

# A Study on Employee Engagement and Their Impact on Employee Performance

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## ABSTRACT

Successful organizations know that employee performance and employee engagement are crucial. This research was conducted to examine the relationship between employee engagement and their impact on employee performance by examining number of factors such as job fit, good communication, appreciation and clear objectives. The questionnaire survey method was employed to collect the data for conducting the study. Descriptive statistics and frequency have been used for analysis. Our finding shows that employees who have high job engagement and organizational engagement will high level of performance. Oppositely, high employee's job engagement can meaningfully affect employee's continuance performance. All the factors of employee engagement are affect employee performance in the positive way at the organization.

**KEY WORDS:** Employee, Engagement, Performance.

## INTRODUCTION:

Employee engagement is crucial for the well-being of any organization as its leads to strong organizational performance. It is concerned with issues of commitment, satisfaction and organizational behavior. Employee engagement is basically this level of commitment and involvement that an employees has towards their organization and its values. When an employee is engaged, he is aware of business content, and works with others to improve performance to benefit the organization. In such case employee holds a positive emotional connection to employees work. There are factors that suggests an employees as an involved employees. This study is concerned with identifying the positive factors that contributes making an employee as an engaged employees. The key variable describing employee engagement are as so discovered contributes to improving the performance of the employees. Employee performance are the achievement and accomplishments made at work. Employee engagement is getting attention as a key determinants of employee performance. Studies suggests that higher level of employee engagement at organization leads to higher quality with regards to employee performance.

The study is concern with identifying the impact that the engagement of employees with an organization makes to the overall performance of employees at work. Several variables are used to understand the impact of engagement on performance. Assumption are that employees engagement provides encouragement to employees in order to improve organizational performance also to lower turnover ratio and better health also brings positivity towards work.

One of the most significant consideration is that employee's engagement has sparked the widespread interest. It can bring the connect of employees with organization helps in identifying and conveying expectations for each other leads to clarity in communicating a clear vision. Builds the trust and cooperation within the members of the team and in the organization. Also in such cases employees strives for the good reputation of the company. However these elements explain well how employee engagement impact the performance of the employees within the organization.

**REVIEW OF LITERATURE:**

**Preeti Thakur (2014)** “A research paper on the Effect of Employee Engagement on Job Satisfaction in IT sector” carried on a study to determine the effect of employee engagement on job satisfaction and to study in detail about the employee engagement in IT sector. Primary data collected through questionnaire and secondary data are collected through journals, research papers, and books. Cronbach’s Alpha test, correlation analysis, regression analysis were used to analyze the data. She concluded that there is positive relationship between employee engagement and job satisfaction in IT sector. **Dr. J Anitha (2014)** “Antecedents of Employee Engagement and Their Impact on Employee Performance” Carried on a study to identifying key factors that contribute to employee engagement through a wide literature survey and to finding the strength of relationship between employee engagement and employee performance. Questionnaire was used to collect the data. Regression analysis was used to validate the model and to find the impact of environment in all its aspects including physical and emotional environment, effective leadership, co-worker relationship results in employee having a healthy engagement with their work and there by his/her performance also increases. **Pragati Vasani (2019)** “To Study on Employee Engagement and Their Impact on Employee Performance” the objectives of this research report to study the impact of employee engagement on employee performance. To study the factors affecting employee engagement. To study the job satisfaction of employee under the context of employee engagement. Questionnaire was used to collect the data. At last they concluded that employees are fully satisfied with the overall performance of the company. Employees get the information needed to perform the job. All the factors of Employees engagement are affecting the employee performance in the positive way at the organization. All employees are satisfied with the overall compensation of the organization. Organization can provide the training to all the employees; clearly communicate the goals, strategies, policies to the employees. **Dr. Pratima Sarangi (2016)** “Employee Engagement and Its Impact on Organizational Success- A Study in Manufacturing Company, India” carry on a study to identifying the current level of employee engagement and the work related aspects which need to be improved for the purpose of employee engagement. Questionnaire is used as the tool for data collection descriptive statistics techniques used to analyze the data. At last they concluded that the current level of employee engagement and the work related aspects need to be improved for the purpose of effective employee engagement. **Maha Ahmed Zaki Dajani (2015)** “The Impact of Employee Engagement on Job Performance and Organizational Commitment in the Egyptian Banking Sector” carried on a study to identify the key delivers of employee of employee engagement within the Egyptian context. A survey questionnaire was developed for collecting the data. Correlation Matrix, regression analysis were used for data analysis. He concluded that organization should actively look forward to fulfill employee’s expectation and thus create an important on the performance of employee which directly affects the organizational performance.

**RESEARCH METHODOLOGY:**

Descriptive design is used to order to measure the impact of employee engagement on employee performance and to obtain the information about the current status of the employees in the organization. Data were gained using questionnaire that were distributed to the respondents. Respondents in this research were all employees of Valsad District Co-operative Milk Union Ltd. So, there were 100 respondents showed that all were male, mostly were more than 40 years old, years of working mostly were more than 15 years. Data analysis was done by frequency test using SPSS software.

**RESULTS AND DISCUSSION:**

**Table 1:**  
**Reliability statistics**

<b>Cronbach’s alpha</b>	<b>N of items</b>
<b>0.569</b>	<b>15</b>

Cronbach's alpha: 0.569, the standard value is at 0.5. Over here its highly reliable, so all questions were found reliable.

**Table 2:**  
**Do you think your manager/peers communicate information with clarity?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	61	61.0	61.0	61.0
Agree	38	38.0	38.0	99.0
Neutral	1	1.0	1.0	100.0
Total	100	100.0	100.0	

### Interpretation

The question asked to the employee's shows that, 61% employees were found strongly agree with the statement and 38% employees were found agree only 1% were Neutral whereas no employee disagree with the statement of their manager communicate information with clarity. Hence, by response it can be said that employees at Valsad District Co-operative District Milk Producers Union Ltd are get information with clarity so that they were engaged in work.

**Table 3:**  
**Organization clearly communicate its goals and strategies with employees**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	56	56.0	56.0	56.0
Agree	42	42.0	42.0	98.0
Neutral	2	2.0	2.0	100.0
Total	100	100.0	100.0	

### Interpretation:

The above table states the organization clearly communicate its goals and strategies with employees so that they know that what they have to do at workplace to achieve organizations goals and if they have proper information then obviously there were involved in work so that their performance also increase. It is observed that all employees agreed that their organization communicates its goals and strategies with them.

**Table 4:**  
**Organizations policies on rewards and recognition.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	51	51.0	51.0	51.0
Agree	49	49.0	49.0	100.0
Total	100	100.0	100.0	

**Interpretation:**

It is observed that 51% employees strongly agree with the organisations policies on reward and recognition and 49% employees agree with the statements. The above table states employees' agreement towards organization reward and recognition helps them to set and achieve meaningful goals. None of the employees disagree to the statement stated above.

**Table 5:****Leadership as organization treats all employees equally.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly agree	47	47.0	47.0	47.0
Agree	49	49.0	49.0	96.0
Neutral	4	4.0	4.0	100.0
Total	100	100.0	100.0	

**Interpretation:**

The statements asked to the employee's shows that leadership in organization as all employees are treated equally. It is observed that 47% employees strongly agree with the statements whereas 49% employees agree and 4% employee's neutral with the statement that leadership as all employee are treated equally hence there exists a relation as agreement for one is directly related to the other.

**CONCLUSION:**

From the finding of the study it is concluded that employees who is highly engaged and involved are perform better and their performance is high. Employees get the information needed to perform the job. Further it can be concluded that work environment, training and development, Recognition, Policy & procedure, and Communication are the factors that affecting employees engagement at workplace in the organization.

All the factors of employee engagement are affect the employee performance in the positive way at the organization. There is positive relationship between employee engagement and organizational performance. Organization provides the training to all employees; clearly communicate the goals, strategies, policies to the employees.

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