

A Study on Employee Engagement at Smart-Q

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Abstract: *This study examines the level of employee engagement at SmartQ - Bottle Lab Technologies, a food and beverage company in Bangalore. A survey-based research approach was employed, collecting primary data from 100 employees. Descriptive statistics, correlation, and ANOVA were used to analyze the impact of factors such as job satisfaction, leadership, and recognition on employee engagement. The results indicate a significant positive correlation between job satisfaction, and employee engagement. Additionally, the study revealed that recognition and rewards significantly influence employee motivation and retention.*

Keywords: Employee Engagement, Job Satisfaction, Leadership, Recognition, Food and Beverage Industry

I. INTRODUCTION

Employee engagement is a critical component of organizational success, influencing productivity, retention, and overall business performance. In today's competitive landscape, understanding the factors that drive employee engagement is essential for companies to maintain a competitive edge. This study explores the level of employee engagement at SmartQ - Bottle Lab Technologies, a food and beverage company in Bangalore, identifying key drivers and recommending strategies to enhance engagement.

II. OBJECTIVES

1. To investigate the HR practices and employee satisfaction.
2. To ascertain the primary determinants of worker involvement within an organization.
3. To assess how leadership and workplace culture influence employee engagement levels.
4. To suggest innovative HR procedures that can raise worker satisfaction

III. LITERATURE REVIEW

According to Kelly and Richard (1980), role clarity is essential for employee performance, referring to the extent to which a worker understands and receives necessary information to effectively fulfil their job responsibilities. Studies show that employees with clear role clarity exhibit favourable outcomes, including improved job satisfaction, stronger organizational loyalty, and higher job performance. Additionally, customer-facing employees with a thorough comprehension of their duties demonstrate positive work behaviours, such as persistence in handling challenges, commitment to serving clients, and improved job satisfaction. Conversely, unclear roles lead to negative emotions, including work stress and frustration, highlighting the importance of role clarity in enhancing employee performance and well-being.

According to House (1981), peer support refers to emotional support, sympathy, affection, or respect from colleagues. Customer-facing employees who feel supported by peers develop a positive work attitude, characterized by increased job commitment. This supportive environment fosters strong relationships, collaboration, and improved job performance, ultimately enhancing organizational success.

Silverman's 2004 study found that employee organizational commitment is influenced by individual factors and motivation, rather than single HR policies. Participation is now recognized as a key aspect of employee-organization relationships, driving commitment and engagement.

IV. RESEARCH METHODOLOGY

Descriptive research was employed, and a structured survey was administered to sample of 100 employees.

SAMPLING

Stratified random sampling was used while collecting data from 100 respondents.

STATISTICAL TOOLS

ANOVA (Analysis of Variance): States that Employee engagement impacts on employee retention.

COERELATION: Shows that there's a positive correlation between Employee engagement and employee retention.

HYPOTHESIS FOR ANOVA

Null Hypothesis (H0):

H0: None of the predictors (x1, x2, x3, x4, x5, x6, x7, x8, x9, x10, x11, x12, x13, x14) significantly impacts employee retention (x15) in the organization.

Alternative Hypothesis (H1):

H1: At least one of the predictors (x1, x2, x3, x4, x5, x6, x7, x8, x9, x10, x11, x12, x13, x14) significantly impacts employee retention (x15) in the organization.

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	46.092	14	3.292	14.481	.000 ^b
	Residual	19.552	86	.227		
	Total	65.644	100			
a. Dependent Variable: x15						
b. Predictors: (Constant), x4, Gender(x2), x10, Age(x1), x7, x12, x6, Experience(x3), x9, x5, x11, x13, x14, x8						

As sig value 0.000 is less than the standard p value of 0.05, we reject H₀ and conclude that x1, ...x15 impacts employee retention in the organization.

COERELATION

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.122	.121		1.006	.317
	Age(x1)	.040	.083	.030	.476	.636
	Gender(x2)	-.043	.102	-.026	-.423	.674
	Experience(x3)	-.066	.075	-.060	-.876	.384
	x5	.043	.080	.043	.532	.596
	x6	.113	.074	.116	1.540	.127
	x7	.119	.141	.064	.841	.403
	x8	.039	.086	.040	.450	.654
	x9	-.088	.093	-.072	-.949	.345
	x10	.077	.084	.060	.909	.366
	x11	.008	.102	.006	.078	.938
	x12	.282	.089	.238	3.163	.002
	x13	.058	.082	.058	.702	.484
	x14	.522	.080	.571	6.552	.000
	x4	-.019	.089	-.016	-.217	.829
a. Dependent Variable: x15						

V. DISCUSSION AND RESULTS

The use of descriptive statistics, ANOVA, Correlation provides insight into employee engagement in Smart Q, Bangalore. Here, key findings and implications are discussed in more detail.

KEY FINDINGS

Positive Impact

1. Training Programs: Almost all workers are content with the training programs provided, suggesting that they appreciate the worth of the abilities and knowledge acquired.
2. Pay-for-Performance Policy: The majority of workers are content with the policy of tying pay to performance, indicating that they feel motivated and recognized for their efforts.

Negative Impact

1. Work-Life Balance: A majority of Employees are not happy with their work-life balance, suggesting they may feel overburdened, stressed, or struggle to maintain a healthy separation between their work and personal lives.
2. Favouritism: A significant number of employees disagree that favouritism is absent in selection procedures, implying because people could think that these unfair biases influence decisions.

VI. CONCLUSION

Employee engagement focuses on how effectively employees contribute to the organization and how deeply involved in their work. By fostering a strong level of engagement, organizations can enhance internal communication and create a significant competitive advantage

VII. LIMITATIONS

- Time constraints limited the depth of the research.
- There wasn't enough information provided for some aspects of the study.
- Confidentiality concerns restricted the scope of the research

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