

ELEVATING SUCCESS: PROBING THE POWER OF EMPLOYEE VOICE AND ENGAGEMENT IN ORGANISATION

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ABSTRACT

Engagement is the term used to describe the emotional investment that workers make in the company and their jobs. Employees that are engaged are passionate about what they do, feel valued, and are prepared to go above and beyond to ensure the success of the company. A meaningful work environment, acknowledgment, professional development opportunities, and leadership support are all variables that affect employee engagement. By putting communication, teamwork, and employee development first, HR departments can play a vital role in promoting employee engagement and voice. This is especially important in a hybrid work environment where a lot of in-person and virtual contacts take place.

Keywords: Employee voice., Employee Engagement., Diverse Environment

INTRODUCTION:

Employee engagement levels are directly impacted by how employees perceive vocal conduct intended to enhance group functioning. Employee engagement at work is positively impacted when they actively provide ideas, thoughts, and feedback. Employee trust in top management and the line manager-employee relationship act as mediators in the relationship between voice behavior and engagement. Building relationships based on trust is essential to increasing participation. Employee engagement eventually impacts performance and customer service because engaged workers voluntarily put in more effort.

SCOPE

A research study on employee voice and engagement could cover a number of topics, including how communication channels affect employee involvement, how employee feedback mechanisms and organizational commitment are related, how leadership contributes to creating an atmosphere that encourages employee expression, and how organizational culture affects employee engagement levels. It might also investigate how employee voice affects productivity, job happiness, and overall company effectiveness.

REVIEW OF LITERATURE

Dewi.A.D et al. (2023) :This study aimed to understand the mediating role of work engagement on employee voice and organizational effectiveness using a social exchange method. The study's findings suggested that the feedback between workers and the company was based on the emotive impact of work engagement. The study also showed that enabling in-person and virtual contacts between staff members and supervisors is necessary to fortify the employee voice mechanism

ISLAM.S.M et al . (2023):This research identified employee engagement and leadership style as novel components in the banking industry. The investigation's findings demonstrated how important the six previously mentioned parameters were for EP outcomes in PCBs. Every factor also affected a person's work philosophy and conduct, which included both good and bad performance as well as the possibility of quitting.

Jamaludin.A.M. et al. (2023) The study's goal was to investigate the components required for the NER employee voice framework in Malaysia's manufacturing industry. NER employee voice framework in the Malaysian manufacturing sector were examined in this article. The study's results will add to our understanding of organizational behavior in voice by offering the viewpoints and advice of an industry expert on NER employee voice

Abdulgalimov . D. et al.(2023) The goal of employee voice research had been to develop technical solutions that tackled the difficulties of speaking up in the workplace. Investigated the nuances of incorporating employee voice and how the relationships among the current actors affected the process' efficacy. In this study, an end-to-end EVP was provided, involving the deployment of Our Voice with sessional staff to facilitate successful and long-lasting interactions between the department's supervisors and sessionals.

Islam . T . et al. (2023) : The purpose of this study was to investigate the relationship between moral leadership and worker engagement. The study investigated the relationship between ethical leadership and employee work engagement, as well as the moderating effect of harmonious work passion on the relationship between employee work engagement and trust in the leader. Furthermore, it has been observed that the relationship between moral leadership and worker engagement is mediated by workers' faith in their boss.

RESEARCH METHODOLOGY:

A sample of 102 respondents collected through a well structured questionnaire. SPSS software has been used for analysis.

ANALYSIS:

FACTOR ANALYSIS ON THE SATISFACTION LEVEL OBTAINED THROUGH THE MARKETING ANALYTICS DATA

The factor analysis test has been performed in order to analyze the satisfaction level obtained by the employees through the usage of marketing analytics data in businesses. The value of Kaiser – Meyer – Olkin (KMO) ensures the sampling adequacy for the factors. The KMO and Bartlett’s test for sampling adequacy was carried on for the satisfaction level obtained for various data obtained through marketing analysis is depicted in the following table

Kaiser-Meyer-Olin Measure of sampling Adequacy		.936
Bartlett’s Test of spherical	Approx. Chi - square	1053.571
	df	91
	Sig.	.000

Inference

The above table 4.3.4 indicates that the KMO value for sampling adequacy for satisfaction level obtained by the employees through the usage of analytics data .936 (greater than 0.5 desirable) So, this value ensures that sample size is adequate to carry out the factor analysis for the factors. The value of chi- Square statistic in Barlett’s test of sphericity is highly significant (.000). It ensures that the factors under satisfaction level obtained are highly inter related.

Therefore, here the principal component analysis is an appropriate methodology to analyze the importance of the selected indicators in measuring the satisfaction level.

Total variance in this satisfaction level Obtained by the Employees through the usage of Marketing analysis data

Components	Initial Eigenvalues			Rotation Sums of Squared Loadings		
	Total	% of variance	Cumulative %	Total	% of variance	Cumulative %
1	8.563	61.164	61.164	4.471	31.937	13.937
2	.887	6.333	67.496	3.727	26.622	58.560
3	.694	4.955	72.451	1.945	13.891	72.451

INFERENCE:

The above table 4.3.5, reveals the variance explained by the components after extraction and after rotation. The components have been extracted by applying kaiser criteria and rotated imposing varimax rotation method. Its is noted , only 2 components out of 9 are enough to explain the total variation in employee’s satisfaction level on the employee voice and engagement in the human resource management. Rotation sums of squared loading indicate the first rotated components explain 31.937% total variation in employee’s satisfaction level. The second rotated components explain 26.622% total variation in employee’s level. The third rotated components explain 13.891%. total variation in employee’s satisfaction level on employee voice and engagement in the human resource management.

FRIEDMAN TEST RATE THE FOLLOWING FACTOR TOWARDS EMPLOYEE RETENTION IN THE ORGANISATION

The rank of priority of the factor that influence the decision regarding employee’s growth is mentioned in the following table. The Friedman test was performed to ascertain the following results

Options	Mean Rank	Rank	Chi square	Significance
Clear opportunities for career advancement	5.71	6	70.642	0.000
Recognition for contribution	6.06	3		
Satisfaction with company benefits	5.68	8		
Positive and inclusive work environment	5.86	5		
Sense of Loyalty and commitment towards the company.	5.30	10		
The company supports a healthy	6.38	2		

worklife balance.				
Training and development opportunities are readily available.	5.70	7		
Management demonstrate effective leadership and communication.	5.53	9		
Employees have access to resources that enhance job performance.	5.92	4		
There are clear communication channels addressing workplace concerns	7.75	1		

INFERENCES:

From the above table 4.3.4 it is inferred that “There are clear communication channels addressing workplace concerns” and “The company supports a healthy work-life balance” are ranked first and second respectively, “Recognition for contribution” and “Employees have access to resources that enhance job performance” are ranked third and fourth respectively, “Positive and inclusive work environment” and “Clear opportunities for career advancement” are ranked fifth and sixth respectively, “Training and development opportunities are readily available” and “Satisfaction with company benefits” are ranked seventh and eighth respectively, “Management demonstrate effective leadership and communication is ranked ninth and Sense of Loyalty and commitment towards the company are ranked the least. Hence it is concluded from the above table that There are clear communication channels addressing workplace concerns and The company supports a healthy work-life balance are considered as the major factors that contributes for improving the brand performance in comparison with the other factors and Sense of Loyalty and commitment towards the company are ranked the least are not considered in influencing firm performance.

FINDINGS

- ❖ Employee impressions of speech behavior intended to enhance group productivity have a direct impact on engagement levels.
- ❖ Employee trust in top management and the relationship between the employee and line manager mediate the relationship between voice behavior and engagement.
- ❖ Fair treatment and employee empowerment could improve an organization's long-term performance in the face of intense stakeholder competition. Employee performance can be positively impacted by introducing employee voice.
- ❖ Employee engagement and retention are greatly impacted by talent management strategies. Research indicates that 74.3% of employee engagement is attributed to talent management. Employee engagement, retention, value creation, and overall organizational performance are all favorably correlated with talent management.

SUGGESTIONS

- ❖ The collective thoughts, sentiments, and feedback that workers have about their workplace are collectively referred to as employee voice.
- ❖ It is essential for comprehending employee attitude, raising engagement levels, and promoting corporate success. Increasing Employee Participation is directly impacted by employee input.
- ❖ Employee engagement is higher when they perceive that their opinions are respected and heard. The efficacy of an organization is positively impacted by engaged workers.

CONCLUSION

Establishing Mutual Respect and Trust: Giving employees a voice promotes mutual respect and trust inside the company. Upholding trust is even more important in a hybrid workplace where in-person and virtual collaboration coexist. Diverse Views: Having a variety of perspectives is beneficial to organizations. Since diverse groups tend to make better judgments, it is important to capture a wide range of opinions to ensure that employee voice is inclusive of all ages, genders, races, and disabilities. Employee Silence: Employee silence in the face of voice opportunities might mask problems or unhappiness. Employers should actively support and pay attention to employee voice in order to avoid detrimental effects like stress, dissatisfaction, and resentment. A positive workplace culture and general company effectiveness are enhanced by employee voice.

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