

An Exploratory Study on Employee Engagement in ISS Facility Services Ltd, Chennai

Dr.P.Govindasamy

Assistant Professor, School of Management Studies, Vels Institute of Science, Technology and Advanced Studies, Chennai 600 117, Tamil Nadu (India)

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Corresponding Author

Email: apgswamy1972[at]gmail.com

ABSTRACT

The reality of conducting business is behind with the actions and reactions of stakeholders i.e. peoples involved in running the day today affairs. So that the actions and reactions are imperative to decide the attitudes and behaviours of peoples the same is not unique at all times and also varying from people to people. In this perplexing scenario regardless of labour market conditions all over the globe, outstanding employees are always in short supply, compensation has emerged as necessary but not sufficient, whereas the business enterprise need to build in element of autonomy , challenges and scope of innovation in to their job to have a truly engaged workforce. The ultimatum for having a designed workforce in order to suit the above issues will only be possible a perfect job engagement program has prescribed by Prof. P.Robins in his book organization behaviour, p.85, i.e. an individual involvement with, satisfaction with ,and commitment for work they does. Hence this research is going to evaluate the issues of employee engagement in ISS Facility Service Ltd, Chennai. We have done on the topic "Study on employee engagement in ISS Facility Services Ltd, Chennai". This study is based on descriptive research design. The data was collected with the help of a questionnaire. The questionnaire included 12 items that belongs to three categories. The sample size was 150 where in all the samples were the employees of ISS Facility Services Ltd, Chennai.

1. Introduction

Job engagement is nothing but channelization of job related attitudes and evaluative tendencies toward aspects of work that are based on clusters of feelings, beliefs, and behavioural intentions, The most commonly assessed work related attitude are job satisfaction, job involvement and job commitment put together called as job engagement (P.Robins, Organizational Behaviour P.No.85) **Job satisfaction:** General attitude or feelings of an individual towards his job, A person, who is highly satisfied with his job, will have a positive attitude towards the job and vice versa. **Job involvement:** The degree to which one is cognitively preoccupied and concerned with one's present job. This work attitude manifests itself through the extent to which people are immense in their job tasks. **Organizational commitment:** Is the state in which an employee identifies with a particular organization is its goal and wishes to maintain membership in the organization. The employee feels proud of being the employee of a particular organization.

2. Objectives of the study

- To study the **employee satisfaction level** such as overall opinion, current assignment, preparation for additional role and employee loyalty
- To analyse the **employee involvement** in terms of scarcity of alternatives, work problems, work relationship and work review
- To verify the **employee commitment** in viewing support of colleagues, organizational support, managerial support

3. Scope of the study

Recall Peter Drucker's admonition: The customer delivers the business. While profit is necessary to reward risk and pay for innovation, it is not an end in itself, if a business pursues profit mindlessly by sacrificing quality and safety, it will disappear soon. Also business similar to many other human endeavours', work on shared interest rather than self-interest creates a magnified values to the organization, job engagement programs suits this need positively. The research can help to guide the organization as well as employees to make in managing the jobs and also allowing us to understand better, how to act and react in job positions. The scope of the study also expands to entice labour market conditions, employees' satisfaction, employees' involvement and employees' commitment and generalizing this output on par with other industries so that companies improves employee morale and productivity.

4. Research Design

The research design that is adopted in this study is exploratory design. Exploratory research is used to obtain information concerning the current status of the phenomenon to explore 'what exists' with respect to variables or conditions in a situation. The focus of the study was revealing the various factors influencing the work force and demanding conditions for the industry. Thus it involves statement of the problem. Identification of information reared to solve the problems. Selection or and development of instrument for gathering the information. We have carefully identified the target population and determination of sampling procedure and the design of

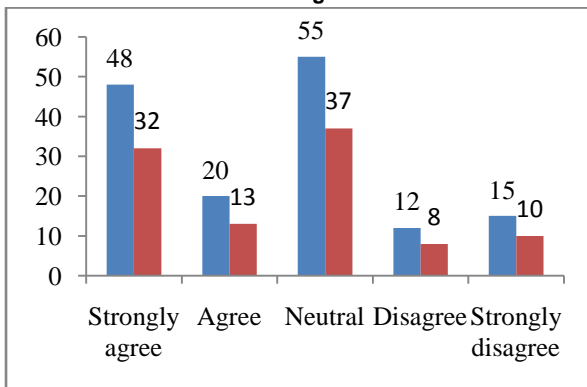
procedure for information collection, analysis and interpretation.

Sampling design: The sample design chosen is for this study non- probability – convenient sampling; sampling frame for this study is the company’s database (finite universe) in Chennai City. **Sample size:** The sample size for the study is 150 employees of ISS Facility Services Ltd, Chennai. This is 10% of entire population 1553. **Sample unit:** The individual employees of IS facility Services Ltd, Chennai were the target respondents group from which the data were collected. **Source of data:** Data were collected through both primary and secondary data sources. Primary data was collected through a questionnaire. **Secondary data:** Secondary data is collected from company website, fact sheets, magazines, brochures and other websites. **Statistical tools:** The statistical tools applied for analysis: Percentage analysis, Chi-square test, weighted average, and one sample run test.

5. Data analysis and interpretation

V-1: RESPONDENTS OPINION ON “VERY HARD FOR ME TO LEAVE MY DEPARTMENT”

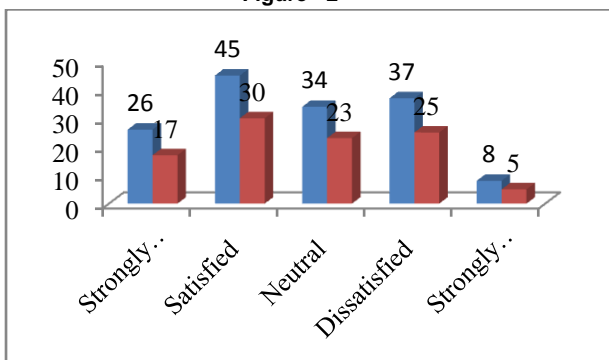
Figure -1



INTERPRETATION: The above table reveals that, 32% of the respondents says, they are strongly agreed with they are “very hard for me to leave the department”. 13% are agreed, 37% are neutral, 8% are disagreed and 10% are strongly disagreed with that statement.

V-2: SATISFACTION TO THE CURRENT ASSIGNMENT

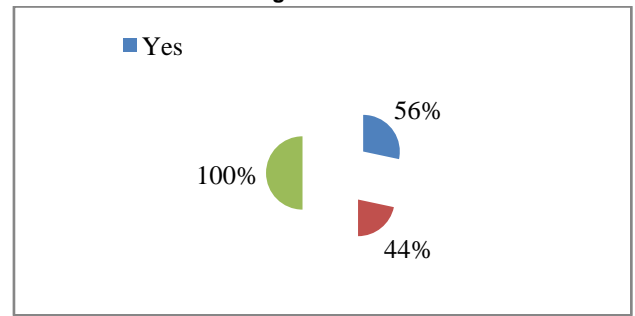
Figure - 2



INTERPRETATION: The above table reveals that, 17% of the respondents are strongly satisfied with current assignment. 30% are satisfied, 23% are neutral, 25% are dissatisfied and 5% are strongly dissatisfied with the current assignment

V-3: PREPARATION FOR ADDITIONAL ROLE

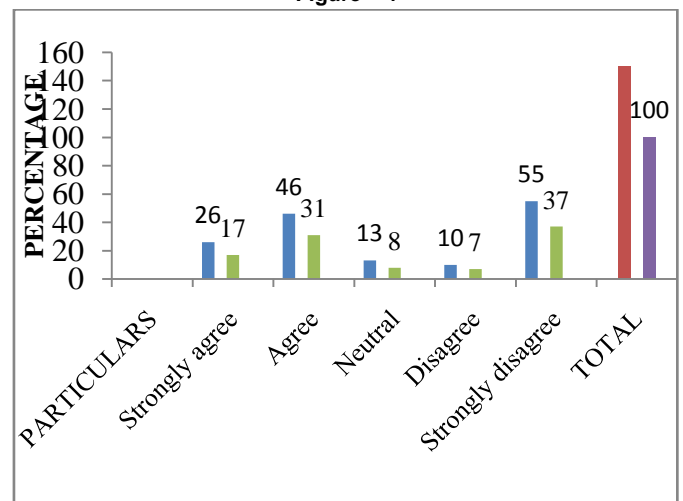
Figure -3



INTERPRETATION: The above table clearly displayed that, 56% of the respondents are preparing for addition role and rest of them are not willing to prepare for any addition roles.

V-4: ORGANIZATION DESERVES MY LOYALTY

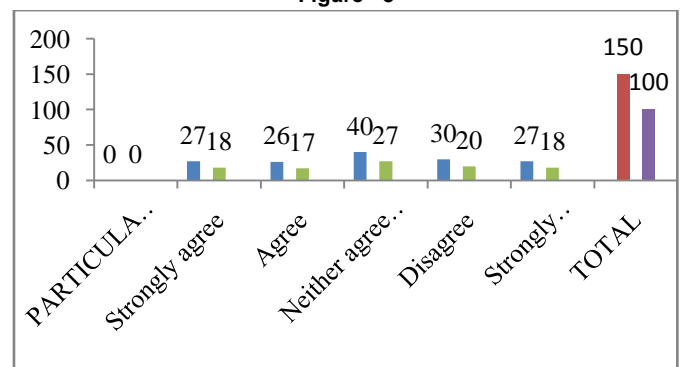
Figure – 4



INTERPRETATION: The above table displays that, 37% of the respondents strongly disagreed, 7% of them are disagreed, 8% of the members are neither agree nor disagreed, 31% are agreed and reaming 17% strongly agreed on the statement “organization deserves my loyalty”.

V-5: SCARCITY OF AVAILABLE ALTERNATIVES

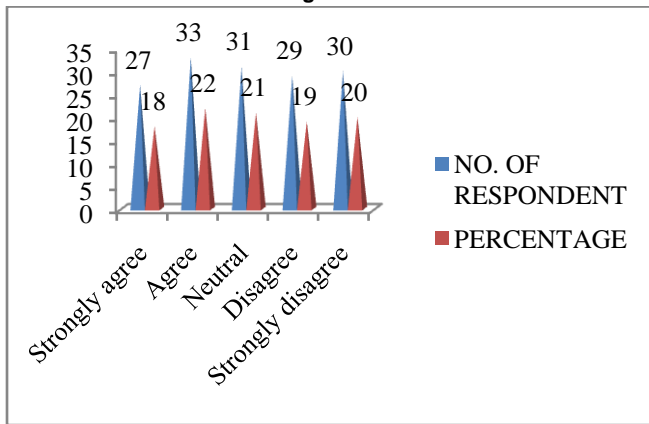
Figure - 5



INTERPRETATION: The above table reveals that, 18% of the respondents are strongly disagreed, 20% are disagreed, 27% are neutral, 17% are agreed and 18% respondents are strongly agreed with scarcity of available alternatives.

V-6 EMPLOYEES FEELING ABOUT WORK PROBLEMS

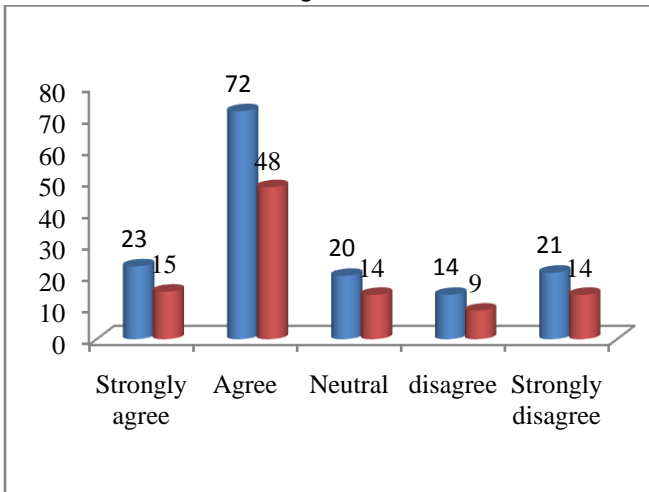
Figure - 6



INTERPRETATION: The above table shows that, 20% of the respondents are strongly disagree, 19% are Disagree, 21% are neutral, 22% are agree and 18% of the respondents are strongly agree for employees feeling about work problem

V-7: WORK RELATIONSHIP

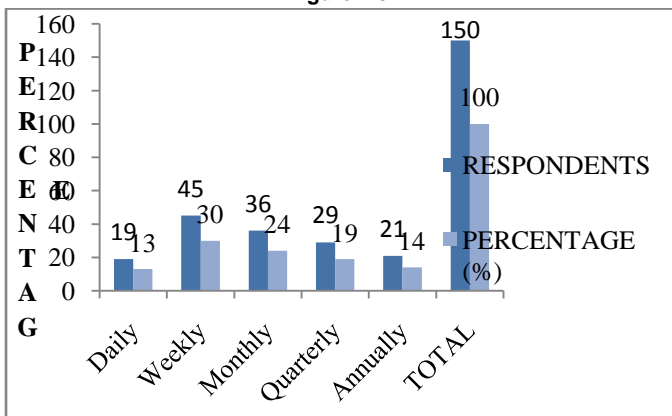
Figure - 7



INTERPRETATION: The above table shows that, 14% of the respondents are strongly disagree, 9% are Disagree, 14% are neutral, 48% are agree and 15% of the respondents are strongly agree for work relationship in their organization.

V-8: WORK REVIEW

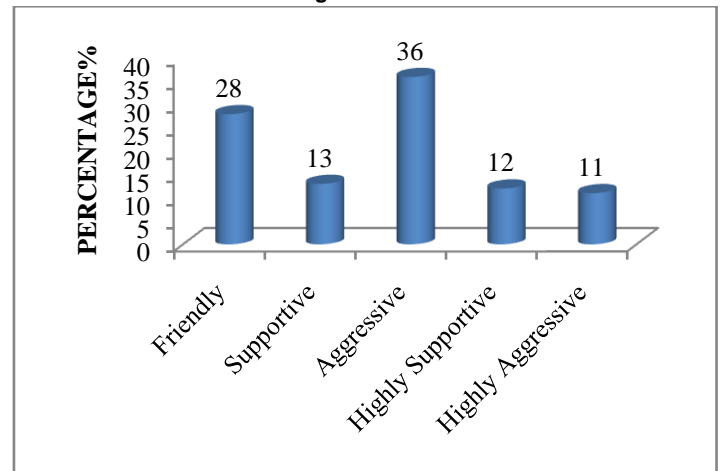
Figure - 8



INTERPRETATION: The above table shows that, 13% of the respondents are daily reviewing, 30% are weekly, 24% are monthly, 19% are quarterly and 14% of the respondents are annually reviewing their work.

V-9: SUPPORT FROM FELLOW EMPLOYEES

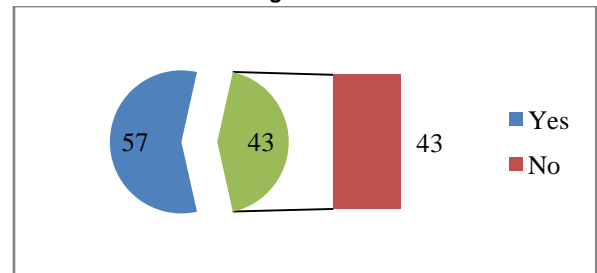
Figure - 9



INTERPRETATION: The above table shows that, 28% of the respondents says fellow employees are friendly, 13% says they are supportive, 36% says aggressive, 12% said highly supportive and 11% of the respondents said the fellow employees are highly aggressive.

V-10: ORGANIZATION SUPPORT FOR GENUINE CHANGES

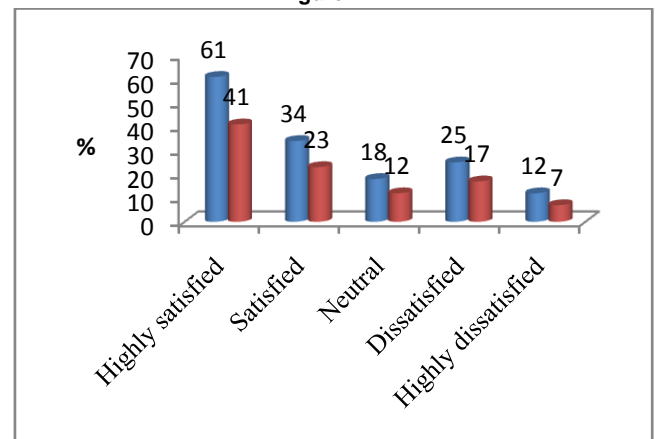
Figure - 10



INTERPRETATION: The above table shows that, 57% of the respondents Yes and other falls under (43%) of the respondents say No for organizations support.

V-11: HELPFUL MANAGER

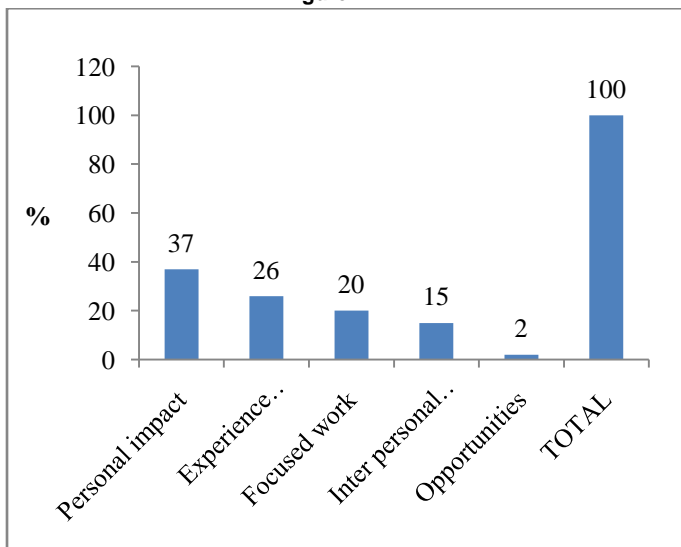
Figure - 11



INTERPRETATION: The above table displays that, 41% of the respondents highly satisfied with the manager of any help, 23% are satisfied, 12% are neutral, 17% are dissatisfied and 7% are highly dissatisfied with the manager.

V-12: THE REASON OF EMPLOYEE ENGAGEMENT

Figure – 12



INTERPRETATION: The above table shows that, 37% of the respondents said the employee commitment is used for Personal impact, 26% said Experience empowerment, 20% said it is for Focusing work, 15% said it is for Interpersonal harmony and 2% said it is only of some Opportunities.

6. Findings

- Out of 150 respondents 37% are neutral and 32% are strongly agreed with the statement “very hard for me to leave my department.
- Among 150 respondents 30% are strongly satisfied with current assignment and other falls under neutral.
- 28% of them are preparing for additional role and rest of them 22% are not welling.
- The finding displays that 37% (55) of the respondents are strongly disagreed and 31% (46) agreed that organizations deserves their loyalty.
- Among 150 respondents (27%) are neutral and 20% are disagreed with the statement” the scarcity of available resources”.
- Among the analysis 21%of the respondents are neutral and 22% of the respondents are agreed for employees feeling about work problem.
- 48% of the respondents are agreed and 15%of the respondents are strongly agreed for work relationship in their organization.
- The work as been reviewed weekly accepted by 30% of the respondents 24% of the respondent says that work as been reviewed for monthly.

- 28% of the respondents are friendly and 36% of the respondents are aggressive for supporting the fellow employees.
- 57% of respondents say yes for organization support for genuine change and other falls under (43%) dissatisfied.
- 41% of the respondents highly satisfied and 23% are satisfied with the manager.
- 37% of the respondents said the employee engagement is used for Personal impact, 26% said Experience empowerment

7. Suggestions

- Since after doing a survey every employee looks for improvements so that they should not feel that their words had gone unrecognized. So proper weight age must be given for the findings and suggest to improve productivity.
- Site employees are not satisfied with the computer and internet facility. Hence, suggest to strength the internet facility .so that the employees are morally satisfied as far as communication facility is concerned and contribute more.
- Organizations can conduct interaction programs with their employees to know about their practical troubles and consultative solution for the same.
- Since of the employees are also looking for additional roles, hence we a few additional roles should also be given to them as per their capabilities so that they perform well and more actively.

8. Conclusion

The study concludes that, the various factors and procedure followed to actively engage the employees in ISS Facility Services Limited are found very effective. The study on employee behavior highlighted so many factors which will help to engage the employees. The study was conducted among 150 employees and collected information through structured questionnaire. The study helped in findings which were related with employee engagement programs which are provided in the organization. The performance appraisal activities really play a major role in engaging the employees of the organization. It is a major factor that makes an employee feels good in his work and results in his satisfaction too. The organization can still concentrate on specific areas which are evolved from this study in order to make the engagement programs more effective. Only if the employees are properly engaged- they work well and only if they work well the organization is going to benefit out it. Steps should be taken to improve the conditions in future. The suggestions of this report may help in this direction.

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