

# A STUDY ON EMPLOYEE ENGAGEMENT WITH REFERENCE TO KANINI SOFTWARE SOLUTIONS INDIA PRIVATE LIMITED

Ms.N.Kowsalya<sup>1</sup>, Mrs.S.Rathika<sup>2</sup>, Mrs.D.Praveena<sup>3</sup>

<sup>1</sup> PG Scholar, Department of Master of Business Administration, Prince Shri Venkateshwara Padmavathy Engineering College, Tamil Nadu, India

<sup>2</sup> Associate Professor & Head, Department of Master of Business Administration, Prince Shri Venkateshwara Padmavathy Engineering College, Tamil Nadu, India

<sup>3</sup> Assistant Professor, Department of Master of Business Administration, Prince Shri Venkateshwara Padmavathy Engineering College, Tamil Nadu, India

## ABSTRACT

*This study has been enriched in KANINI SOFTWARE SOLUTIONS INDIA PRIVATE LIMITED to identify the level of employee engagement and factors contributing to employee engagement. Employee engagement referred as “a positive attitude held by the employee towards the organization and its value. An engaged employee is conscious of the business context, and works with colleagues to enhance the performance within the work for the advantage of the organization. The organization must work to develop and nurture engagement, which needs a two-way relationship between employer and employee”.*

*The research design used for the study was descriptive research design. The descriptive research design means the research which is done to know the current situation of the study. The data has been collected using structured questionnaire. The type of sampling technique used for the study was stratified random sampling. Analysis and interpretation has been done using the statistical tools like Correlation, ANOVA, Percentage analysis, weighted average method and data are presented through tables and charts.*

*The findings of the study reveal that respondents have satisfied with receiving performance feedback but to overcome lack of career development opportunities. The suggestions have been provided based on lack of career development which helps the respondents to get engaged in their work and achieve organizational goals.*

**Keywords:** - Employee engagement, Descriptive research design, Career Development.

## 1. INTRODUCTION

Employee engagement may be a complex, broad construct that subsumes many well researched ideas like commitment, satisfaction, loyalty and additional role behavior. An engaged employee extends themselves to satisfy the organization's needs, takes initiative, reinforces and supports the organization's culture and values, stays focused and vigilant, and believes he/she can make a difference. Managers agree that modern business demands higher productivity and more efficiency, than in previous times. Companies try to extend their performance so as to put their company before the competitors. At some point, satisfied employees, content with their work experience, was an honest formula for fulfillment, as a satisfied employee, who wanted to remain with a corporation, contributed to the workforce stability and productivity. But those times have changed. Nowadays, the business environment is global and competitive and easily satisfied and stable employees aren't enough to bring necessary business results.

## 1.1 INTRODUCTION

Employee engagement referred as “a positive attitude held by the worker towards the organization and its value. An engaged employee is conscious of the business context, and works with colleagues to enhance the performance within the work for the advantage of the organization. The organization must work to develop and nurture engagement, which needs a two-way relationship between employer and employee”. Engagement isn't only about the aspect bringing employee to figure hard in their jobs, but also the method of how individuals give their best effort to perform. Consequently, this process may be a two-way relationship, which involves both the employer and therefore the employee. Employees will feel valued, want to remain and contribute to the success of the organization if they feel the employers value them and the other way around, the employers will provide sufficient facilities and excellent working environment once they feel that the workers are truly engaged within the workplace.

## 1.2 NEED FOR THE STUDY

This study is conducted to know the employee perceptions towards engagement programs which are currently practiced in Kanini software solutions and to assess the effect of engagement in employee job performances in Kanini software solutions. This study aims to increase the level of job performance and also estimate the companies capacity to manage employee engagement that is closely related to its ability to achieve high performance levels and superior business results.

## 1.3 OBJECTIVES OF THE STUDY

### Primary objective:

To study about the employee engagement with reference to Kanini Software Solutions India Private Limited.

### Secondary objectives:

- To understand the various factors contributing to employee engagement within the organisation.
- To analyze the need of employee engagement.
- To provide suggestions for improving employee engagement practices in Kanini software solutions.

## 1.4 SCOPE OF THE STUDY

The study will help the organization 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 intention to remain within the organization. This study would help to enhance the progress of organization by understanding the need of the employees which will in turn create an emotional engagement between the employee and the organization and also to improve the existing engagement activities.

## 1.5 LITERATURE REVIEW

Jaya.S, “Employee Engagement and Its Impact on Organizational Performance (A Study With Reference To IT Companies, Chennai”.) Science, Technology and Development, ISSN: 0950-0707, Volume IX, Issue I, January 2020, the study is to analyze the factors influencing Employee Engagement and its effect on Employee Engagement. The study also focused on measuring the Employee Engagement in relation with the Organizational Performance focusing on non-financial factors in IT companies, Chennai. The results indicate that Employee Engagement is positively correlated with Organizational Performance. Effective use of Human resource leads towards the achieving organizational objectives and personal goal. Employee engagement is one of the motivational factors for an organization to achieve the objectives. So the companies should explore possible ways to make them engaged. Companies have to provide good working environment, career development programmes, relationship with supervisor, succession planning for engagement of employees and for the achievement of Organizational Objectives.

Ms. Suhasini.T , “A Study on Factors Affecting Employee Engagement in Indian IT Industry”, International Journal of Pure and Applied Mathematics, ISSN: 1314-3395, Volume 118 ,No. 24, 2018, this paper suggested different employee engagement approaches for brand spanking new employees like strong induction programs, rigorous training and development programme, certification programme and giving them a sensible job preview. This study is going to be useful to any organisation, regardless of the sort of business, to construct strong employee

engagement policy with mixture of these factors of employee engagement. Managers can redesign the work and policy on the idea of the factors presented during this paper would cause happy workforce. This article will be of value to anyone seeking better understanding in employee engagement to improve organisation performance. Study has scope of future reference where by implementing various engagement factors like strong induction programs, rigorous training and development programme, certification programme and thereby reduction in employee turnover and improved productivity.

### 1.6 RESEARCH METHODOLOGY

Research refers to a search for knowledge. The research design followed for the study is descriptive sort of research. It is typically concerned with determining the frequency with which something occurs or how two variables vary together. Descriptive research studies are those studies which are concerned with the characteristics of a particular individual, or of a group. The sample size was 200 using sampling technique, under probability sampling, stratified sampling is employed for this study. Data was collected through primary sources as questionnaires. Statistical tools are used to obtain accurate result. The following statistical tools are Simple Percentage, Chi- square, Correlation, ANOVA (One-way ANOVA) and weighted average are used.

### 1.7 LIMITATIONS OF THE STUDY

- Some of the information for the study may be confidential and therefore company is not disclosing the same.
- Respondent bias in answering the question might affect the result.
- Time factor may be the major limitations.

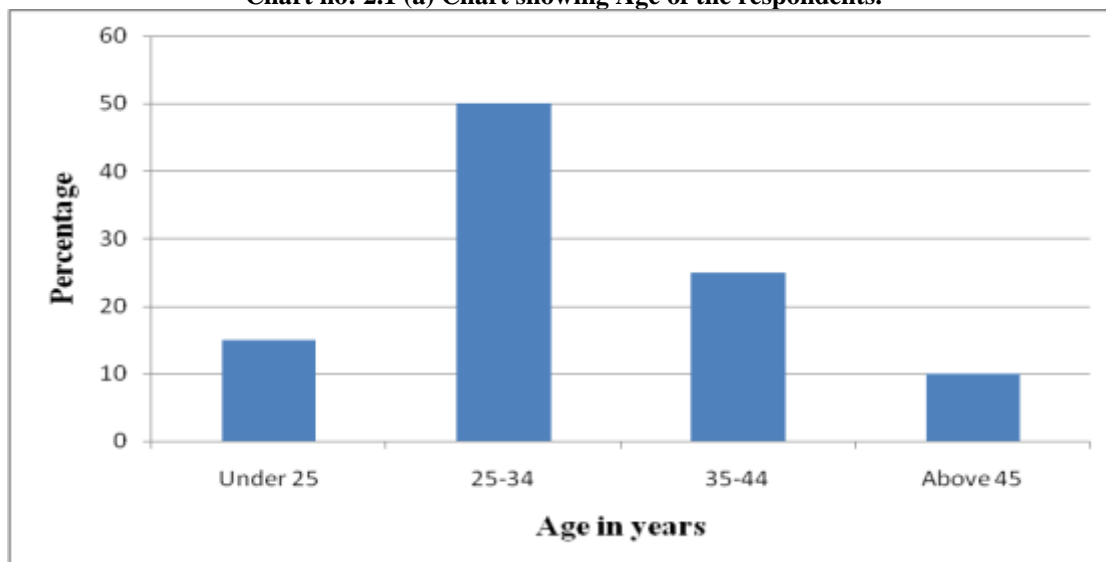
## 2. DATA ANALYSIS AND INTERPRETATION

**Table no: 2.1 Table showing Age of the respondents.**

S.no	Age in years	No. of Respondents	Percentage of the Respondents
1	Under 25	30	15
2	25-34	100	50
3	35-44	50	25
4	Above 45	20	10
	Total	200	100

### Interpretation:

From the table no:2.1 it is observed that 50% of the respondents are in the age group of 25-34 years, 25% of the respondents are in the age group of 35-44 years, 15% of the respondents are in the age group of under 25 years, 10% of the respondents are in the age group of above 45 years.

**Chart no: 2.1 (a) Chart showing Age of the respondents.**

### Correlation analysis between age of the respondents and career development opportunities

To test the significant difference between age of the respondents and career development opportunities in the organization.

**Table no: 2.2 Table showing the opinion about age of the respondents and career development opportunities.**

Correlations			
		Age of the respondents	Career development opportunities
Age of the respondents	Pearson Correlation	1	.877**
	Sig. (2-tailed)		.000
	N	200	200
Career development opportunities	Pearson Correlation	.877**	1
	Sig. (2-tailed)	.000	
	N	200	200

\*\*. Correlation is significant at the 0.01 level (2-tailed).

From the table no 2.2, the correlation sample is 200 and the hypothesis were used to find the significant difference between age of the respondents and career development opportunities, in this sig. (2-tailed) is 0.000. From above table, the result shows that the pearson correlation value is 1. So it is a perfect positive correlation.

### Weighted Average Method

**Table no: 2.3 Table showing respondents opinion about receiving fair and honest performance feedback**

S.no	Opinion	No. Of respondents (f)	Weight (x)	Total score (fw)	Mean score
1	Highly satisfied	24	5	120	
2	Satisfied	80	4	320	3.38
3	Neutral	60	3	180	
4	Dissatisfied	20	2	40	
5	Highly dissatisfied	16	1	16	
	<b>Total</b>	200	15	676	

Mean Score = Total score / No. of respondents

$$= 676/200$$

Mean score = 3.38.

From the table no: 2.3 it is inferred that most of the respondents are satisfied with receiving fair and honest performance feedback.

### ONE-WAY ANOVA

To test the significant difference between experience of the respondents and receiving performance feedback.

**Table no: 2.4 Table showing the opinion about experience of the respondents and receiving performance feedback.**

ANOVA					
Receiving performance feedback					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	158.160	3	52.720	141.627	.000
Within Groups	72.960	196	.372		
Total	231.120	199			

#### Post Hoc Tests

##### Homogeneous Subsets

##### Receiving performance feedback

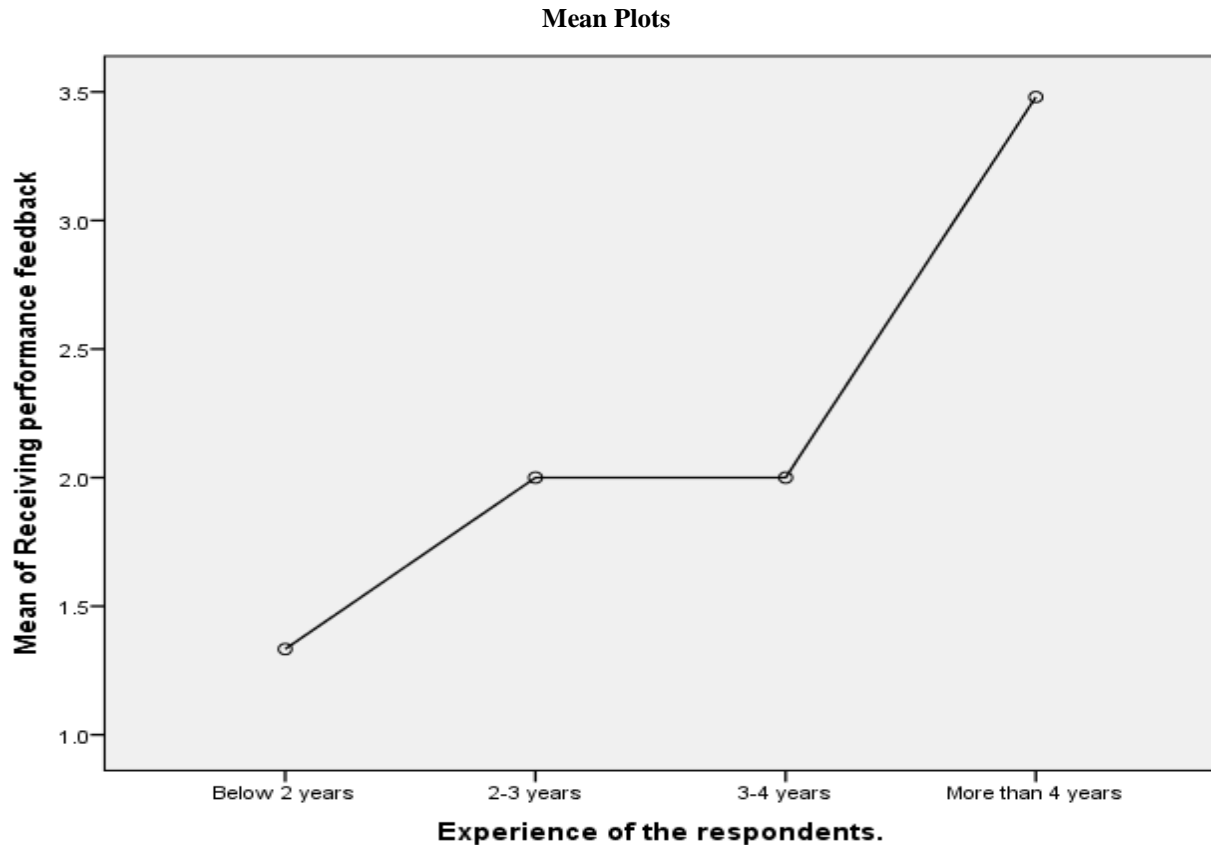
Duncan<sup>a,b</sup>

Experience of the respondents.	N	Subset for alpha = 0.05		
		1	2	3
Below 2 years	36	1.33		
2-3 years	28		2.00	
3-4 years	36		2.00	
More than 4 years	100			3.48
Sig.		1.000	1.000	1.000

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 39.498.

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.



From the table no: 2.4 the significance occurs at .000 and it is less than .05. There is no significant difference between experience of the respondents and receiving performance feedback.

### 3. FINDINGS AND SUGGESTIONS

- It is found that 50% of the respondents are in the age group of 25-34years.
- It is found that 14% of the respondents are having 2-3years of experience.
- It is found that 40% of the respondents are satisfied with receiving performance feedback.
- It is found that 35% of the respondents are highly dissatisfied with career development opportunities.
- It is found that correlation has the significant value of .000 which is less than 0.01. So, there is no significant difference between age of the respondents and career development opportunities.
- It is found that weighted average mean score is 3.38. So, the respondents are satisfied with receiving performance feedback.
- It is found that one way Anova has the significant value of .000 which is less than 0.05. So, there is no significant difference between experience of the respondents and receiving performance feedback.

On the basis of the findings, the following measures are suggested for improvements in the productivity of the organization:



- The satisfied level and neutral level towards respondents opinion about receiving fair and honest performance feedback are quite close. So, if the company could implement performance analysis tool the employees will get satisfied and satisfaction level may also get increased. Constructive and regular feedbacks regarding their progress or career growth enhance employee engagement.
- As per the survey, most of the employees opinions are not taken into account for decision making. So, if the company could get opinion from employees and implement in decision making. It will bring out innovative ideas from employees and also helps them to engage in work.

#### 4. CONCLUSION

Employee engagement plays an important role in every organization. An engaged employee extends themselves to satisfy the organization's needs, takes initiative, reinforces and supports the organization's culture and values. An engaged employee is conscious of the business context, and works with colleagues to enhance the performance within the work for the advantage of the organization. The organization must work to develop and nurture engagement, which needs a two-way relationship between employer and employee. If the company could implement performance analysis tools, providing career development opportunities, consideration of opinion from employees for decision making and also extend fun activities to reduce stress would help the company to engage more employees and also improve higher productivity.

#### 5. REFERENCES

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