



## **Assessing Employee Engagement Practices in Private Hospitals: A Case Study of Bilaspur, Chhattisgarh**

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### **ABSTRACT :**

Click here and insert your abstract text. The facts on staff engagement practices at private hospitals in Bilaspur, Chhattisgarh, are compiled in this study report. Using a small number of published works, this study investigates why employee engagement strategies are seen as a useful instrument for success. This research paper, which is based on a small number of literatures, has a few objectives and a hypothesis based on the opinions of ninety-three respondents. A robust methodology is developed, and with the aid of SPSS, linear regression analysis is conducted to support the null hypothesis and conclude that a number of factors are directly related to employee engagement, and that successful engagement practices are crucial for an organization's success as well as for hospitals

**Keywords:** Enthusiasm, Engagement, Influence, Endeavour, Gradually

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### **1. Introduction**

Employee engagement strategies are regarded as one of the best instruments for achieving organisational success. In other words, employee engagement in organisational growth directly affects an organization's development, growth, and expansion. The aforementioned statement makes it abundantly evident that employee engagement practices within an organisation have a positive correlation with both success and failure. It is the duty of upper management and authority to inspire their staff to give their all in support of the organization's objectives. Sarangi (2016) asserts that it is the devotion, worship, zeal, and dedication of workers backed by an effective and efficient leadership style from upper management. Employee engagement methods are a tremendous endeavour that have been steadily adopted worldwide. Successful employee engagement strategies are a consequence of a number of elements, the primary one being employee motivation, which is influenced by compensation, rewards, and recognition (Sharma and Soni, 2017). The more money an employee receives, the more driven he is to outperform his prior performance.

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### **2. Review of Literature**

According to Sarangi et al. (2016), employee engagement strategies are the only factor that may determine an organization's success. The facts regarding the relevance of employee engagement practices concerning the growth are clarified in this study report. Researchers attempt to investigate the facts and theories of a manufacturing company's performance in light of employee engagement programs with the aid of the 10c's.

Duran et al. (2021) attempt to explain how the COVID-19 pandemic and the labour force are related. According to research, workers experienced increased stress as a result of the epidemic, which had a detrimental effect. Thus, this study uses two primary consents-the model for increasing employee engagement and its managerial recommendations-to establish the connection between employee engagement and their well-being.

According to Kaliannan et al. (2015), an effective management system in both the internal and external environments is driven by employee engagement. Effective personnel management practices enhance the reputation and branding of the company. Scholars attempt to concentrate on Ghana's employee engagement programs' advantages and disadvantages. Through this article, researchers shed light on the facts that the implementation of employee engagement rules has resulted in satisfactory levels

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### **3. Objectives of the Study**

- To study the employee engagement practices in private hospitals.
- To identify the influencing factors towards employee engagement.
- To assess the impact of influencing factors of employee engagement on perception of employees

#### 4. Methodology Adopted

The purpose of this study is to determine the factors that influence employee engagement practices and how they affect hospital staff perceptions of these activities. Using the convenience sampling approach, a sample of 100 respondent personnel was chosen from ten distinct private hospitals in the city of Bilaspur. Based on earlier research in the subject, a standardised questionnaire is created and given to the employees in the sample. After being informed of the study's main goal, respondents were asked to complete the questionnaire and return it to the researcher. Since there were only about 93 completed replies, the researcher has chosen to use 93 as the sample size for this study. The data obtained from the survey is tallied and entered into SPSS 20.0 for additional examination.

| Questionnaires | frequency | Percent |
|----------------|-----------|---------|
| Distributed    | 100       | 100     |
| Accepted       | 93        | 93      |
| Rejected       | 7         | 7       |

**Table.1. Sample of the study**

| Gender (N=93)                 | Frequency | Percent |
|-------------------------------|-----------|---------|
| Male                          | 66        | 71      |
| Female                        | 27        | 29      |
| <b>Age (N=93)</b>             |           |         |
| Up to 25 years                | 19        | 20      |
| 25 to 35 years                | 46        | 49      |
| 36 to 45 years                | 28        | 30      |
| <b>Education (N=93)</b>       |           |         |
| Graduation                    | 22        | 24      |
| Post- Graduation              | 19        | 20      |
| Others                        | 52        | 56      |
| <b>Income (N=93) in lakhs</b> |           |         |
| Up to 2.50/annum              | 39        | 42      |
| 2.50 to 5.00/annum            | 31        | 33      |
| above 5.00/annum              | 23        | 25      |

**Table.2. Demographic Profile of Respondents**

The various responder demographics are shown in the above table. 66 of the 93 respondents were men, accounting for 71% of the population, and 27 of the respondents were women, representing 29% of the population. Regarding age distribution, 19 respondents, or 20% of the total population, were under 25, 46 respondents, or 49% of the total population, were between the ages of 25 and 35, and 28 respondents, or 30% of the total respondents, were among the ages of 36 and 45. A further group is based on education, and it was discovered that 22 respondents, or 24% of the population, were graduates, 19 respondents, or 20% of the population, were post-graduates, and 52 respondents, or 56% of the population, were not graduates or post-graduates. Regarding education, 39 respondents fell into the 2.50–2.50 lakh annual group, 31 fell into the 2.50–5.00 lakh annual category, and 23 fell into the above 5.00 lakh annual category.

#### 5. Data Analysis & Interpretation

One of the most important aspects of any research project is the analysis and interpretation of data. In order to identify respondents' opinions in the form of respondent numbers, frequency analysis is first conducted. The table below shows the various comments and answers from respondents according to ten distinct criteria.

| S. NO. | Questions                                      | SD | D  | N  | A  | SA |
|--------|------------------------------------------------|----|----|----|----|----|
| 1      | Sound career opportunities are available       | 5  | 13 | 11 | 48 | 26 |
| 2      | Fair remuneration policies adopted by employer | 11 | 16 | 25 | 37 | 4  |
| 3      | Healthy working environment and surroundings   | 11 | 13 | 12 | 38 | 19 |
| 4      | Existence of professional rivalries            | 24 | 40 | 7  | 16 | 6  |
| 5      | Unfair performance appraisal system            | 24 | 39 | 14 | 12 | 4  |
| 6      | Flexibility towards assigned task              | 7  | 4  | 4  | 46 | 32 |
| 7      | Job recognition and rewards                    | 9  | 13 | 7  | 34 | 30 |
| 8      | Liberty to make decision                       | 4  | 18 | 12 | 39 | 20 |

**Table.3. Frequency Distribution**

According to the frequency distribution shown in Table 3, the majority of people in the population think that their hospital offers good career opportunities because of the surroundings and healthy working environment. While the majority disputes the existence of professional rivalries and an unfair performance assessment system, roughly 34 respondents out of the entire population feel that the pay systems set by their company are fair, and 10 respondents strongly agree with this assertion. In a different statement, the majority once more expressed agreement and strong agreement about flexibility with regard to given tasks, and they were happy with job recognition, awards, and the freedom to choose.

| Particular                                     | Item | Factors |       |
|------------------------------------------------|------|---------|-------|
|                                                |      | 1       | 2     |
| Existence of professional rivalries            | 4    | 0.798   |       |
| Job recognition and rewards                    | 7    |         | 0.773 |
| Liberty to make decision                       | 8    |         | 0.759 |
| Fair remuneration policies adopted by employer | 2    | 0.782   |       |
| Unfair performance appraisal system            | 5    |         | 0.713 |
| Flexibility towards assigned task              | 6    |         | 0.623 |
| Healthy working environment and surroundings   | 3    | 0.751   |       |
| Sound career opportunities are available       | 1    | 0.628   |       |

**Table.4. Factor analysis**

Eight aspects of employee engagement practices were subjected to exploratory factor analysis (EFA), and two factors with eigen values larger than one were identified.

- The first factor has four dimensions: "professional rivalries exist," "employers have fair compensation policies," "healthy working environment and surroundings," and "good career opportunities are available." "Employee Welfare & Salary Administration" is the name given to these aspects based on their shared qualities.
- "Job recognition and rewards," "Liberty to make decisions," "Unfair performance appraisal system," and "Flexibility towards assigned task" are the four elements that comprise the second component. These components were dubbed the "Performance Management & Reward System" due to their shared traits.

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .798 <sup>a</sup> | .637     | .620              | 2.09647                    |

a. Predictors: (Constant), Existence of professional rivalries, Fair remuneration policies adopted, Sound career opportunities, Healthy working environment

**Table.5. Model summary (Employee Welfare & Public administration Vs. Perception)****Anova<sup>a</sup>**

| Model        | Sum of Squares | df | Mean Square | F      | Sig.              |
|--------------|----------------|----|-------------|--------|-------------------|
| 1 Regression | 678.214        | 4  | 169.553     | 38.577 | .000 <sup>b</sup> |
| Residual     | 386.776        | 88 | 4.395       |        |                   |

|       |          |    |  |  |  |
|-------|----------|----|--|--|--|
| Total | 1064.989 | 92 |  |  |  |
|-------|----------|----|--|--|--|

a. Dependent Variable: Per\_Sum

b. Predictors: (Constant), Existence of professional rivalries, Fair remuneration policies adopted, Sound career opportunities, Healthy working environment

**Table.6. One way Anova (Employee Welfare & Public administration Vs. Perception)**

The influence of emerging aspects of employee engagement strategies on employee perception is evaluated by regression analysis. The four aspects of the factor "Employee Welfare & Salary Administration" are the sum of all employee perception dimensions that are part of this study and independent variables. F value = 38.577 ( $p < .05$ ) indicates that the model is statistically significant, while the model's R square value is .798. According to the model's R square value, employee perceptions of employee engagement procedures vary by 79.8% as a result of Employee Welfare & Salary Administration.

**Model Summary**

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .769 <sup>a</sup> | .592     | .573              | 2.22203                    |

a. Predictors: (Constant), Liberty to make decisions, Unfair performance appraisal system, Flexibility towards assigned task, Job recognition & rewards

**Table.7. Model summary (Performance Management & Reward System Vs. Perception)**

**Anova<sup>a</sup>**

| Model        | Sum of Squares | df | Mean Square | F      | Sig.              |
|--------------|----------------|----|-------------|--------|-------------------|
| 1 Regression | 630.495        | 4  | 157.624     | 31.924 | .000 <sup>b</sup> |
| Residual     | 434.494        | 88 | 4.937       |        |                   |
| Total        | 1064.989       | 92 |             |        |                   |

a. Dependent Variable: Per\_Sum

b. Predictors: (Constant), Liberty to make decisions, Unfair performance appraisal system, Flexibility towards assigned task, Job recognition & rewards

**Table.8. One way Anova (Performance Management & Reward System Vs. Perception)**

Another set of regression analyses is performed with the dependent variable being the sum of all the employee perception dimensions and the predictor variable being the four dimensions of the second emergent aspects of employee engagement practices, namely Performance Management & Reward System. impact how employees are perceived. The model's R square value is .769, and the F value of 31.924 ( $p < .05$ ) indicates that the model is statistically significant. 76.9% of employees' perceptions of employee engagement practices are influenced by the Performance Management & Reward System, according to the model's R square value.

## 6. Conclusion

The facts of successful employee engagement practices that lead to productive organisational environments are examined in this research study. According to the findings of this study, a privileged organisation is always the consequence of improved employee engagement strategies and a small number of accountable elements that help hospital staff members achieve their objectives. The results of testing the hypothesis show a substantial relationship between hospital attitudes and various aspects and employee engagement practices, which either directly or indirectly influences the work culture of any hospital.

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