EMPLOYEE ENGAGEMENT PRACTICES IN IT SECTOR

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Abstract

The aim of this paper is to focus on the Employee engagement is the Human Resource Management concept to describes the level of enthusiasm and dedication of a worker in the work place feels toward their job. Engaged employees are care about their work and the performance of the company, and feel that their efforts make a difference in the organisation. An engaged employee is in it for more than a paycheck and may consider their well-being of the employee and satisfaction linked to their performance, and that leads to instrumental of their company's success. The study was conducted in the IT industry of Hyderabad, The study was conducted in the IT sector employees, the questionnaire are distributed through the google forms. 100 respondents are taken for the study. Sample size are taken as 100, Stratified random sampling technique are taken for the study with the software analysts, software engineers. Statistical tools are used for the study are Descripitive Analysis by using spss Statistics.

Introduction

Employee engagement is the Human Resource Management concept to describes the level of enthusiasm and dedication of a worker in the work place feels toward their job. Engaged employees are care about their work and the performance of the company, and feel that their efforts make a difference in the organisation. An engaged employee is in it for more than a paycheck and may consider their well-being of the employee and satisfaction linked to their performance, and that leads to instrumental of their company's success.

Source: 1990 by Dr. William Kahn.

Concept of Employee Engagement

The concept of employee engagement was first introduced in 1990 by Dr. William Kahn,

"Highly engaged employees are work with high energy people that have maintain close relationships with their colleagues, including their direct manager or supervisor.

Disengaged employees are work in the specified hours of work and leave. They do not involve themselves in any of the activities beyond their regular jobs in the work place, and they value the job just enough to ensure that they get their salary at the end of the month.

Actively Disengaged employees These employees are not only unproductive, but they also undermine the work engaged employees do. Their negative attitude may create a toxic workplace, and they essentially become a burden on the business.

Statement of the Problem

In the Report of the Global Workplace 2023, Gallup states that 23% of employees are actively engaged at work, the highest figure since they began as compared in the year of 2009. But there are 1 in 4 workers are engaged in the work place. organizations looking at employee engagement levels across the globe present higher rates of engagement.

Kincentric a provider of the employee engagement solutions stated that nearly 62% of the employees are actively engaged in work for the year 2022 in the Q1 as compared to 68% of 2021..

Gallup reports since it started studying employee engagement, the highest percentage of engaged employees it's ever recorded in the US was 36% in 2020. It fell to 33% by 2022, and the trend continues in 2023 as well, with 31% of engaged employees.

Perhaps more worryingly, the level of actively disengaged rose by 2 percentage points to 17%.

The falling levels of employee engagement and rising levels of disengagement is most strong amongst younger workers under 35 who report fewer learning and development opportunities and not feeling recognized for their contributions.

Disengagement of workers at the work place was present across the work from home, hybrid mode do their work send and to the employers.

Review of Literature

Malik Muhammad Sheheryar Khan(2022) *Impact of authentic leadership on employee engagement in the banking sector of Karachi*. This study aims to examine the dimensions of employee engagement in the banking are taken as the dimensions of authentic leadership (namely self-awareness, relational transparency, internalized moral perspective and balanced processing) on the dimensions of employee engagement (namely vigour, dedication and absorption) in the banking sector of Karachi. Two separate instruments were adapted, the first instrument consisted of 16 items and was used for measuring the dimensions of authentic leadership, these instruments were filled by subordinates. Whereas, the second instrument consisted of 17 items are taken to measure dimensions of employee engagement, supervisors were asked to fill the questionnaire instruments with respect to their subordinates. The data were collected from 230 respondents from the banking sector of Karachi. Three separate multiple regression analyses are used as the statistical technique. Results showed that relational transparency, internalized moral perspective and balanced processing have positive impact employee engagement Whereas, self-awareness, relational transparency, internalized moral perspective and balanced processing have positive impact on dedication. On the other hand, self-awareness has positive impact on absorption.

S. Porkodi and Uzma Jahan (2022) The Role Of Employer Branding In Employee Engagement And Employee Satisfaction Via Organization Commitment: A Case Study From The Banking Sector The aim of the article presents the scenario of fierce competition, firms must become more efficient in order to sustain employees in the market. Many strategies that are used by businesses to gain a competitive edge and achieve operational excellence. Employee Engagement is crucial in the service industry, as the success of a company is dependent upon the quality of service delivered by employees who act as brand ambassadors. Strategic decisions are taken necessary for employers to recruit, retain, and engage employees. Employer branding is the name given to this practice. This study explored how employer branding affects on the employee engagement. This study focused on the the concepts of Employer Branding, employee's organizational commitment, and employee satisfaction and how they are correlated and associated with one another in the organization . The survey involves

426 employees in the banking sector of Bangalore, an Indian state of Karnataka. In order to test the suggested model, Confirmatory Factor Analysis was applied for the study with t-test and regression analysis. The findings revealed that employer branding and employee engagement, organizational commitment, employee satisfaction, and employee engagement all had a strong and positive relationship.

Objectives of the study

1. To Discuss the Theoretical concept of the study
2. To study the employee engagement practices in the IT sector
3. To offer suggestion for the study

Methodology of the Study

The study was conducted in the IT sector employees, the questionnaire are distributed through the google forms. 100 respondents are taken for the study.

Sample size -100

Stratified random sampling technique are taken for the study with the software analysts, software engineers.

Descriptive Analysis

Sl.No.	Statements	Mean	Standard Deviation	Minimum	Maximum
1.	I can easily see how my work contributes to the company's overall objectives	3.93	1.49	1	5
2.	I am proud to work at company.	4.12	1.241	1	5
3.	My work environment motivates me to do my job to the best of my abilities.	4.17	1.378	1	5
4.	I can easily envision myself working at company in five-years-time.	3.6	1.49	1	5
5.	I regularly recommend company as a great place to work.	3.70	1.055	1	5
6.	My work provides me with meaning and purpose.	4.22	1.159	1	5
7.	Most of the time, I can easily see how my role yields positive results for company.	3.47	1.487	1	5

8.	I am regularly encouraged by my superiors to choose the best way to perform my work.	4.32	1.118	1	5
9.	Most of the time, I look forward to starting my workday.	4.02	1.180	1	5
10.	I feel supported by my superiors when unforeseen situations arise in my private life	3.38	1.324	1	5

Findings of the study

1.73% of the employees are easily engaged in the work contributes to the company's overall objectives

2. 75% of the employees are said that they are proud to work in that company

3. 67% of the employees are envision to work in the company for five years time

4. 71% of the employees are regularly recommend for the company to work at the great place

5. 78% of the employees said that they work with meaning and purpose.

6. 81% of the employees said that they easily see how my role yields positive results for company.

7. 77% of the employees are regularly encouraged by my superiors to choose the best way to perform my work

8.78% of the employee look forward to start their work every day.

9.76% of the employees said that employee said that superiors supported the unforeseen situations arise in the private life.

Suggestions of the study

1. This type of leadership style, enables the managers have to expect that mistakes will be made to them, they have to empower employees to own their mistakes and guide them to design a resolution strategy. By mentoring employees the organisation provide them space to grow and create a culture of growth and resilience.

2. A tasks and objective-based approach usually is more effective in creating an empowering and independent work environment. Managers can delineate achievable tasks to their team members and evaluate individual performance based on the key performance indicators outlined at the beginning of the tasks. Rewarding successful team members can help create confidence in your team.

3. Governance pertains to the way businesses do business. The same altruistic wind that is driving new consumer behavior and corporate decision making is driving employees to demand change from the inside. Business leaders need to listen and take action to empower their employees. Some have gone so far as to have employee representation on the board itself.

4. Empowering employees means building strong professional relationships based on mutual trust. We have to remember that these days people have a lot of employment choices. They not only want to be successful, they want to be at a place that's fun. You want to make sure people are engaged and a part of the mission. Pick the right people and give them the right opportunities.

5. It's important to know what each employee's personal values are and how growth in the company can help each particular employee achieve what they want in life. Integrating the personal desires of employees with the vision of the company is key in creating independence and autonomy.

6. Managers should give the team members a dedicated task and let them take charge of it. An example could be at the office meeting, where a member of the team can present an aspect of the agenda. This will allow each team member to take an active role in leading and become a self-starter in other areas. As a manager, you will trust your team to do more things without micromanaging the project

7. Leverage the Situational Leadership training—direct (S1), coach (S2) and support (S3) before delegating (S4) so everyone speaks the same professional development language. New leaders will emerge and step into leadership roles organically, then create their own work and only return for feedback. They then will use this training and do the same with their team members—enjoy the ripple effect. - Fadi George, Kalungi, Inc.

8. Give employees decision-making responsibilities over areas they control, as well as the opportunity to make recommendations for larger, enterprise-level decisions. If employees are involved in the decision process, they tend to be more vested in the organization. Of course, it's also important in any size organization to have controls in place to prevent critical errors.

9. Empower them by making them better problem solvers. When they come to you with a problem, don't let them state it and leave. Have them come up with their three best solutions. In the beginning, they might find this difficult but as you hold them accountable for the habit, they will become very good at it. This will dramatically increase their confidence and sense of ownership in the company.

Conclusion

Although our meta-analysis revealed new insights about empowering leaders, in some areas relatively few studies were available for analysis. For example, longitudinal studies were very rare and thus we could not determine causality – our correlations do not confirm whether empowering leadership caused increases in employee performance or whether employees who performed better were more likely to be given additional

responsibility and empowered by their leaders. And few studies used objective performance data (such as sales data); most relied on leader ratings of employees' performance, which may be biased.

Overall, though, our results suggest that empowering leadership can motivate employees and fuel their creativity, but it can also create additional burdens and stress that may hurt their routine performance. It is crucial for managers to understand that empowering leadership has its limits and that factors like trust and experience affect how their behaviors are perceived.

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