



A CONCEPTUAL STUDY ON EMPLOYEE ENGAGEMENT IN FOODS AND INNS LIMITED

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Abstract

Employee engagement is a workplace approach resulting in the right conditions for all members of an organisation to give of their best each day, committed to their organisation's goals and values, motivated to contribute to organisational success, with an enhanced sense of their own well-being. The present study depends on primary data. Sample size is 120 and analysed. This study shows that company is striving to give timely feedback to enrich the employee outcomes. Furthermore, the company is providing essential amenities to employees to ensure they have required resources to fulfill their conformities.

Introduction

Employee engagement is the extent to which employees feel passionate about their jobs, are committed to the organization, and put discretionary effort into their work. Employee engagement is a workplace approach resulting in the right conditions for all members of an organisation to give of their best each day, committed to their organisation's goals and values, motivated to contribute to organisational success, with an enhanced sense of their own well-being.

Employee engagement is based on trust, integrity, two way commitment and communication between an organisation and its members. It is an approach that increases the chances of business success, contributing to organisational and individual performance, productivity and well-being. It can be measured. It varies from poor to great. It can be nurtured and dramatically increased; it can be lost and thrown away.

F&I has pioneered the food processing industry in India for over 50 years and it continues to spearhead the development of new food products using cutting edge technology, with a focus on building sustainably integrated value chains.

Review of Literature

The literature review is focused on literature that conceptualizes employee engagement. This study aims to understand the concepts of Employee Engagement and determine the drivers of Employee Engagement with the help of review of literature.

Initially employee engagement was thought of as personal engagement with the organization and indicated that an employee's focus was on performance of assigned tasks. The concept of employee engagement has been outlined in many ways by the academicians moreover as corporate analysis agencies. Hence in this segment an effort has been made to include both the aspects.

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

Anjum Tanwar, (2017) indicated that, Employee engagement is a relationship between the employee and the enterprise, an engaged employee is the one who is entirely engrossed in and ardent in their job, and so take constructive action to further the reputation and objectives of the organizations. The construct employee engagement is built on the foundation of concepts like organization citizenship behavior, employee commitment, and job satisfaction.

Vipul Saxena & Rachana Srivastava, (2015) proved that Employee engagement is the level of involvement and commitment an employee has towards his/her organization and its values. It is a measure of an employee's positive or negative attitude towards their job, colleagues and organization which influences their willingness to learn and perform at work. Employee engagement has a direct impact on the employee's productivity, loyalty, commitment and less attrition.

Nadia Nazir & Shazia zamir (2015) determined the relationship between organizational culture and employee's performance, the findings indicates that there is positive relationship between employee's performance and organizational culture and also indicate that there is no significant difference in responses between gender of employees regarding organizational culture and employee performance.

Parent, J. D., & Lovelace, K. J. (2015) suggested that, through a supportive organizational culture, human adaptability to change can be increased. Culture is influenced largely by its management and its leaders. There is much evidence that the idea of positive psychology can be used to enhance employee engagement and change an organization's culture. Positive psychology can translate into benefits for companies, management and workers alike.

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

NP Myilswamy, Dr.R.Gayatri (2014) concluded that the level of Engagement determines employees productivity and their intention to stay in the organization. Employee Engagement drives organizational effectiveness by

improving loyalty, retention, safety, productivity and profitability. And the employees who are highly involved in work are more engaged.

Johnson (2011) reported a negative correlation between the specific instances of work place deviations and levels of EE within the organization.

Bijaya Kumar Sundaray (2011), has focused on various factors which lead to employee engagement and what should company do to make the employees engaged. Proper attention on engagement strategies will increase the organizational effectiveness in terms of higher productivity, profits, quality, customer satisfaction, employee retention and increased adaptability.

Objectives of the Study

- To study the effect of employee engagement in Food and Inns.
- To identify the factors influencing employee engagement in Foods and Inns.
- To study the relation between employee engagement and employee performance.

Research Methodology

Research Design

A research design is purely the framework or plan for a study that guides the collections and analysis of the data. Descriptive research deals with facts finding with adequate interpretation. The descriptive method is something more and beyond just data gathering later is not reflective thinking or research.

Population

Population refers to the group of people or activities in particular field which is selected by the researcher. The total population in research field is 150

Research Plan

1. Data source-Primary & Secondary Data
2. Research instrument-Questionnaire
3. Method of contact-Personal
4. Sample Size-120

Sample Size

A sample size means the number of sampling units selected from the population for research. An optimum sample size of 120 was taken for this study.

Simple Random Technique

Simple random technique is a sampling technique where every item in the population has an even chance and likelihood of being selected in the sample. Here the selection of the sample completely depends on chance or by probability and therefore the sampling technique's is also sometimes now as a method of chances.

Primary Data

Primary data is collected by direct survey through questionnaire method. A questionnaire is a list of question in a prearranged order. The questionnaire is prepared in an objective way close-end-questions, so that respondent does not hesitate to answer them.

Secondary Data

Secondary data may either be published data or unpublished data. Secondary data can data that is already available i.e. they refer to the data that have already been collected and analyzed by someone else. Usually secondary data is available in Industry profiles, performance of the company, reports on the study, review of literature, web, Google.

Research Techniques

This research uses the following items for testing the hypothesis.

Statistical Tools

1. Percentage method.
2. Chi-square test.

Percentage Method

The words per cent mean per hundred. Hence, percentage can be obtained from proportions by simply multiplying them by 100. In other words, percentage is the rate per hundred. Here in this study by using percentage method and then the same out is reflected pictorially to have better insights.

Chi-square test

Chi-square is a statistical test that examines the differences between categorical variables from a random sample in order to determine whether the expected and observed results are well-fitting.

Formula for chi-square = $\sum (O-E)^2/E$.

O=Observed frequency, E=Expected frequency.

Scope of the Study

The study helps to know the current levels of engagement of their employees, and will allow them to take necessary actions to motivate them to perform better and enhance their satisfaction and intension of employees in Food And Inns Limited.

Need for the Study

Create a sense of loyalty in a competitive environment.

Provides a high energy working environment.

There is a significant link between employee engagement and profitability.

They will be better performance and motivation.

Limitations of the Study

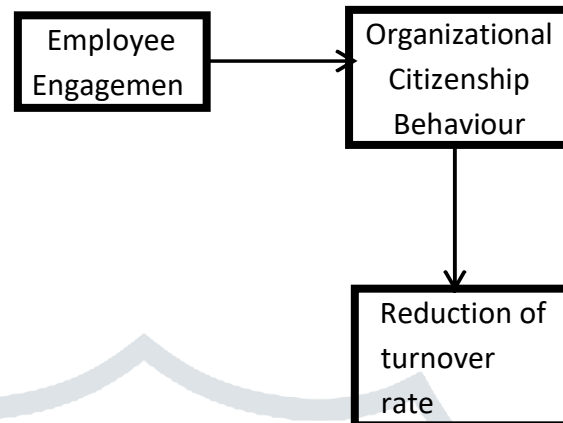
As the questionnaire was filled by different levels, the point of view differs as per their designation.

The questionnaire, were filled by employees working in Food and Inns LTD. So the scope of the sample findings was less.

The duration of the study is limited.

Conceptual Model

1. Reward
2. Organizational support
3. Supervisor Support
4. Job characteristics and equipment
5. Training and development
6. Justice and Equity
7. Compensation



Data Analysis

Table No 1: Percentage Analysis of Employee opinion towards Factors of Employee Engagement

| Factors of Employee engagement | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|------------------------------------|----------------|-------|---------|----------|-------------------|
| satisfaction towards Job | 41.67 | 30 | 15.83 | 6.67 | 5.83 |
| Conducive culture | 35.83 | 31.67 | 20.83 | 6.67 | 5 |
| Comfortable work environment | 29.17 | 32.5 | 25 | 6.67 | 6.67 |
| Recognition of Hard work | 35.83 | 27.5 | 22.5 | 8.33 | 5.83 |
| Proud of organization | 35.83 | 30 | 16.67 | 10.83 | 6.67 |
| Good compensation | 34.17 | 26.67 | 21.67 | 9.17 | 8.33 |
| High stress | 35 | 25.83 | 21.67 | 9.17 | 8.33 |
| Job security | 30.83 | 26.67 | 25.83 | 8.33 | 8.33 |
| Time management | 33 | 28 | 23 | 8 | 8 |
| Exciting job role | 25 | 29.17 | 23.33 | 15 | 7.5 |
| Empowerment | 34.17 | 20.83 | 26.67 | 6.67 | 11.67 |
| Respect from coworkers | 41.67 | 24.17 | 17.5 | 10 | 6.67 |
| Aligned with company goals | 25.83 | 26.67 | 33.33 | 9.17 | 5 |
| Effective Feedback | 27.5 | 33.33 | 25.83 | 7.5 | 5.83 |
| Opportunity for career development | 35.83 | 30.83 | 20.83 | 7.5 | 5 |
| High Enthusiasm | 35.83 | 28.33 | 23.33 | 6.67 | 5.83 |
| Participative decision making | 28.33 | 32.5 | 25 | 8.33 | 5.83 |

Interpretation: Majority of the employees find company culture, relationship with coworker, job security, opportunity for career development is very conducive. 35% of the respondents agree that there is high level of stress in completing the work within deadlines.

Hypothesis Testing I :

H0: Employees doesn't like the training and development in this organization.

H1: Employees does like the training and development in this organization

Table No 2:Chi Square Test for Liking Towards Training and Development

| Observed Frequency (Oi) | Expected Frequency (Ei) | (Oi-Ei) | (Oi-Ei) ² | (Oi-Ei) ² /Ei |
|-------------------------|-------------------------|---------|----------------------|--------------------------|
| 41 | 24 | 17 | 289 | 12.0416667 |
| 30 | 24 | 6 | 36 | 1.5 |
| 29 | 24 | 5 | 25 | 1.04166667 |
| 12 | 24 | -12 | 144 | 6 |
| 8 | 24 | -16 | 256 | 10.6666667 |
| | 100 | | | 31.25 |

Ei = No of respondents

$$= 120/5$$

$$= 24$$

Degree of freedom = n-1

$$= (5-1)$$

$$= 4$$

Interpretation:

The value of Ψ^2 at 4 degree of freedom at 5% level of significance is 9.488. Since the calculated value of Ψ^2 is greater than the tabulated value i.e., $31.25 > 9.488$. So, H0 is rejected and H1 is accepted.

Thus, The training and development is excellent in the organization.

Hypothesis Testing I :

H0: Organization doesn't have the basic amenities required to do the work

H1: Organization does have the basic amenities required to do the work.

Table No.3 : Chi Square Test for Effectiveness of Basic Amenities

| Observed Frequency (Oi) | Expected Frequency (Ei) | (Oi-Ei) | (Oi-Ei) ² | (Oi-Ei) ² /Ei |
|-------------------------|-------------------------|---------|----------------------|--------------------------|
| 30 | 24 | 6 | 36 | 1.5 |
| 33 | 24 | 9 | 81 | 3.38 |
| 38 | 24 | 14 | 196 | 8.17 |
| 10 | 24 | -14 | 196 | 8.17 |
| 9 | 24 | -15 | 225 | 9.38 |
| Table | 100 | | | 30.58 |

Ei=No of respondents

$$= 120/5$$

$$= 24$$

Degree of freedom= $n-1$

= (5-1)

= 4

Interpretation:

The value of χ^2 at 4 degree of freedom at 5% level of significance is 9.488. Since the calculated value of χ^2 is greater than the tabulated value i.e., $30.582 > 9.488$. So, H_0 is rejected and H_1 is accepted.

Hence, Organization does have the basic amenities required to do the work.

Findings

- ✓ It is found that 41.67% of employees strongly agreed with the fact that they were satisfied with their job in this company.
- ✓ It is found that 35.83% of employees strongly agreed with the company's culture.
- ✓ It is found that 32.50% of employees agree that they are comfortable with the work environment.
- ✓ It is found that 35.83% of employees strongly agreed that they got recognition for their hard work and their success.
- ✓ It is found that 35.83% of employees strongly agree that they feel proud to be part of the company.
- ✓ It is found that by carrying out our chi-square test that employees do like the training and development in this organization.
- ✓ It is found that 34.17% of employees strongly agreed that they are satisfied with the compensation they are getting for their efforts.
- ✓ It is found that 35% of employees strongly agreed that they were often stressed with deadlines and workloads.
- ✓ It is found that 30.83% of employees strongly agreed that they feel secured with your job in this company.
- ✓ It is found that 33% of employees strongly agree that they have enough time to do their job well.
- ✓ It is found that 29.17% of employees agree that they find their job role exciting and challenging.
- ✓ It is found that 34.17% of employees strongly agreed that they were feel empowered at work.
- ✓ It is found that 41.67% of employees strongly agreed that they were like co-workers and give each other respect here.
- ✓ It is found that 33.33% of employees neutral that they were feel aligned with company goals.
- ✓ It is found that after conducting a chi-square test, employees have the basic amenities that are required to do their work.
- ✓ It is found that 33.33% of employees agree that they are comfortable giving feedback to their manager.
- ✓ It is found that 35.83% of employees strongly agree that they feel this is a good place to develop their career.
- ✓ It is found that 55.83% of employees said yes, they feel like the management team is transparent.
- ✓ It is found that 35.83% of Employees strongly agree that they feels enthusiastic in doing work.
- ✓ It is found that 32.50% of employees agreed that they think their managers consider their opinions.

Suggestions

- ❖ The company has to ensure employees are not feeling stress in doing work by simplifying the work.
- ❖ The company can improve the rewards and recognition, which can help the employees to show more interest in their job.
- ❖ The company could need to make sure that all the basic facilities are being accessed by the employees to make them feel comfortable.
- ❖ The company has to communicate the employee roles clearly. Therefore, employees feel they are aligned to

company goals.

- ❖ The company has to delegate the work to many employees to empower the employees.

Conclusion

Employee Engagement is a positive attitude held by the employees towards the organization and its value. It is rapidly gaining popularity and importance in the workplace and impacts organizations in many ways.

By this study it is found that in this company employees are feeling committed towards their work with zeal to contribute for the organization. Moreover, the concern for company is employees are feeling stressed with deadlines and workloads.

This study shows that company is striving to give timely feedback to enrich the employee outcomes. Furthermore, the company is providing essential amenities to employees to ensure they have required resources to fulfill their conformities.

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