International Journal of Research Publication and Reviews

A Study on Employee Engagement in Remote Work in Industrial Quality Concepts

[1]Prince Jaba Albin J and [2]Madhiarsi S

[1]MBA student Jerusalem College of Engineering, Chennai
[2]Aissistant Professor, Jerusalem College of Engineering, Chennai
DOI: https://doi.org/10.55248/gengpi.5.0324.0924

ABSTRACT

In the wake of Covid-19 pandemic many industries shifted to remote work culture and quite the traditional way of working at office. This study aims at understanding the employee engagement in the virtual workplace. The shift raises the need for developing a new employee engagement strategy which can help even in post-pandemic era. This research further helps in suggesting ways to smoothen the remote working culture which could be adopted permanently in the near future

INTRODUCTION

Established in **1989**, Industrial Quality Concepts (IQC) is an independent organization specializing in providing training in NDE, Welding and Quality Management, Non Destructive Testing Services, Remaining Life Assessment (RLA) of Power Plant Equipment, Third Party Inspection etc.

IQC is a concern promoted by well-known Quality Specialist Mr. S. Baskaran, who has more than four decades of experience in Engineering Quality Control, Quality Assurance, NDT, Welding Fields and had served in the well-known Public Sector Undertaking ? High Pressure Boiler Plant of M/s. Bharat Heavy Electricals Ltd. (BHEL), Tiruchirappalli for twenty five years.

Managed by highly qualified, dedicated and experienced technical personnel and supported by specialists and consultants, IQC provides specialized services for all types of industries on behalf of manufacturers, owners, engineering contractors and government agencies.

The IQC group's activities encompasses activities such as training, certification, services and consulting in all areas of NDE and quality control.

IQC Advanced Inspection Solutions is the latest addition to the group and provides complete end to end solutions for automated testing and inspection

REVIEW OF LITERATURE

Vijesh Chaudhary et al (2021) This research seeks to examine and statistically assess factors that can impact the employee engagement level. The results showed that proper virtual tools, contact by the organization leaders, mental health checkup and virtual training increases the employee engagement.

Laxmiprada Pattnaik , Lalatendu Kesari Jena (2021) This study helps to explore the inter-linkages of mindfulness, remote engagement and employee morale as a solution to new normal, during the pandemic.

Ajibade Adisa et al (2021) This study explores how remote working inhibits employee engagement. The study revealed that the sudden transition from in-person to online modes of working during the pandemic brought about work intensification, online presenteeism, employment insecurity, and poor adaptation to new ways of working from

Nisha Channana , Sangeeta (2020) This paper determines various employee engagement practices that various companies are taking up during the pandemic in order to make employees engaged towards their job. The study highlights online trainings, team meetups, appreciation sessions, etc. as various practices in order to ensure employee engagement.

Vic Benuyenah, Bharti Pandya (2020) This study seeks to examine employee happiness in the UAE. The authors have proposed a simple data collection approach at the organizational level. The aim of the study is to correlate individualized account of 6 happiness with organizational productivity and fed into the overall national statistics on gross national product and public well-being.

Dr. Shachi Yadav Anshuman Dubey et al (2020) The purpose of the paper is to understand the influence of virtual workplace on employee engagement. The result showed that engagement of an employee at a virtual workplace is a difficult task.

Bryce C. et al (2020) This study examines the historic dynamics and strategic priorities that have undermined the NHS's attempts to navigate the troubled times. The authors mentioned that an overreliance on perceived efficiency benefits of _lean production 'and _just in time' continuity planning superseded strategic redundancy and slack in the system.

Barbara Z. Larson et al (2020) This study helps in providing guidance to manage the remote workers. They revealed that remote work becomes more efficient and satisfying when managers set expectations for the frequency, means, and ideal timing of communication for their teams.

Talina Mishra and Lalatendu Kesari Jena (2020) This study aims at integrating the concept of lean in the world of virtual leadership by continuously engaging employees and building efficient teams to increase the effectiveness of digital workplaces. The findings of the study revealed that lean leadership can serve as a great way to boost employee morale and enrich their experience in times of global crisis. Employees can effectively contribute to the organization with the help of virtual lean teams and tools.

Adhitamaa , Setyo Riyanto (2020) This study is based on the influence of work environment on employee engagement and employee performance. The results showed that engagement and performance can be influenced by social union.

Farheen Fathima Shaik, Upam Pushpak Makhecha (2019) This study examines the drivers of employee engagement in global virtual teams. This study uses the Job Demands-Resources theory of employee engagement to derive the drivers of employee engagement in global virtual teams. The authors conceptualized five drivers of employee engagement, namely, cultural intelligence, communication (formal and informal), technology, trust and individual maturity.

Timothy D. Golden , Ravi S Gajendran (2019) The study aims at unpacking the role of a telecommuter's job in their performance. Findings of the study reveals that for telecommuters who held complex jobs, for those in jobs involving low levels of 7 interdependence and for those in jobs with low levels of social support, the extent of telecommuting had a positive association with job performance.

RESEARCH METHODOLOGY

In this study based on both primary and secondary data. The primary data were collected from customers using well-defined and well-framed questionnaire. Convenience sampling method was used for selecting sample respondents. Sixty-nine respondents were selected for the present study. The secondary data were collected from various books, journals, research articles, magazines, and websites. Primary Objectives. To study the employee engagement through working from home. Secondary objectives to identify the effectiveness of the communication between the employee and the manager. To identify the social connectedness among the employee's while. To determine the career growth in remote working. Need of study Although it has been 5 years since the corona virus has been declared as a pandemic the remote work culture seems to have taken a new normal working style. Now many companies have started seeing work from home as a long term thing. On the other hand, employee engagement through remote work culture is little challenging. Hence it becomes important to understand the perception of the people and to provide better suggestions to the problems that remote work culture comes with. Scope of the study The scope of the study is to understand the employee engagement through remote work culture and how far people have adapted to the new way of working. The study helps in bringing out the opinion of the respondents on their relationships with their managers and co-workers. The study further identifies work life balance while working from home and brings about the problem that the respondents constantly face while working from home. Limitations of the study Data collected through online mode, hence there is a lack of face to face interactions with respondents. This study is conducted within a limited time period.

ANALYSIS

DESCRIPTIVE ANALYSIS

PERCENTAGE ANALYSIS:

FACTOR		FREQUENCY	PERCENTAGE
GENDER	Male	38	55.1
	Female	31	44.9
AGE	21-25	33	47.8
	26-30	8	11.6
	31-35	18	26.1
	36-40	9	13.0
	40 above	1	1.4

EDUCATION	Hsc	1	1.4
	Ug	26	37.7
	Pg.	41	59.4
	Others	1	1.4
OCCUPATION	public sector	3	4.3
	private sector	45	65.2
	Ngo	4	5.8
	Student	17	24.6
INCOME	Below 25000	28	40.6
	26000-35000	4	5.8
	36000-45000	20	29.0
	46000-55000	7	10.1
	Above 56000	10	14.5

CORRELATION ANALYSIS

To find the relationship between access to resources and that help and concerns and satisfied are you with overall support.

NULL HYPOTHESIS(HO): There is no relationship access to resources and that help and concerns and satisfied are you with overall support.

ALTERNATE HYPOTHESIS(H1): There is a relationship between access to resources and that help and concerns and satisfied are you with overall support.

Correlations		Do you have access to resources and tools that help you stay productive while working remotely?	How satisfied are you with the overall support provided by the HR department for remote employees?
Do you have access to resources and tools that help you stay productive while working remotely?	Pearson Correlation	1	.433**
	Sig. (2-tailed)		.000
	N	69	69
How satisfied are you with the overall support provided by the HR department for remote employees?	Pearson Correlation	.433**	1
	Sig. (2-tailed)	.000	
	N	69	69
**. Correlation is significant at the 0.01 level (2-tailed).			

The significant value 0.000 is less than the table significant value (0.000<0.05).HO is rejected and H1 is accepted Therefore, there is a relationship between access to resources and that help and concerns and satisfied are you with overall support.

CHI-SQUARE ANALYSIS

To find relationship between gender and valued by your colleague's superior.

NULL HYPOTHESIS(HO): There is association between gender and valued by your colleague's superior.

ALTERNATE HYPOTHESIS(H1): There is an association between gender and valued by your colleague's superior.

Test Statistics		
	Gender	Do you feel that your work is valued by your colleagues and superiors?
Chi-Square	.710[a]	28.101[b]
Df	1	3
Asymp. Sig.	.399	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 34.5.

b. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 17.3.

From the above table we found that the calculated value is 0.000 which is lesser than table value (0.05) thus null hypothesis rejected and alternative hypothesis is accepted. Thus there is a relationship between Gender and valued by your colleagues' superior.

FINDINGS

From the above table that it is interpreted that 55.1% are male and 44.9% are female. Majority are male with 55.1 respondents, that it is interpreted that 47.18% are of age between 21-25 and 11.6% are of 26- 30 age, 26.1% comes with the age of 31-35, 13% are of age between 36 - 40 and 18.2% are of 1.4 comes with age of Above 41. thus the majority of the people are an age of 21-25. it is interpreted that 59.4% of respondents are post graduates,37.7% of respondents are undergraduates, 1.4% are HSC and 1.4% are others and the majority respondents are with post graduate. that it is interpreted that 4.3% are public sector, 65.2% are private sector, 5.8 are ngo and 24.6% are student, majority are 65.2% are private sector respondents. From the above table that it is interpreted 40.6% Below 25,000, 5.8% are 26,000 – 35,000, 29.0% are 36,000 -45,000, 10.1% are 46,000 – 56,000, 14.5% are Above 56,000. Majority are Below 25,000 with 40.6 % respondent.

CONCLUSION

In conclusion, this study on employee engagement in remote work highlights the importance of fostering a positive and supportive remote work environment. Through examining various factors such as communication effectiveness, social connectedness, and career growth opportunities, it becomes evident that remote work success hinges on effective strategies for employee engagement. By implementing measures such as regular feedback sessions, virtual team-building activities, and career development initiatives, organizations can enhance employee engagement, leading to improved productivity, morale, and overall job satisfaction in the remote work landscape. As remote work continues to evolve, prioritizing employee engagement remains essential for cultivating a thriving and motivated remote workforce.

REFERENECE

- Vijay Chaudhary et al, (2021), ―Factors affecting virtual employee engagement in India during Covid-19.

- Pattnaik L and Kesari Jena L (2021), ―Mindfulness, remote engagement and employee morale: conceptual analysis to address the ―new normal‖.

- Ajibade Adisa T. et al (2021), ―Remote working and employee engagement: a qualitative study of British workers during the pandemic‖.

- N. Chanana, Sangeeta, Employee engagement practices during COVID-19 lockdown, J. Public Affairs (2020), https://doi.org/10.1002/pa.2508.

- V. Benuyenah, B. Pandya, Measuring employee happiness in the UAE– integrating organisational data into the national statistics, Int. Rev. Manage. Mark. 10 (3) (2020) 83 92.

- Larson, B.Z., Vroman, S.R. and Makarius, E.E. (2020), ―A guide to managing your (newly) remote workers‖, available at: https://hbr.org/2020/03/a-guide-to-managing-your-newly remote-workers (accessed 15 April 2020).

- Mishra, T. and Jena, L. (2020), ―Virtual workplaces and lean leadership: integrative conceptualization and organizational implications‖, Strategic HR Review, Vol. 19 No. 4, pp. 21-24

➢ Bryce, C., Ring, P., Ashby, S. and Wardman, J. K. (2020), ―Resilience in the face of uncertainty: early lessons from the COVID-19 pandemic‖. Journal of Risk Research, Vol. 23, No. 7-8, pp. 880-887 Adhitama, J. and Riyanto, S. (2020), ―Maintaining Employee Engagement and Employee Performance during Covid-19 Pandemic at PT Koexim Mandiri Finance.

➢ Dr. Yadav S. et al (2020) , ―Employee Engagement Strategy for Employees Working in Virtual Environment in the IT Industry.

➢ F.F. Shaik, U.P. Makhecha, Drivers of employee engagement in global virtual teams, Australasian J. Inf. Syst. (2019), https://doi.org/10.3127/ajis.v23i0.1770

➢ Golden, T.D. and Gajendran, R.S. (2019), ―Unpacking the role of a telecommuter's job in their performance: examining job complexity, problem solving, interdependence and social support‖, Journal of Business and Psychology, Vol. 34 No. 1, pp. 55-69.

➢ Riyanto, S., Ariyanto, E., and Lukertina. (2019), Work Life Balance and its Influence on Employee Engagement ―Y‖ Generation in Courier Service Industry. International Review of Management and Marketing, 9(6), 25-31.