

Current Level of Employee Engagement among Indian Software Companies: - An Empirical study

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CITATION: Swetha, G. and Kumar, D. Pradeep (2015), "Current Level of Employee Engagement among Indian Software Companies: - An Empirical study", *MERC Global's International Journal of Social Science & Management*, Vol. 2, Issue 5, pp. 297-301.

ARTICLE HISTORY: Submitted: April 18, 2015, Revision received: May 28, 2015, Accepted: June 04, 2015

ARTICLE TYPE: Research paper

ABSTRACT

There is a paradigm shift from employee satisfaction to employee engagement. Organisations now a days need engaged employee rather than satisfied employee. Engaged employees involve in the work and committed to the organisation's mission, vision and goals, tend to contribute more to organisational productivity, which leads to higher customer satisfaction. This paper made an attempt to study the current level of employee engagement among Indian software companies. 600 employees (100 each) from six I.T. (i.e. Cognizant, Infosys, Mahaveer Infotech, Mahindra Satyam, TCS and Wipro) companies were administered a structured Gall up questionnaire to collect primary data. The sampling unit was taken as employees of selected I.T. Companies and Multistage sampling procedure is adopted. At first stage six companies in I.T. Industry are selected using convenience Sampling. In the second stage 100 employees were selected using Stratified Proportionate Random Sampling. A simple percentage, weighted average method, ranking method was used to measure the current level of employee engagement among Indian software companies. Results highlights that process consultation, systematic goals, participative leadership style, regular feedback, fair promotion, distributive justice, guided missile culture leads to increased employee engagement.

KEYWORDS: Employee engagement, Participative decision making, Planning, Employee satisfaction and commitment.

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