

EMPLOYEE ENGAGEMENT FOR ORGANIZATIONAL SUCCESS IN PRIVATE HOSPITALS

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ABSTRACT

This research paper associates the facts about employee engagement practices in private hospitals in Bilaspur, Chhattisgarh. This research study explores with the help of few literatures that employee engagement practices are considered as an effective tool for success. Based on few literatures, this research paper includes few objectives and hypothesis, based on the perception of 93 respondents, a strong methodology are developed and with the help of SPSS, linear regression analysis performed which support null hypothesis and conclude that various factors are directly related with employee engagement and an effective engagement practices found key to success for not only in hospital but for an organization as well.

Key words: Enthusiasm, Engagement, Influence, Endeavour, Gradually

INTRODUCTION

Employee engagement practices are considered as one of the most effective tools towards the success of an organization. In other words, the development, growth and expansion of an organizations are directly depends upon involvement of their employees towards organizational growth. It is clear from the above statement that the success and failure found positive relationship with the employee engagement practices in an organization and the responsibility of top management and authority to motivate their employee in such a manner to contribute their full efforts towards the goals of their organization. According to Sarangi (2016), it is a dedication, worship, devotion and enthusiasm of employees with support of an efficient and effective leadership skill from top management. A great endeavor identified and spread gradually all over the world in the form of employee engagement practices. Several factors are responsible for successful employee engagement practices and the major one is motivation of employees which results from the pay structure as well as rewards and recognition received (Sharma and Soni, 2017). Higher the reward received by the employee, the more he gets motivated for performing better than his previous performance.

REVIEW OF THE LITERATURE

Sarangi et. Al (2016), tries to focus that the success of an organization is purely depends upon the employee engagement practices. This research paper enlightens the facts about relevancy of employee engagement practices with the development. With the help of 10c's, researchers try to

explore about the facts and ideas of the success of a manufacturing concerns based on employee engagement programmes.

Duran et.al (2021), tries to describe the relationship between COVID 19 pandemic with labor force. Researchers explore that due to pandemic, extra stress were found among labors and this lead to the negative influence. Therefore, this research paper leads to establish the relationship with employee engagement with their wellbeing with the help of two main consent like model of boosting employee engagement and its managerial suggestion.

Kaliannan et.al (2015), explain that employee engagement drives as an effective management system in internal and as well as external environment. Efficient employee management policies develop organizational branding and reputation. Researchers try to focus on strength and weakness of employee engagement policies in Ghana. Through this paper, researchers enlighten the facts that satisfactory levels have achieved by the deployment of engagement policies among employees.

OBJECTIVES

- To study the employee engagement practices in private hospitals.
- To identify the influencing factors towards employee engagement.
- To assess the impact of influencing factors of employee engagement on perception of employees.

RESEARCH METHODOLOGY

This research paper aims at identifying the influencing variable of employee engagement practices and its impact on perception of employees towards such practices in hospitals. A sample of 100 respondent employees has been selected from 10 different private hospitals of Bilaspur city using convenience sampling technique. A structured questionnaire is prepared based on the prior studies conducted in the field and is distributed among the sampled employees. Respondents were made aware about the basic objective of the study and requested to fill and send the questionnaire back to the researcher. About 93 filled responses were received hence researcher has decided to keep the sample size for this research as 93 only. The received information through questionnaire is tabulated and filled in SPSS 20.0 for further analysis.

Questionnaires	frequency	Percent
Distributed	100	100
Accepted	93	93
Rejected	7	7

Table.1. Sample of the study

Gender (N=93)	Frequency	Percent
Male	66	71
Female	27	29
Age (N=93)		
Up to 25 years	19	20
25 to 35 years	46	49
36 to 45 years	28	30
Education (N=93)		
Graduation	22	24
Post- Graduation	19	20
Others	52	56
Income (N=93) in lakhs		
Up to 2.50/annum	39	42
2.50 to 5.00/annum	31	33
above 5.00/annum	23	25

Table.2. Demographic Profile of Respondents

Above table represents the different demographics of respondents. out of 93 respondents, it was found that 66 respondents were male which covers 71% of the total population and 27 respondents were female which covers 29% of the total population. in order to age, 19 respondents found below 25years of age which covers 20% of the total population, 46 respondents found between the age groups of 25 to 35 years of age which is 49% of the total population and 28 respondents found between the age groups of 36 to 45 years of age which is 30% of the total respondents. another classification is based on education and it was found that 22 respondents found graduate which covers 24% of the total population, 19 respondents were post-graduate which is 20% of the population, and 52 respondents which covers 56% of the total population found other than graduate and post-graduate. in terms of education, 39 respondents found in the category up to 2.50 lakh/ annum, 31 respondents found between 2.50 to 5.00 lakh/ annum, whereas, 23 respondents found above 5.00 lakh/ annum.

DATA ANALYSIS AND INTERPRETATION

Data analysis and interpretation is one of the most essential parts of any research. Initially frequency analysis is performed for identification of respondents view in the form of numbers of respondents. Below is the table which signifies different feedback and responses of respondents based on 10 different parameters.

S. NO.	Questions	SD	D	N	A	SA
1	Sound career opportunities are available	3	8	2	54	26
2	Fair remuneration policies adopted by employer	7	14	28	34	10

3	Healthy working environment and surroundings	7	11	3	46	26
4	Existence of professional rivalries	24	40	7	16	6
5	Unfair performance appraisal system	24	39	14	12	4
6	Flexibility towards assigned task	7	4	4	46	32
7	Job recognition and rewards	9	13	7	34	30
8	Liberty to make decision	4	18	12	39	20

Table.3. Frequency Distribution

Frequency distribution presented in table 3 indicated that out of total population, majority believe that their hospital provides a sound career opportunity due to healthy working environment and surroundings. Around 34 respondents out of total population believe that the remuneration policies adopted by their employer are fair and 10 respondents found strongly agree on this statement, whereas, majority denies about the existence of professional rivalries and unfair performance appraisal system. In another statement, again majority found agree and strongly agree about flexibility towards assigned task, found satisfied on the basis of job recognition and rewards and liberty to make their own decision.

Particular	Item	Factors	
		1	2
Existence of professional rivalries	4	0.744	
Job recognition and rewards	7		0.621
Liberty to make decision	8		0.541
Fair remuneration policies adopted by employer	2	0.711	
Unfair performance appraisal system	5		0.614
Flexibility towards assigned task	6		0.512
Healthy working environment and surroundings	3	0.613	
Sound career opportunities are available	1	0.425	

Table.4. Factor analysis

Exploratory factor analysis (EFA) was carried out on eight dimensions of employee engagement practices and two factors were emerged with eigen value greater than one.

- First factor is emerged out with four dimensions namely “Existence of professional rivalries”, “Fair remuneration policies adopted by employer”, “Healthy working environment and surroundings”, and “Sound career opportunities are available”. Based on the common characteristics of the emerged factors, these were named as ***“Employee Welfare & Salary Administration”***.

- Second factor is made up of four dimensions namely “Job recognition and rewards”, “Liberty to make decision”, “Unfair performance appraisal system”, and “Flexibility towards assigned task”. Based on the common characteristics of the emerged factors, these were named as “*Performance Management & Reward System*”.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.798 ^a	.637	.620	2.09647

a. Predictors: (Constant), Existence of professional rivalries , Fair remuneration policies adopted by employer, Sound career opportunities are available, Healthy working environment and surroundings

Table.5. Model summary (Employee Welfare & Public administration Vs. Perception)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	678.214	4	169.553	38.577	.000 ^b
	Residual	386.776	88	4.395		
	Total	1064.989	92			

a. Dependent Variable: Per_Sum

b. Predictors: (Constant), Existence of professional rivalries , Fair remuneration policies adopted by employer, Sound career opportunities are available, Healthy working environment and surroundings

Table.6. One way Anova (Employee Welfare & Public administration Vs. Perception)

Regression analysis is carried out to assess the impact of emerged factors of employee engagement practices on perception of employees. Sum total of all dimension of perception of the employees included in this research and independent variables are the four dimensions of the factor “Employee Welfare & Salary Administration”. R square value of the model is .798 and the mode is statistically significant as given by F value = 38.577 (p<.05). Based on the R square value of the model, it is stated that Employee Welfare & Salary Administration regarding employee engagement practices creates a variance of 79.8% on perception of employees towards employee engagement practices.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.769 ^a	.592	.573	2.22203

a. Predictors: (Constant), Liberty to make decision, Unfair performance appraisal system, Flexibility towards assigned task, Job recognition and rewards

Table.7. Model summary (Performance Management & Reward System Vs. Perception)

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	630.495	4	157.624	31.924	.000 ^b
	Residual	434.494	88	4.937		
	Total	1064.989	92			

a. Dependent Variable: Per_Sum

b. Predictors: (Constant), Liberty to make decision, Unfair performance appraisal system, Flexibility towards assigned task, Job recognition and rewards

Table.8. One way Anova (Performance Management & Reward System Vs. Perception)

Another set of regression analysis is carried out considering predictor variable as the four dimensions of second emerged factors of employee engagement practices i.e. Performance Management & Reward System and dependent variable as sum total of all the dimensions of perception of employee. on perception of employees. R square value of the model is .769 and the mode is statistically significant as given by F value = 31.924 ($p < .05$). Based on the R square value of the model, it is stated that Performance Management & Reward System regarding employee engagement practices creates a variance of 76.9% on perception of employees towards employee engagement practices.

CONCLUSIONS

This research study explores the facts about an effective employee engagement practice results efficient organizational surroundings. Based on this research paper, it was found that the privileged organization always a result of a better employee engagement practices and few responsible factors which influence the staff of any hospital towards the attainment of desired goals. in order to test hypothesis, the outcome reveals that employee engagement practices and different factors and attitude of the hospital are significantly related, which directly or indirectly affects the work culture of any hospital.

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