

A Study on Employee Engagement in Mobis India Limited, Chennai

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Abstract

Employee engagement is a very hot topic for any organization in the era of globalization. Engaged employees prejudice to contribute to greater organizational efficiency. It also helps the organization in maintaining a higher level of dedication on the part of the employee. Employee Engagement is the extent of employee's commitment and contribution towards their organization and its values. The organizational success relies upon productivity of the employee through his/her commitment towards the organisation. This paper is an attempt to analyze the significance of engaged employees for the growth and development of organisation and its success. This paper makes an attempt to study the factors that influence for the effectiveness of employee engagement towards Mobis India Ltd. The researcher had used stratified random sampling method and the sample size is 120. Data analysed and interpreted based on the response of the employees in the organization. Percentage analysis and chi square test for hypothesis testing. The results were presented in the different charts and diagrams. Findings of the study were arrived from the analyzing of data's, suggestions and conclusions have been derived based on the findings of the study.

Key words: Employee engagement, job involvement, Maintenance and Effectiveness, health and safety, personal development.

1. Introduction

Employee engagement is a growing the relationship between an organization and its employees. An "engaged employee" is one who is fully occupied by and excited about their work and so takes positive action to further the company's reputation and safety. An organization with 'high' employee engagement may as a result be probable to superior those with 'low' employee engagement, all else being equal.

Employee engagement is a person's feeling of direction, apparent to others in the display of personal initiative, attempt, and persistence directed towards enterprise goals. nowadays, employee engagement has become an important part for profitability and stability of business and its success. Engaged employees are satisfied, they tend to perform better than others and are more committed with the organizations' stability. For past several years, 'employee Engagement' has been a hot topic in the corporate circles. Busy employees are always having a feel a sense of connection with their work and employer and satisfied with the employer. They support the best practices of the organization and work as a unit and work towards its achieving success.

2. Review of literature

Kahn (1990) was the one of the early researchers, who suggested that employee engagement would have direct and positively impact on organizational level outcomes. His research outcome was employees want to work for various reasons other than "they get paid to do it", they work to pursue their passion and success for their organization.

De Waal (2007) identified that leaders of high-performance organizations are "committed towards the organization for the long time by balancing between self-interest, and educating organizational members to give importance to the organizations objective."

Gonring (2008) concept of employee engagement is distinctly new term to the commercial and academic world. However, research is continuing to link employee engagement to numerous organizational outcomes, inclusive of customer loyalty and performance lag and errors, profitability, customer-centered approach, safety and turnover.

Dr. D Govindappa and V Manjula (2017) tried to analyze the significance of engaged employees in the growth and development of the organization and their success. In this study the manufacturing industries, the company's role towards efficiency and its overall impact on the organization is recognized through the information collected by way of questionnaire. A total of 100 sample was collected for the research. The questionnaire is used as a tool for data collection. The purpose of the study is to know the relevance of employee engagement and its direct effect on the production segments. The questionnaire comprises of 30 questions with 5 questions each from 6 Cs namely Clarity, Credibility, Convey, Connect, Confidence, and Carrier to measure employee dedication at their work-place. The employees are agreed with these limits to improve the purpose of efficient employee engagement in the organization and also the organizational and employee outcomes through the effective employee engagement.

Need for the study

This study is being conducted to know level of satisfaction of employees in engagement activities in Mobis India Ltd. It is also done to know the percentages of employees who all are totally involved are not. It is also helps to understand the factors influencing the employee's engagement. The most important need for the study is to understand the problems faced by the employees in the engagement of the organization.

Objectives of the study

- To identify the demographic variable of employees leads to differences in employee engagement.
- To measure the employee engagement level towards Mobis India Ltd.
- To know the factors that influence for the effectiveness of employee engagement.

3. Research methodology

It is to describe the research procedure; this includes the overall research design, sampling process, the method of data collection and the procedure for analysis. Research in common language refers to an investigate for fact. One can also define research as a scientific and systematic investigation for relevant information on the specific issue. It is careful inquiry specifically through search for new facts in any branch of knowledge.

This study is descriptive in nature and it based on the survey and fact finding enquires of different kinds. The main purpose of descriptive research is description of state affairs, as it exists at percent. This studies are well designed. It tends to be signed and its approach changed every now and then.

Sampling technique

Each and every unit in a division has been giving equal chance of being selected. Using same sampling fraction for all strata ensures proportionate representation in the sample. Sufficient representation of minimum subgroups of interest can be ensured by stratification & varying sampling fraction between strata as required. The total employee working in the organization is 350. The researcher had used stratified random sampling method and the sample size is 120.

Sources of information

This study is used for both primary data and secondary data. The data was collected through structured questionnaire from the employees of Mobis. And the secondary sources are collected through the organization brochures, reports and from the company website.

Statistical tools used for the analysis

- Percentage analysis
- Weighted average method
- Chi-square Analysis

Limitations of the study

Due to time constraints the sample size had to be confirmed to 120. Since the data was collected using the schedule, the interview's inability to understand record the responses correctly is not possible. The respondents were unable or unwilling to give a complete and accurate response to certain questions.

Profile of automobile industry & car manufacturers:

The automobile industry is a dominant player in the international and national economy. The global light motor vehicle industry (four-wheelers) 12.9 % to the overall manufacturing value, contributes 5 % directly to the total employment, and 8.3 % to the total industrial investment. It generates public revenue of more than US\$560 billion to different countries, by way of taxes, fuel consumption, registration charges and sales turnover. The global annual turnover of the auto industry is more than the GDP of the Seventh largest economy in the world and pegged at around US\$5.09 trillion. The auto industry is associated with numerous other sectors like auto ancillary industries, aluminum and steel industry, tire industries and various segment in the economy and significantly increases its contribution to the economy.

India's manufactures nearly 8 million vehicles, which includes 1.3 million passenger cars, resulting to 2.4 per cent and 7 per cent of global production in number. The auto ancillary sector is another important sector in the Indian automotive industry. In addition to that, the automobile industry generates direct employment to about 5 lakh persons. It contributes 19 per cent to India's indirect tax revenue and 4.7 per cent to India's GDP. In the local market, the firms of this sector supply materials to Commercial vehicle producers, Public transport undertakings, other auto ancillary suppliers, railways, Military establishments, and even cater to retail market for replacement. The industry plays a significant role in export also. The industry caters the need of OEMs abroad and after-markets worldwide.

Table No-1 Classification of the respondents on the basis of the demographic variables.

Particulars	Classification	Number of Respondents	Percentage
Gender	Male	94	78.33
	Female	26	21.67
Age	Below 30	10	8.33
	31-40 years	62	51.67
	41-50 years	44	36.67
	Above 50 years	4	3.33
Marital status	Married	77	64.17
	Unmarried	43	35.83
Education qualification	Under graduates	21	17.50
	Post graduates	30	25.00

	Technical	62	51.67
	Schooling	7	5.83
Monthly salary In (Rs.)	Less than 10000	12	10.00
	11000-20000	46	38.33
	21000-30000	37	30.83
	Above 30000	25	20.83
Experience	Upto 5 years	15	12.50
	6-10 years	50	41.67
	11-15 years	48	40.00
	Above 15 years	7	5.83

The above table inferred that out of 120 Respondents that 78.33 per cent of respondents are male and remaining of them are female. Of 120 sample respondents 51.67 per cent of respondents' age category is 31-40, 36.67 per cent of respondents are in the category of 41-50, 8.33 per cent of respondents are in the category of below 30 and only 3.33 per cent of respondents are above 50 years age category. Of total, 64.17 per cent of respondents are married and rest of them is in the category of unmarried.

The literacy rate is 51.67 per cent of respondents are technical, 25.00 per cent of respondents qualify in post-graduation, 17.50 per cent of respondents completed for under graduation, and 5.83 per cent of respondents highest education is SSLC.

Of total respondents, 38.33 per cent of respondents earned between 11000 and 20000, 30.83 per cent of respondents monthly salary is 21000- 30000, 20.83 per cent of respondents are in the category of above 30000 and only 10 per cent of respondents are fall under the category of less than 10000.

41.67 per cent of respondents are having 6 –10 years of experience, 40.00 per cent of respondents are 11-15 years of experience, 12.50 per cent of respondents are in the category of up to 5 years and only 5.83 per cent of respondents are having more than 15 years of experience.

Table 2 Classification of the respondents on the basis of their overall Satisfaction about the job.

OPINION	NO.OF.RESPONDENTS	PERCENTAGE OF RESPONDENTS
Highly Satisfied	26	21.67
Satisfied	40	33.33
Neutral	30	25.00
Dissatisfied	24	20.00
TOTAL	120	100.00

Sources: Primary data

The above table it is inferred that one third of the sample respondents are satisfied, 25 per cent of the respondents are coming under the category of neutral, 21.67 per cent of the respondents are highly satisfied and 20 per cent of the respondents are mention their opinion is dissatisfied in the statement of satisfaction level in the job.

CHI – SQUARE ANALYSIS

Null Hypothesis – There is no significant relationship between Age of the sample respondents and Overall job Satisfaction.

Alternative Hypothesis – There is a significant relationship between Age of the sample respondents and Overall job Satisfaction.

Table -3 classification of the respondents on the basis of their age and job satisfaction and age Observed frequency

OVERALL SATISFACTION/AGE	21-25 YEARS	26-32 YEARS	33-40 YEARS	A BOVE 40	TOTAL
Highly Satisfied	0	12	14	0	26
Satisfied	8	24	10	0	42
Neutral	2	16	12	0	30
Dissatisfied	2	12	4	4	22
Total	12	64	40	4	120

Expected frequency

OVERALL SATISFACTION/AGE	21-25 YEAR	26-32 YEAR	33-40 YEAR	A BOVE 40	TOTAL
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	S	S	S		
Highly Satisfied	2.6	13.9	8.7	0.9	26
Satisfied	4.2	22.4	14.0	1.4	42
Neutral	3.0	16.0	10.0	1.0	30
Dissatisfied	2.2	11.7	7.3	0.7	22
Total	12.0	64.0	40.0	4.0	120

O	E	(O-E)	(O-E)²	(O-E)²/E
0	2.6	-2.6	6.76	2.6
8	4.2	3.8	14.44	3.438
2	3	-1	1	0.3333
2	2.2	-0.2	0.04	0.0181
0	0	0	0	0
12	13.87	-1.87	3.5	0.2523
24	22.4	1.6	2.56	0.1142
16	16	0	0	0
12	11.73	0.27	0.073	0.0006
0	0	0	0	0
14	8.67	5.33	28.041	3.2768
10	14	-4	16	1.1428
12	10	2	4	0.4
4	7.33	-3.33	11.09	1.5129
0	0	0	0	0
0	0.87	-0.87	0.7569	0.87
0	1.4	-1.4	1.96	1.4
0	1	-1	1	1
4	0.73	3.27	10.692	14.6478
0	0	0	0	0
TOTAL				31.00682

Calculated value – 31.00682

Tabulated value – 16.919

Calculated value > Tabulated value

Therefore, H_0 is rejected at 5% level of significance.

INTERPRETATION:

The above chi square analysis the calculated value is more than the table value, so the null hypothesis is rejected. Hence there is a significance relationship between the age of the sample respondents and overall job satisfaction.

TABLE 3.24 WEIGHTED AVERAGE METHOD

Questions	[5]	[4]	[3]	[2]	[1]
Variables	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
Feeling valued and appreciated	48	48	24	0	0
Satisfaction with peers	60	46	14	0	0
Satisfaction with supervisors	44	54	20	0	2
Opportunities for growth	58	36	24	2	0
Pride in your company	48	48	24	0	0

Questions	[5]	[4]	[3]	[2]	[1]	total	mean	rank
Variables	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied			
Feeling valued and appreciated	240	192	72	0	0	504	33.6	3.5
Satisfaction with peers	300	184	42	0	0	526	35	1
Satisfaction with supervisors	220	216	60	0	2	498	33.2	5
Opportunities for growth	290	144	72	4	0	510	34	2
Pride in your company	240	192	72	0	0	504	33.6	3.5

4. Findings

78 per cent of respondents are male, more than half of the half of the respondents are in the age group of 26-32 years, more than four fifth of respondents are post graduates, one third of the sample respondents are satisfied and 26 per cent of sample respondents are highly satisfied with this job.

5. Conclusion

The Management may treat equally for all the employees of the organization. Employee satisfaction level and organization culture should be improved and also concentrate towards the employees' career growth in Mobis India Ltd. An attempt was made to study the involvement display by the respondents of the organization. From the survey, it was found that most of the people were satisfied with management. This study helped to understand the requirements and involvement of the employees and hopes to this as a stepping stone for further studies in similar areas.

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