A STUDY ON EMPLOYEE DISENGAGEMENT AT PORTAL TRAINING CENTER MYSORE.

Dr .Swathi.S[1*]

[1*]Assistant Professor Yuvaraja College University of Mysore. Mysuru.

*Corresponding Author: Dr .Swathi.S
*Assistant Professor Yuvaraja College University of Mysore. Mysuru.

Abstract:
Employee disengagement is feeling which is found mostly with employee with lots of dissatisfaction in the work .which means to work very inactively in the work they do. the concept disengagement is studied in Portal Training Center Mysore. In this paper what is the reaction of employees when they go tough employee disengagement is studied. The SPSS software is used for data analysis. Hundred fifty convenient samples were taken for the study. Eleven statements were taken for analysis. Four major statements found in occurrence when employee feel disengaged.

Key words: Employee disengagement, Government, quarrel, emotional detached and climate.

Kahn (1990) gave the following definition for personal disengagement "Personal disengagement is the simultaneous withdrawal and defense of a person's preferred self in behaviors that promote lack of connections, physical, cognitive, and emotional absence, and passive, incomplete role performance. According to Branham (2005), disengaged workers can negatively influence morale and revenues of the organization they often make trouble, complain, and have accidents.

Withdrawal is many times characterized by its side effects, which incorporate sluggish working beat, apathy toward work, simple and delayed interruption, and insignificant result (Pech and Slade, 2006). Separated representatives frequently have negative mentalities toward their work and association. These negative perspectives have been displayed to adversely affect authoritative efficiency and achievement. As referenced toward the start of this article, there is a genuine requirement for hierarchical directors and pioneers to distinguish contributing elements that lead to separation rapidly.

To understand about the employee disengagement PTC employee of Mysore branch was taken for the study.

The postal department in India was introduced by Dalhousie in 1837. After that we see lots of development in the postal department. The postal department is the subsidiary body of Ministry of Communications. for all types of communication Indian people depended only on post office. After 1990 the LPG gave different types of options for the customer for communication. The telephone and mobile phone change the customer dependency . the letter writing trends. The technology played a vital role on making in changing the method of working. All the departments started blinding the technology with work. After the LPG and impact of technology has posed many challenges on the both public and private sectors companies. One of area which need to be given more importance is employee engagement. so postal department was taken for study to identify factors influencing employee engagement.

LITERATURE REVIEW

Shilpa Ray.(2013), suggests that organizations must take the initiative to develop employee engagement. Leaders must be clear in communication and town hall activities must be encouraged. Public forums to connect people, company postal newsletters, and social media and CSR activities will enhance employee engagement, which leads to the success of an organization. The town hall program, community development centers, child care facilities, merit student awards, 'Kalasangam' where music dance and dharma are encouraged, positive psychological and emotional support, employee effectiveness like mentoring and coaching, and supervisor support are important. Disengaged employees must feel they are important only then engagement is possible.

Larry Myler. (2013), in his article points out why 70 % of employees are disengaged in their work. The two factors which he focuses on are hard work and money from the employer. If the employees are given monetary and non-monetary rewards then they will perform well in the job which in turn leads to productivity. If both the employer and employee's agendas are fulfilled, then workplace disengagement can be reduced.

Jacob Morgan. (2015), highlighted the story of his disengagement in this way: "After graduating from college with honors and a dual BA in business management and economics from UC Santa Cruz, I ended up working at a technology company in downtown LA. She was still living at home with her parents, but she was very excited to land in her first job. During the interview she was told that she will be going to business development meetings, traveling, meeting

influential people and helping to grow the company. Sounded amazing she was even willing to forego the 1.5 hour commute each way to and from work. After months of working there she was stuck doing data entry, power point presentations and cold-calling. She was officially disengaged. This is a story and experience that most employees around the world face. Our companies have become disengagement factories. This account of the author's own experience represents disengagement in the young and/or fresh employee.

Hussein Nabil Ismail et.al (2019), In this paper is to explore the relationship between employee engagement and job performance in the country of Lebanon, and to test whether creativity mediates the relationship between engagement and performance. The research sample consisted of 186 respondents working in Lebanese firms. The questionnaire included established measures relating to employee engagement, job performance and creativity – in addition to various demographic questions. Stepwise multiple regression and bootstrapping methods were employed in the analysis of the data. The findings showed a significant positive effect of employee engagement on job performance. However, mediation analysis using bootstrapping methods has shown that creativity has fully mediated the relationship between engagement and performance.

Mitika Nangia et.al (2020), the author has taken the volatile, uncertain complex and ambiguous (VUCA) scale. Which was introduced by U.S people in 1980. They have used both primary and secondary data to explain about employee engagement and talent management in IT industry. Providing up skilling platforms, taking Employee life cycle virtual, virtual leader support programs will lead to employee engagement.

Meenakshi Kaushiket.alia(2020), the author opines that employee connection special social gathering became problem. The physical and vocal relationship and friendship were lost during lockdown time. It is conceptual paper were author has used secondary data to discuss the positive and negative impacts of employee relationship and engagement.

PROBLEM STATEMENT
The employee disengagement in government sector is less explored area. So we can see that lacuna found in understanding the feelings of disengaged employee.

OBJECTIVE OF THE STUDY:
➢ To identify the disengaged employee statements used in work.
➢ To understand the concept of employee disengagement.
➢ To give some suggestion.

RESEARCH METHODS
The need of the study was to identify employee disengagement, quantify the connection between variables. Both qualitative and quantitative method was used in the paper.

RESEARCH DESIGN
The research design used in the paper is descriptive, using the survey method. Descriptive research accurately and systematically describes the characteristics or behaviour of an observed phenomenon or a particular population

SOURCE OF DATA
Data was collected from both primary and secondary sources. Primary data was collected through structured questionnaire was given to employees of Mysore paints and varnish Ltd Mysuru branch. The secondary data was extracted from different journals, publishers and websites.

SAMPLE DESIGN
Non parametric. That is 150 convenient sampling was used for the study.

SAMPLING UNIT
PTC employees in Mysuru were sampling units used in this paper.

STATISTICAL TOOLS ADOPTED
The mean and standard deviation are used.

Table-1

Descriptive Statistics			
Statement on Employee Disengagement.	N	Mean	Std. Deviation

1	Exit from the company.	150	1.40	.639
2	Creating problem at work.	150	1.16	.548
3	Display lethargy at work.	150	1.00	.000
4	Make lots of mistakes in the work.	150	1.24	.591
5	Quarrel with managers and co-workers.	150	1.08	.274
6	Work monotonously, no creativity and involvement in the work.	150	1.40	1.107
7	Start speaking negatively about the work.	150	1.08	.274
8	Feel emotionally drained in the work.	150	1.72	1.161
9	Non – Adherence to shifts timings.	150	1.16	.370
10	Wait for changes in work place.	150	1.88	1.319
11	Decreased loyalty.	150	1.16	.548
	Valid N (list wise)	50		

Source: Primary Data

The above Table -1 presents 11 statements specifying the employee disengagement behavior, Prominent behaviors were identified by computing the mean. The behaviors having highest mean is found to be predominant. The employees intended behavior during disengagement were as follows:

Findings
1. Wait for changes in work place. 1.88.
2. Feel emotionally drained in the work.1.72.
3. Exit from the company.1.40.
4. Work monotonously, no creativity and involvement in the work.1.40.

Suggestion
➢ Change is the content thing the work place.sometime due to many reason changes take place very slowly. At that point of time employee feel disengaged in work. To avoid the disengagement in government job opportunity to adopt and accept new changes must be initiated.which helps in reducing the disengagement.
➢ Providing the program were employee feel happy about them self. Like vacation, support program with family and outing with colleague will help to reduce the disengagement in the work.
➢ In most of the government organization exit from the job is found more in temporary/contract employee if the temporary/contract employees are given security in job disengagement level can be reduced.
➢ The creativity and involvement in the work can be increased by providing more autonomy to employee.most of the time in government organization employee need the approval from top level.they keep on waiting and try to win the confidence of top level employee when they fail disengagement increases. so by providing the autonomy disengagement can be reduced in the work.

Conclusion:
When work become monotonous employee feel disconnected with the work easily. Employee want opportunities ,growth and promotion in the job they are doing. If the organization is able to provide the changes that an employee need in the work the disengagement can be reduce. Once the employee feels less disengaged in the work they will be able to work more actively and positively towards the job they do.

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