

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

FATHIMA RIZWAN, S. SHALINI & H. GURUVIGNESH

Students, Remo International College, Tamilnadu, India

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

INTRODUCTION

Employee engagement is two-way commitment, communication it is an organization and members. It increases business success, productivity, Individual performance. Employee engagement is emerged and popular organization. An engaged employee is aware of business and work with colleague's performance in jobs for the benefits for the organization. Employee engagement is an equation of each individual relationship with work. It equate with job satisfaction, it is also defined as aligning employees' goals and values for the organization to achieving its goal. Employee engagement is worker engagement is a business management is an engaged employee is aware of business context. Employee engaged with their work and committed to organizations give companies competitive advantages and including higher productivity and lower employee turnover. It is not surprising that organizations of the sizes and types have invested in their policies and practices that foster engagement and commitment in their workforces., it identifies the best measures of a company's health, business consultant and former General Electric recently research with customer satisfaction and free cash flow coming in second and third, it shows the two examples of companies that benefited and enhancing engagement and commitment.

Employees Engagement is involved with the organization working with better experience for keeping the position better. It is a commitment to invest and effort of employer success. (Erickson, 2012). The engagement is known as employees effort which is manifestation of involvement and it connected with emotions and knowledge .The dimensions of engagement is energy level of employee,emotional,and opinions. It also reflect the way employee is engaged. The employee engagement in organization shows its performance, goals and their achievements in development of specific

job. The member in organization is intensity. The value of effective engagement is aiming and completing the mission, executing plans. They can be engaged with various level. The member organization results from engagement in necessity of obeying from social norms and commitments, there are 3 main analyzed employees is interpersonal relationship, organizational factors and work. Citation(J.R.Hackman, 2012).

REVIEW OF LITERATURE

According to soni Agarwal (2016) the present study was carried out to understand factors that influence employee engagement among workplace. The conceptual understanding is that employees from different age group and place have different liking and expectations from the organization.

According to Joyner (2015) recommends when focusing on developing employees that organizations should try integrating development into the daily work tasks as opposed to a more traditional classroom approach.

According to Unal&Tirhut (2015) The person-organization-fit, defined as “congruence between the norms and values of organizations and the values of persons” indicated a positive contribution to employee engagement.

According to Roof(2015) on the previously unexplored relationship between spirituality and engagement showed that spirituality had both a positive and significant correlation with engagement.

According to Hansen,Byrne&kiersch(2014) Perceived organizational support (POS) can be increased by making sure to take actions that communicate the organizations desire to support the employee and that they are valued.

OBJECTIVES OF THE STUDY

Primary Objectives

To study about the employee engagement in various airlines

To study about the various factors influencing employee engagement

SECONDARY OBJECTIVES

To analysis the level of engagement in their daily operation

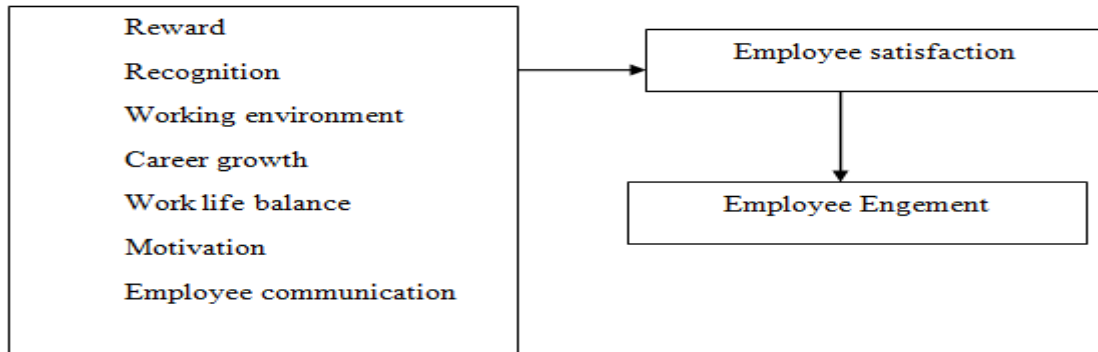
To study the overall performance of the employees in various airlines

To identify the drivers for efficient performance of the employees

To find out the relationship between employee and employer

Significant relationship employee communication, employee and commitment, reward and recognition, and extended employee care.

CONCEPTUAL FRAME WORK OF THE STUDY



HYPOTHESIS OF THE STUDY

- Ho - there is no significant relationship between work life balance and employee satisfaction.
- H1 - there is a significant relationship between work life balance and employee satisfaction.
- Ho - there is no significant relationship between rewards and employee satisfaction.
- H1 - there is a significant relationship between rewards and employee satisfaction.
- Ho - there is no significant relationship working environment and employee satisfaction.
- H1 - there is a significant relationship between working environment and employee satisfaction.
- HO - there is no significant relationship between motivation and employee satisfaction.
- H1 - there is a significant relationship between motivation and employee satisfaction.
- Ho - there is no significant relationship between carrier growth and employee satisfaction.
- H1 - there is a significant relationship between carrier growth and employee satisfaction.
- Ho - there is no significant relationship between employee satisfaction to employee engagement.
- H1 - there is a significant relationship between employee satisfaction to employee engagement.

DATA ANALYSIS AND INTERPRETATION

Reliability

Case Processing Summary			
		N	%
Cases	Valid	129	86.0
	Excludeda	21	14.0
	Total	150	100.0
a. Listwise deletion based on all variables in the procedure.			
Reliability Statistics			
Cronbach's Alpha		N of Items	
.839		27	

Interpretation

Reliability test shows the total number of items in the survey. the total number of items present is 27.

REGRESSION

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	REWARDS, MOTIVATION, CARRERGROWTH, WORKENVI, WORKLIFEBALANCE, EMPLOYEESATISFACTION ^b	.	Enter
a. Dependent Variable: EMPLOYEEENANGEMENT			
+b. All requested variables entered.			

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.710 ^a	.504	.483	.37200
Predictors: (Constant), REWARDS, MOTIVATION, CARRERGROWTH, WORKENVI, WORKLIFEBALANCE, EMPLOYEESATISFACTION				

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	20.073	6	3.346	24.175	<.001 ^b
	Residual	19.789	143	.138		
	Total	39.862	149			
a. Dependent Variable: EMPLOYEEENANGEMENT						
b. Predictors: (Constant), REWARDS, MOTIVATION, CARRERGROWTH, WORKENVI, WORKLIFEBALANCE, EMPLOYEESATISFACTION						
Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.648	.365		1.779	.077
	WORKENVI	.308	.066	.316	4.632	<.001
	CARRERGROWTH	.356	.072	.381	4.942	<.001
	WORKLIFEBALANCE	.217	.076	.244	2.863	.005
	MOTIVATION	-.041	.072	-.036	-.574	.567
	EMPLOYEESATISFACTION	-.095	.134	-.104	-.713	.477
	REWARDS	.099	.096	.116	1.029	.305
a. Dependent Variable: EMPLOYEEENANGEMENT						
Interpretation						
From the above table R square value is .504, regression test is based on the number of items in the survey. three values are significantly related with independent variables are working environment, carrier growth, work life balance, p-value is.<001so it has a significant relationship with employee engagement.						

Correlation

Correlations			
		Rewards	Employee satisfaction
Rewards	Pearson Correlation	1	.820**
	Sig. (2-tailed)		<.001
	N	150	150
Employeesatisfaction	Pearson Correlation	.820**	1
	Sig. (2-tailed)	<.001	
	N	150	150

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

From the above table, the Pearson correlation value is .820 is positively correlated the P value is <.001 So Ho is rejected H1 is accepted. Hence there is a significant relationship between rewards and employee satisfaction.

Correlations			
		Work life balance	Employee satisfaction
Worklifebalance	Pearson Correlation	1	.668**
	Sig. (2-tailed)		<.001
	N	150	150
Employeesatisfaction	Pearson Correlation	.668**	1
	Sig. (2-tailed)	<.001	
	N	150	150

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

From the above table, the Pearson correlated value is .668 is positively correlated the P value as <.001 So Ho is rejected H1 is accepted. Hence there is a significant relationship between work life balance and employee satisfaction.

Correlations			
		Workenvi	Employeesatisfaction
Workenvi	Pearson Correlation	1	.465**
	Sig. (2-tailed)		<.001
	N	150	150
Employeesatisfaction	Pearson Correlation	.465**	1
	Sig. (2-tailed)	<.001	
	N	150	150

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

From the above table, the Pearson correlated value is .465 is positively correlated the P value as <.001 So Ho is rejected H1 is accepted. Hence there is a significant relationship between working environment and employee satisfaction.

Correlations			
		Carrergrowth	Employee satisfaction
Carrergrowth	Pearson Correlation	1	.578**
	Sig. (2-tailed)		<.001
	N	150	150
Employeesatisfaction	Pearson Correlation	.578**	1
	Sig. (2-tailed)	<.001	
	N	150	150

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

From the above table, the Pearson correlated value is .578 is positively correlated the P value as <.001 So Ho is rejected H1 is accepted. Hence there is a significant relationship between carrier growth and employee satisfaction

Correlations			
		Motivation	Employee satisfaction
Motivation	Pearson Correlation	1	.299**
	Sig. (2-tailed)		<.001
	N	150	150
Employeesatisfaction	Pearson Correlation	.299**	1
	Sig. (2-tailed)	<.001	
	N	150	150

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

From the above table, the Pearson correlated value is .299 is positively correlated the P value as <.001 So Ho is rejected H1 is accepted. Hence there is a significant relationship between motivation and employee satisfaction.

Correlations			
		Employee Enangement	Employee satisfaction
Employee enangement	Pearson Correlation	1	.511**
	Sig. (2-tailed)		<.001
	N	150	150
Employeesatisfaction	Pearson Correlation	.511**	1
	Sig. (2-tailed)	<.001	
	N	150	150

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

From the above table, the Pearson correlated value is .511 is positively correlated the P value as <.001 So Ho is rejected H1 is accepted. Hence there is a significant relationship between employee engagement to employee satisfaction.

CONCLUSIONS

The present study was carried out to understand factors that influence employee engagement among workforce. the sample consist of 150 managerial employees. the conceptual understanding is that employee engagement in various airline has shown the significant different level of satisfaction, employee engagement, reward and recognition and also extended employee care. the performances of the groups with different level of employee engagement, the better performance. All employees want to do right to their customer, when encourage and supported, employees will do amazing things. this study suffers form several limitations. The questionnaire item was self-directed by the employees, this implies that an employee is largely dependent on job satisfaction. the employees seem quite satisfied and fulfilled in the organization. still, it is very much difficult to work toward perfection. Employees are cooperating with their employer according to the survey they are always engaged with thin responsible work. the most important thing is the majority percentages of the employees gives the best effort on their work. this study may be replicated using a larger population and sample. thus, the satisfaction of a primary factor of every organization to reach their effectiveness to achieve their goals.

REFERENCES

1. Agrawal, S. (2015), "Predictors of employee engagement: A public sector unit
2. Brown, S. P. (1996), "A meta analysis and review of organizational research on job involvement," *Psychological Bulletin*, vol120(2), pp. 235–255.
3. Chennai airport upgradation to be completed by year-end". *Daily News & Analysis*. New Delhi: DNA. 3 June 2011. Retrieved 31 January 2012.
4. Development fee imminent at Chennai airport: AAI". *The Hindu*. Chennai. 27 May 2011. Archived from the original on 31 May 2011. Retrieved 31 January 2012.
5. Eddy, S. W., Schweitzer, L., & Lyons, S. T. (2010). New generation, great expectations: A fieldstudy of the millennial generation. *Journal of Business and Psychology*, vol 25, pp. 281-292.
6. experience", *Strategic HR Review*, vol14(1/2), pp. 57-68.
7. Frank, F. D., Finnegan, R. P., & Taylor, C. R. (2004), "The race for talent: Retaining and engaging workers in the 21st century", *Human Resource Planning*, vol 27(3), pp. 12-25.
8. Gill, Kuldip Singh; Sushil Kumar Sharma, Rakesh Katyal and Kaushal Kumar (December 2000). "Aedes aegypti survey of Chennai Port/Airport, India". *Dengue Bulletin*. World Health Organization. 24. Archived from the original on 30 June 2007. Retrieved 3 January 2012.
9. Gursoy, D., Maier, T. A., & Chi, C. G. (2008), "Generational differences: An examination of work values and generational gaps in the hospitality workforce", *International Journal of Hospitality Management*, vol 27, pp. 448-458.

