

A STUDY ON FACTORS INFLUENCING EMPLOYEE ENGAGEMENT WITH SPECIAL REFERENCE TO GROUND STAFF AT CHENNAI AIRPORT

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ABSTRACT

The aviation is tremendously growing industry in the world. The Chennai airport is one of the busiest airport in India and it has it's own high passengers traffic flow. There are lot of passengers flying in and out of airports everyday. The passengers who are flying through and airport will seek for it's customers service which are provided by the ground staff. The employees working at airport should know there responsibilities and duties on regular operations. This research to identify the factors that impact ground staff engagement at Chennai airport. That put enormous investments to build competitive advantage in market by developing employee commitment and engagement. This study tries to find the factors which make employee to move out of there designated work flow. To know the level of engagement towards work and daily operation. The study is conducted through questionnaire on the basis of snowball sampling technique. This study uses 150 samples were used for analysis such as Anova , regression, correlation with help of SPSS software regression.

KEYWORDS: Employee Engagement, Ground staff Employees, Factors Influencing, Employee Commitment, Chennai Airport