is seen as a change enabler and a source of business value for organisations by 85 per cent of the respondents, according to a study by VMware.

The Indian IT-business process outsourcing (BPO) sector, including the domestic and exports segments, continue to grow from strength to strength, witnessing high levels of activity both onshore as well as offshore. The companies continue to move up the value-chain to offer higher end research and analytics services to their clients.

1.2.1 Market size

The growth in the Indian IT industry is expected to be around 30 per cent and the overall sales are projected to touch US\$ 17 billion in FY 15, according to Manufacturers' Association of Information Technology (MAIT).

The Indian IT infrastructure market - comprising server, storage and networking equipment - is expected to grow by four per cent in 2014 to touch US\$ 1.9 billion, according to Gartner.

The IT services market in India is expected to grow at the rate of 8.4 per cent in 2014 to Rs 476,356 million (US\$ 7.88 billion), according to International Data Corporation (IDC). Indian insurance companies plan to spend Rs 117 billion (US\$ 1.93 billion) on IT products and services in 2014, a 5 per cent increase from 2013, as per Gartner.

Indian enterprises are enhancing their IT security operations capabilities across departments. The Indian market for security infrastructure and services is expected to grow from US\$ 989 million this year to US\$ 1.4 billion by 2017, as per Gartner.

1.2.2 Investment

Indian IT's core competencies and strengths have placed it on the international canvas, attracting investments from major countries.

According to data released by the Department of Industrial Policy and Promotion (DIPP), the computer software and hardware sector attracted foreign direct investment (FDI) worth Rs 60,503.21 crore (US\$ 10.01 billion) between April 2000 and June 2014.

Some of the major investments in the Indian IT and ITeS sector are as follows:

- Tata Communications plans to invest more than US\$ 200 million to double its data centre capacity in India to 1,000,000 square feet over three years.
- Wipro has bagged a US\$ 1.2 billion outsourcing deal from Canadian utilities major ATCO. As part of the deal, Wipro will take over the IT subsidiary of ATCO, ATCO I-Tek, in an all-cash deal worth US\$ 195 million.
- L&T Technology Services has bought 74 per cent equity stake in Thales Software India Pvt Ltd, to strengthen its avionics business. This collaboration will enhance L&T's expertise in high-end avionics software.
- The Technopark-Technology Business Incubator plans to set up 'OpeniSpace', an open innovation space on its campus, for innovators and young student entrepreneurs. The 'OpeniSpace' start-up space will provide plug-and-play facilities with 4 to 12 seats along with Wi-Fi internet connectivity for young entrepreneurs.

- Mphasis has announced the launch of an e-Surveillance and Power Efficiency Solution 'ProTecht', in partnership with Delta Power Solutions. The partnership will enable Mphasis Payment Managed Services (MPMS), to offer the most comprehensive single window solution for ATM security and power efficiency innovation across the ATM industry.
- Apax Partners has bought a 1.5 per cent stake worth Rs 57.84 crore (US\$ 9.56 million) in software products and services provider Persistent Systems in a public market transaction.

1.2.3 Government Initiatives

The Government of India played a key role with public funding of a large, well-trained pool of engineers and management personnel who could forge the Indian IT industry.

The Central Government and the respective state governments are expected to collectively spend US\$ 6.4 billion on IT products and services in 2014, an increase of 4.3 per cent over 2013, according to a study by Gartner.

Some of the major initiatives taken by the government to promote IT and ITeS sector in India are as follows:

- The Government of India plans to reduce the requirement of the built up area from 50,000 square metres to 20,000 square metres and capital conditions for FDI from US\$ 10 million to US\$ 5 million for development of smart cities. It has allocated a sum of Rs 7,060 crore (US\$ 1.16 billion) in the current fiscal for the project of developing 'one hundred Smart Cities'. The Government of India also plans to launch a pan India programme 'Digital India' with an outlay of Rs 500 crore (US\$ 82.71 million).
- The government has pledged to support the growth of domestic information technology capabilities in both hardware and software focused on enabling the timely delivery of citizen services and creating new jobs opportunities, especially in rural areas.

- India plans to set up industrial parks in the pharmaceutical and information technology (IT) sectors in China to strengthen India-China trade and investment ties.
- The Government of India will develop new manufacturing clusters for electronic goods in eight cities as part of its agenda to boost manufacturing, according to Mr Ravi Shankar Prasad, Union Minister for Communications and Information Technology, Government of India.
- More than 20 small and medium enterprises (SMEs) in the IT sector have recently received land allotment letters from the Government of Punjab to set up their units with an investment of Rs 500 crore (US\$ 82.71 million).

ROAD AHEAD

Globalisation has had a profound impact in shaping the Indian IT industry with India capturing a sizeable chunk of the global market for technology sourcing and business services. Over the years, the growth drivers for this sector have been the verticals of manufacturing, telecommunication, insurance, banking, finance and, of late, the fledgling retail revolution. As the new scenario unfolds, it is getting clear that the future growth of IT and ITeS will be fuelled by the verticals of climate change, mobile applications, healthcare, energy efficiency and sustainable energy. Traditional business strongholds will make way for new geographies, there would be new customers and more and more of SMEs will go for IT application and services.

- Demand from emerging countries is expected to show strong growth going forward. Tax holidays are today extended to the IT sector for STPI and SEZs. Further, the country is providing procedural ease and single window clearance for setting up facilities.
- The resilient \$270-billion plus Indian IT industry returned to the higher growth trajectory in 2013 and is hoping to gain momentum in the ensuing year for a greater share of the global multi-billion dollar outsourcing market.

- Putting behind a turbulent 2012, the industry consolidated its presence in the software services sector, with its top four IT bellwethers - TCS, Infosys, Wipro and HCL - posting better results to register a healthy 12-14 percent growth thus far as against 10 percent last fiscal (2012-13).

- "We have seen a significant increase in global technology spending this year, creating opportunities for the Indian software services sector to post double digit growth again in export as well as in the domestic markets," a top industry representative said.

- The National Association of Software and Services Companies (Nasscom) is expecting the industry to clock export revenues of \$84-87 billion this fiscal (FY 2014) as against \$76 billion last fiscal (FY2013).

- In the Indian market, the industry is, expected to grow marginally year-on-year at 14 percent to post Rs.1.2 trillion (\$185 billion) this fiscal from Rs.1.05 trillion (\$160 billion last fiscal.

"We have decided not to revise our estimates and stick to the 12-14 percent growth forecast for this fiscal though the sector has faced headwinds due to slow recovery in its major export markets - the US and Europe," Nasscom's outgoing president Som Mittal told IANS.

- The Indian IT industry comprises domestic firms, captive centres of multinationals, global industry classification standards (GICs) and industry sectors providing software and hardware services, business process outsourcing (back office operations), engineering and research and development (ER&D) and products.

- The highlight of the year is the return of the industry's icon and Infosys co-founder N.R. Narayana Murthy as executive chairman in June to put the global

software major back into reckoning after it was found faring behind its peers due to combination of factors.

Though Murthy, 67, came back from retirement to revive the company's fortunes, bringing his son Rohan Murthy as his executive assistant, the \$7-billion Infosys also saw eight of its top executives, including two board directors quitting the company in search of greener pastures.

- The year also saw Infosys competitor, Wipro Ltd hiving off its non-IT business in April into a separate enterprise by de-merging its consumer care & lighting, infrastructure engineering and medical diagnostic product & services business from its global software services and products business.
- Keeping pace with disruptive technologies and new delivery platforms, the industry has diversified its service offerings to analytics, mobility, cloud, social media and emerging verticals such as healthcare and medical devices.
- "India is the only country to offer such a wide range of offerings spanning IT services, BPM (business process management), engineering, R&D, internet and mobility and software products. The internet and mobile platforms are enabling the development of low-cost products not only for enterprises, but also consumers and citizens," Mittal asserted.
- The industry is also investing in technology and talent to explore opportunities like smart computing, anything-as-a service and the small and medium businesses.
- "The domestic market is also maturing and is one of the fastest in the developing countries, thanks increasing role technology is playing in transforming delivery of diverse services in the government and private sector," Mittal noted.

- Though attrition remained higher than last year, especially among the bellwethers, campus hiring and fresh offers declined during the year, as companies consolidated operations than invest in human capital to make more techies sit on the bench waiting for new projects.

The industry added 188,000 jobs last fiscal, taking the total number of direct jobs to three million.

"The industry has once again demonstrated resilience and agility. As technology has become an integral enabler for growth across sectors, we are evolving and innovating to become a strategic partner to our customers. The thrust is to offer IP-led solutions over multiple platforms, which are transformative in nature," Nasscom chairman and TCS chief executive N. Chandrasekaran said.

Highlights of 2013

- Software exports to grow 12-14 percent to clock \$84-87 billion
- Domestic market to also grow 14 percent to \$185 billion
- N.R. Narayana Murthy returns to Infosys as chairman
- Eight top executives quit Infosys in six months
- Wipro hives off non-IT business as separate enterprise
- Industry diversifies into offering new services & products
- Campus hiring and fresh offers dip despite higher attrition
- Thrust on providing IP-led solutions on multiple platforms

1.3 COMPANY PROFILE

Shiash Info Solutions Private Limited is a fast growing, end-to-end Information Technology services and solutions provider working with leading Global 2000 organizations from the Financial Services, Technology, Communications & Media, Manufacturing & Retail, Energy and Utilities domains.

- ✓ Our clients span a diverse range of industries and vary in size from the medium to very large organizations.
- ✓ Basically originated in India, having Off- Shore & On - Shore Research and Development Support Centers in Singapore and Dubai.
- ✓ We are proud of our Research and Development capabilities and have been the recipients of government grants and incentives over the years.
- ✓ We provide a powerful set of techniques and standards, which we call the Fail-Safe Implementation Cycle (FSIC)
- ✓ We have an outstanding record of profitability since our inception. Our financial strength and stability is backed by a strong balance sheet.

COMPANY 'S MISSION, VALUES, PHILOSOPHY

Mission

- ✓ Delivering high tech services of exceptional quality for organizations around the globe
- ✓ **Shiash Info Solutions Private Limited** accomplishes this by attracting, retaining, and supporting the most talented engineers, business professionals, Support staff through creating a superior professional environment

Values

- ✓ Exceptional Quality of service
- ✓ Clients are the topmost asset

Philosophy

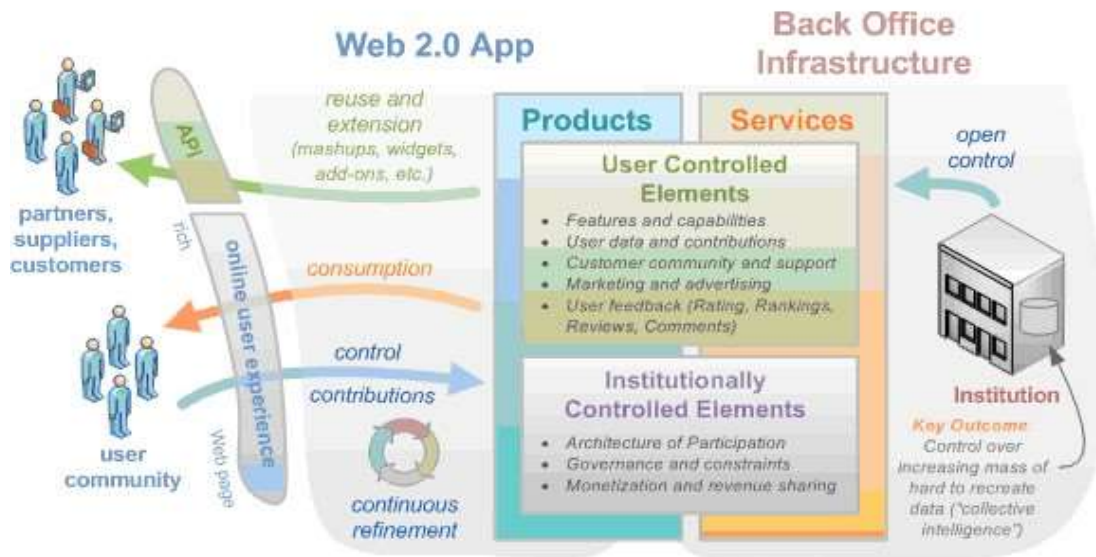
- ✓ Superior architecture, design and open standards which is truly vendor neutral are the driving principles
- ✓ **Shiash Info Solutions Private Limited** drives “Right information, in the hands of the Right People, at the right time.”

Areas of Expertise

- ✓ Document Management Applications
- ✓ E-Business
- ✓ Enterprise Resource Management Applications
- ✓ Low-Level / System-Level Programming
- ✓ Pervasive Computing / Mobile Technologies
- ✓ Web Development and Content Management Tools
- ✓ Technology Training

IT Services

Product Development 2.0: Using the Web to Put Users in Control and Co-Create Better, Richer Products Faster



- ✓ Enterprise IT Services
- ✓ Product Engineering Services
- ✓ Infrastructure Management Services
- ✓ Cloud Computing Services
- ✓ Web Development Services
- ✓ E-Commerce
- ✓ IT Outsourcing Services
- ✓ Technology Training in Java, Dotnet, Android, AngularJS

Quality Support



Shiash Info Solutions Private Limited offers exceptional quality in its services and always puts customers first, striving to exceed expectations at all times. Our goal is to guarantee that every system, component and process meets specified requirements and customer expectations. We consistently employ software quality assurance activities to maintain high quality in our software related work items. By reviewing the product throughout the development life cycle, we're able to eliminate software defects at critical points in the process. During quality control activities, we rigorously test the finished product to detect defects before shipping to customers. Quality management provides continuous process improvement to the software product development lifecycle, and defect prevention to the process itself.

Team-Driven and Supported

The Software Quality Team offers support and guidance to **Shiash Info Solutions Private Limited**'s business units in the areas of:

Software Standards: Software quality standards drive our organizations to consistently meet the industry standards of the International Organization of Standardization (ISO), the Software Engineering Institute-Capability Maturity Model (SEI/CMM), the Capability Maturity Model Integration (CMMI) and the Institute of Electrical and Electronics Engineers (IEEE®), as well as our own quality standards.

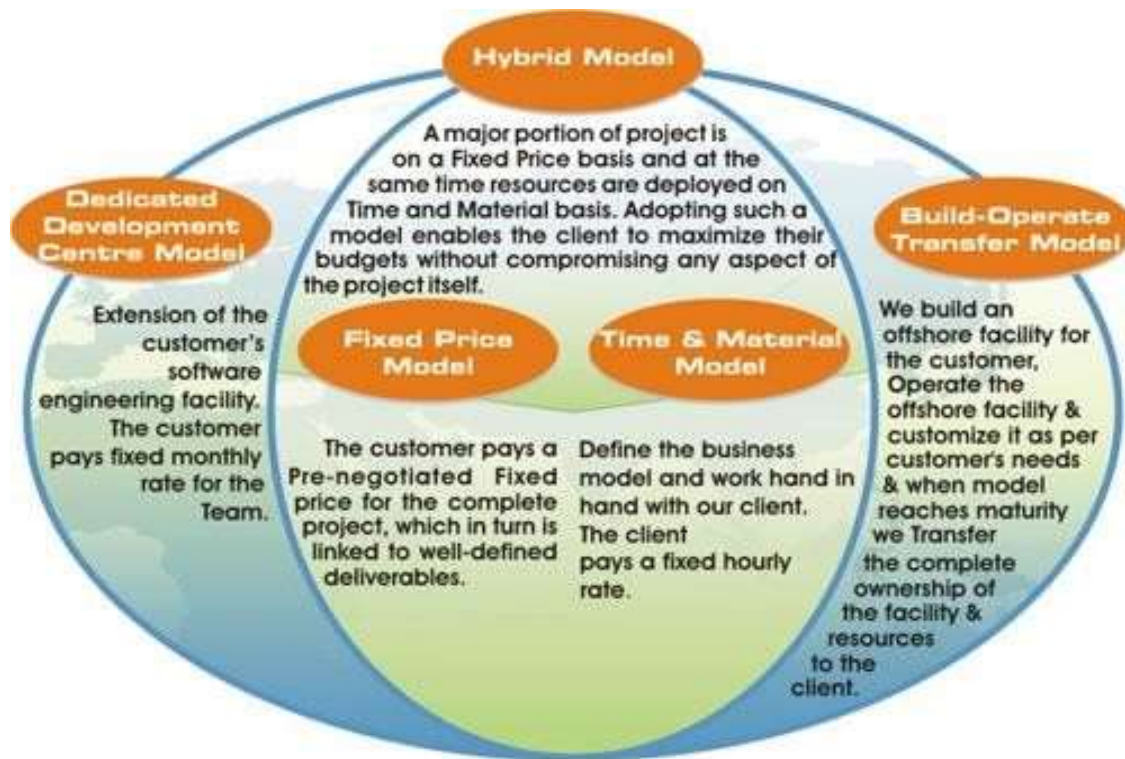
Compliance to Standards: To maintain software quality, we perform consistent internal quality assurance audits/capability gap assessments of our business units, and external process performance audits/assessments of our third-party software suppliers. The metrics and audit report results are promptly communicated to management.

Methods/Tools: The Software Quality Team provides assistance to **Shiash Info Solutions Private Limited**'s Software Development organizations in evaluating and analyzing internal and third-party tools for productivity enhancement and use in product development.

Software Change Action Board: Co-chaired by the Software Quality Team, the board reviews production software releases that will be used to test qualified products before shipment to customers. These include probe, burn-in and final test software programs.

Customer Interface: The Software Quality Team interfaces with external customers to resolve released software issues and to discuss software process improvement. We also conduct software process audits in conjunction with **Shiash Info Solutions Private Limited** Software Quality Engineering and customers at third-party supplier sites

Business Model



Few of our Recent Clientele

- ✓ Tyche International Pte Ltd
- ✓ Saheras International P Ltd
- ✓ Navin Housing & Properties P Ltd
- ✓ Exotic Power Solutions Private Limited
- ✓ KK Travels P Limited
- ✓ Agrineta P Ltd

- ✓ Green View Developers P Ltd
- ✓ Savani Carrying P Ltd
- ✓ Pigeon Logistics Ltd
- ✓ Philips Hospital
- ✓ Dionysus P Ltd
- ✓ Supreme Foundation (P) Limited
- ✓ Chennai Engineering Coating Company P Ltd
- ✓ Chattels Inc
- ✓ Candid Technologies
- ✓ Surya Informatics Solutions P Ltd
- ✓ Cholamandalam
- ✓ AGS Healthcare
- ✓ Nthrive

CHAPTER 2

REVIEW OF LITERATURE

2.1 According to Kahn began with the work of Goffman (1961) who proposed that, “people’s attachment and detachment to their role varies” (Kahn 1990:694). However, Kahn argued that Goffman’s work focused on fleeting face-to-face encounters, while a different concept was needed to fit organizational life, which is “ongoing, emotionally charged, and psychologically complex”.

2.2 Study by Harter et al., in Employee Engagement 2002

Study found that both employee satisfaction and engagement have a direct relationship to business outcomes. Their research involved 36 organisations, from a variety of public and private sector areas, and sought to examine the relationship between employee satisfaction, engagement and business unit outcomes. These included customer satisfaction, productivity, profit, employee turnover, and workplace accidents. Harter et al. (2002) defined engagement as referring to an individual’s involvement and satisfaction with, as well as enthusiasm for, their work.

2.3 According to Saks (2006), a stronger theoretical rationale for explaining employee engagement can be found in social exchange theory (SET). SET argues that obligations are generated through a series of interactions between parties who are in a state of reciprocal interdependence. A basic principle of SET is that relationships evolve over time into trusting, loyal, and mutual commitments as long as the parties abide by certain ‘rules’ of exchange (Cropanzano and Mitchell 2005).

2.4 According to Siddhanta & Roy Study based on exploratory research in Employee Engagement

Siddhanta & Roy (2012) explored implications for theory, further research and practices by synthesizing modern 'Employee Engagement' activities being practiced by the corporate with the review of findings from previous researches / surveys. Singh & Shukla (2012) tried to find out what variables are significant to create an engaged workforce. The study was exploratory in nature and the data has been collected from a tin manufacturing organization.

2.5 According to Holbeche and Springett (2003), people's perceptions of 'meaning' with regard to the workplace are clearly linked to their levels of engagement and, ultimately, their performance. They argue that employees actively seek meaning through their work and, unless organisations try to provide a sense of meaning, employees are likely to quit. The research findings suggest that many people experience a greater search for meaning in the workplace (70 per cent) than in life in general (ibid). There are numerous possible reasons for this, for example, it may be because people generally spend longer at work than on other parts of their lives. Holbeche and Springett (2003) argue that high levels of engagement can only be achieved in workplaces where there is a shared sense of destiny and purpose that connects people at an emotional level and raises their personal aspirations.

2.6 According to Towers Perrin (2003), building engagement is a process that never ends and it rests on the foundation of a meaningful and emotionally enriching work experience. Furthermore, it is not about making people happy, or even paying them more money. As important as pay and benefits are in attracting and retaining people, it was found they play a less important role in engaging people in their work. The elements found to be fundamental for engagement were strong leadership, accountability, autonomy, a sense of control over one's environment and opportunities for development; there are no substitutes for these fundamentals. Personal relationships have also been found to impact work engagement.

2.7 According to Robinson et al. (2004) defined employee engagement is a positive attitude believed by the employees towards the organization and its values. An engaged employee is responsive towards business environment, and works with colleagues to improve performance within the job for the advantage of the organization. The organization must place effort to develop and encourage engagement, which requires a two-way relationship between employer and employee.” Harter et al. 2002. Engagement is defined as employee’s involvement, satisfaction and enthusiasm towards work.

2.8 According to Sirota et al, Analysis on Employee attitudes

According to Sirota, Mischkind & Meltzer (2005), from the analysis of their research on employee attitudes, which was based on never before-published case studies and data from 920,000 employees from 28 multinational companies over four years, resulted in the generation of hard data to prove that the share price of organisations with highly engaged employees increased on average by 16% in 2004 in comparison to the industry average of 6%. Similarly, the stock price of organisations with high morale had superior performance to comparable companies in the same industry by a ratio of 2.51 during 2004. Conversely the stock price of companies with low morale underperformed in relation to the industry competitors by a ratio of 51. According to Sirota (2005) “Morale is a direct consequence of being treated well by the company, and employees return the „gift“ of good treatment with higher productivity and work quality, lower turnover (which reduces recruiting and training costs), a decrease in workers shirking their duties, and a superior pool of job applicants. These gains translate directly into higher company profitability. Satisfied employees lead to satisfied customers, which results in higher sales. Satisfied customers and higher sales, in turn, result in more satisfied employees who can enjoy the sense of achievement and the material benefits that come from working for a successful company. It’s a virtuous circle” – the best of all worlds”.

2.9 According to Robinson (2006), employee engagement can be achieved through the creation of an organisational environment where positive emotions such as involvement and pride are encouraged, resulting in improved organisational performance, lower employee turnover and better health. West (2005) argues that when individuals feel positive emotions, they are able to think in a more flexible, open-minded way and are also likely to feel greater self-control, cope more effectively and be less defensive in the workplace. Emotions can also be related to wellbeing (Robinson 2006). Perhaps some of the clearest evidence on wellbeing and employee health is evident in the research of the Roffey Park Institute (RPI). The RPI shares the belief of various authors who suggest a potential causal relationship between a more holistic approach to management, one that takes account of emotions and people's deeper needs, and improved business performance. Cooper (1997) argues that research shows that if emotions are properly managed rather than shut out at work, they can drive trust, loyalty and commitment and great productivity gains by individuals, teams and organisations. Similarly, Heimer (1999) argues that innovation, increased profitability, good decision-making and effective performance are brought about by managed emotions (Holbeche and Springett 2003). Other studies have found clear links between work lives in individual health (Crabtree, 2005). The importance of wellbeing is further reinforced by researchers at Towers Perrin (2003) who found that the most important driver of engagement was senior management's interest in employee wellbeing. However, only 42 per cent of respondents agreed their senior management showed an interest in this. Job categories that were more likely to be physically demanding, such as service workers, skilled tradesmen, semi-skilled workers and labourers, were isolated to enable a comparison to be made between physically demanding and non-physically demanding roles. Interestingly, the isolation of the categories yielded little difference, 43 per cent of workers in physically demanding roles stated their day-to-day jobs affect their physical health positively, as did 43 per cent of those more likely to have desk jobs. Whilst isolating job categories revealed no apparent differences,

significant differences were found between employees according to their engagement level, regardless of job type. Among engaged employees, a clear majority, 62 per cent, feel their work lives positively affect their physical health. That number drops to 39 per cent among not-engaged employees and 22 per cent among the actively disengaged. More disturbing is the fact that a majority of actively engaged employees (54 per cent) say they think their work lives are having a negative effect on their physical health. However, the numbers were slightly better concerning psychological wellbeing, with 52 per cent of employees stating their work lives positively affect their home lives; this number increased to 78 per cent for engaged employee.

2.10 According to Lawler and Worley (2006) for a high-involvement work practice to be effective and for it to have a positive impact on employee engagement, employees must be given power. They argue this will lead to employees having the ability to make decisions that are important to their performance and to the quality of their working lives, thus engaging them in their work. Furthermore, Lawler and Worley (2006) contend that power can mean a relatively low level of influence, as in providing input into decisions made by others or it can mean having final authority and accountability for decisions and their outcomes. Involvement is maximised when the highest possible level of power is pushed down to the employees that have to carry out the decision, resulting in gaining the maximum level of engagement possible from employees.

2.11 "The Ten Cs of Employee Engagement", Gerard H. Seijts and Dan Crim (2006) tries

Ten Cs of Employee Engagement helps to understand the various dimensions that can add value to the engagement level of the employee which can make the people to stay in the organization for long time. The Ten Cs are as follows

Connect Employees should feel that their work is being valued and should feel a sense of connectivity with their superiors. Having a gap can lead to employee isolation and a sense of non-belongingness to the organization.

Career People in the organization should be provided challenging and meaningful work with opportunities for career advancement. Most people want to do new things in their job. Good leaders have to challenge employee; but at the same time they must instill the confidence that the challenges can be met. People should be given tools and knowledge to be successful to keep them engaged.

Clarity Success in life and organisations is, to a great extent, determined by how clear individuals are about their goals and what they really want to achieve. Leaders must communicate a clear vision Employees need to understand what the organisations goals are, why they are important, and how the goals can be attained.

Convey Leaders clarify their expectations about employees and provide feedback on their functioning in the organization. Good leaders establish processes and procedures that help people master important tasks and facilitate goal achievement.

Congratulate Exceptional leaders should give recognition to the employees for good performance. Recognizing their efforts by praising them and giving them a support that can boost their morale and ultimately make them enthusiastic towards their work.

Contribute People want to know that their input matters and that they are contributing to the organisations success in a meaningful way. Efficient leaders should make sure that the employees feel their efforts are being used in the fulfilment of the overall goal and objectives of the organization.

Control Employees value control over the flow and pace of their jobs .leaders can create opportunities for employees to exercise their control. Involving your people in decision making creates a culture wherein they can take the ownership of their own problems and can find solutions to them.

Collaborate When employees work in teams and have the trust and cooperation of their team members, they outperform individuals and teams

which lack good relationships. Great leaders are team builders they create an environment that fosters trust and collaboration. Thus a continuous challenge for leaders is to rally individuals to collaborate on organizational, departmental and group goals, while excluding individuals pursuing their self-interest.

Credibility Leaders should strive hard to demonstrate high ethical standards to their subordinates. People want to be proud of their jobs, their performance and their organisation.

Confidence Efficient leaders help create confidence in a company by setting example of high ethical and performance standards. Instilling a sense of confidence is what is required from the leaders.

2.12 According to Harvard Business Review Survey in Employee Engagement, 2004

In December 2004, the Harvard Business Review released the results of a survey carried out by the Corporate Leadership Council (CLC), which involved the compiling of 50,000 employee engagement surveys in more than 59 countries worldwide. One of the main findings from the study was that increased commitment can result in a 57% improvement in discretionary effort displayed by employees. According to Buchanan (2004) the increased discretionary effort displayed by employees produced on average, a 20% increase in individual performance and an 87% reduction in desire to leave the organisation.

2.13 According to Buckingham (2001:37) such employees were “intent on sharing with colleagues the many reasons for which they believe their organisation is such a rotten place to work”. The study also found that the longer employees remained with an organisation, the more disengaged they became. Similarly, researchers at Gallup (Brim 2002) and Truss et al (2006) identified an inverse relationship between employee engagement, or the degree to which a worker is fulfilled by his or her job, and the length of service. According to Brim (2002) such evidence indicates that for most employees, the first year on the job is their best and thereafter it is ‘downhill’. One

challenge for employers is to find ways of renewing employees' engagement levels through the duration of their employment. This finding was surprising; Gallup researchers expected to find an increasing sense of belonging over time with new hires expected to be tentative. Clearly, the inverse relationship between engagement and length of service suggests a disconnection between how organisations intend to treat their workers and how workers feel about their jobs. Brim (2002) argues instead of making the most of the strengths of employees, organisations continually remind employees of their shortcomings through training programmes that focus on fixing an employee's weaknesses, which in turn can lead to a disengaged workforce. Many commentators argue that employee engagement is influenced not only by individual differences but also by socio-cultural factors (Ferguson 2007). The culture and climate of an organisation are expected to influence levels of engagement. Climate includes aspects such as systems and satisfaction with the organisation; culture includes aspects such as community (Schein 1987). The use of outsourcing and virtual workstations and teams has increased dramatically in recent years. However, there is a need for future research to establish exactly how such changes in climate and culture affect employee engagement.

2.14 Parks and Floyd (1996), Troy (1998), O'Malley (2000) Based on Recruitment procedures O'Malley (2000) suggests that organisations need to pay more attention to addressing employees' social need to affiliate and belong. He argues that employees want to be in an environment that make them feel comfortable. Organisations have goals and values, and people recruited by the organisation should share these. The argument here is that, in order to create commitment, the organisation must have the right sort of employees in the first instance. Employees' feelings of belonging start to develop long before employees join the organisation. As Parks and Floyd (1996) point out, there are several things organisations can do to make employees feel welcomed and valued as the recruitment and selection process develops.

2.15 Hogg et al 1995 Based on Group membership To build commitment, being a member of a particular organisation must not only satisfy employees' social need to affiliate and belong, but must also create a sense of collective identity that differentiates the group from other organisations. There are two ways to achieve this said by Hogg et al.,

- Establish a social boundary that indicates that an identifiable collection of people or unit exists
- The group must assume some evaluative meaning, i.e. the group has to offer something that the employer wants or needs.

There are many situational features that contribute to a sense of group membership. The more exposure that employees have to these features, the more likely it is that they will feel like a part of the group and incorporate that membership into their concept of who they are.

2.16 Based on Organisational justice and trust It is also argued that employees evaluate their experiences at work in terms of whether they are fair and whether the organisation is concerned for the well-being of the employees (Meyer, 1997). Research findings (e.g. McFarlin and Sweeney, 1992) suggest that employees commitment to the organisation might be shaped, in part, by their perception of how fairly they are treated by the organisation.

2.17 According to Kramer (1999), trust in an organisation can promote the acceptance of organisational initiatives. When there is trust employees are willing to suspend judgement and defer to the authority of others. In addition, trust permits organisational flexibility because a payback need be neither immediate nor of equivalent value.

2.18 Madhura Bedarkar, Deepika Pandita (2013): conducted a study on "Drivers of employee Engagement impacting Employee Performance. The study predicted three drivers of Employee Engagement; they are leadership, communication and work life balance.

2.19 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.

2.20 The Conference Board (2006) - a global consulting non-profit organization based in the United States conducted a meta analysis on the drivers of employee engagement by reviewing 12 Major employee engagement studies conducted by research firms such as Gallup, Blessing White Towers Perrin, , and The Corporate Leadership Council amongst others. 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.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 NEED FOR STUDY

Employee engagement is not just about employee satisfaction - it is about the discretionary effort that differentiates high-performing staff. Many employers regularly survey staff on how happy they are at work, but a smaller number actually make the link between engagement and business performance. By helping employees to understand how they fit into the company structure, HR and line managers can ensure everyone in the organization is working in harmony as ambassadors for the brand. The problem often begins on the employee's first day with their new company. The manager is so keen to ensure that their new recruit understands the core role requirements that they forget to explain other important aspects of the job, such as how the employee can help the organization to achieve its broader business goals and embody its culture and values.

Most organizations today realize that a satisfied employee is not necessarily the best employee in terms of loyalty and productivity. It is only an engaged employee who is intellectually and emotionally bound with the organization. When employees are effectively and positively engaged with their organization, they form an emotional connection with the company. Employee engagement is a barometer that determines the association of a person with the organization. It is about creating the passion among associates to do things beyond what is expected from him/her. In today's hypercompetitive world when there has been an economic downfall throughout the world. It has become crucial to pay attention to the employee engagement which is crucial for their motivation and improving performance.

3.2 SCOPE OF THE STUDY

In the present scenario of huge competition to achieve the corporate advantage the employees are put under enormous pressure to work continuously. So, they tend to be the victims of pressure and their output level decreases. Organizations spend huge sums of money in equipping their human resources with skills necessary for achieving organizational goals.

- This study will help the organization to keep the employees engaged by conducting other activities apart from their regular work.
- This will also give the organization few important inputs in order to improve their stands on current employee engagement activities.
- The project allows for increased engagement of employees, and loyalty by identifying the root causes of employee engagement and targeting those areas.
- Listening to employees' insights and suggestions for improvement provides the organization with valuable information that can be acted upon to increase satisfaction in the workplace.

3.3 OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE

To find out the employee engagement Activities conducted at shiash info solutions private limited

SECONDARY OBJECTIVE

- To find out the Nature of employee engagement programs.
- To find out how far the employees are satisfied with such programmes.
- To find out the any improve in the relationship with employees through this activities.

3.4 RESEARCH DESIGN

The research design is the basic framework or a plan for a study that guides the collection of data and analysis of data. the design going to used is **Descriptive Research Design**. It includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of state of affairs, as it exists at present.

3.4.1 Descriptive Research Design

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.5 SOURCES OF DATA

3.5.1 Primary data

Primary data collect through the interview and getting the questionnaires.

3.5.1.1 Questionnaire

The questionnaire tried to capture the responses of the employee mainly on the derived from the survey conducted, and a few questions have been included to gauge the level of engage with organization.

3.5.2 Secondary Data sources

The main source of secondary data was internet.

3.6 SAMPLING TECHNIQUE

3.6.1 Sampling Unit

The employees who are working in Shiash Info Solutions Private Limited the survey was made based on their response.

Sampling Method - The sampling technique sampling used in this research is **random sampling**.

Sampling Area - The sampling area considered for Shiash Info Solutions Private Limited in Chennai.

Sample Size - 110 employees were surveyed.

3.7 PERIOD OF STUDY

The period of study is from December 2020 TO February 2021 which is a three months of study.

3.8 ANALYTICAL TOOLS

The analytical tools used are spss for testing the hypothesis, Chi Square test in spss tool.

3.9 LIMITATIONS OF THE STUDY

- The normal problems in collection of data like non response and inconsistent responses.
- The findings are based on the use of self-reported survey data, which may be affected by response biases.
- All data collected are generally limited by the method adopted. In the current research, the sole method of data collection being questionnaire, limits the data to the extent of data generation available through that method.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 4.1.1: AGE CLASSIFICATION OF THE RESPONDENTS

Age of the Respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 – 21	3	2.7	2.7	2.7
	22 – 25	47	42.7	42.7	45.5
	26 – 30	44	40.0	40.0	85.5
	30 Above	16	14.5	14.5	100.0
	Total	110	100.0	100.0	

Source: Primary data.

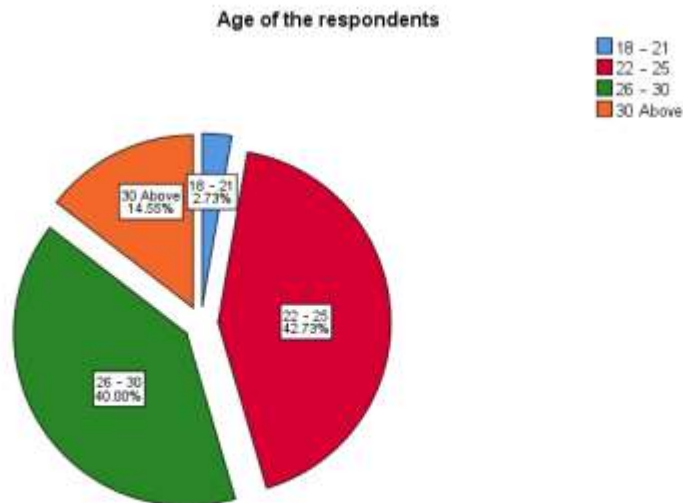


Chart 4.1.1: AGE CLASSIFICATION OF THE RESPONDENTS

Interpretation

The above table shows that 42.7% of the respondents are 22-25 age and 2.7% of the respondents are 18-21 age.

Inference

Majority (42.7%) of the respondents fall in the age category of 22 to 25 years.

Table4.1.2: GENDER OF THE RESPONDENTS

Gender of the Respondents				
	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Female	44	40.0	40.0	40.0
	Male	66	60.0	60.0	100.0
	Total	110	100.0	100.0	

Source: Primary data.

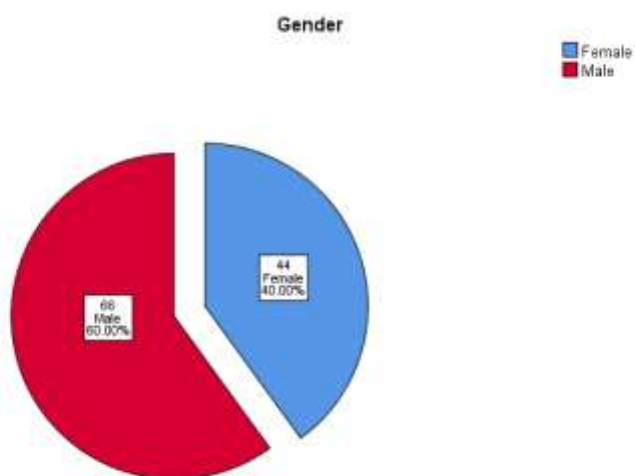


Chart 4.1.2: Gender of the respondents

Interpretation

The above table shows that 40% of the respondents are Female and 60% of the respondents are Male.

Inference

Majority (60%) of the respondents are Male.

4.1.3: DESIGNATION CLASSIFICATION OF THE RESPONDENTS

Designation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Business Development	12	10.9	10.9	10.9
	Data Analyst	15	13.6	13.6	24.5
	Marketing Head	5	4.5	4.5	29.1
	Project Manager	2	1.8	1.8	30.9
	Software Developer	25	22.7	22.7	53.6
	Software Tester	15	13.6	13.6	67.3
	Support Specialist	7	6.4	6.4	73.6
	System Administrator	4	3.6	3.6	77.3
	Talent Acquisition Specialist	23	20.9	20.9	98.2
	Technical HR	2	1.8	1.8	100.0
	Total	110	100.0	100.0	

Source: Primary data.

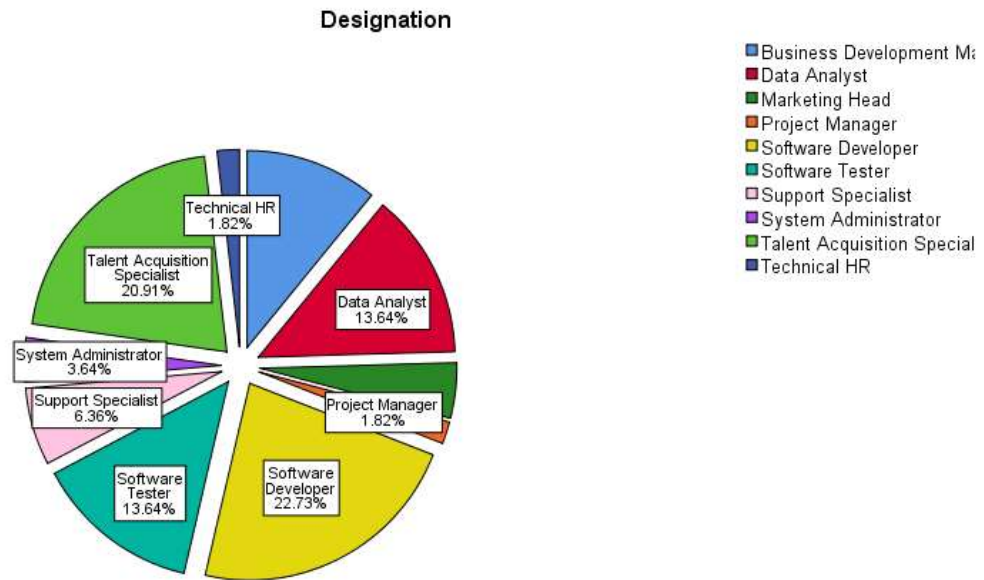


Chart 4.1.3: Qualification of the respondents

Interpretation

The above table shows that 10.9 % of the respondents from Business Development , 13.6% respondents from Data Analyst , 4.5% of the respondents from Marketing Head , 1.8% of the respondents from Project Manager , 22.7% of the respondents from software Developer , 13.6% of the respondents from software tester , 6.4% of the respondents from support specialist , 3.6% of the respondents from system administrator , 20.9 % of the respondents from talent acquisition , and 1.8% of the respondents from technical HR.

Inference

Majority (22.7%) of the respondents are from Software Developer.

4.1.4: DEPARTMENT CLASSIFICATION OF THE RESPONDENTS

DEPARTMENT CLASSIFICATION OF THE RESPONDENTS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Marketing Department	5	4.5	4.5	4.5
	Finance Department	8	7.3	7.3	11.8
	HR Department	27	24.5	24.5	36.4
	Sales Department	10	9.1	9.1	45.5
	Technical Department	48	43.6	43.6	89.1
	Operations Department	12	10.9	10.9	100.0
	Total	110	100.0	100.0	

Source: Primary data.

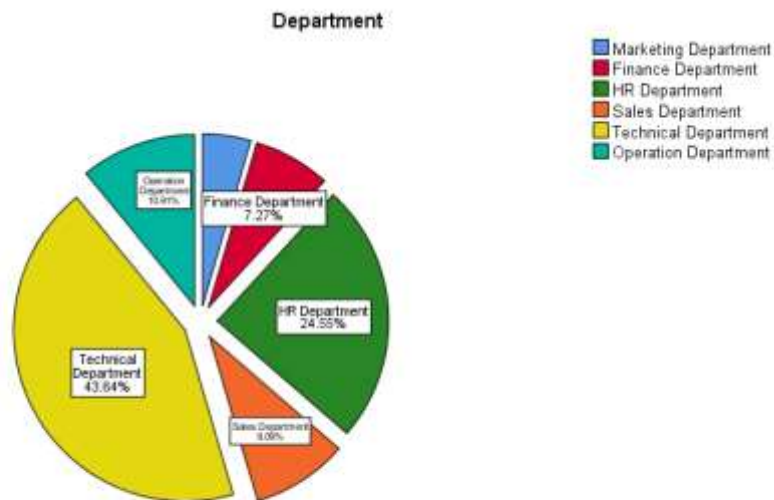


Chart 4.1.4: Departments of the respondents

Interpretation

The above table shows that 4.5% of the respondents from Marketing Department, 7.3% of the respondents from Finance Department , 24.5% of the respondents from HR Department, 9.1% of the respondents from Sales Department , 43.6 % of the respondents from Technical Department, and 10.9% of the respondents from Operations Department.

Inference

Majority (43.6%) of the respondents are from Technical Department.

4.1.5: MARTIAL STATUS OF THE RESPONDENTS

Marital Status					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	.9	.9	.9
	Married	48	43.6	43.6	44.5
	Unmarried	61	55.5	55.5	100.0
	Total	110	100.0	100.0	

Source: Primary data.

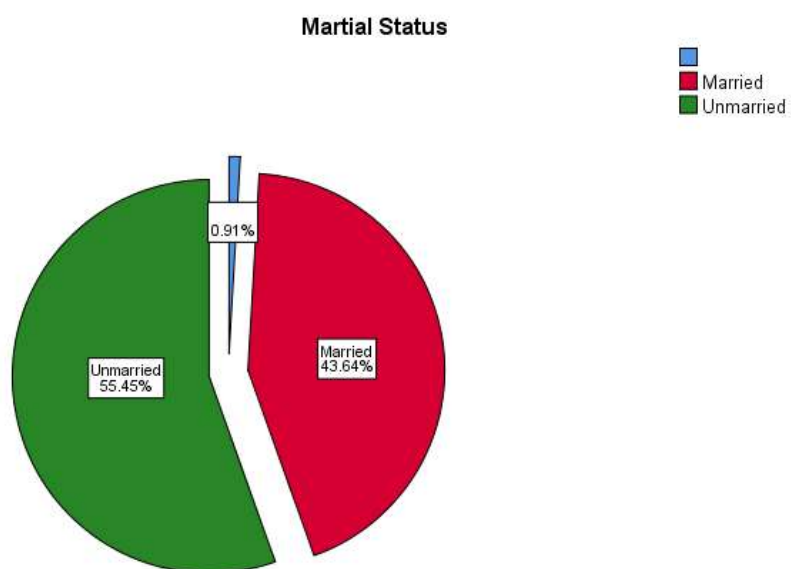


Chart 4.1.5: Marital status of the respondents

Interpretation

The above table shows that 43.6% of the respondents are Married and 55.5% of the respondents are Unmarried.

Inference

Majority (60%) of the respondents said there are Unmarried.

4.1.6 TOTAL NO .OF YEARS IN THIS ORGANIZATION

Total no. of years in this organization					
		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	1-2	50	50.0	50.0	50.2
	3-5	57	57.2	57.2	57.0
	6-10	2	20.0	20.0	82.7
	11-20	1	.9	.9	100.0
	Total	110	100.0	100.0	

Source: Primary data.

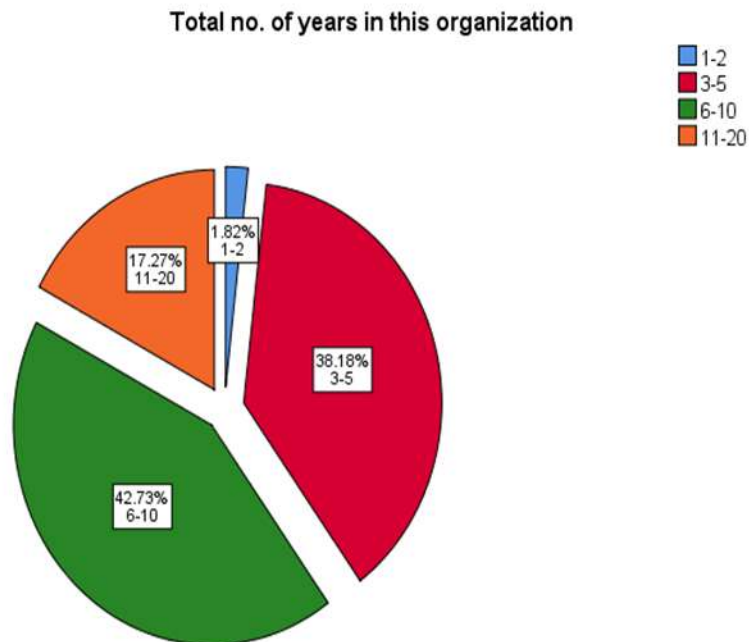


Chart 4.1.6: TOTAL NO .OF YEARS IN THIS ORGANIZATION

Interpretation

The above table shows that 50.0 % of the respondents from 1-2 years , 57.2% of the respondents from 3-5 years, 20% of the respondents from 6-10 years .

Inference

Majority (57.2%) of the respondents are from 3-5 Years.

4.1.7: TYPE OF ENGAGEMENT ACTIVITIES ARE CONDUCTED IN YOUR ORGANIZATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fun Games	3	2.7	2.7	2.7
	Sports Events	2	1.8	1.8	4.5
	Team building activities	1	.9	.9	5.5
	Training	1	.9	.9	6.4
	Workplace Parties	1	.9	.9	7.3
	Communication activities	2	1.8	1.8	9.1
	Employee Games	3	2.7	2.7	11.8
	Fun Games	9	8.2	8.2	20.0
	Recognition Programs	1	.9	.9	20.9
	Reward schemes	11	10.0	10.0	30.9
	Reward schemes, Fun Games	2	1.8	1.8	32.7
	Reward schemes, Training	2	1.8	1.8	34.5
	Reward schemes, Training	1	.9	.9	35.5
	Sports Events	9	8.2	8.2	43.6
	Sports Events, Recognition Programs	1	.9	.9	44.5
	Sports Events, Workplace Parties	1	.9	.9	45.5

Sports Events, Training	3	2.7	2.7	48.2
Team building activities	14	12.7	12.7	60.9
Team building activities, Reward schemes	3	2.7	2.7	63.6
Team building activities, Sports Events, Workplace Parties	1	.9	.9	64.5
Team building activities, Training	1	.9	.9	65.5
Team building activities, Fun Games	2	1.8	1.8	67.3
Training	23	20.9	20.9	88.2
Training,	2	1.8	1.8	90.0
Training, Employee Games	1	.9	.9	90.9
Training, Fun Games	1	.9	.9	91.8
Training, Sports Events	2	1.8	1.8	93.6
Training, Team Building Activities	2	1.8	1.8	95.5
Workplace Parties	3	2.7	2.7	98.2
Workplace Parties, Employee Games	2	1.8	1.8	100.0
Total	110	100.0	100.0	

Source: Primary data.

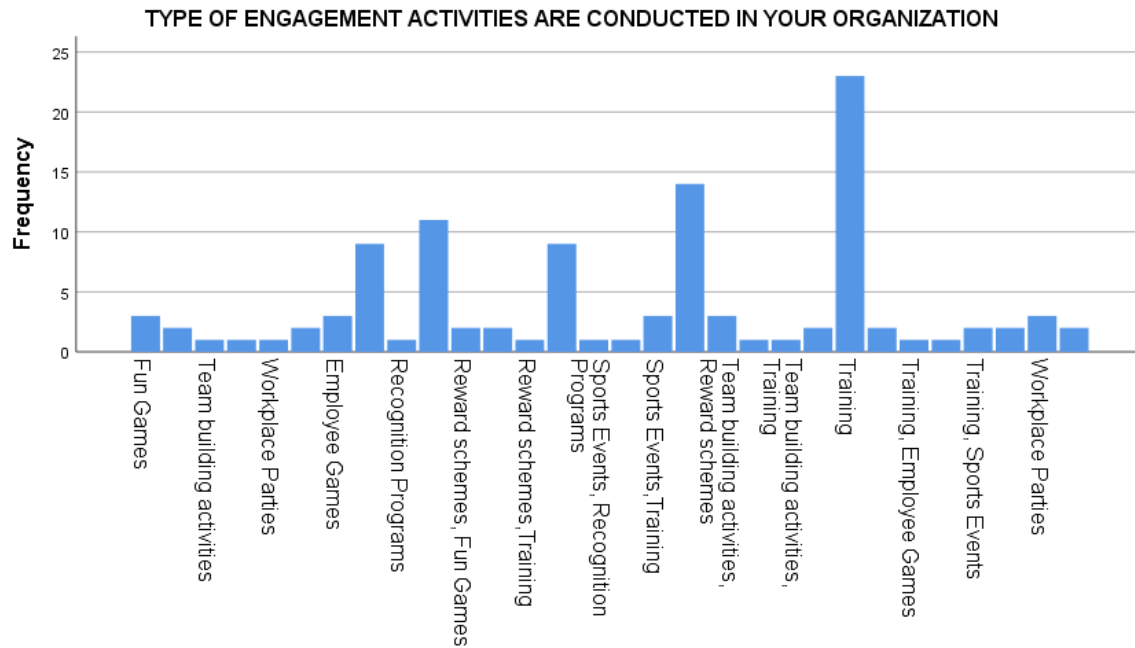


Chart 4.1.7: TYPE OF ENGAGEMENT ACTIVITIES ARE CONDUCTED IN YOUR ORGANIZATION

Interpretation

The above table shows that 20% Maximum Training, 12.7% of Team building activities . 1.8% Minimum respondents for Recognition Programs.

Inference

Majority (20%) of the respondents said that Training is more effective .

4.1.8: TYPE OF COMMUNICATION ACTIVITIES CONDUCTING IN YOUR ORGANIZATION

TYPE OF COMMUNICATION ACTIVITIES CONDUCTING IN YOUR ORGANIZATION					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Active Listening Games, Communication Exercises	2	1.8	1.8	1.8
	Conferences	2	1.8	1.8	3.6
	Active Listening Games	3	2.7	2.7	6.4
	Conferences	24	21.8	21.8	28.2
	Conferences, Motivation speakers	5	4.5	4.5	32.7
	In house magazines	2	1.8	1.8	34.5
	Meetings	33	30.0	30.0	64.5
	Meetings, Conferences	12	10.9	10.9	75.5
	Meetings, Conferences, Motivation speakers	7	6.4	6.4	81.8
	Meetings, Motivation speakers	3	2.7	2.7	84.5
	Meetings, Verbal communication	1	.9	.9	85.5
	Motivation speakers	11	10.0	10.0	95.5

Motivation speakers, Active Listening Games	2	1.8	1.8	97.3
Motivation speakers, Communication Exercises	1	.9	.9	98.2
Motivation speakers, Communication Training	2	1.8	1.8	100.0
Total	110	100.0	100.0	

Source: Primary data.

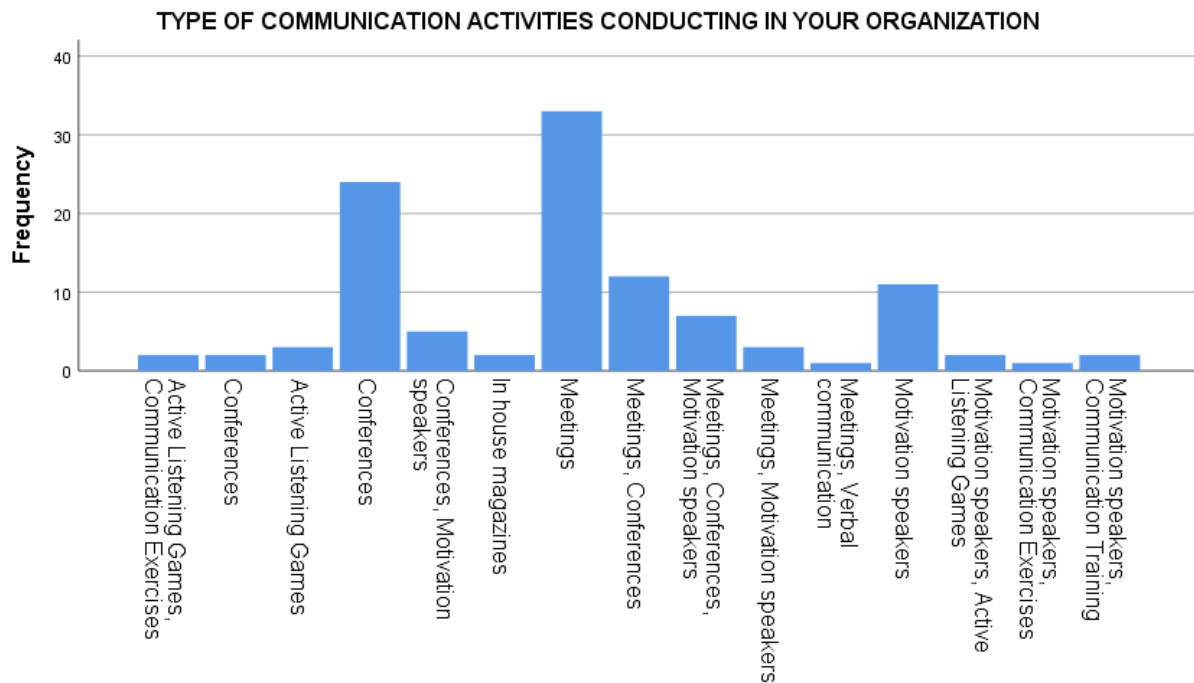


Chart 4.1.8: TYPE OF COMMUNICATION ACTIVITIES CONDUCTING IN YOUR ORGANIZATION

Interpretation

The above table shows that 21.8% Maximum Respondents for Conferences and 30.0% respondents for meeting 1.8 % minimum respondents for In house magazines.

Inference

Majority (30%) of the respondents said that Meetings is more effective.

4.1.9: TYPE OF TEAM BUILDING ACTIVITIES ARE CONDUCTING IN YOUR ORGANIZATION

TYPE OF TEAM BUILDING ACTIVITIES ARE CONDUCTING IN YOUR ORGANIZATION					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	.9	.9	.9
	Create your Own Team Building	1	.9	.9	1.8
	Create your Own Team Building, Indoor activities	2	1.8	1.8	3.6
	Indoor activities	1	.9	.9	4.5
	Community outreach activities	1	.9	.9	5.5
	Community outreach activities, Team Outing	1	.9	.9	6.4
	Create your Own Team Building	13	11.8	11.8	18.2
	Create your Own Team Building, Indoor activities	1	.9	.9	19.1
	Indoor activities	1	.9	.9	20.0
	Life Highlights Game	1	.9	.9	20.9
	Sneak a Peek Game	1	.9	.9	21.8
	Sneak a Peek Game, Create your Own Team Building	1	.9	.9	22.7
	Team Outing	49	44.5	44.5	67.3
	Team Outing,	1	.9	.9	68.2

	Team Outing, Create your Own Team Building	19	17.3	17.3	85.5
	Team Outing, Create your Own Team Building, Indoor activities	2	1.8	1.8	87.3
	Team Outing, Indoor activities	9	8.2	8.2	95.5
	Team Outing, Indoor activities	3	2.7	2.7	98.2
	Team Recreational activities	1	.9	.9	99.1
	Team Recreational activities, Team Outing	1	.9	.9	100.0
	Total	110	100.0	100.0	

Source: Primary data.

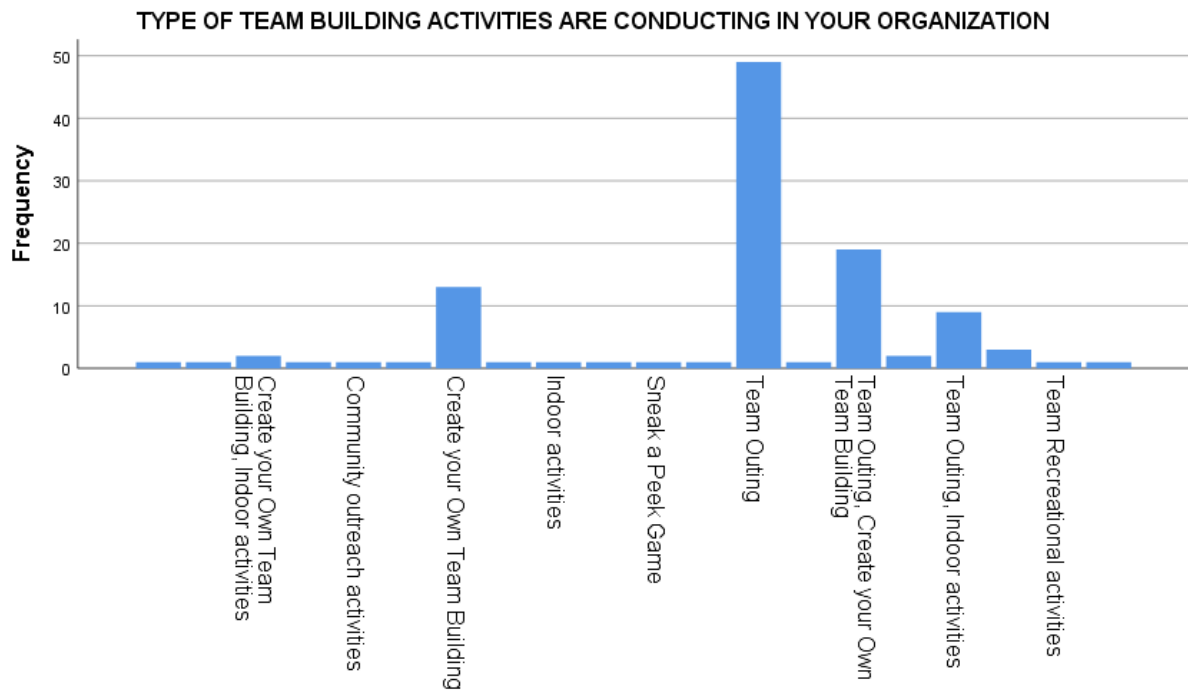


Chart 4.1.9: TYPE OF TEAM BUILDING ACTIVITIES ARE CONDUCTING IN YOUR ORGANIZATION

Interpretation

The above table shows that 44.5% Maximum Respondents for Team outing and 1.8% minimum respondents for Sneak a Peek Game.

Inference

Majority (44.5%) of the respondents said that is Team Outing is more effective.

4.1.10: TYPE OF REWARD SCHEMES ARE CONDUCTING IN YOUR ORGANIZATION

TYPE OF REWARD SCHEMES ARE CONDUCTING IN YOUR ORGANIZATION					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Individual performance- related pay schemes.	5	4.5	4.5	4.5
	Profit-related pay	3	2.7	2.7	7.3
	Compensation & benefit programmes Stock	2	1.8	1.8	9.1
	Compensation & benefit programmes Stock, Ownership & Profit sharing	1	.9	.9	10.0
	Compensation & benefit programmes Stock, Recognition programmes	1	.9	.9	10.9
	Individual performance-related pay schemes.	28	25.5	25.5	36.4
	Ownership & Profit sharing	8	7.3	7.3	43.6
	Ownership & Profit sharing, Profit-related pay	1	.9	.9	44.5
	Ownership & Profit sharing, Recognition programmes	4	3.6	3.6	48.2
	Profit-related pay	18	16.4	16.4	64.5

	Profit-related pay, Individual performance- related pay schemes.	19	17.3	17.3	81.8
	Recognition programmes	15	13.6	13.6	95.5
	Recognition programmes, Profit- related pay	2	1.8	1.8	97.3
	Recognition programmes, Profit- related pay, Individual performance- related pay schemes.	2	1.8	1.8	99.1
	Recognition programmes, Profit- related pay.	1	.9	.9	100.0
	Total	110	100.0	100.0	

Source: Primary data.



Chart 4.1.10: TYPE OF REWARD SCHEMES ARE CONDUCTING IN YOUR ORGANIZATION

Interpretation

The above table shows that 25.5% Maximum Respondents for Individual performance-related pay schemes and 1.8 % minimum respondents for Compensation & benefit programmes Stock.

Inference

Majority (25.5%) of the respondents said that they are Individual performance- related pay schemes.

4.1.11: THE ORGANIZATION IS CONDUCTING ANY FEEDBACK SESSION AFTER THE EMPLOYEE ENGAGEMENT ACTIVITIES

How for is your rate these organization is conducting any feedback session after the employee engagement activities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	.9	.9	.9
	Agree	66	60.0	60.0	60.9
	Disagree	5	4.5	4.5	65.5
	Neutral	14	12.7	12.7	78.2
	Strongly Agree	22	20.0	20.0	98.2
	Strongly Disagree	2	1.8	1.8	100.0
	Total	110	100.0	100.0	

Source: Primary data.

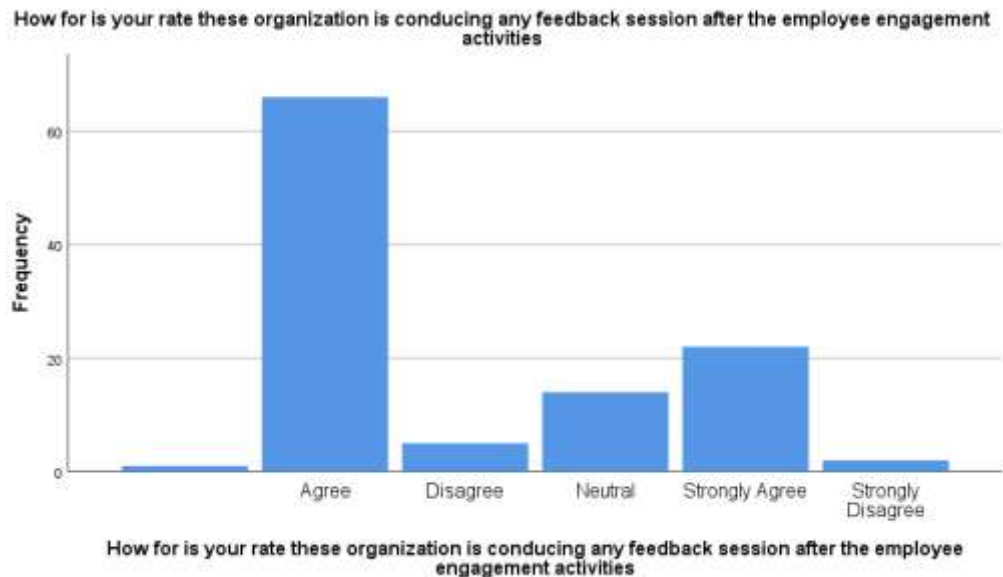


Chart 4.1.11: THE ORGANIZATION IS CONDUCTING ANY FEEDBACK SESSION AFTER THE EMPLOYEE ENGAGEMENT ACTIVITIES

Interpretation

The above table shows that 60% Maximum of the respondents are Agree and 1.8% minimum of the respondents are strongly Disagree .

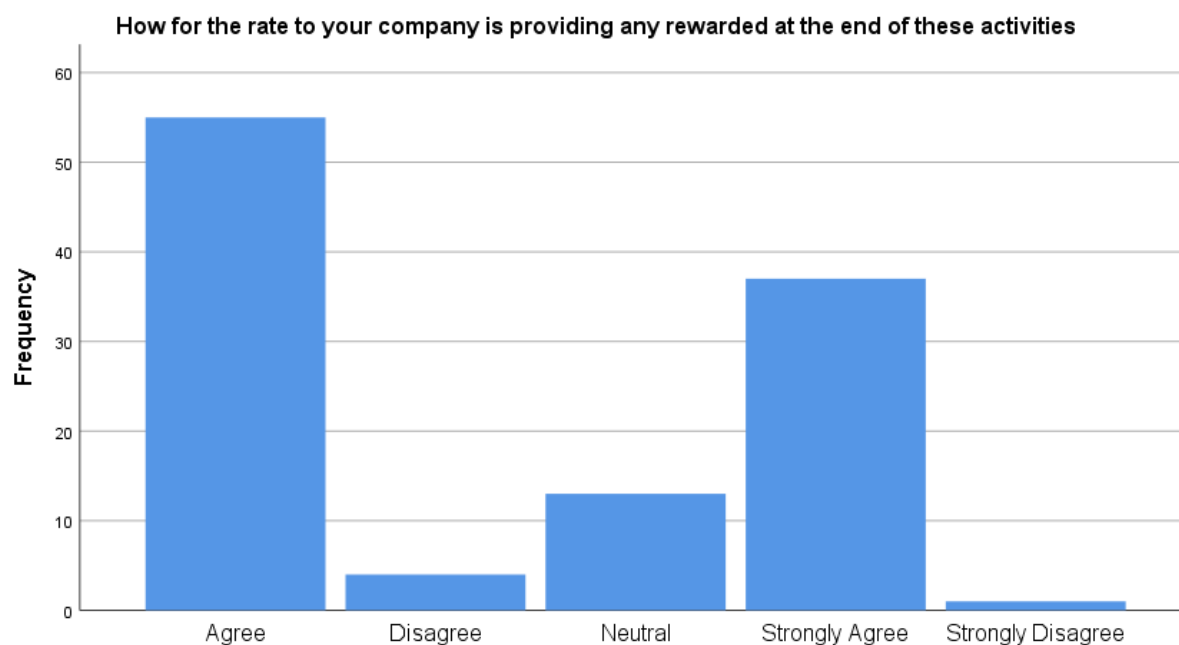
Inference

Majority (60%) of the respondents said that they are Agree with conducting any feedback session after the activities.

4.1.12: YOUR COMPANY IS PROVIDING ANY REWARDED AT THE END OF THESE ACTIVITIES

How for the rate to your company is providing any rewarded at the end of these activities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	55	50.0	50.0	50.0
	Disagree	4	3.6	3.6	53.6
	Neutral	13	11.8	11.8	65.5
	Strongly Agree	37	33.6	33.6	99.1
	Strongly Disagree	1	.9	.9	100.0
	Total	110	100.0	100.0	

Source: Primary data.



**Chart 4.1.12: YOUR COMPANY IS PROVIDING ANY REWARDED AT
THE END OF THESE ACTIVITIES**

Interpretation

The above table shows that 50% Maximum of the respondents are Agree and 0.9% minimum of the respondents are strongly Disagree .

Inference

Majority (50%) of the respondents said that they are Agree with the reward at the end of these activities.

4.1.13: COMPANY IS PROVIDING ANY GIFT VOUCHER AT THE END OF THESE ACTIVITIES

How for the rate to your company is providing any Gift voucher at the end of these activities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	.9	.9	.9
	Agree	26	23.6	23.6	24.5
	Disagree	21	19.1	19.1	43.6
	Neutral	37	33.6	33.6	77.3
	Strongly Agree	10	9.1	9.1	86.4
	Strongly Disagree	15	13.6	13.6	100.0
	Total	110	100.0	100.0	

Source: Primary data.

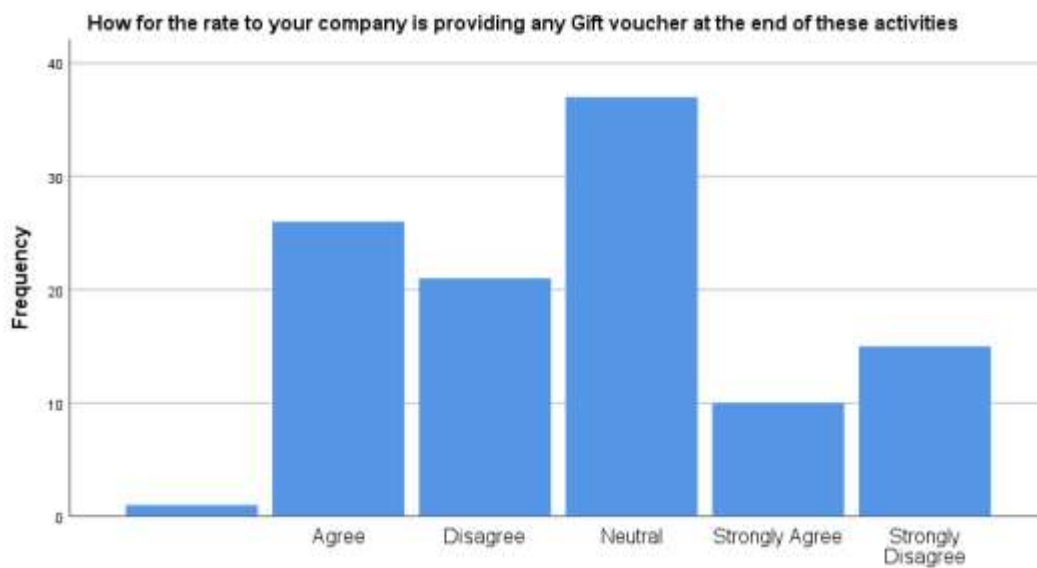


Chart 4.1.13: COMPANY IS PROVIDING ANY GIFT VOUCHER AT THE END OF THESE ACTIVITIES

Interpretation

The above table shows that 33.9% Maximum of the respondents are Neutral and 9.1% Minimum of the respondents are strongly Agree.

Inference

Majority (33.9%) of the respondents said that they are Neutral with providing any gift voucher.

4.1.14: EMPLOYEE ENGAGEMENT ACTIVITIES CONDUCTED BY YOUR ORGANIZATION

How for satisfied with employee engagement activities conducted by your organization					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	2	1.8	1.8	1.8
	Highly Satisfied	39	35.5	35.5	37.3
	Neutral	2	1.8	1.8	39.1
	Satisfied	67	60.9	60.9	100.0
	Total	110	100.0	100.0	

Source: Primary data.

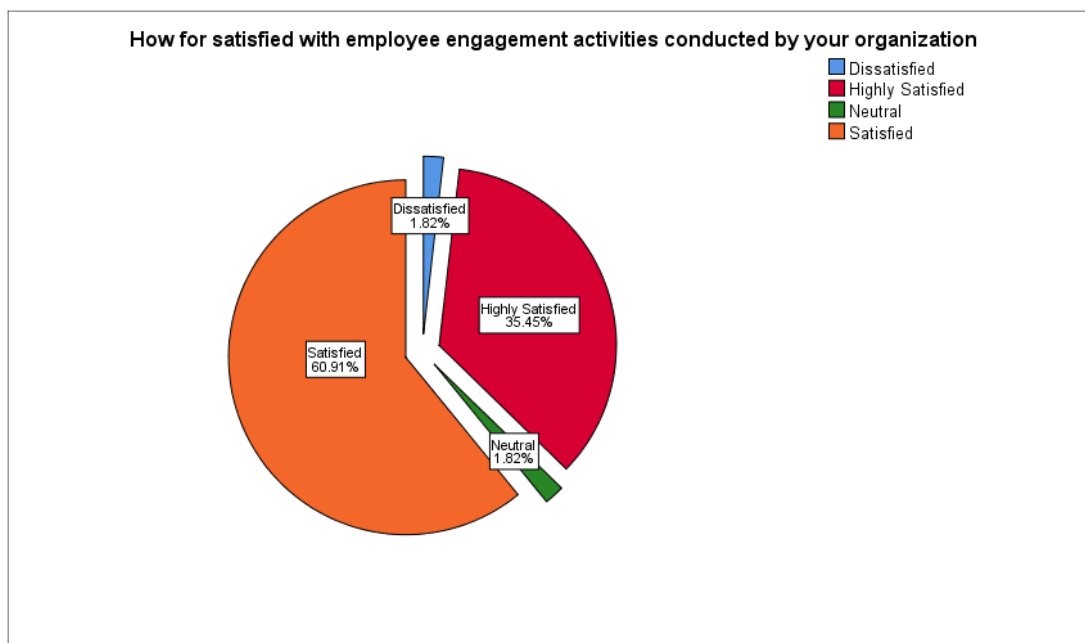


Chart 4.1.14: EMPLOYEE ENGAGEMENT ACTIVITIES CONDUCTED BY YOUR ORGANIZATION

Interpretation

The above table shows that 60.0 % Maximum of the respondents are Satisfied and 1.8% Minimum of the respondents are Neutral, Dissatisfied.

Inference

Majority (60%) of the respondents said that they are Satisfied with employee engagement activities conducted.

4.1.15 YOUR ORGANIZATION CONDUCT FESTIVAL OF ALL RELIGIONS

How for rate your organization conduct festivals of all religions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	45	40.9	40.9	40.9
	Neutral	7	6.4	6.4	47.3
	Strongly Agree	58	52.7	52.7	100.0
	Total	110	100.0	100.0	

Source: Primary data.

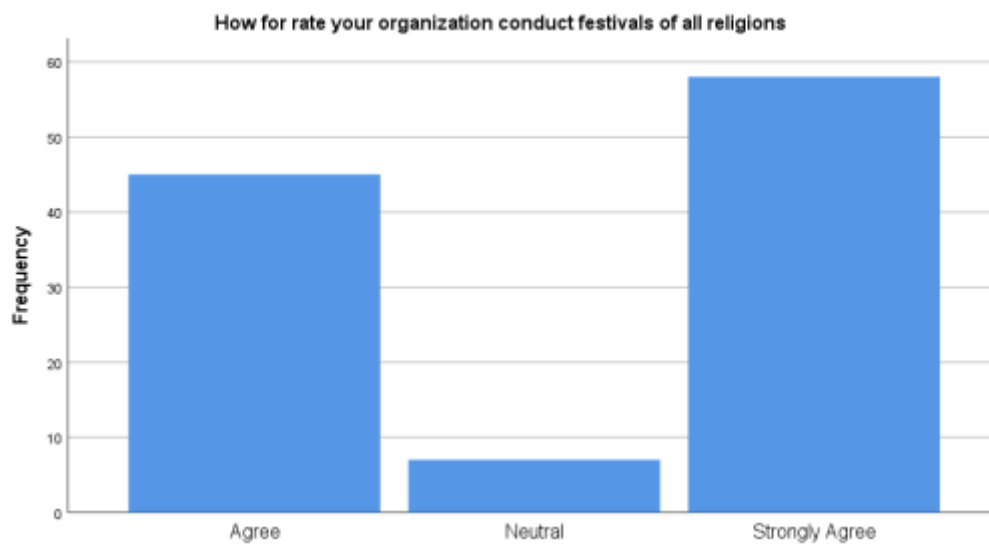


Chart 4.1.15: YOUR ORGANIZATION CONDUCT FESTIVAL OF ALL RELIGION

Interpretation

The above table shows that 52.7% Maximum of the respondents are Strongly Agree and 6.4% Minimum of the respondents are Neutral.

Inference

Majority (52.7%) of the respondents said that they are Strongly Agree with conduct festivals.

4.1.16: TYPE OF ENGAGEMENT ACTIVITIES YOU PREFER THE MOST

TYPE OF ENGAGEMENT ACTIVITIES YOU PREFER THE MOST					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Games	3	2.7	2.7	2.7
	Games, Meetings	2	1.8	1.8	4.5
	Games, Planning	3	2.7	2.7	7.3
	Lunch together				
	Games, Team Outing	10	9.1	9.1	16.4
	Games, Team Outing, Meetings	2	1.8	1.8	18.2
	Games, Team Outing, Meetings, Planning	5	4.5	4.5	22.7
	Lunch together				
	Meetings	5	4.5	4.5	27.3
	Meetings, Planning	5	4.5	4.5	31.8
	Lunch together				
	Planning Lunch together	19	17.3	17.3	49.1
	Team Outing	21	19.1	19.1	68.2
	Team Outing, Meetings	1	.9	.9	69.1
	Team Outing, Meetings, Planning	14	12.7	12.7	81.8
	Lunch together				
	Team Outing, Planning	20	18.2	18.2	100.0
	Lunch together				
	Total	110	100.0	100.0	

Source: Primary data.

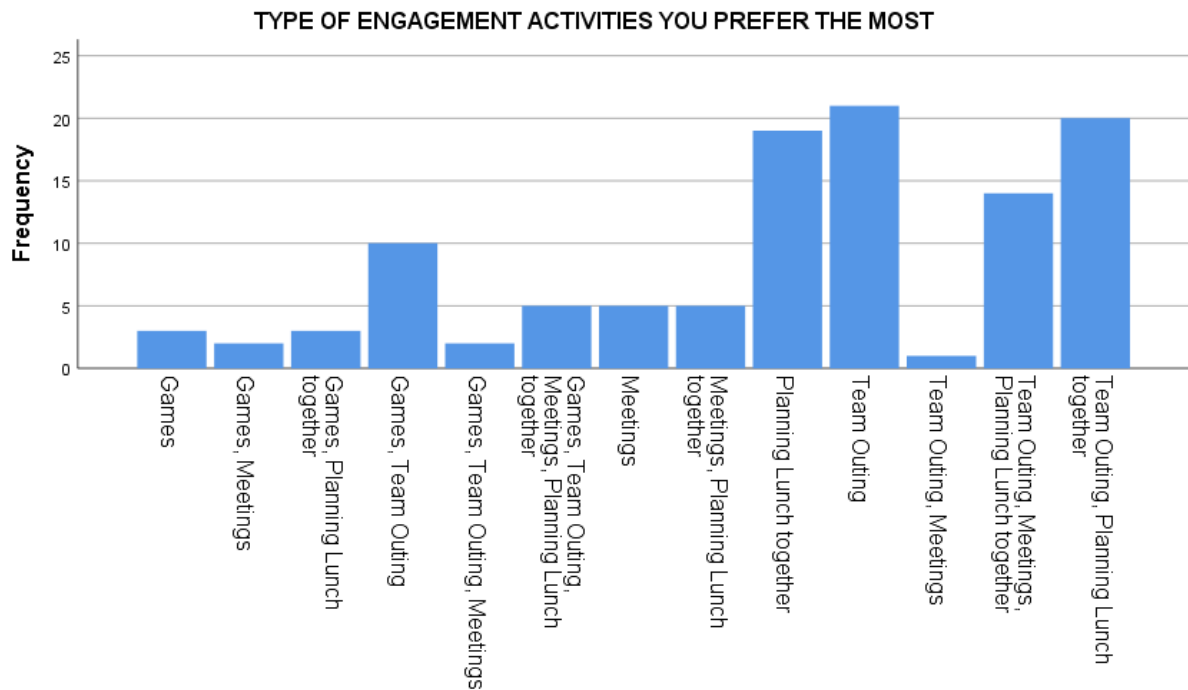


Chart 4.1.16: TYPE OF ENGAGEMENT ACTIVITIES YOU PREFER THE MOST

Interpretation

The above table shows that 19.1% Maximum of the respondents for Team Outing, Planning Lunch together and 6.4% Minimum of the respondents for Games.

Inference

Majority (19.1%) of the respondents said that Team Outing and Planning Lunch together prefer the most.

4.1.17: RATE EMPLOYEE ENGAGEMENT ACTIVITES CONDUCTED BY ORGANIZATION

How do you rate employee engagement activites conducted by organization					
		Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid	Average	13	11.8	11.8	11.8
	Excellen t	17	15.5	15.5	27.3
	Fair	6	5.5	5.5	32.7
	Good	71	64.5	64.5	97.3
	Poor	3	2.7	2.7	100.0
	Total	110	100.0	100.0	

Source: Primary data.

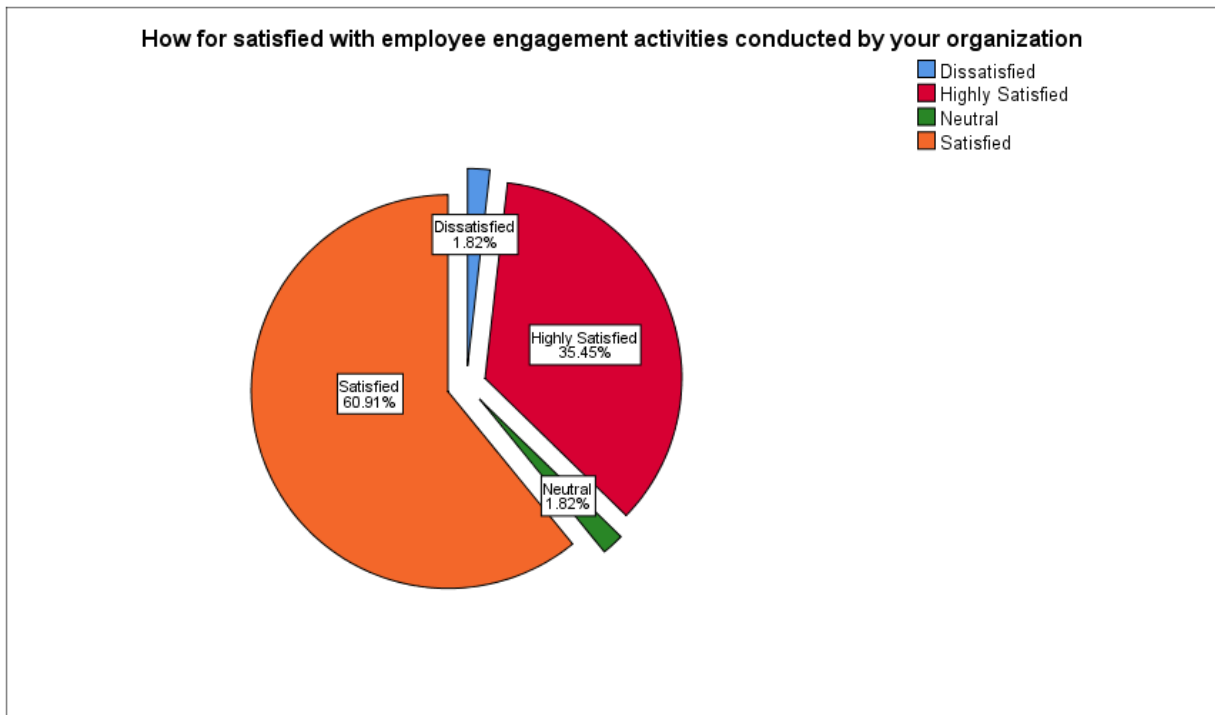


Chart 4.1.17: RATE EMPLOYEE ENGAGEMENT ACTIVITES CONDUCTED BY ORGANIZATION

Interpretation

The above table shows that 64.5% Maximum of the respondents for Good and 11.8% Minimum of the respondents for 11.8% for average .

Inference

Majority (64.5%) of the respondents said that they are Good with employee engagement activities.

4.1.18:THE ENGAGEMENT ACTIVITIES IS IMPROVE THE RELATIONSHIP WITH YOUR EMPLOYEE

How for you agree the engagement activities is improve the relationship with your employee					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	69	62.7	62.7	62.7
	Disagree	8	7.3	7.3	70.0
	Neutral	10	9.1	9.1	79.1
	Strongly Agree	21	19.1	19.1	98.2
	Strongly Disagree	2	1.8	1.8	100.0
	Total	110	100.0	100.0	

Source: Primary data.

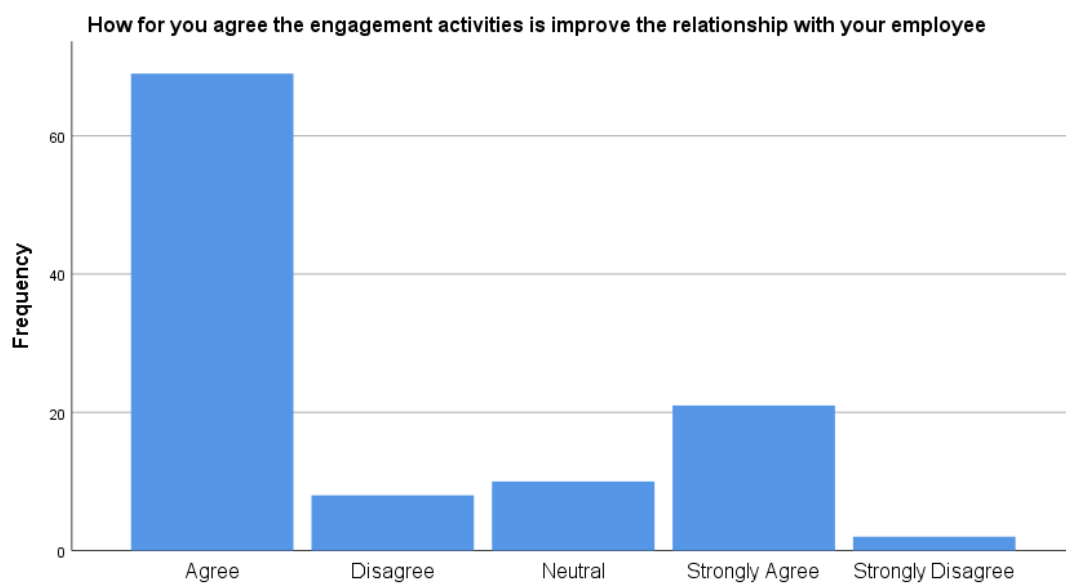


Chart 4.1.18: THE ENGAGEMENT ACTIVITIES IS IMPROVE THE RELATIONSHIP WITH YOUR EMPLOYEE

Interpretation

The above table shows that 62.7% Maximum of the respondents for Agree and 1.8% Minimum of the respondents for Strongly Disagree.

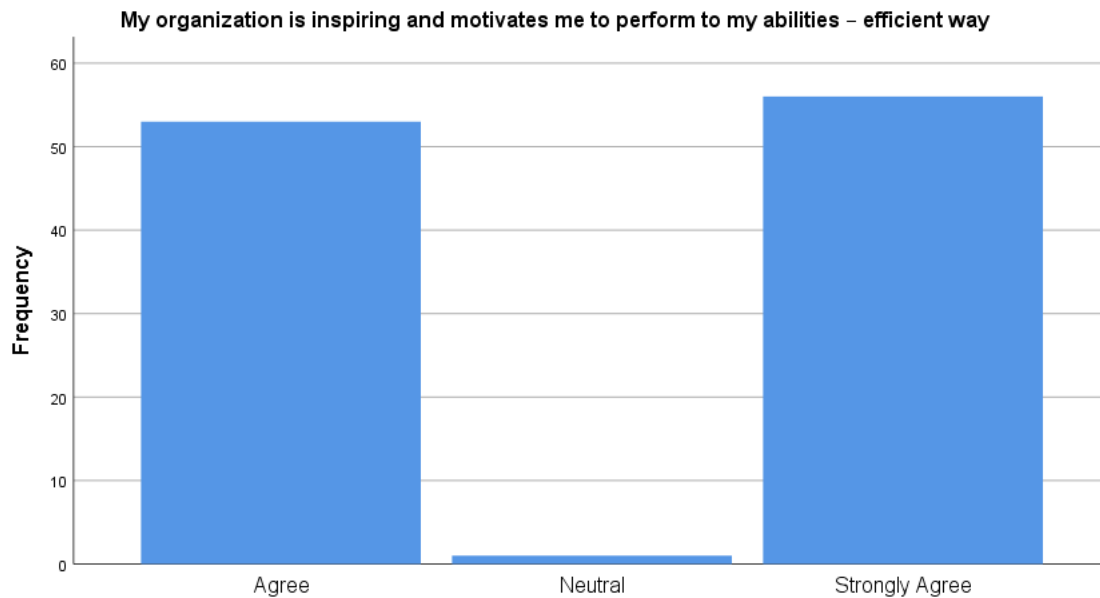
Inference

Majority (62.7%) of the respondents said that they are Agree to improve the relationship with your employee.

4.1.19 MY ORGANIZATION IS INSPIRING AND MOTIVATES ME TO PERFORM TO MY ABILITIES – EFFICIENT WAY

My organization is inspiring and motivates me to perform to my abilities – efficient way					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	53	48.2	48.2	48.2
	Neutral	1	.9	.9	49.1
	Strongly Agree	56	50.9	50.9	100.0
	Total	110	100.0	100.0	

Source: Primary data.



**Chart 4.1.19: MY ORGANIZATION IS INSPIRING AND MOTIVATES ME TO
PERFORM TO MY ABILITIES – EFFICIENT WAY**

Interpretation

The above table shows that 50.9% Maximum of the respondents for Strongly Agree and 48.2% Minimum of the respondents for Neutral.

Inference

Majority (50.9%) of the respondents said that they are Strongly Agree with inspiring and motivates me to perform my abilities.

4.1.20: Agree the Organization with rewarding me when ever I do a good job

How for you agree the Organization with rewarding me when ever I do a good job					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	64	58.2	58.2	58.2
	Disagree	1	.9	.9	59.1
	Neutral	10	9.1	9.1	68.2
	Strongly Agree	35	31.8	31.8	100.0
	Total	110	100.0	100.0	

Source: Primary data.

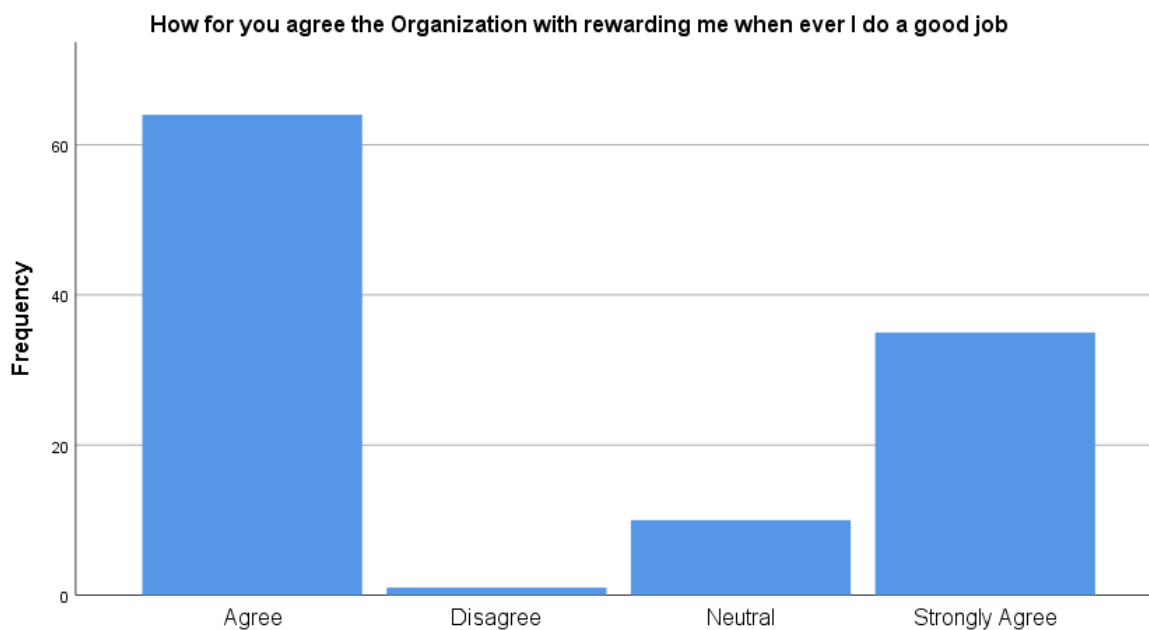


Chart 4.1.20: Agree the Organization with rewarding me when ever I do a good job

Interpretation

The above table shows that 58.2% Maximum of the respondents are Agree and 9.1% Minimum of the respondents are neutral.

Inference

Majority (58.2%) of the respondents said that they are Agree with rewarding me when ever I do a good job.

4.1.21: TO HELP MY ORGANIZATION ACHIEVE ITS GOALS AND FULFILL ITS OBJECTIVES, I BELIEVE THAT I MAKE MY CONTRIBUTION

To help my organization achieve its goals and fulfill its objectives, I believe that I make my contribution.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	48	43.6	43.6	43.6
	Disagree	6	5.5	5.5	49.1
	Neutral	8	7.3	7.3	56.4
	Strongly Agree	48	43.6	43.6	100.0
	Total	110	100.0	100.0	

Source: Primary data.

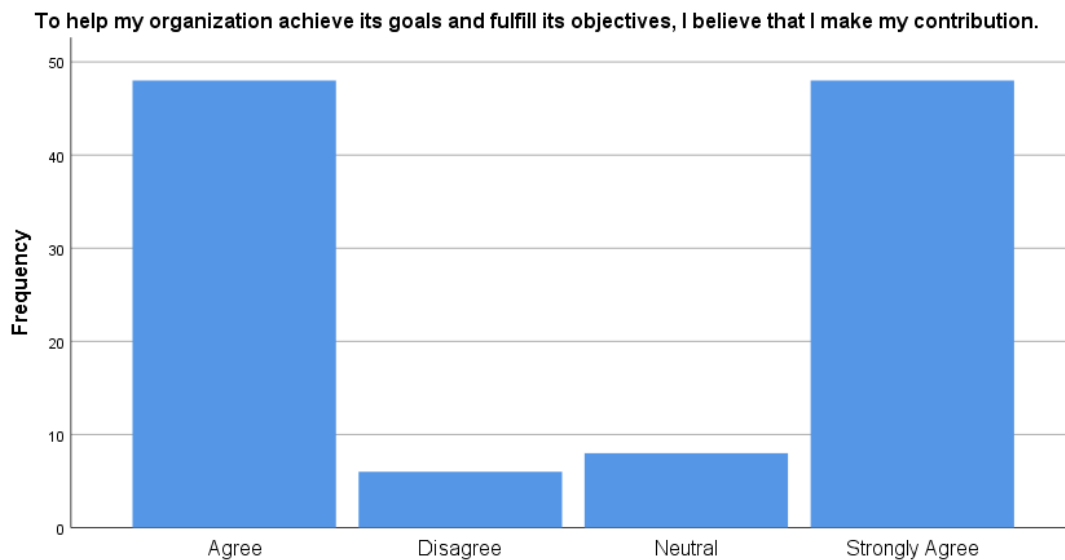


Chart 4.1.21: TO HELP MY ORGANIZATION ACHIEVE ITS GOALS AND FULFILL ITS OBJECTIVES, I BELIEVE THAT I MAKE MY CONTRIBUTION

Interpretation

The above table shows that 43.6%Maximum of the respondents are Agree, Strongly Agree and 5.5% Minimum of the respondents are Disagree.

Inference

Majority (43.6%) of the respondents said that they are Agree with the organization achieve its goal and fulfill.

4.1.22: WHEN IT COMES TO EXECUTING MY JOB I'M ENTRUSTED WITH THE AUTHORITY TO MAKE NECESSARY DECISIONS

When it comes to executing my job I'm entrusted with the authority to make necessary decisions.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	45	40.9	40.9	40.9
	Disagree	8	7.3	7.3	48.2
	Neutral	19	17.3	17.3	65.5
	Strongly Agree	34	30.9	30.9	96.4
	Strongly Disagree	4	3.6	3.6	100.0
	Total	110	100.0	100.0	

Source: Primary data.

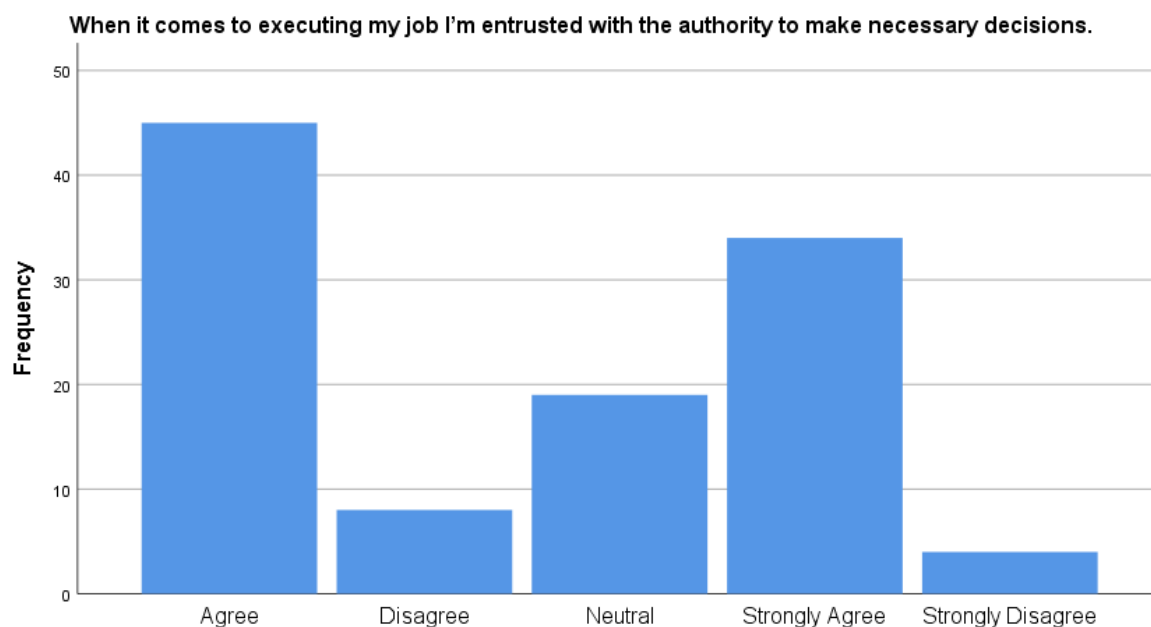


Chart 4.1.22: WHEN IT COMES TO EXECUTING MY JOB I'M ENTRUSTED WITH THE AUTHORITY TO MAKE NECESSARY DECISIONS

Interpretation

The above table shows that 40.9% Maximum of the respondents are Agree and 3.6% Minimum of the respondents are Strongly Disagree.

Inference

Majority (40.9%) of the respondents said that they are Agree to executing My job I'm Entrusted with the authority.

4.1.23: MY ORGANIZATION IS ALWAYS OPEN TO NEW IDEAS AND INNOVATIONS

My organization is always open to new ideas and innovations.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	.9	.9	.9
	Agree	58	52.7	52.7	53.6
	Neutral	7	6.4	6.4	60.0
	Strongly Agree	44	40.0	40.0	100.0
	Total	110	100.0	100.0	

Source: Primary data.



Chart 4.1.23: MY ORGANIZATION IS ALWAYS OPEN TO NEW IDEAS AND INNOVATIONS

Interpretation

The above table shows that 52.7% Maximum of the respondents are Agree and 6.4% Minimum of the respondents are Neutral.

Inference

Majority (52.7%) of the respondents said that Agree with open to new ideas and innovations.

4.1.24: MY WORK-PLACE, I HAVE THE OPPORTUNITIES AT WORK TO LEARN AND GROW

My work-place, I have the opportunities at work to learn and grow.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	.9	.9	.9
	Agree	53	48.2	48.2	49.1
	Neutral	10	9.1	9.1	58.2
	Strongly Agree	46	41.8	41.8	100.0
	Total	110	100.0	100.0	

Source: Primary data.

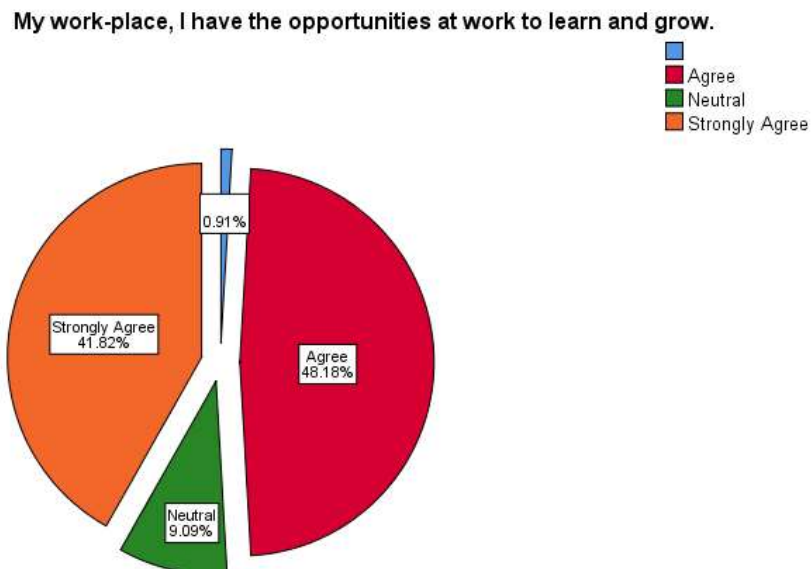


Chart 4. 1.24: MY WORK-PLACE, I HAVE THE OPPORTUNITIES AT WORK TO LEARN AND GROW

Interpretation

The above table shows that 48.2% Maximum of the respondents are Agree and 9.1% Minimum of the respondents are Neutral.

Inference

Majority (48.2%) of the respondents said that they are Agree to have the opportunities at work to learn and grow.

4.1.25: MY COMPANY CARES ABOUT ITS EMPLOYEES WELL- BEING

My company cares about its employees well - being.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	48	43.6	43.6	43.6
	Disagree	5	4.5	4.5	48.2
	Netural	23	20.9	20.9	69.1
	Strongly Agree	32	29.1	29.1	98.2
	Strongly Disagree	2	1.8	1.8	100.0
	Total	110	100.0	100.0	

Source: Primary data.

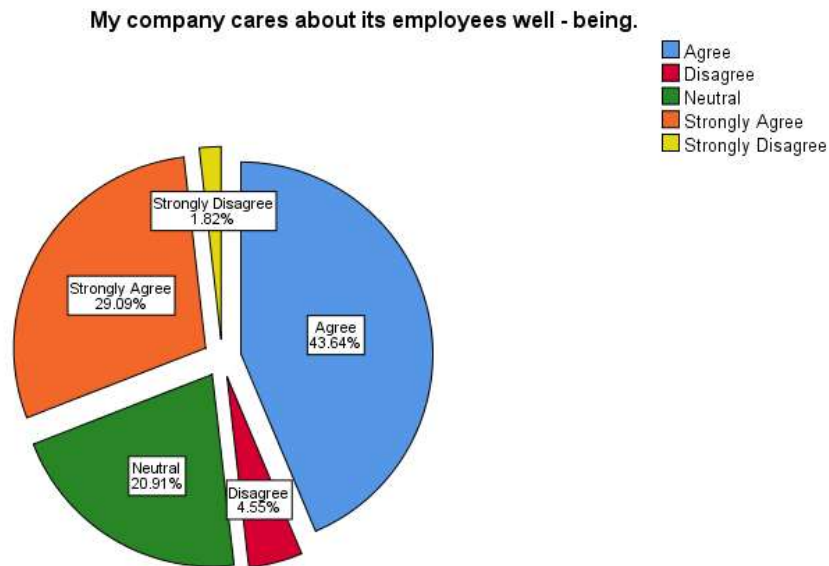


Chart 4.1.25: MY COMPANY CARES ABOUT ITS EMPLOYEES WELL- BEING

Interpretation

The above table shows that 43.6% Maximum of the respondents are Agree and 1.8% Minimum of the respondents are Strongly Disagree.

Inference

Majority (43.6%) of the respondents said that they are Agree that company cares about its employee well being

4.1.26: FRIENDLY WORKING RELATIONSHIP WITH ALL TEAM MEMBERS

How do you rate for your superior has a friendly working relationship with all team members.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Average	13	11.8	11.8	11.8
	Excellent	23	20.9	20.9	32.7
	Fair	18	16.4	16.4	49.1
	Good	50	45.5	45.5	94.5
	Poor	6	5.5	5.5	100.0
	Total	110	100.0	100.0	

Source: Primary data.



Chart 4.1.26: FRIENDLY WORKING RELATIONSHIP WITH ALL TEAM MEMBERS

Interpretation

The above table shows that 45.5%Maximum of the respondents for Good and 5.5% Minimum of the respondents for poor.

Inference

Majority (45.5%) of the respondents said that they are Good with friendly working relationship with all team members.

4.1.27: HOW DO YOU RATE TO HAVE THE TRAINING AND SKILLS NEED TO DO AN EXCELLENT JOB

How do you rate to have the training and skills need to do an excellent job.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	59	53.6	53.6	53.6
	Disagree	1	.9	.9	54.5
	Neutral	6	5.5	5.5	60.0
	Strongly Agree	44	40.0	40.0	100.0
	Total	110	100.0	100.0	

Source: Primary data.



Chart 4.1.27: HOW DO YOU RATE TO HAVE THE TRAINING AND SKILLS NEED TO DO AN EXCELLENT JOB

Interpretation

The above table shows that 53.6% Maximum of the respondents for Agree and 5.5% Minimum of the respondents for Neutral.

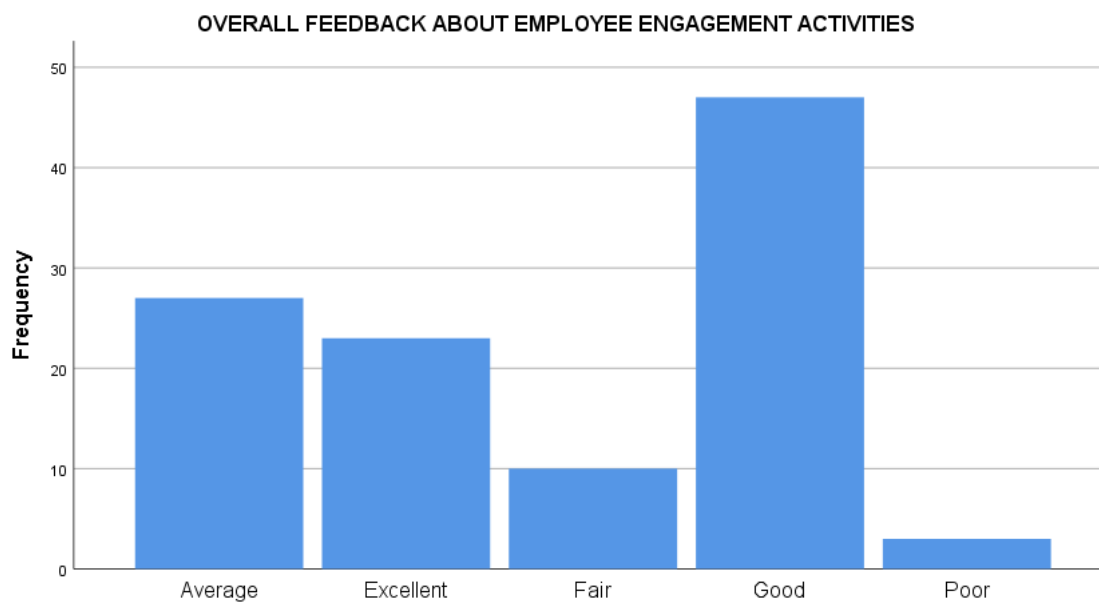
Inference

Majority (53.6%) of the respondents said that they are Agree to have the training and skills need to do an excellent job.

4.1.28 OVERALL FEEDBACK ABOUT EMPLOYEE ENGAGEMENT ACTIVITIES

OVERALL FEEDBACK ABOUT EMPLOYEE ENGAGEMENT ACTIVITIES					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Average	27	24.5	24.5	24.5
	Excellent	23	20.9	20.9	45.5
	Fair	10	9.1	9.1	54.5
	Good	47	42.7	42.7	97.3
	Poor	3	2.7	2.7	100.0
	Total	110	100.0	100.0	

Source: Primary data.



4.1.27 OVERALL FEEDBACK ABOUT EMPLOYEE ENGAGEMENT ACTIVITIES

Interpretation

The above table shows that 42.7% Maximum of the respondents for Good and 2.7% Minimum of the respondents for Poor.

Inference

Majority (42.7%) of the respondents said that they are Good with overall feedback about employee engagement activities.

4.2 Chi-square

Table 4.2.1: Table showing the Significant difference between Age and Satisfied with employee activities conducted.

Null Hypothesis (H_0) – There is no Significant difference between Age and Satisfied with employee activities conducted.

Alternative Hypothesis (H_1) - There is Significant difference between Age and Satisfied with employee activities conducted.

Age of the respondents * How for satisfied with employee engagement activities conducted by your organization Crosstabulation						
Count						
		How for satisfied with employee engagement activities conducted by your organization				Total
		Dissatisfied	Highly Satisfied	Neutral	Satisfied	
Age of the respondents	18 – 21	0	2	0	1	3
	22 – 25	2	14	2	29	47
	26 – 30	0	17	0	27	44
	30 Above	0	6	0	10	16
Total		2	39	2	67	110

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2- sided)
Pearson Chi-Square	7.144 ^a	9	.622
Likelihood Ratio	8.509	9	.484
N of Valid Cases	110		
a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .05.			

Source: Primary data.

RESULT:

Since p value is higher than 0.05 , we accept the null hypothesis and we reject the alternative hypothesis. Therefore, there is no significance difference between Age and Satisfied with employee activities conducted.

4.3 Chi-square

Table 4.2.2: Table showing the Significant difference between between Gender and improve the relationship with employee .

Null Hypothesis (H_0) – There is no Significant difference between Gender and Satisfied with employee activities conducted.

Alternative Hypothesis (H_1) - There is Significant difference between and between Gender and Satisfied with employee activities conducted.

Gender * How for you agree the engagement activities is improve the relationship with your employee Crosstabulation							
Count							
		How for you agree the engagement activities is improve the relationship with your employee					Total
		Agree	Disagree	Neutral	Strongly Agree	Strongly Disagree	
Gender	Female	31	3	2	8	0	44
	Male	38	5	8	13	2	66
Total		69	8	10	21	2	110

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	3.751 ^a	4	.441
Likelihood Ratio	4.616	4	.329
N of Valid Cases	110		
a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .80.			

Source: Primary data.

RESULT :

Since p value is higher than 0.05 , we accept the null hypothesis and we reject the alternative hypothesis. Therefore, there is no significance difference between Gender and Satisfied with employee activities conducted.

CHAPTER 5

5.1 FINDINGS

1. Majority (42.7%) of the respondents fall in the age category of 22 to 25 years.
2. Majority (60%) of the respondents are Male.
3. Majority (22.7%) of the respondents are from Software Developer.
4. Majority (43.6%) of the respondents are from Technical Department.
5. Majority (60%) of the respondents said that Unmarried.
6. Majority (57.2%) of the respondents said that 3-5 Years.
7. Majority (20%) of the respondents said that Training is more effective.
8. Majority (30%) of the respondents said that Meetings is more effective.
9. Majority (44.5%) of the respondents said that is Team Outing more effective.
10. Majority (25.5%) of the respondents said that Individual performance- related pay schemes more effective.
11. Majority (60%) of the respondents said that they are Agree for conducting any feedback session after the activities more effective.
12. Majority (50%) of the respondents said that they are Agree for the reward at the end of these activities.
13. Majority (33.9%) of the respondents said that they are Agree for the Neutral for providing any gift voucher.
14. Majority (60%) of the respondents said that they are Satisfied with employee engagement activities conducted.
15. Majority (52.7%) of the respondents said that Strongly Agree for conduct festivals.

16. Majority (19.1%) of the respondents said that Team Outing and Planning Lunch together prefer the most.
17. Majority (64.5%) of the respondents said that they are Good with employee engagement activities.
18. Majority (62.7%) of the respondents said that they are Agree to improve the relationship with your employee.
19. Majority (50.9%) of the respondents said that they are Strongly Agree with inspiring and motivates me to perform my abilities.
20. Majority (58.2%) of the respondents said that they are Agree with rewarding me when ever I do a good job.
21. Majority (43.6%) of the respondents said that they are Agree with the organization achieve its goal and fulfill.
22. Majority (40.9%) of the respondents said that they are Agree with to executing My job I'm Entrusted with the authority.
23. Majority (52.7%) of the respondents said that they are Agree with open to new ideas and innovations.
24. Majority (48.2%) of the respondents said that they are Agree to have the opportunities at work to learn and grow.
25. Majority (43.6%) of the respondents said that they are Agree that company cares about its employee well being
26. Majority (45.5%) of the respondents said that Good with friendly working relationship with all team members.
27. Majority (53.6%) of the respondents said that they are Agree to have the training and skills need to do an excellent job.

28. Majority (42.7%) of the respondents said that they are Good with overall feedback about employee engagement activities.

5.2 SUGGESTION

- The employees can be given the authority to make decisions while executing their tasks in their team; they must not wait to contact their team leader or their department manager for executing simple tasks.
- At the workplace there must be an environment of trust, as this plays a very crucial role in making the employees work better; the company must make employees interact with each other. The goals and responsibilities of an employee must be projected clearly in order to exercise work activities.
- The organization can encourage the employees to come up with their own ideas and suggestion for the betterment of organizations policy and work activity.
- To improve the relationship of the employees with their co – workers the activities can be conducted by giving the importance to interpersonal relationship.
- After each and every engagement activity it is sole responsibility of the HR to talk about the activity with the employees and understand the needs to boost the working environment.
- The rewards given to the employees by the company should be fair and equal to all levels in the organization. The rewards and the engagement activities should be given to increase the production thinking and motivation of the employees.

5.3 CONCLUSION

The study on Employee engagement activities at ShiasH Info solutions private limited reveals that the engagement level of employees is at a moderate level. But, there are certain areas that need to be improved in order to make the employees feel engaged as far as their jobs are concerned.

Several job elements contribute to employee engagement. It has also been found that the employees have considered certain factors which influence and affect employee engagement, i.e., recognition of suggestions given by employees, reward systems or policies, Initiatives taken by the management, Work allocation with respect to the capabilities and limitations of the employees, and timely improvements on the basis of feedback of the employees, most importantly the type of activities conducted.

Serious consideration and review of these factors by the management may help in making certain improvements in these areas. Actions taken on the same could lead to an increased level of morale, loyalty, productivity and engagement among employees in the organization. By doing so employees turn out to more committed and satisfied human resources.

REFERENCES:

- Bakker, A.B. and Leiter M.P., 2010. Work engagement: a handbook of essential theory and research. New York, NY: Psychology Press.
- The relationship between Employee Engagement at work and organizational outcomes Gallup 2012 Q12 Meta analysis
- Employee Engagement: A Literature Review Dharmendra MEHTA, Naveen K. MEHTA, *Economia. Seria Management* Volume 16, Issue 2, 2013
- A study on Employee Engagement in select organization: Dr D Madan Mohan G Nalini, *ITI HAS The journal of Indian Management* Volume 6 Issue 3, 2016.pg 44-47.
- Employee Engagement: A Structured Theoretical Review the *International Journal of Business & Management* Vol 2 Issue 6 pg311
- Employee engagement: A key to improving performance, *International journal of Business management*, vol 5 no 12 December 2010
- The role of Employee engagement in work related outcomes – *Interdisciplinary journal of research in India*” Volume 42, Issue 2, February 2012.
- Impact of employee engagement on organizational performance: A study of select private sector banks Saloni Devi Asst. Professor, the Business School, University of Jammu, Jammu and Kashmir, India
- https://www.researchgate.net/publication/307937391_Employee_Engagement_in_Indian_Banking_Sector_A_Review_of_the_Literature/download
- Harter, J. K., Schmidt, F. L., & Hayes, T. L. (2002). Business-unit-level relationship between employee satisfaction, employee engagement, and business outcomes: A meta-analysis.
- *Journal of applied psychology*, 87(2), 268-279. <https://doi.org/10.1037/0021-9010.87.2.268>
- Kahn, W. A. (1990). Psychological conditions of personal engagement and disengagement at work. *Academy of management journal*, 33(4), 692-724.

- Langelaan, S., Bakker, A. B., van Doornen, L. J. P., & Schaufeli, W. B. (2006). Burnout work engagement: Do individual differences make a difference? *Personality and individual differences*, 40(3), 521-532. <https://doi.org/10.1016/j.paid.2005.07.009>
- Levinson, H. (1965). Reciprocation: The relationship between man and organization.
- Saks, A. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial psychology*, 21(7), 600-619.

QUESTIONNAIRE

1. 1) Demographic

- Name of the employee.....
- Age
 - A. ☐ 18 – 21 B. ☐ 22 – 25 C. ☐ 26 – 30 D. ☐ Above 30
- Gender: Male / ☐ Female
- Designation
 - A. Cloud Computing Engineer.
 - B. Computer Network Specialist.
 - C. Computer Support Specialist.
 - D. Database Administrator.
 - E. Information Technology Analyst.
 - F. Information Technology Leadership.
 - G. Information Security Specialist.
 - H. Software/ Application Developer.
 - I. Software Tester.
- Department
 - A. HR Department.
 - B. Finance Department.
 - C. Sales Department.

D. Technical Department.

E. Training Department.

G. Development Department.

○ Martial Status

☐ Married ☐ Un married

○ Total no. of years in this organization

☐ 1-2 ☐ 4-5 ☐ 8-10 ☐ 20 – 30

2. What type of engagement activities are conducted in your organization?

☐ Communication activities

☐ Team building activities

☐ Reward schemes

☐ Training

☐ Sports Events

☐ Recognition Programs

☐ Workplace Parties

☐ Employee Games

☐ Tournaments

☐ Fun Games.

3. What type of communication activities conducting my your organization?

☐ Meetings.

☐ Conferences.

☐ Motivation speakers.

☐ In house magazines

☐ Active Listening Games.

☐ Communication Exercises

☐ Verbal communication .

☐ Written Communication.

☐ Listen and Draw

☐ Communication Training

4. What type of team building activities are conducting in your organization

- | | |
|--|---|
| ☐ Team Recreational activities | ☐ Tours. |
| ☐ Community outreach activities | ☐ Team Outing. |
| ☐ Life Highlights Game. | ☐ Picture Pieces Game. |
| ☐ Sneak a Peek Game | ☐ Create your Own Team Building. |
| ☐ Indoor activities | ☐ Memory Wall. |

5. What type of reward schemes are in your company?

- ☐ Compensation & benefit programmes Stock
- ☐ Ownership & Profit sharing
- ☐ Recognition programmes ☐ Profit-related pay
- ☐ Individual performance- related pay schemes.

6. How for the rate to your company is providing any rewarded at the end of these activities?

- ☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Strongly Disagree ☐ Disagree

7. How for satisfied with employee engagement activities conducted by your organization?

☐ Highly Satisfied ☐ Satisfied ☐ Dissatisfied ☐ Highly Dissatisfied ☐
Neutral

8. How for the rate to your company is providing any Gift voucher at the end of these activities?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly
Disagree

9. How for rate your organization conduct festivals of all religions?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly
Disagree

10. What type of engagement activities you prefer the most?

☐ Games ☐ Team Outing ☐ Meetings ☐ Planning Lunch together

11. How do you rate employee engagement activities conducted by organization ?

☐ Excellent ☐ Good ☐ Fair ☐ Average ☐ Poor

12. How for you agree the engagement activities is improve the relationship with your employee?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

14. My organization is inspiring and motivates me to perform to my abilities – efficient way

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

15. How for you agree the Organization with rewarding me when ever I do a good job?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

17. To help my organization achieve its goals and fulfill its objectives, I believe that I make my contribution.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

18. When it comes to executing my job I'm entrusted with the authority to make necessary decisions.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

19. My organization is always open to new ideas and innovations.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

20. My work-place, I have the opportunities at work to learn and grow.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

21. My company cares about its employees well - being.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

22. How do you rate for your superior has a friendly working relationship with all team members.

☐ Excellent ☐ Good ☐ Fair ☐ Average ☐ Poor

23. How do you rate to have the training and skills need to do an excellent job.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

27. Overall feedback about employee engagement activities ?

☐ Excellent ☐ Good ☐ Fair ☐ Average ☐ Poor

EMPLOYEE ENGAGEMENT ACTIVITIES IN IT INDUSTRY

¹Ms. Joe Angelin Arasi A and ²Dr. John Britto M

¹Student, School of Business Administration,

²Assistant Professor, School of Business Administration,
Sathyabama Institute of science and Technology, Chennai 600119, Tamil
Nadu

ABSTRACT

An organization's productivity is measured not in terms of employee satisfaction but by employee engagement. Employees are said to be engaged when they show a positive attitude toward the organization and express a commitment to remain with the organization.

The research design adopted for this study is Descriptive Design. Sampling technique used in this research is random sampling. A questionnaire comprising of items and the data was analyzed using percentage analysis, and Chi-square analysis.

The result reveals that the engagement level of employees is at a moderate level.

Keywords : Employee Engagement, Data, Items.

INTRODUCTION

The individual's involvement and satisfaction with as well as encourage for work.

The manager has to ensure role- talent fit when placing an employee in a certain position. Once hiring decision is made the new employee should be given both general orientation which is related to the company mission,

vision, values, policies and procedures and job-specific orientation such as his/her job duties, and responsibilities.

SCOPE OF THE STUDY

- This study will help the organization to keep the employees engaged by conducting other activities apart from their regular work.
- This will also give the organization few important inputs in order to improve their stands on current employee engagement activities.

OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE

To find out the employee engagement Activities conducted in IT Industry

SECONDARY OBJECTIVE

- To find out the Nature of employee engagement programs.
- To find out how far the employees are satisfied with such programmes.
- To find out the any improve in the relationship with employees through this activities.

LIMITATIONS OF THE STUDY

The findings are based on the use of self-reported survey data, which may be affected by response biases.

REVIEW OF LITERATURE

Title and Author : employee engagement , kahn

Journal Name : International Journal of Human Resource Studies

ISSN 2162-3058

2019, Vol. 9, No. 1

This study states that people attachment and detachment a needed to fit organizational life, which is “ongoing, emotionally charged, and psychologically complex”. Kahn proposed this concept, researchers have proposed different definitions which reflect different understanding of employee engagement in each study, but this caused confusion for business management whether the efforts which improve employee engagement are working in all organizations.

STATISTICAL TOOL CALCULATION FROM THE STUDY

1)Aim : To test the Significant difference between between Age and Satisfied with employee activities conducted.

Null Hypothesis (H_0) – There is no Significant difference between Age and Satisfied with employee activities conducted.

Alternative Hypothesis (H_1) - There is Significant difference between and between Age and Satisfied with employee activities conducted.

Age of the respondents * How for satisfied with employee engagement activities conducted by your organization Crosstabulation						
Count						
		How for satisfied with employee engagement activities conducted by your organization				Total
		Dissatisfied	Highly Satisfied	Neutral	Satisfied	
Age of the respondents	18 – 21	0	2	0	1	3
	22 – 25	2	14	2	29	47
	26 – 30	0	17	0	27	44
	30 Above	0	6	0	10	16
Total		2	39	2	67	110

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	7.144 ^a	9	.622
Likelihood Ratio	8.509	9	.484
N of Valid Cases	110		
a. 10 cells (62.5%) have expected count less than 5. The minimum expected count is .05.			

RESULT:

Since p value is higher than 0.05 , we accept the null hypothesis and we reject the alternative hypothesis. Therefore, there is no significance difference between Age and Satisfied with employee activities conducted.

2) Aim : To test the Significant difference between between Age and improve the relationship with employee.

Null Hypothesis (H₀) – There is no Significant difference between Age and Satisfied with employee activities conducted.

Alternative Hypothesis (H₁) - There is Significant difference between and between Age and Satisfied with employee activities conducted.

Gender * How for you agree the engagement activities is improve the relationship with your employee Crosstabulation							
Count							
		How for you agree the engagement activities is improve the relationship with your employee					Total
		Agree	Disagree	Neutral	Strongly Agree	Strongly Disagree	
Gender	Female	31	3	2	8	0	44
	Male	38	5	8	13	2	66
Total		69	8	10	21	2	110

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	3.751 ^a	4	.441
Likelihood Ratio	4.616	4	.329
N of Valid Cases	110		
a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .80.			

RESULT :

Since p value is higher than 0.05 , we accept the null hypothesis and we reject the alternative hypothesis. Therefore, there is no significance difference between Age and Satisfied with employee activities conducted.

SUGGESTION

- The organization can encourage the employees to come up with their own ideas and suggestion for the betterment of organizations policy and work activity.
- The rewards given to the employees by the company should be fair and equal to all levels in the organization. The rewards and the engagement activities should be given to increase the production thinking and motivation of the employees.

CONCLUSION

The study on Employee engagement activities reveals that the engagement level of employees is at a moderate level. But, there are certain areas that need to be improved in order to make the employees feel engaged as far as their jobs are concerned.

Work allocation with respect to the capabilities and limitations of the employees, and timely improvements on the basis of feedback of the employees, most importantly the type of activities conducted.

Serious consideration and review of these factors by the management may help in making certain improvements in these areas. By doing so employees turn out to more committed and satisfied human resources.