



## Employee Engagement Affecting Employee Performance

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### Abstract

Present situation and organisational environment are unpredictable and unclear, which hinders individual and organisational objectives. After demonetization, private banking industry is under significant work pressure and an uncertain work environment. To expand efficiently, effectively, and productively, companies require confident, devoted, and engaged people who deliver the greatest outcomes. Committed and confident workers are the backbone of every firm, and it takes a lot of work to determine which elements impact commitment, engagement, and confidence the most. This research examines how self-efficacy, organisational commitment, and work participation affect private bank employees in Uttarakhand and Uttar Pradesh. Exploratory Factor Analysis retrieved self-efficacy, organisational commitment, work participation, and job performance. Multiple regression study shows self-efficacy affects work performance more than organisational commitment and job participation. Although several research have been done utilising the above criteria, there is little literature on private banking in India. Several studies say this kind of research may advance related work. The researcher tried to verify measures that would enable academics, researchers, and others with a stake in this study design organisational success methods.

**Key words:** employee engagement, private sector banks,

### Introduction

Banking is crucial to the national and worldwide economy via global commerce, finance and economic planning, agriculture, and linked operations including “pension, insurance, education loan, public health promotion, and protection. Private banks concentrate more on commercial banking and less on social banking, whereas public sector banks, including cooperative banks,



focus on mass banking” (receiving deposits, providing advances, loans, credit, and attracting deposits) and commercial banking. Individuals own private banks, whereas the government manages public banks. Their goal, purpose, and method vary. Both sorts of banks must complement one other. Both systems are crucial to the nation, and both banks put customers first.

Growth of the company and its personnel reflects productivity. Work culture affects a company's performance. A healthy, supportive work culture can boost organisation performance, while the opposite can hinder it. Good work culture improves job performance, profitability, and productivity (Seibert, Crant, & Kraimer, 1999). Good work culture boosts teamwork. By exploring and directing employees' talents, it improves subjective wellbeing (Mallika & Ramesh, 2010). A strong work culture enhances employee motivation and morale. Committed employees are passionate about their work, which leads to good performance and employee happiness. Poor work culture leads to demotivation, which causes poor job performance, which can affect mental health (happiness).

### **Review of literature**

(Ishtyaq & Bisaria, 2021) Studied “Comparative study of status of women employees in select private & public sector enterprises (banking ) in Lucknow district and found that Growth and development policies should be performance-based to minimise prejudice. One in five Indian banks, asset management organisations, and insurance companies is run by a woman. No women run European, American, or Wall Street investment banks. India boasts the world's most working women, according to data. It is believed that the condition of women in a public-sector bank is far superior to that of a private sector bank. Private sector banks have a culture of fierce rivalry and minimal job stability, which breeds gender discrimination. Women employees face a variety of issues due to a lack of effective rules and punishment provisions in the organization.” This research examines how Uttar Pradesh (Lucknow) women acquire a competitive edge by pursuing work/life initiatives.

(Parveen & Khan, 2015) Studied “Dynamics Influencing Job Satisfaction of Employees- A Study of Indian Banking Sector” and found that His research evaluates bank workers in Western UP. It examines work satisfaction elements and their influence on employee satisfaction. It also considers bank type, employment experience, age, and sex. 425 workers were surveyed. Primary data are used. Using a structured questionnaire, direct interview, and



observation, primary data on job satisfaction determinants, importance, and impact were collected. The study aimed to measure senior and junior bankers' job satisfaction.

(Fabiana Meijon Fadul, 2019) Studied “Quality of Work life in Nepal: A comparative study of financial and non-financial Institutions Gangaram” and found that most small molecule and proteinprotein docking methods cannot predict the binding mechanism of flexible polypeptides to proteins. Here, we evaluate the flexible ligand docking software Glide on 19 non—helical peptides and enhance its sampling for flexible polypeptides. Post-processing using implicit solvent MM-GBSA calculations enhanced posture score. “The success rate (RMSD 2.0 for the interface backbone atoms) rose from 21% with default Glide SP settings to 58% with the upgraded peptide sampling and scoring process. This is 100 times quicker than the newly discovered Rosetta FlexPepDock technique (63% success for 19 peptides). 40% of peptides were successfully cross-docked when an unbound receptor structure was provided”. We find that the optimised polypeptide procedure is most accurate for prolonged peptides of constrained size and formal charges, determining its applicability.

(Srivastava & Madan, 2016) Studied “Understanding the Roles of Organizational Identification, Trust and Corporate Ethical Values in Employee Engagement—Organizational Citizenship Behaviour Relationship: A Study on Indian Managers” and found that the research aims to understand the link between employee engagement and organisational citizenship behaviour (OCB). 246 middle-level managers from 30 public and commercial enterprises in Delhi NCR participated in the research. Study findings verified hypotheses. Organizational identity, “trust, and CEV moderate employee engagement—OCB.” Organizations must understand that OCB contribute considerably to organisational performance; such behaviours daub the social machinery of the organisation, reducing disputes and boosting organisational efficiency. These behaviours go beyond the job description and guide employees' work behaviour. Understanding the importance of organisational identity, trust, and CEV in employee engagement—OCB will aid public and private sector businesses.

### **Perception of emotional intelligence of employees of four private sector banks**

In order to determine an individual's level of emotional intelligence, researchers have established a scale with five dimensions: self-awareness, managing emotions, social awareness, relationship management, and self-motivation.

- Encouragement of Oneself,
- Being Aware of and Responding to the Feelings of Others and



- Managing Your Social Interactions

This displays the average rating that bank employees in the private sector give to each of the five components that make up emotional intelligence. Businesses and schools, both public and private, are examples of social institutions that, in order to be successful, must have management and employees who are knowledgeable in their fields. As a consequence of this, they lay a significant emphasis on initiatives pertaining to human resources. The perseverance and commitment of workers are vital to the growth and prosperity of any business. The degree of job satisfaction that an employee has is a significant factor in whether or not that employee will remain employed. The level of contentment that an individual feels with their current position and the company for which they work is referred to as job satisfaction. A examination of the relevant literature reveals that successful firms are led by individuals who cultivate working environments that enable people to maintain a healthy equilibrium between their personal and professional life. Without a staff that is both devoted and happy, businesses and other organizations simply cannot succeed. Employee dissatisfaction is a major contributor to organizational dysfunction, which in turn has a negative impact on the bottom line of the business.

### **State bank of India**

The State Bank of India is by far the most significant financial institution and supplier of financial services in India. A significant number of banks and other financial service providers may be found in India. Customers of a financial institution have access, through the firm's many subsidiaries, to a full spectrum of banking and financial services to meet their needs. Life insurance, merchant banking, mutual funds, credit cards, factoring, securities trading, pension fund management, and principal dealership in the money market are some of the services that fall under this category. However, this list is not exhaustive. Treasury operations, corporate and wholesale banking, retail banking, and other banking activities are the four distinct facets of the banking industry in which the bank is involved. The State Bank of India (SBI), which has an extensive network of branches both in India and overseas, offers a wide variety of banking products and services, some of which are designed specifically for people of Indian descent who do not reside in India (NRIs).

By a wide margin, the most widespread financial institution in India is the State Bank Group, which operates in more than 16,000 different locations. According to the rankings provided by



Forbes, the State Bank of India is the tenth most well-known corporation located anywhere in the whole world. The financial institution has a total of 156 branches and offices in 32 countries all over the globe. The following cities serve as the headquarters for the subsidiary companies of the parent company: "Colombo, Dhaka, Frankfurt, Hong Kong, Johannesburg, London and the surrounding region, Los Angeles, Male in the Maldives, Muscat, New York, Osaka, Sydney, and Tokyo." Our company has representative offices in both Bhutan and Cape Town, which is one of the destinations in South Africa. In addition to that, we have a presence in the Bahamas, Bahrain, and Singapore. 1955 was the year that saw the beginning of operations for the State Bank of India. The SBI shares may be bought and sold by the general public on the Bombay Stock Exchange.

### **Work demands**

The COVID-19 epidemic is having a significant influence on organizations worldwide, raising job expectations and necessitating constant adaptation. Stressors that have developed during pandemics are likely to have far-reaching consequences, according to the available research. The Job Demand Resource Model classifies workplace aspects into two broad groups: job demands and job resources. There are physiological and psychological expenses linked with the job's demands, which may be defined as the job's physical, social, or organizational elements that need constant mental and physical exertion.

When the demands of one's employment surpass one's ability to cope with them, the result is stress. Stress at work may have negative effects on anyone's health. People spend a significant percentage of their waking hours at work, and as employers look to impose ever-increasing demands on their employees while also giving them more responsibility and exposing them to larger levels of uncertainty, the likelihood that their employees will experience stress rises. The requirements of the job may be broken down into three categories:

Characteristics of a profession or workplace that place a high demand on an employee's social skills, physical stamina, and mental fortitude, and which come with their own set of consequences in terms of their health.

1. **Work overload:** A person's workload is the sum total of all the responsibilities they have at work. This relates to how much people worry about failing to do their task because they feel helpless in the face of so much responsibility. The combination of assigning excessively heavy tasks and setting unrealistically short deadlines always leads to employees being overwhelmed.



2. **Role conflict:** An incorrect division of labour, decreased output, increased stress, and a general feeling of alienation are all symptoms of role conflict, as characterized by the literature. Although stress is a necessary part of every profession, employees may find that their responsibilities shift or grow from year to year. There is a strong correlation between role conflict and negative employment outcomes for bank workers. When people's goals and responsibilities within an organization are at odds with one another, this is known as role conflict.
3. **Unfulfilled commitments:** Employees who aren't invested in their work are less likely to put in their best effort for the company as a whole (commitment moderated the impact of perceived workplace stress on job satisfaction and self-reported psychological discomfort such as sadness). For employees who aren't fully invested in their work, stress levels tend to correlate negatively with how their managers rate their productivity. The global labor market has been rapidly changing and becoming more unbalanced as a result of recent events in the domains of business and industry. The yearly profit of businesses has declined as competition has intensified, and the global economy as a whole is more at risk. Companies throughout the globe are now more concerned than ever with HR practices and customer service.

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