

A Study on Employees' Internal Factors Influencing Employee Engagement Practices in Corporate Hospitals of Hyderabad

¹K. Sandeep Reddy, ²Dr. C. Suresh, ³Dr. P. Siva Prasad

¹Research Scholar, Bharathidasan University, Tamil Nadu

²Associate Professor, Bharathidasan University, Tamil Nadu

³Assistant Professor, Department of MBA, St. Martin's Engineering College.

ABSTRACT:

The objective of this article is to unbridle the factors that influence employee engagements in corporate hospitals, for this study, researchers have used descriptive correctional method. From the Review of literature researchers have come up with different factors which are mostly commonly mentioned in these research papers. The review process aims at strengthening existing literature. In this research paper, various employees' internal factors have been demonstrated which influence employee engagement. From this study it is found that both internal and external factors go hand in hand to bring in employee emotional commitment towards the work and workplace. These variations in factors may arise due to differences in individual and job characteristics, gender diversity; ethnic diversity etc. For this study a survey have been conducted among these three category staff and found that the internal factors (Like age, experience, sense of Humanity, Need, Interest, Social Responsibility, , Passionate on job) influencing Employee Engagement besides External Factors.

INTRODUCTION:

Employee Engagement is a feel of having complete presence of mind towards the work and the workplace. It is all about employee emotional bondage and dedication on work; It cannot be expressed in one word. It can start at any point and end at any moment. There are many factors which make employee engage his/her self throughout the service or may be for certain duration. Engaged employees yield fruitful results compare to semi or non engaged employees. If the employees are more engaged in what they have been assigned, there will be more productive in quality of work. Expecting continuous growth and success, many

companies are putting more attention to draw employee engagement by offering different welfare schemes like flexible work environment, rewards and promotions, Events, Training, Comfort pay, Career Development.

In India Healthcare sector is facing formidable challenges to bring in employee engagement to overcome service crises. Researcher have chosen corporate hospitals located in twin cities under healthcare sector for the survey as it requires more engaged workforce for better diagnosis, treatment and service.

Hospital is a "place of hope" where patients completely rely on the doctors and

staff working there for the quick recovery. To protect the trust and interest of the patients it is the responsibility of the hospital to make their employees ready for any type of patient service. A small negligence may cause loss or damage to the life of patients. Usually hospital staff will be much attentive, committed and care while in patient service. Considering these facts, the researchers for his study have chosen hospital staff to know the factors that influence Employee Engagement.

Key Words: Sense of Humanity, Liking, Caring, Sympathy, Interest, Social Responsibility, Belief in God, Fear, Morality.

REVIEW OF LITERATURE:

According to (Arti Chandani, Mita Mehta, Akanksha Mall and Vashwee Khokhar, 2016) various factors influence employee engagement at macro i.e. at organisational level and micro level i.e. at individual level. These variations in factors may arise due to differences in individual and job characteristics, gender diversity; ethnic diversity etc. Different employee engagement approaches for new employees like strong induction programs, rigorous training and development programme, certification programme and giving them a realistic job preview.

According to (Markos and Sridevi, 2010) there is a paradigm shift in recent times towards development of casual models that help to better explain employee engagement in modern organizational setting. It is believed that this would assist to create appropriate linkage between theory and practice.

According to Tett& Meyer (1993) in their postulation that for organizations to maintain momentum, become competitive and thrive in the area of profitability it is inadequate to focus solely on talent recruitment, instead creative and innovative efforts should be made to keep those talents on board in order to build cogent pool for the prosperity of the organization.

According to Buckingham and Coffman (1999) the origin of the term 'employee engagement' still lingers elusively without definite answers though believed to be first used by Gallup organization in the 1990s.

Bordia et al, (2008) examined that, the term has been inter-changeably used with 'worker engagement' even though employee engagement is perceived to be more concerned with relationship relative to the organization whereas, engagement involves relationship with one's work.

Stone et al, (2009) research study indicates that 70% of job seeking candidates are

willing to work for firms with lower employee attrition rate since those firms are not only perceived to be employee-centered but also economically viable.

McConnell (2011) argued in a research paper entitled the “essence of work engagement” that since engaged employees are more productive and less likely to quit their organizations compared to disengaged

employees, engagement inevitably poses a viable alternative strategy that demands a rigorous research.

Objective of the study:

- 1) To understand the employee engagement practices in Corporate Hospitals.
- 2) To find the factors that influence employee engagement practices in Corporate Hospitals.

Hypothesis:

H₁: There is a significant impact of employee's Age & Experience on employee engagement

H₂: There is a significant influence of 'Need' on employee engagement

H₃: There is a significant influence of 'Interest' on engagement

H₄: There is a significant influence of 'Self Explore' on employee engagement

H₅: There is a significant influence of 'humanity' on employee engagement

H₆: There is a significant influence of 'social responsibility' on employee engagement

H₇: There is significant influence of 'Passionate of job' on employee engagement

H₈: There is a significant influence of religiosity on employee engagement

Methodology:

Table: 1 Research Methodology

1	Data sources	1.Secondary : Journals & database, Books and Internet 2. Primary : Questionnaire
2	Type of research	Descriptive Cross-Sectional
3	Universe	Hyderabad
4	Population	Top 4 Hospitals (Apollo, Kamineni, Yashoda, Medisys)
5	Sampling unit	Lower level (200)
6	Sample size	200 (http://www.raosoft.com/samplesize.html)
7	Sample technique	Proportionate Stratified random sampling
8	Research Instrument	Structured Schedule
9	Type of Questions	Closed ended , Objective type
10	Mode of data collection	Personal contact

11	Statistical techniques	ANOVA, Correlation and Regression
12	Software	SPSS 21

Analysis:

Based on the review of literature objectives and hypothesis the analysis can be used ANOVA, Correlation and Regression analysis.

Table: 2 Impact of employees' age and experience on employee engagement with respect to the hospitals by using ANOVA

Demographics	Employee Engagement	N	Mean	F	Sig	Hypothesis acceptance
Age	20-30	65	1.42	3.560	.042*	H ₁
	30-40	50	2.14			
	40-50	45	2.25			
	50 >	40	3.41			
Experience	1-5	70	2.37	4.021	.011*	H ₁
	5-10	60	2.41			
	10-15	35	2.54			
	15 >	35	2.19			

* Significant at the 0.05 level (2-tailed).

From the ANOVA table to researcher can be observed that there is a significant impact of employees' age {F=3.560; (P=0.04<0.05)} and experience {F=4.021; (P=0.011<0.05)} on employee engagement at 5% level of significance with respect to the hospitals.

Table: 3 Regression Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Hypothesis acceptance
	B	Std. Error	Beta			
(Constant)	1.279	.258		4.966	.000	
Need	.028	.035	.039	1.786	.032*	H ₂
Interest	.145	.040	.185	3.667	.000**	H ₃
Self Explore	.098	.032	.153	3.051	.002**	H ₄
Humanity	.137	.032	.158	2.154	.009**	H ₅
Social Responsibility	.118	.032	.184	3.731	.000**	H ₆
Passionate of job	.182	.034	.263	5.286	.000**	H ₇
Religiosity	.111	.033	.165	3.340	.001**	H ₈

a. Dependent Variable: Employee Engagement, **Significance at 1% level, *Significance at 5% level

From the regression table:3 researcher identified that there is a significant impact of employees' Need {t=1.786; P (0.032<0.05)}, Interest {t=3.667; P(0.000<0.01)}, Self Explore {t=3.051; P(0.002<0.01)}, Humanity {t=2.154; P(0.009<0.01)}, Social Responsibility {t=3.731; P(0.000<0.01)}, Passionate of job {t=5.286; P(0.000<0.01)}, Religiosity {t=3.340; P(0.001<0.01)} on employee engagement at 1% and 5% level of significance.

$$\text{Employee Engagement} = 4.966 + 0.039 \text{ Need} + 0.185 \text{ Interest} + 0.153 \text{ Self Explore} + 0.158 \text{ Humanity} + 0.184 \text{ Social Responsibility} + 0.263 \text{ Passionate of job} + 0.165 \text{ Religiosity}$$

Findings & Discussion:

From the study It is found that not only External factors (Like Work Environment, Leadership, Compensation, Rewards and Recognition, Promotions, Career Development) Influence Employee Engagement in hospitals but also the Internal factors (Like age, experience, sense of Humanity, Need, Interest, Social Responsibility, , Passionate on job) influencing employees to get themselves highly engaged in what they are doing.

Most of the corporate hospitals have been adopting/applying these external factors as built-in, in their employee Welfare Schemes to make all its employees fully engaged. The quality of work is highly influenced by these external factors. The researcher found that along with the External factors there are also internal factors that are

playing major role in making employees highly engaged in what they are doing.

Hospital are the second birth place for most of the critical patients, After the Doctor or the Specialist diagnosis, the major portion of the service to the patients is rendered by Nursing staff, Helpers, and Technicians till the discharge. For this study a survey have been conducted among these three category staff and found that the internal factors (Like age, experience, sense of Humanity, Need, Interest, Social Responsibility, , Passionate on job) influencing Employee Engagement besides External Factors. So that the researcher recommended the organizations have to be considered internal factors of employee along with external factors to make the employee successfully engaged to their work.

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