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Abstract

The question of how to encourage people to perform more successfully and how to boost their sense of pleasure, participation, and dedication is one of the most serious problems that organisations face in the modern day. There are instances of sloppy and subpar craftsmanship in items all around us, in every direction we look. The purpose of this research is to investigate the aspects that are contributing to the level of job satisfaction experienced by workers. The elements that are likely the reasons why employees are satisfied in their jobs may be roughly classified into one of three categories: behavioural, organisational, or environmental influences. This paper focuses on each of these areas and makes an effort to establish a connection between the aforementioned characteristics and the level of work satisfaction experienced by employees. The primary goals of this study are to get an understanding of the amount of employee commitment and the effect that it has, as well as to conduct a more in-depth investigation of the numerous elements that influence employee engagement. This study post provides helpful suggestions for increasing productivity by using the most efficient tactics for employee engagement.

keywords: *Employee ,Engagement, Employee*

Introduction

Jobs are very essential to people in India since the nation has a large excess of workers but a shortage of capital. They contribute to the determination of one's living standards, locations of residence, prestige, and even one's perception of their own feeling of worth. Because they provide the method through which organisations may achieve their goals, jobs are an extremely essential component of organisations. It is possible that an organisation will be forced, as a result of technological improvements and pressure from competitors, to place a greater focus on the qualities of effective performance rather than on the usual occupations, responsibilities, and tasks etc. One of the pioneers in this field, Frederick W. Taylor (2018), thought that the interest that employees had in money was the primary factor that motivated them. In addition to this, he said that the ideal working environment would be one in which an employee could earn the greatest money with the least amount of effort. If employees were given work that was easy to do quickly without

causing excessive weariness, not only would they be more productive, but they would also feel more satisfied in their jobs. The primary purpose of this research is to determine the nature of the connection that exists between work satisfaction and a variety of elements spanning the behavioural, environmental, and organisational realms. This research is being carried out at a cement factory in India.

Employee Engagement

'Employee engagement' (EE) is a phrase that was developed by an American psychologist (Kahn, 2019). People who are engaged in their job are said to be better prepared to put in extra effort beyond what is required to complete their tasks.

- Thought of it as consisting of two separate components from the outset:
- Emotional involvement may be defined as a condition in which workers have strong emotional links to their supervisors, believe that their ideas count, and feel that their managers provide them development advice;
- Cognitive engagement is a condition in which workers are aware of what is expected of them, are aware of their purpose or goal, are given chances to improve, and are given feedback about how to advance in the organisation.

Elements of employee engagement

According to CIPD 2010b, the three most important aspects of employee engagement are intellectual engagement, also known as giving careful thought to one's job and how to perform it more effectively, affective engagement, also known as having a positive outlook on one's performance on the job, and social engagement, also known as actively seeking out opportunities to discuss work-related improvements with others while at work. Employees who are engaged in their work do so not because they are required to but rather because they voluntarily choose to invest their heart and mind in their work. opinion that the word "engagement" is gradually replacing "job satisfaction" and "commitment" due to the fact that "engagement" seems to have a more descriptive quality in general. There is a correlation between the degree of engagement that workers have and the amount of autonomy they are given to make decisions. They claim that in order for there to be true involvement in the way that it is meant to be understood, there must first be present two essential components. The first is the logical aspect, which refers to an employee's comprehension of their work, how it fits in with the larger organisation as a whole, and how it contributes to the achievement of organisational objectives. The second aspect is the emotional one, and it relates to how a person feels about the organization's culture, whether or not their job offers them a feeling of personal success, and how their boss directs them.

Literature Survey

Numerous studies on the topic of work satisfaction and the factors that contribute to it have been conducted over the last several decades. According to Chu et al.'s study from 2020, several scholars and administrators have recognised the significance of the impact that work satisfaction has on a range of organisational factors.[3] In particular, we are aware that disgruntled workers are more likely to Hulusi DOGAN quit their positions than

pleased workers. Therefore, it is essential for every organisation to get an awareness of the factors that contribute to employee work satisfaction in order for it to continue to survive and thrive (Mrayyan, 2020).[4] According to Price (2001), a straightforward definition of job satisfaction is the emotional orientation that a person has towards his or her work.[5] To put this another way, work satisfaction may be seen as an expressive response to a job that arises from contrasting the outcomes that are observed with those that are wanted (Porwal N. Sharma, 2019).[6] In a nutshell, sentiments, attitudes, or preferences of people towards their work may be summed up by the term "job satisfaction." In addition to this, it is the extent to which workers take pleasure in the work that they do (McCloskey and McCain, 219).[7] In addition to this, one may find a variety of explanations for its nature that have been established via the study of written works. According to the need/value fulfilment hypothesis, a person's level of job satisfaction is inversely proportional to the degree to which their particular needs are not met to the same degree that those needs are met by their work. On the other hand, Porter and Lawler (1968) divide the elements that contribute to work satisfaction into two categories: those that are internal to the organisation and those that are external. According to them, internal satisfying factors are related to the work itself (such as a feeling of independence, feeling of achievement, feeling of victory, self-esteem, feeling of control, and other similar feelings obtained from work), whereas external satisfying factors are not directly related to the work itself (such as having good relationships with colleagues, a high salary, and good welfare and utilities). According to Glisson and Durick's research from 2020, the elements that affect an employee's level of job satisfaction can be broken down into two categories: those that are work-related and those that are employee-related.[8] The degree to which an employee is happy in their job has been the aspect of an organization's culture that has been researched the most. There is a wide range of levels of work satisfaction, and some academics, for instance, have hypothesised that the higher the prestige of the position, the higher the level of job happiness. However, a significant number of employees may find fulfilment in even the least distinguished of employment. That is to say, people do what they do because they like it. In any event, a person's thoughts or state of mind are just as important to their overall work satisfaction as the job itself. A person's level of job satisfaction may be impacted by a wide range of variables, including the quality of their relationship with their supervisor, the quality of the physical environment in which they work, the degree to which their work fulfils them, and many other things. On the other hand, there is not a widespread consensus among academics, consultants, and other professionals that enhanced work satisfaction leads to better performance on the job. In point of fact, increased work satisfaction may sometimes lead to a decline in performance on the job. The two-factor hypothesis developed by Frederick Herzberg, which is also known as the Motivator Hygiene hypothesis, is an effort to explain job satisfaction and motivation in the workplace. According to this idea, contentment and discontent are both driven by distinct sets of elements, namely those related to motivation and factors related to cleanliness, respectively. It is inextricably linked to the level of job satisfaction a subordinate experiences that an employee maintains in his or her position. One way to think about

motivation is as an inner energy that motivates people to achieve both their own personal objectives and the goals of their organisations.

Jessica (2022). Restaurants have a greater chance of seeing an increase in both their profits and the level of pleasure their patrons feel when they ensure their personnel is engaged. Every worker in a restaurant has the potential to become the establishment's most valuable asset. Employers often consider going above and beyond employees' expectations in an attempt to improve their ability to compete effectively. Employers have a responsibility to make the right choice in order to motivate their workers to apply all of the chances and functionalities that are accessible to them in their line of work. If they don't, a significant amount of their employees' precious resources will continue to be unavailable to any organisation.[9]

Bakker and Leiter (2023). Therefore, modern businesses anticipate that their workers will be happy and persistent in their work, that they will take responsibility for their own development and make an effort to improve both quality and performance, that they will be enthusiastic and dedicated to the work that they do, and that they will take pride in their work. Companies are working to improve their overall performance in an effort to position their businesses at a competitive advantage over those of their rivals.[10]

Sakovska Maryana (2020), companies have linked employee engagement with consequences, which are instantly significant for the majority of businesses: having fully satisfied employees who are quite pleased with their work experience was once a good formula for success. a fully satisfied employee who needed to stay with a company is considered to be the workforce strength and productivity. Growing employee participation and building an atmosphere that helps to encourage employee engagement are two strategies that may significantly increase a company's chances of attaining success in their organisation. Other strategies include focusing on increasing customer happiness, productivity, profits, reducing staff turnover, and managing risks.[11]

Work Environment

Stress: Job satisfaction is lower when there is a significant level of negative stress. The term "stressful" refers to a situation in which an employee's personal life and their employment do not mesh well together, or when the job itself is the cause of unease and consternation. Conditions of employment: The circumstances of the workplace need to be normalised so that workers can carry out their duties effectively. The level of employee motivation drops in workplaces where there are not suitable circumstances, and this scenario has a negative impact on the degree to which employees are satisfied with their jobs.[12]

Organizational Factors

Fair rewarding: When workers' efforts are compensated appropriately, they report higher levels of job satisfaction. Promotion: The availability of promotions has a variety of effects on the manner in which one might experience work satisfaction. The reason for this is that promotion is done in a variety of different methods. For instance, "employees promoted based on their work experience" report lower levels of job satisfaction compared to "employees which are promoted based on the basis of their work results." Opportunities:

Offering employees opportunities directly tied to their work may significantly boost employee happiness. For instance, a work that offers the chance to take part in initiatives, promotes healthy competition, and calls for more responsibility.[13]

Behavioral Factors

Adequate authority: Increasing an employee's level of autonomy in the workplace leads to increased job satisfaction. Material benefits, such as a salary, are a significant contributor to work happiness. In addition to satisfying people's core need, money satisfies their desires for luxuries and comforts. In most cases, workers are content to receive their pay as the reward from their superiors for the job that they have done. Supervisors and managers are one of the most important aspects that contribute to employee happiness on the workplace. [14]Employees' levels of job satisfaction may be increased when their managers take an interest in their work, support them in finding solutions to difficulties they face both in their professional and personal lives, and cultivate informal relationships in addition to official ones.

Research methodology:

The researcher was reading a book titled "The New Rules of Engagement," and in chapter 10 the author, Mike Johnson (2004)[15], wrote that "the ability to engage employees, to make them work with our business, is going to be one of the greatest organisational battles of the coming 10 years." According to the findings of the researcher, this is an intriguing assertion. When Mike mentioned that employee engagement is a popular topic in the world of management today, he brought up an important point. Employee engagement is a concept that has fast been integrated into the HR and business agendas of many organizations, which shows how essential this subject is. The challenge of increasing the degree of employee engagement is one that is attracting the attention of corporate executives and professionals alike, and it is also receiving the notice of academics on an increasingly widespread basis. It is pretty difficult to see an article in one of the most well-known HR or management periodicals that does not include employee engagement in this day and age. Unfortunately, there is not currently a single definition of engagement that is widely recognized and evident, and the majority of researchers and practitioners define the word in a number of different ways. However, there is a growing consensus that engagement refers to an active participation in a meaningful activity. On the other side, the concept has been encapsulated by the Forbes organization in just a few straightforward lines as follows: "Employee engagement is the emotional commitment the employee has to the organization and its goals."

Scope of the Study:

Including the conceptual, modelling, and technical limits as points of reference helps define the scope of any research endeavour. These are the parameters within which the study is intended to be carried out. The research is carried out at four different Ultra Tech Cement Ltd. units in the city of Bhatapara in the state of Chhattisgarh. The scope of the research was expanded to include a consideration of the employees' demographics who had responded to the survey in the chosen Units. The study went on to examine employee engagement initiatives, levels of employee engagement, factors that drive employee

engagement, best practises and their impact with regard to employee engagement, measuring employee engagement and its effect on overall performance of employees as the study's scope, and identifying bottlenecks to bridge implementation gaps as the final step.

Sample Size:

The total number of samples is 200. The organisation made a recommendation on the size of the sample, and the list of the company's 200 workers was obtained from the Human Resources Department.

Objectives of the study:

- 1) To have an understanding of the measures on employee engagement that have been implemented at Ultra Tech Cement Ltd (Chhattisgarh).
- 2) To know the levels of employee engagement in the organization.
- 3) To understand how different socio-demographic factors affect the level of involvement shown by workers in an organisation.

Data analysis:

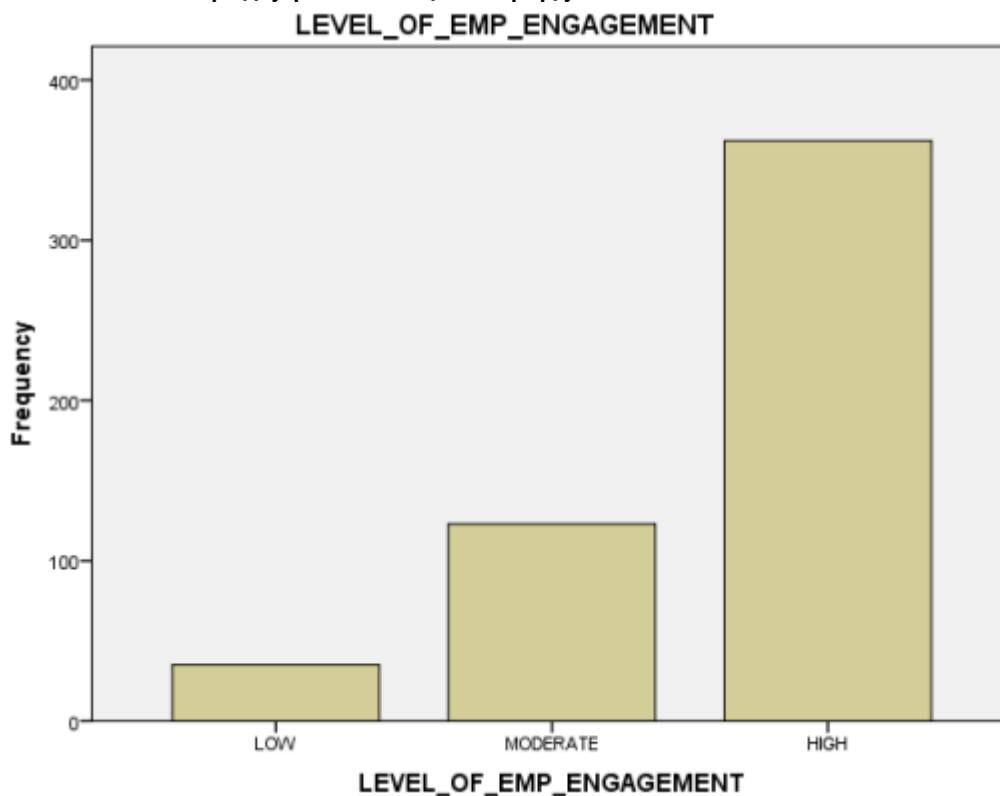
Ultra Tech is committed to creating a value proposition for their employees as well as giving a world of possibility for those employees. There have been a lot of various strategies tried out in order to include the workforce. The amount of staff participation will be increased in 2022 as a direct result of the initiative's success. The Sales and Service Academy plans to run flagship programs such as Front Step and Next Step in the future. These programs are designed to increase the efficiency of frontline salespeople and are targeted toward those individuals particularly. And develop. The Technical Training Center served as the driving force behind the creation of different management levels' technical performance and business simulation strategies. The Step Ahead professional development program was established in conjunction with the Xavier Management Institute (XLRI) with the goal of promoting middle and upper level managers into executive and administrative roles.

Statistics LEVEL_OF_EMP_ENGAGEMENT

N	Valid	200
	Missing	0
Mean		2.6288
Std. Error of Mean		.02663
Std. Deviation		.60723
Variance		.369
Skewness		-1.411
Std. Error of Skewness		.107

LEVEL_OF_EMP_ENGAGEMENT

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid LOW	14	6.7	6.7	6.7
MODERATE	46	23.7	23.7	30.4
HIGH	140	69.6	69.6	100.0
Total	200	100.0	100.0	



CONCLUSION

A favorable attitude towards the firm and its core principles on the part of employees is what we mean when we talk about employee engagement. It is quickly gaining popularity, use, and importance in the workplace, and it has a wide range of effects on businesses. The concept of employee engagement places an emphasis on the significance of open communication with workers to the overall success of a firm. Because of this, the organization needs to give greater weight to the idea that its personnel are influential components that contribute to the company's level of competitiveness than it does to any other aspect. Because of this, employee engagement has to be an ongoing process that involves learning, improving, measuring, and taking action. Therefore, the researcher draws the conclusion that it is the duty of the firm to increase and retain employee engagement, and that doing so takes the ideal balance of time, effort, dedication, and investment in order to be successful in business. As a result, the researcher decided to carry out this study, which was given the working title "A Study On Employee Engagement In Ultra tech Cement Limited - Chhattisgarh." A well-structured questionnaire was utilized to collect the data, and proper statistical methods were employed throughout the process.

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