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A STUDY ON EMPLOYEE ENGAGEMENT IN APOLLO HOSPITAL, TIRUCHIRAPPALLI

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ABSTRACT

The present study was aimed to know the factors influencing Employee Engagement in Apollo Hospital, Tiruchirappalli. The sample size consisted of 50 respondents, selected using a convenience sampling method, based on the convenience of the respondents. The chi - square test was used to analyze the data. The study reveals that, the most important factor influencing employee engagement is vigor, and the least important factor influencing employee engagement is dedication. Further, the study shows that, there is no significant difference between gender and factors influencing employee engagement.

KEYWORDS: Employee Engagement, Factors, Vigor, Dedication

INTRODUCTION

Employee engagement is vital for any organization. If employees don't connect with the values of an organization, appreciate the contribution they can make, or do not feel that their employer cares or values them; they will not feel committed to the organization or motivated to perform well. An engaged employee is aware of the business context, and works with colleagues to improve performance within the job for the benefit of the organization. The organization must work to develop and nurture engagement, which requires a two way relationship between employee and employer; an engaged employee as someone, who is deeply involved in and passionate about their work.

Employee engagement is an employee's relative rational and/or emotional commitment to their job, team, manager, and organization, which results in either increased discretionary effort, or willingness to go "above and beyond" their normal job and/or intend to stay. Increased discretionary effort and intent to stay translate into the tangible engagement outcomes of performance and retention. Employee engagement is a key indicator of performance and/or employee retention; therefore, it's extremely important for companies to ensure that their employees are at an appropriate level of engagement. Industry analysts spent several months gathering the research outlined in the illustration, and came to several conclusions based on their findings. Highly committed employees are likely to seek ways to improve the effectiveness of their work; therefore, increasing employee discretionary effort from the lowest level to a high level improves performance by as much as 20%.

STATEMENT OF THE PROBLEM

Employee Engagement is a complex and challenging goal for an organization. In today's diverse workforce, it has become even more challenging. An engagement-friendly culture is valuable as it considers the value of multi-generational and multi-cultural workforce. An organization is considered a great place to work, that respects the needs of each individual employee along with motivating each of them to pursue their individual goals.

The reason why employee engagement is so important to companies is that, there is a host of benefits associated with high employee engagement. For example, engaged employees are more likely to volunteer their time and services for the company, beyond the call of their job descriptions. They are also less likely to quit, fail to show up to work, or take sick days. Engaged employees tend to be more productive (though engagement does not necessarily because productivity, as there are many factors that relate to productivity, such as availability of resources). They also tend to produce higher-quality work. Hence, an attempt is made to study the employee engagement among Appolo hospital employees.

The three dimensions of employee engagement used in the study are Vigor, Dedication and Absorption.

Dedication

It refers to being strongly involved in one's work and experiencing a sense of significance, enthusiasm, inspiration, pride and challenge.

Absorption

It is characterized by being fully concentrated and happily engrossed in one's work, whereby time passes quickly, and one has difficulties with detaching oneself from work.

Vigor

It is characterized by high levels of energy and mental resilience while working, the willingness to invest effort in one's work, and persistence even in the face of difficulties.

Need for the Study

In today's highly competitive scenario and health care being the sensitive industry, research will help us in knowing the employee engagement initiatives by Apollo Hospital, and the satisfaction level of employees associated with those initiatives.

Objectives of the Study

- To find out the factors influencing employee engagement in Apollo hospitals

Hypotheses

There is a significant difference between gender and factors influencing Employee engagement

METHODOLOGY

Structured questionnaire was used in this research to collect data. All the items were assessed on Likert five-point scale where "1" represents "Strongly Agree" and "5" represents "strongly disagree". The sample size consisted of 50 respondents. The convenient sampling method was used, based on the convenience of the respondents. Primary Data was collected through questionnaire method. Secondary data were collected through websites, magazines, journal and newspapers. The collected data were analyzed using SPSS and statistical tools like percentage analysis and Chi-square test.

RESULT & DISCUSSIONS

Table 1: Descriptive Statistics

	Low	High	Min	Max	Median	S.D	Mean
Dedication	26(52%)	24(48%)	10	21	16.00	2.541	16.46
Absorption	26(52%)	24(48%)	15	26	19.00	2.507	19.40
Vigor	25(50%)	25(50%)	15	26	19.50	2.734	19.44
Overall employee engagement	26(52%)	24(48%)	48	66	55.00	4.358	55.30

Source: compiled from the primary data

Table-1 shows that the most important factor influencing employee engagement is vigor (mean =19. 44) and the least important factor influencing employee engagement is dedication (mean =16. 46).

Table 2: Chi-Square Test Showing the Difference Between Gender and Factors Influencing Employee Engagement

	Mean	S.D	Statistical Inference
Dedication			
Male (n=13)	16.92	2.597	T=. 760 Df=48 .451>0.05 Not Significant
Female (n=37)	16.30	2.537	
Absorption			
Male (n=13)	19.31	3.066	T=-. 153 Df=48 .879>0.05 Not Significant
Female (n=37)	19.43	2.328	
Vigor			
Male (n=13)	19.38	2.501	T=-. 084 Df=48 .933>0.05 Not Significant
Female (n=37)	19.46	2.844	
Overall employee engagement			
Male (n=13)	55.62	5.409	T=. 301 Df=48 .765>0.05 Not Significant
Female (n=37)	55.19	4.006	

Source: compiled from the primary data

Table-2 reveals that overall employee engagement is higher for the male respondents (meaner =55. 62), than compared to female respondents (mean=55. 19).

The study also shows that there is no significant difference between gender (p=0. 765) and overall employee engagement.

FINDINGS

- 74 % of the respondents are females.
- All the respondents are in the age group of between 20-40 years.
- 40% of the respondent's qualified are B.Sc. Nursing.

- 54% of the respondents are staff Nurse.
- 82% of the respondents are earning a monthly income of between Rs.6000 – Rs.10000.
- 72% of the respondents are having an experience of between 1 to 5 years.
- The most important factor influencing employee engagement is vigor and the least important factor influencing employee engagement is dedication.
- Employee engagement towards Dedication is higher for male respondents, Absorption and Vigor is higher for female respondents.
- There is no significant difference between gender and overall employee engagement.

SUGGESTIONS

- Management should find out what employees want from their career and do what the company can provide to meet their needs. It should take a real and genuine interest in people's career aspirations and personal lives.
- Money is not always the primary motivator for most employees. Recognition of people for their good work would motivate them to repeat the performance frequently. They need to be credited and rewarded for the good ideas they come up with, that would benefit the company.
- Regular feedback should be given to the employees. Close attention should be paid to the feedback given by the staff. This is the only way to identify their specific concerns. When leaders listen, employees respond by becoming more engaged.
- The company should provide its employees, the opportunities to share their knowledge via training sessions, presentations, mentoring others and team assignments. This will enhance employee engagement level.

CONCLUSIONS

Engaged employees lead to better business outcomes. Engaged employees work with passion and feel connected to the company’s overall objectives. A company’s capacity to manage employees is closely related to employee engagement. At Apollo hospitals, the engaged employees are committed and loyal to the organization. The most important factor influencing employee engagement is vigor, and the least important factor influencing employee engagement is dedication. Employee Engagement towards dedication is higher for male respondents. Absorption and Vigor is higher for female respondents. There is no significant difference between gender and overall employee engagement in the hospital.

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