

EMPLOYEE ENGAGEMENT v/s EMPLOYEE PERFORMANCE WITH REFERENCE TO HEALTH CARE INDUSTRY

**Dhruva Sreenivasa Chakravarthi ¹, Dr. Harishchandra Singh Rathod ²,
Dr. Veena Prasad Vemuri ³, Devashish Pandey⁴**

¹ CEO, Prashanth Hospital, Vijayawada
Research Scholar, KL Business School, Koneru Lakshmaiah Education Foundation Deemed to
be University, Vaddeswaram Guntur District (A.P). India

²Professor and Director (I/C),
Shri Jairambhai Patel Institute of Business Management, NICM Campus Gandhinagar, Gujarat

³ I/C Principal, NKES College of Arts Commerce and Science, Mumbai

⁴ Assistant Professor, IMS Unison University, Dehradun, Uttarakhand

ABSTRACT

The facts of employee engagement practices in private hospitals in Mumbai are revealed in this study. Employee engagement strategies are viewed as a beneficial strategy for success based on a few literatures. On the basis of these various literatures, a few objectives and hypotheses were developed, and 93 respondents were chosen as populations. A strong methodology was developed, and with the help of SPSS, linear regression analysis was performed, which supported the null hypothesis and concluded that various factors affect employee engagement, and effective engagement practices were found to be key to success not only in the hospital but also in the organization.

Keywords: Endeavour, Gradually, Enthusiasm, Engagement, Sustainable,

INTRODUCTION

Employee engagement strategies are regarded as one of the most effective instruments for a company's success. In other words, an organization's development, growth, and expansion are all dependent on its employees' commitment to the organization's success. It is clear from the preceding statement that an organization's success and failure have a positive relationship with its employee engagement practices, as well as top management's and authority's responsibility to motivate their employees to contribute their full efforts to the organization's goals. According to Sarangi (2016), it is employees' passion, worship, devotion, and excitement combined with top management's efficient and effective leadership skills. Employee engagement methods were regarded as a significant undertaking that eventually extended over the world.

REVIEW OF THE LITERATURE

Dr B Rose Kavitha Maya Salimath G (2020) want to emphasize that an organization's performance is solely dependent on its employee engagement initiatives. The facts concerning the relevance of employee engagement practices with growth are revealed in this study report. Researchers use 10c's to investigate the facts and theories behind a manufacturing company's performance based on employee engagement programmes.

Maya Salimath G. (2021) According to researchers, more stress was detected among labors as a result of the epidemic, which had a detrimental impact. As a result, with the aid of two primary consents such as a model for improving employee engagement and its management proposal, this research article leads to establish the link between employee engagement and their welfare.

Kaliannan et al. (2015) argued that employee engagement drives as a successful management method in both the internal and external environment. Effective staff management practices help to build a company's brand and reputation. Researchers in Ghana attempt to focus on the strengths and weaknesses of employee engagement policies. The facts that suitable levels have been obtained by the deployment of engagement policies among employees are revealed in this article by researchers.

OBJECTIVES

- To study the requirement of employee engagement practices.
- To study the different factors which affect employee engagement practices.

HYPOTHESES

- H0: There is no significant relationship between different factors which affect employee engagement practices.
- H1: There is a significant relationship between different factors which affect employee engagement practices.

RESEARCH METHODOLOGY

- **Population** - Population constitutes to the sample from the total respondents are employees of different organization in Mumbai.
- **Sampling Design**
 - Sampling Design: - size of actual population is unidentified; therefore, it is decided to adopt nonprobability sampling technique.
 - Sampling Technique: - convenience sampling method is used for data collection for the purpose of comfortable accessibility of responses from respondents.
 - Sample Size: - 93 respondents are considered as sample size.
- **Research Instrument** - Self Structured questionnaire.
- **Sources of Data** - Primary data will be collected with the help of structured questionnaire through survey. Secondary data will be collected from books, online and published journals, research papers etc.

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

Table.1. Sample of the study

DATA ANALYSIS AND INTERPRETATION

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

One of the most important aspects of any research is data analysis and interpretation. The demographics of responders are represented in the table above. Out of 93 responses, it was discovered that 66 were male, accounting for 71% of the entire population, and 27 were female, accounting for 29% of the total population. According to age, 19 respondents were under the age of 25, accounting for 20% of the whole population, 46 respondents were between the ages of 25 and 35, accounting for 49% of the total population, and 28 respondents were between the ages of 36 and 45, accounting for 30% of the total respondents.

Initially, a frequency analysis is used to identify respondents' points of view in the form of numbers. The table below depicts various replies and input from respondents depending on ten distinct factors.

S. No.	Questions	SD	D	N	A	SA
1	Presence of Better career growth	3	8	2	54	26
2	Fair remuneration policies adopted by employer	7	14	28	34	10
3	Sound working circumstances and surroundings	7	11	3	46	26
4	Presence of professional conflicts	24	40	7	16	6
5	Unsatisfied 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

Interpretation: - The majority of the people believes that their company offers superior growth potential owing to good working conditions and surroundings. Around 34 respondents out of the whole population feel that their employer's compensation systems are fair, with 10 strongly agreeing, whilst the majority disputes the existence of professional rivalry and an unjust performance assessment system. In another statement, the majority agreed or strongly agreed that given tasks should be flexible, and they were content with work recognition and awards, as well as the freedom to make their own decisions.

H1: There is a significant relationship between different factors which affect employee engagement practices

The table below shows the summary of the model, with ANOVA representing the details of the dependent and independent variables. The total of all dimensions included in this study is referred to as dependent variables, while independent variables refer to each and every variable. According to R Square, all dependent and independent variables are below 63.7 percent and 59.2 percent, respectively. Both F scores ($F = 38.577$, $p = .000$) and ($F = 31.924$, $p = .000$) indicate that the information is credible. When the P value is less than 0.05, it means that all of the models are substantially connected and fit the data well.

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

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

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

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

RESULTS

- According to a frequency study, the majority of respondents say that his or her hospital provides good career possibilities as well as reasonable remuneration practices.
- Due to the lack of professional rivalries and an unfair performance rating system, the majority say that the working atmosphere and surroundings are not healthy and familiar.
- The majority of respondents are happy with their work recognition and incentives and believe they have the freedom to make their own decisions.

CONCLUSION

The facts concerning excellent employee engagement practices lead to an efficient corporate environment are explored in this research study. According to the findings of this study paper, the privileged organization is always the consequence of superior employee engagement techniques and a few responsible variables that affect the staff of any hospital toward the achievement of desired goals. The conclusion demonstrates that employee engagement practices and various characteristics and attitudes of a company are substantially associated, which influences the work culture of any firm directly or indirectly

REFERENCES

- De-la-Calle-Durán, M. C. & Rodríguez-Sánchez, J. L. (2021). Employee Engagement and Wellbeing in Times of COVID-19: A Proposal of the 5Cs Model. *International Journal of Environmental Research and Public Health*, 18, 5470.
- Glaxer, S., Steta, T. A., & Izso, L. (2004). Effects of personality on subjective job stress: A cultural analysis. *Personality and Individual Differences*, 37, 645-658.

- Jaramillo, F., Mulki, J. P., & Marshall, G. W. (2005). A meta-analysis of the relationship between organizational commitment & salesperson job performance: 25 years of research. *Journal of Business Research*, 58, 705-714.
- Maniam, K. & Samuel, N. A. (2014). Effective employee engagement and organizational success: a case study. *Global Conference on Business & Social Science, GCBSS-2014*, 162-168.
- Maya Salimath (2021) Study On Impact Of Self-Realization And Its Impact On Employee Engagement *Turkish Journal of Computer and Mathematics Education (TURCOMAT)* volume 12, issue 10pg:3550-3556
- Prajogo, D. I. (2007). The relationship between competitive strategies and product quality. *Industrial Management and Data Systems*, 107(1), 69–83.
- Dr B Rose Kavitha Maya Salimath G(2020) Factors of Employee Engagement in Retail outlets in Bangalore *Juni Khyat vol 10 issue 6 (UGC Care Group I Listed Journal) ISSN: 2278-4632*
- Ryan, A. M., & Sackett, P. R. (1987). A survey of individual assessment practices by I / O psychologists. *Personnel Psychology*, 40, 387-455.
- Sarangi, P. & Nayak, B. (2016). Employee Engagement and Its Impact on Organizational Success – A Study in Manufacturing Company, India. *IOSR Journal of Business and Management*, 18(4), 52-57.
- Sharma, R. & Soni, R. (2017). Performance-based pay as a motivational tool for achieving public sector organizational performance. *International Journal of Current Research*, 9(5), 50118-50121.
- Venkatraman, N., & Ramanujam, V. (1986). Measurement of business economic performance: an examination of method convergence. *Journal of management Development*, 13(1), 109–22.