

**To Gauge Employee Engagement and its Influence on Employee Productivity**

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by

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**Date: 28<sup>th</sup> April 2022**



Examined by:

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Seal of the School

### **DECLARATION BY STUDENT**

I hereby declare that the data presented in this Dissertation / Internship report entitled, **“To Gauge Employee Engagement and its Influence on Employee Productivity”** is based on the results of investigations carried out by me in the **Discipline of Management Studies** at the Goa University under the Supervision/Mentorship Ms. Teja Khandolkar and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will not be responsible for the correctness of observations / experimental or other findings given the dissertation.

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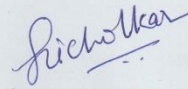
**COMPLETION CERTIFICATE**

This is to certify that the dissertation/internship report **“To Gauge Employee Engagement and its Influence on Employee Productivity”** is a bonafide work carried out by **Ms. Rebecca Janet Caiado** under my supervision/mentorship in partial fulfilment of the requirements for the award of the degree of **Master of Business Administration** in the Discipline of Management Studies at the Goa Business School, Goa University.



Prof. Jyoti Pawar  
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**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms. Rebecca Janet Caiado, Student of Goa Business School, Goa University, Taleigao, Goa undergoing Master of Business Administration (MBA) programme has successfully completed Internship between March 1, 2023 till April 26, 2023 in our Human Resources department.

She actively participated in the activities during the period of internship and we wish her the very best in her future endeavours.

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## **Acknowledgment**

I would like to take this opportunity to express my deep appreciation and gratitude to all those who have supported and guided me throughout my internship journey.

Firstly, I extend my sincere thanks to the management team at Pfizer Ltd, Goa for providing me with the opportunity to complete my internship and gain practical insights into the workings of the industry. Their support and encouragement have been invaluable in helping me to achieve my goals and objectives during this period.

I would also like to express my heartfelt thanks to my supervisor, Ms. Hefseeba Ratnakaran (People Experience), for their unwavering guidance, support, and mentorship. Their wealth of experience and knowledge has been instrumental in shaping my learning experience and developing my professional skills. I am grateful for their insights, feedback, and constructive criticism, which have helped me to improve and grow as an individual.

Finally, I would like to express my appreciation to my mentor Ms. Teja Khandolkar for their guidance and wisdom throughout my academic journey. I am grateful for their continued support and encouragement.

Rebecca Caiado

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Mba Part2

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## **History of the Company**

Charles Pfizer and Charles Erhart, two German American cousins, founded Pfizer in 1849. Pfizer's first residence was in Brooklyn. Initially, the company started as a manufacturer of fine chemicals. It operated out of one building. The standalone building served as a workplace, a factory, a warehouse, and a lab. As the company expanded, the headquarters relocated to Manhattan in 1868. In 1882, a different warehouse was established in Chicago. Santonin, a treatment for intestinal worms, was one of the business's first successful products. Pfizer became known as the world's top producer of vitamin C. People have used the vitamin as a defence against scurvy and the common cold.



## **Company Profile**

Pfizer is a global pharmaceutical company headquartered in New York, USA. The company was founded in 1849 by cousins Charles Pfizer and Charles Erhart and has since become one of the largest pharmaceutical companies in the world.

Pfizer's mission is to discover and develop innovative medicines and vaccines that improve the health and well-being of people around the world. The Company's areas of focus include oncology, immunology, cardiology and neurology, among others.

Pfizer products include some of the world's most popular prescription drugs, including Lipitor for high cholesterol, Viagra for erectile dysfunction and Prevnar 13 for pneumococcal disease. The company also manufactures many other prescription drugs, vaccines, and consumer healthcare products.

Pfizer is present in more than 175 countries and has more than 88,000 employees worldwide. The company's revenue in 2021 is about \$74 billion, making it one of the largest pharmaceutical companies in the world by revenue.

In recent years, Pfizer has been at the forefront of the fight against COVID-19, developing and delivering one of the most effective COVID-19 vaccines in the world. The company is also actively engaged in research and development in other areas, including oncology, rare diseases, and gene therapy.

Pfizer Ltd. is a pharmaceutical company based in Mumbai, India. It is a subsidiary of Pfizer Inc., a global pharmaceutical and biotechnology company headquartered in the United States. Pfizer Ltd was established in 1950 and since then has become a major player in the Indian pharmaceutical industry. The Company's product portfolio includes prescription drugs in various treatment areas, including cardiovascular, neurological, oncology and infectious diseases. It also has a consumer wellness division that offers over-the-counter products such as vitamins, minerals and dietary supplements.

Pfizer Ltd. has a strong focus on research and development (R&D) and invests heavily in the development of innovative medicines to address unmet medical needs in India and emerging markets. It has a dedicated R&D center in Chennai, which focuses on product development and commercialization for these markets. The company has an extensive distribution network in India and operates through a combination of direct sales and



partnerships with other companies. It also exports its products to several countries around the world.

Pfizer Ltd. is committed to sustainability and has implemented various initiatives to reduce its impact on the environment, improve access to healthcare, and support communities. demand. He has also been recognized for his efforts in these fields with a number of prestigious awards and honors.

**Mission:** Pfizer's mission is to be a leader in the pharmaceutical industry by discovering, developing, and delivering innovative medicines and vaccines that improve the health and wellbeing of people around the world.

**Vision:** Pfizer's vision is to be the company most loved by patients, customers, colleagues, investors, business partners, and the communities in which they work and live.

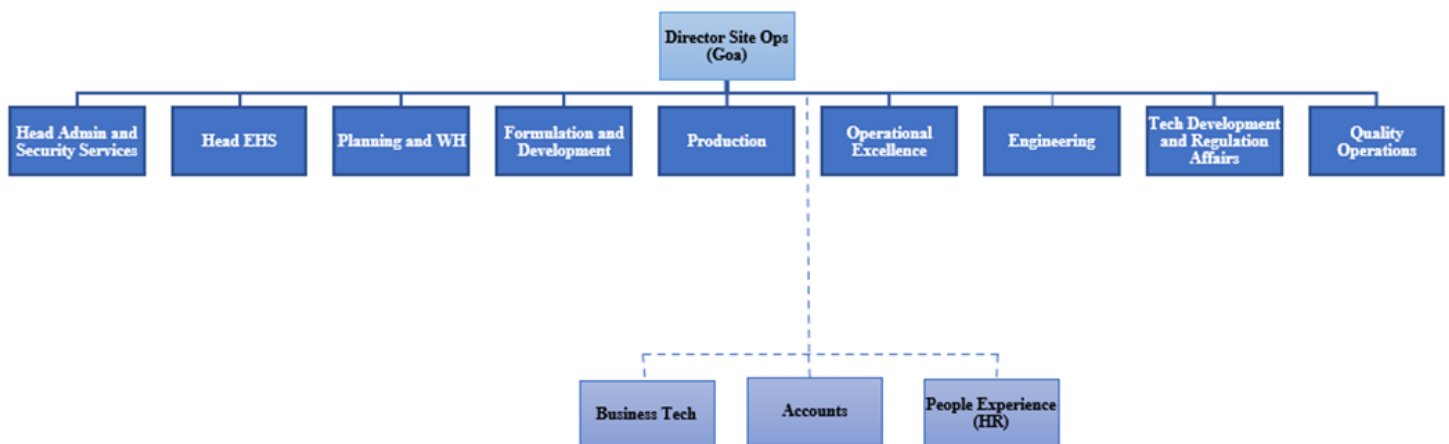
**Values:**

- **Courage:** Pfizer is committed to taking bold and decisive action to address some of the world's toughest healthcare challenges.
- **Excellence:** Pfizer strives for excellence in all areas of its business, from research and development to manufacturing and distribution.
- **Equity:** Pfizer is committed to promoting health equity by ensuring that all patients have access to the medicines and vaccines they need. Partnerships: Pfizer recognizes that collaboration is essential to achieving its goals and works closely with partners in academia, government and the private sector to drive innovation .
- **Integrity:** Pfizer is committed to the highest standards of ethical conduct, transparency, and accountability in all of its business activities.
- **Respect people:** Pfizer is committed to creating a diverse and inclusive workplace where employees feel valued, supported, and empowered.

- **Patients first:** Pfizer puts patients at the center of everything it does and is committed to meeting their needs and improving their health outcomes.

Overall, Pfizer's values reflect a commitment to have a positive impact on the world by advancing health care and improving people's lives.

### Organisational Structure



## **Introduction**

### **To gauge Employee Engagement And its Influence on Employee Productivity**

The purpose of this study is to assess the function and significance of employee engagement in work activities, as well as their impact on overall productivity. This research was conducted on a Pharmaceutical Company in Goa.

Employees are the most valuable asset to an organization, and it is critical to look at aspects from their perspective as well. Employee engagement refers to an employee's dedication and interest in their company, as well as its values and concepts. There are times when employees are afraid to join in activities, therefore conducting research on this could provide me with insight into what is preventing them from engaging with the rest of the group.

A tech-savvy workforce is required by the pharmaceutical sector to adopt new technology. Since the competition is technologically smart, the employees must have the necessary skills and knowledge to stay up with advancements. By getting the insights of the employee, the organization is in a better position to pass its judgment and make decisions. Making your employees want to achieve their best is what engagement is all about. An engaged employee gives his or her all to his or her organization and work. A company's output, quality, and competitive advantage are determined by the quality of its employees.

Doing this research can give a better view of what exactly are the key factors in employee engagement that are influencing their productivity and performance. The organisation can be able to understand the pitfalls or some problems that may have been causing hindrances to the employee/employees to perform to the best of their potential. They will be able to identify and evaluate Highly Engaged vs Disengaged employees and what may be the potential causes of it so as to pass decisions that would benefit both the employees and the organization.

## **Review of Literature**

### **Employee Engagement**

"The participation of the workers". Simply because an effective employee engagement program will ensure sufficient profitability with best business practices, encouraging innovation at every step of the business. The term "Employee Engagement" was first used by Mr. William Kahn, a renowned professor at the famous Questrom School of Business at Boston University. It is since then that the word has gained the limelight (Sinclair, 2020).(Rajashekar & Jain, 2023) Kahn has identified three key dimensions of employee engagement—where physical engagement—

Employee engagement is the source of the physical and emotional connection between employees and organizations [28]. It aligns the employee's personal goals with the company's vision organization, increasing the productivity of employees and, therefore, of the organization. A well-balanced employee is emotionally connected to the organization's vision and mission, which represents and controls the employee's involvement in the organization's goals. Engaged employees work with a progressive mindset that builds an organization's reputation and value. The organization creates an environment that encourages and encourages high-level employee engagement. Employees are enthusiastic about the support they receive from their organizations. (Rasool et al., 2021)

According to (Muthike, 2016), employee engagement can be is defined as employee's willingness to work more, trust organization and what they stand for to help organization's success. (Setiyani et al., 2019)

Hewitt (2015) argues that a good business has one possible factor is seen, specifically having a high employee engagement quotient (High employee engagement), characterized by a number of employee behavior, among others, They speak positively about organization where

they work, they commit to stay organization and they feel motivated to go the extra mile to achieve organizational goals. Survey results are done by Hewitt, (2015) obtained an interaction index of 60% for average across all countries. (Setiyani et al., 2019)

Employee engagement, according to (Shuck and Wollard ,2010), is a new term that refers to relationships that employees have favourably with the organisations' output, such as their products or services. In order for a business to succeed, individuals must be willing and able to use their talents and competencies (Markos and Sridevi, 2010).(Mkheimer\* & Mjlae\*, 2020) Employee engagement is an emotional attachment to the job and the organization, motivated and able to devote their best to helping achieve success from a set of tangible benefits to the employee, organizations and individuals (Ashley et al., 2011).(Meswantri & Awaludin, 2018)

Employee engagement, according to David Guest, is a way of working aimed to ensure that employees are dedicated to the aims and values of their business, driven to contribute to the firm's success, and also to improve employees' sense of well-being.(Meswantri & Awaludin, 2018).The engaged organizations have authentic power and value, with clear evidence of trust and fairness based on mutual respect, both of which have promises and commitments between employers and understood and fulfilled employee (Ashley et al., 2011)(Meswantri & Awaludin, 2018)

Engagement is characterised by vigour, dedication, and absorption and is regarded as a positive, meaningful, and motivating attitude. High energy levels, resiliency, a desire to work hard and persevere in the face of difficulties are qualities that define Vigour. Feeling worthy, enthusiastic, inspiring, valuable, and demanding are traits of Dedication. Absorption is characterized by full concentration of a task, (Al Mehrzi & Singh, 2016).(Meswantri & Awaludin, 2018)

An individual employee's engagement, satisfaction, and enthusiasm for his work are examined in Understanding Employee Engagement by (Gupta & Sharma (2016). Employee engagement is a good attitude that employees have towards the organisations they work for and the ideals upheld by such organisations. The factors that may act as a catalyst The organisational culture, vision, and values chosen are what drive employee engagement. According to Gupta and Sharma (2016), an organisation with an open culture is one where employees assist one another and communicate well with one another.(Meswantri & Awaludin, 2018)

### **Employee Productivity**

The need to increase staff productivity is one of the main concerns that most firms deal with nowadays. A worker's or a group of workers' efficiency is measured by their employee productivity. According to Gummesson (1998) and Sels et al. (2006), productivity is a factor that has a direct impact on the company's earnings. The output of an employee during a given time period can be used to measure productivity. The productivity of a particular employee will typically be judged in comparison to the average output of employees performing similar job. It may also be evaluated in accordance with the volume of a good or service that an employee manages in a specific period (Piana, 2001).(Hanaysha, 2016a).Employee productivity has become a key corporate goal since staff productivity directly affects an organization's ability to succeed (Cato & Gordon, 2009; Gummesson, 1998; Sharma & Sharma, 2014).(Hanaysha, 2016a)

It can be difficult to compare the outcomes because many research have concentrated on one or two productivity measurement methods (Nollman, 2013). In addition to how much an employee is "mentally present" or productively functioning while on the job, Sharma and Sharma (2014) claim that employee productivity is reliant on how much time an employee spends physically present at work. Such problems should be addressed by businesses to

guarantee high worker productivity. (Hanaysha, 2016a). According to Ferreira and Du Plessis (2009), productivity can be measured as the amount of time an individual actively does the work for which they were hired in order to achieve the intended results specified in their job description.

According to Sharma and Sharma (2014), higher productivity results in economic growth, higher profitability, and social progress. Employees can only gain improved pay, working conditions, and employment possibilities through increasing productivity.(Hanaysha, 2016a)

The above papers suggests that employee productivity is a crucial factor in determining the success and profitability of an organisation.

### **Employee Performance**

Performance evaluation is crucial for businesses so that the viability of the enterprise may be ensured (Zhang, 2010). Employee performance comprises controlled conduct but sets boundaries for inappropriate behaviour (Dewettinck & van Ameijde, 2011). The performance evaluation also considers how actively employees carry out their responsibilities under the legal contract that the company has provided to them (Biswas, 2009). Task performance and performance behaviour are the two categories of employee performance.

### **Work Environment and Culture**

The work environment has a significant impact on employees' commitment to and satisfaction with a business. The ambience of an organisation where employees do their duties is referred to as the work environment. According to Danish, Ramzan, and Ahmad (2013), a company's work environment has to do with the climate in which its employees carry out their responsibilities. In order to be successful, businesses need create work environments that can improve employee engagement and motivation, which will ultimately result in positive outcomes. For instance, a good working environment includes all of the elements of a job,



including the tools needed to complete the tasks, a comfortable workspace, safety, and the absence of noise. According to research by Kuong and Le Vu (2014), employees who are happy with their workplace are more likely to perform efficiently and love their jobs than those who are not. To ensure the welfare of their employees, managers should enhance certain areas of the workplace. Past research demonstrates that there are several ways to assess the workplace. Involvement, team cohesion, supervisor support, job orientation, work pressure, autonomy, clarity, creativity, physical comfort, and managerial control are just a few examples of the factors that Moos (1994) said make up the work environment. James & James (1989, p. 739) also listed a number of factors to consider when evaluating a workplace, including "job challenge, job autonomy, leader consideration and support, leader work facilitation, work group cooperation, workgroup esprit, role ambiguity, fairness and equity of reward system," among others. (Hanaysha, 2016b)

Employee engagement has been demonstrated to be boosted by organisational culture (Lockwood, 2007; McBain, 2007). An environment that is welcoming and encouraging at work is more likely to result in employee engagement. Employees who receive fair wages and benefits are more likely to engage in their work. Additionally, it is promoted through adherence to the organisational goal and vision statements, constructive peer interaction, and a work-life balance policy.

Organizations must provide a psychologically safe workplace to improve employee engagement (Kompaso & Sridevi, 2010). The culture of psychological ownership and engagement begins when leaders create a psychologically safe workplace (Dollard & Bakker, 2010). The manner in which an individual feels satisfied and enthusiastic in work-related activities fosters employee engagement (Nasomboon, 2014). Organizations should develop training programs that focus on skills to influence employee performance and engagement. Kompaso and Sridevi (2010) described engaged employees as those who have an emotional

connection with the organization. Service training increases engagement and has a direct effect on the organization's profits (Granatino, Verkamp, & Parker, 2013).

### **Leadership and Management**

Effective communication was placed third out of the eleven leadership qualities that have been found to be crucial for employee engagement [13]. The sixth quality was nurturing talent and coaching staff. These findings would be consistent with Kahn's management style theory and offer insight into one's level of engagement as well as development prospects [14]. This was further supported by the fact that managers' communication rated first in the work activities construct, the highest-ranking element of total engagement. The main finding of a prior study was that engagement and commitment among employees are substantially correlated with direct contact between senior leadership and staff [15]. Recent business trends indicate that employees want their executives to be open and truthful about the details of the organisation. They anticipate feedback from and mentoring from their bosses. Additionally, they require leadership to inspire, motivate, and create a desire for the work, as well as direct communication company's objectives, growth, and impact.(Irene, 2021)

### **Research Gaps and Questions**

- Many of the researchers haven't provided a distinct way to measuring employee productivity.
- The association between employee engagement and productivity have been discussed in hypothetical aspects however the relationship between the two have been discussed less.
- There are very few theoretical arguments that indicate linkage or relationship between employee engagement and productivity.

Conducting my study will help me bridge these gaps and evaluate the results effectively.

### **Project Objectives**

1. To examine the relationship between employee engagement and employee productivity.
2. To identify the key factors of employee engagement that contribute to employee productivity.
3. To assess the level and effectiveness of employee engagement and employee productivity in the organization.

### **Hypothesis Development**

- Work Environment has a positive impact on employee productivity.
- There is an influence of employee engagement on employee productivity.
- Career Development has a positive and significant impact on boosting productivity.
- Management and Leadership have a positive and significant impact in boosting productivity.

### **Project Methodology**

**Primary Data:** A Questionnaire

A questionnaire sent across the various departments of the organization in the form of Google Forms

**Secondary Data:** Review of various Articles and Literature that are in the line with the research question.

**Sample Size:** 135 Employees

**Research Design:** A Questionnaire on certain dimensions to measure employee Engagement and its impact on Employee Productivity.

Gallup Survey Questionnaire items , UWES (Utrecht Work Engagement Scale)items and few others were used to develop the questionnaire

The Constructs or dimensions identified from a review of literatures are : Work Environment, Management and Leadership and Career Development

The questionnaire was based on a 5 Point Likert Scale Ranging from 1= Strongly Disagree to 5= Strongly Agree

**Employee Engagement:**

1. I have the necessary Materials and Equipment to perform my job well.
2. The mission or purpose of my organisation makes me feel my job is important \*
3. At this Organisation, I feel energetic to do my work
4. I always persevere even at challenging situations at my workplace.
5. I take pride in the work that I do
6. to me, my job is challenging
7. I am proud of the brand that I work for
8. I am prepared to put in a great deal of effort beyond what is normally expected I order for the organization to succeed
9. This organisation has effective communication at all levels
10. I have a deep feeling of connection and attachment to this organisation
11. I am enthusiastic about my work and its inspires me

12. When I wake up in the morning, I feel like heading to work
13. My superior creates a motivating and supporting work climate
14. My superior recognises and values my ideas, suggestions, and opinions
15. I envision building my career with this organisation
16. Someone at work supports my professional growth
17. in the last 6 months, someone at work has spoken about my progress
18. I've had several opportunities to learn and grow at work during the previous year

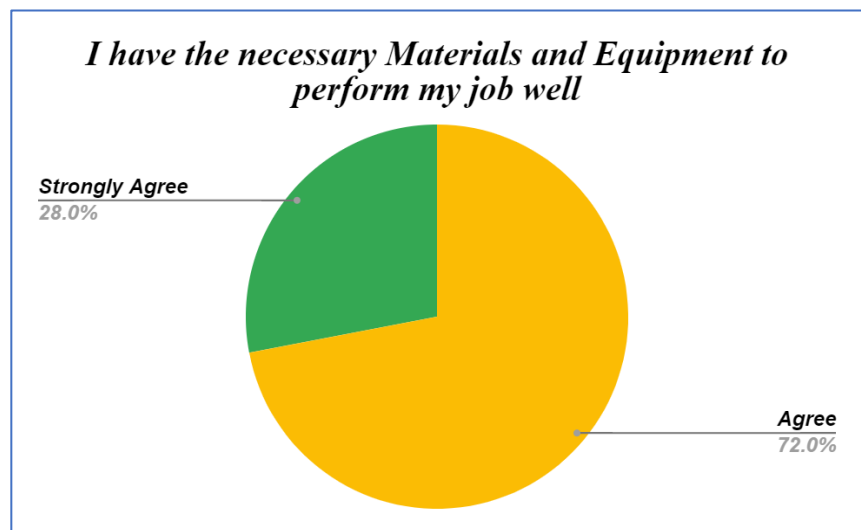
### **Employee Productivity**

1. I have high standards when it comes to accomplishing tasks.
2. I consistently exceed our team's targets.
3. I have a large amount of work each day.
4. I have enough time to complete my work within regular working hours.
5. I willingly wait after office hours to complete my work if work demands.

Few additional questions were also asked in the questionnaire.

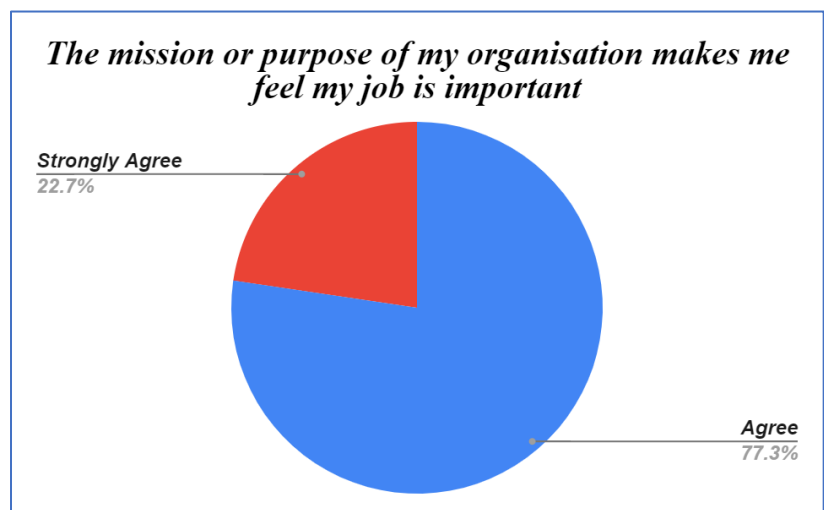
## **Data Analysis and Discussion**

The topic of whether an employee has the tools and supplies at work necessary to do his or her job properly is depicted in the chart above, with 21 responses that 28% Strongly Agree that the employee has the



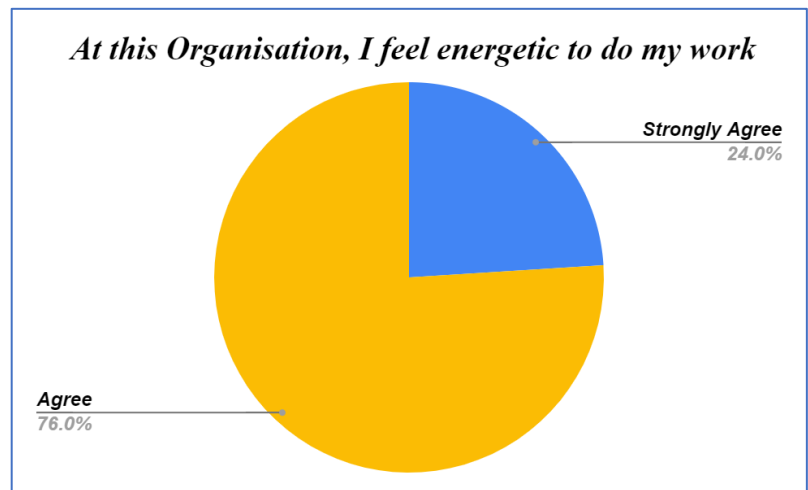
appropriate supplies and equipment at work to accomplish his/her job properly. On the other hand, 54 votes were cast in favour of Agree, representing 72% agreement that they have the necessary materials and equipment.

Employees are questioned about if they feel their job is important by the organization's mission and purpose. Here, 7 replies were obtained indicating Strongly Agree (22.7%), whereas 58 responses (77.3%)



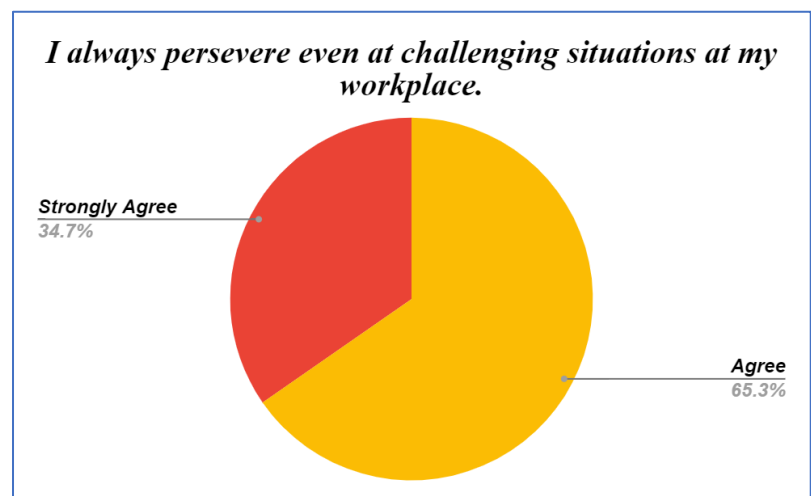
Agreed that the organization's mission and purpose make them feel their job is vital.

The chart illustrates the responses received to the question asking employees if they feel enthusiastic about doing their jobs in this organization. There were 18 responses received, of which 24% Strongly Agree. On the other



hand, 57 respondents (76%) Agree that they feel energetic to fulfil their duties in the company.

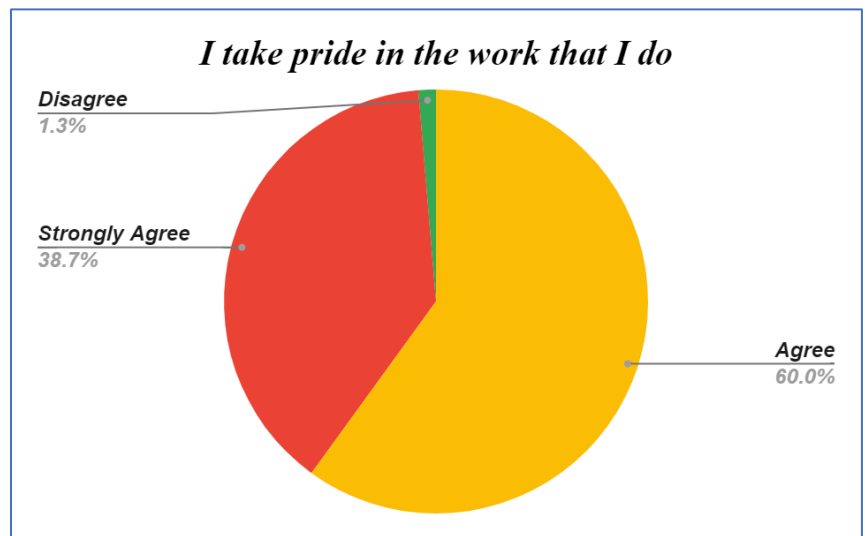
The chart displays the question posed to employees, asking if they always endure/persevere under difficult or trying situations at work. To this, 26 respondents (34.7%) Strongly Agreed, whereas 49 respondents (65.3%)



"Agreed" that they constantly persevere at work and never give up at work.

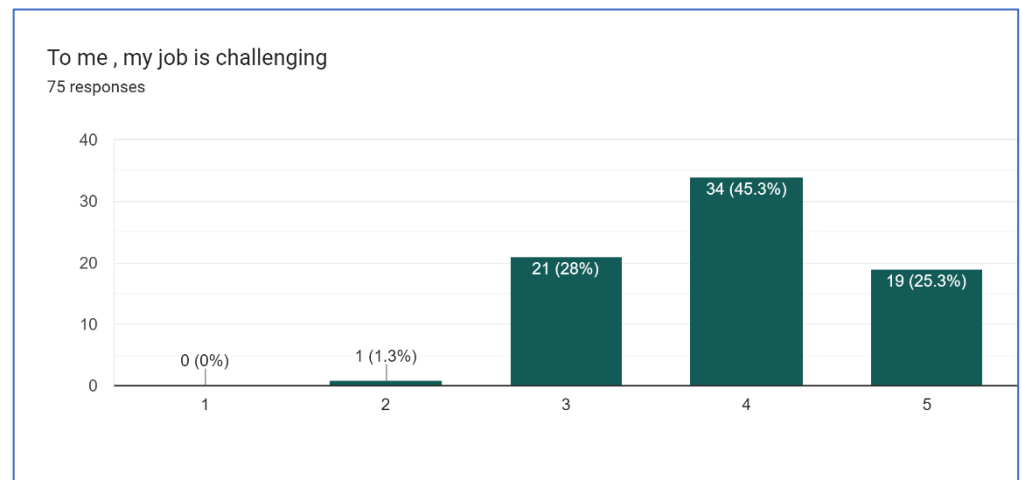


The figures depict the results of questions asked to employees to find out if they take pride in the work they do. In this regard, the results show that there are 29 people or 38.7% Strongly Agreed.



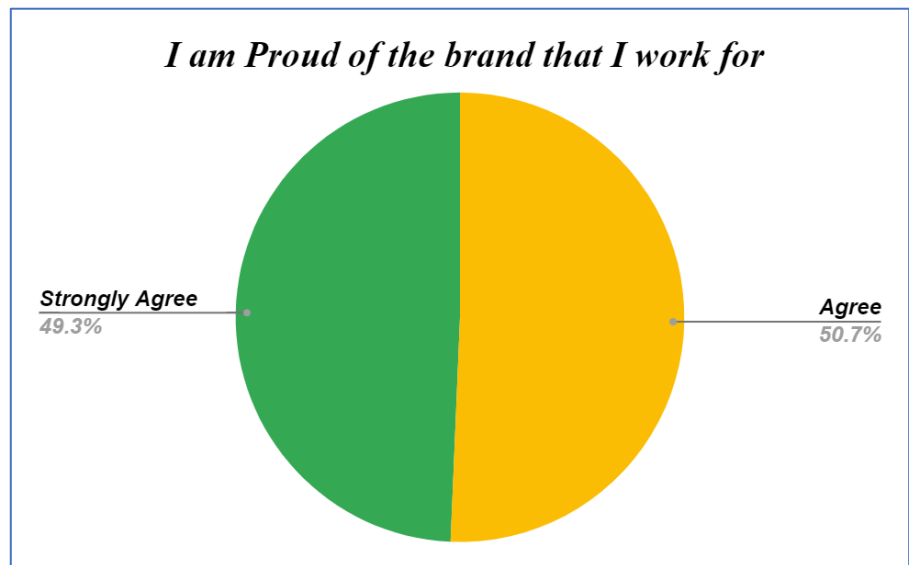
While 49 respondents, 60% indicated that they Agree, and are proud of the work they do and only 1.3% disagree.

The chart indicates whether the employee's task at work is challenging. According to the flowchart above,



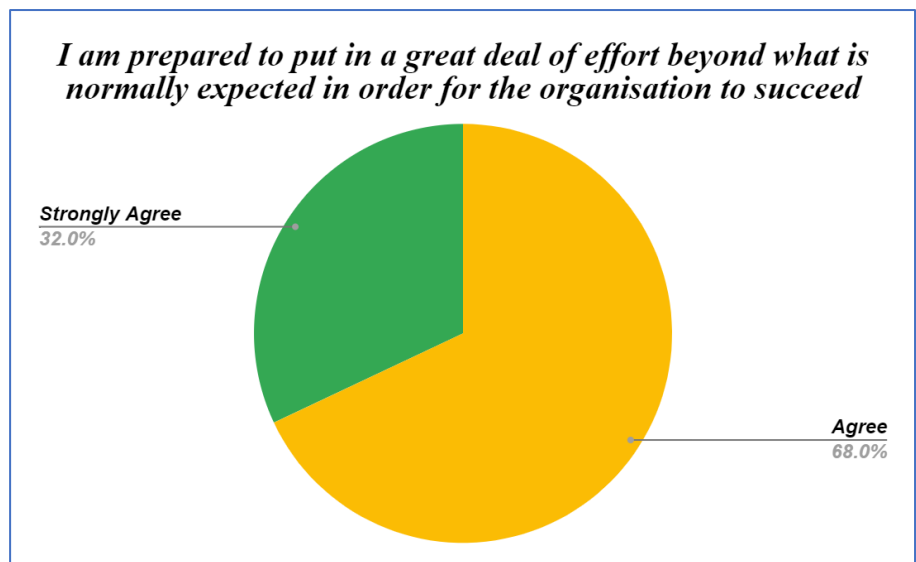
19 responses, or 25.3%, said they found it challenging and gave it a rating of 5, while 34 responses, or 45.3%, gave it a 4, similarly 21 respondents, or 28%, gave it a 3, and only one responder, or 1.3%, rated it a 2.

When asked if they are proud of the company they work for, employees gave the answers shown in the following chart. A total of 38 respondents, or 50.7%, Agreed that they are proud of the



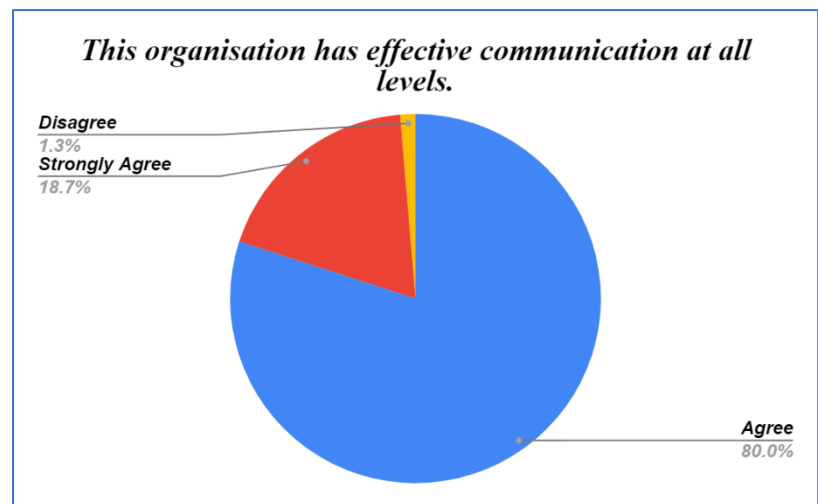
brand they work for, as opposed to 37 responses, or 49.3% who Strongly Agreed to be proud of the brand.

To determine whether people are willing to put in a lot more effort than is required the following question was asked. 24 responses or 32% Strongly Agreed. However, 51 replies, or



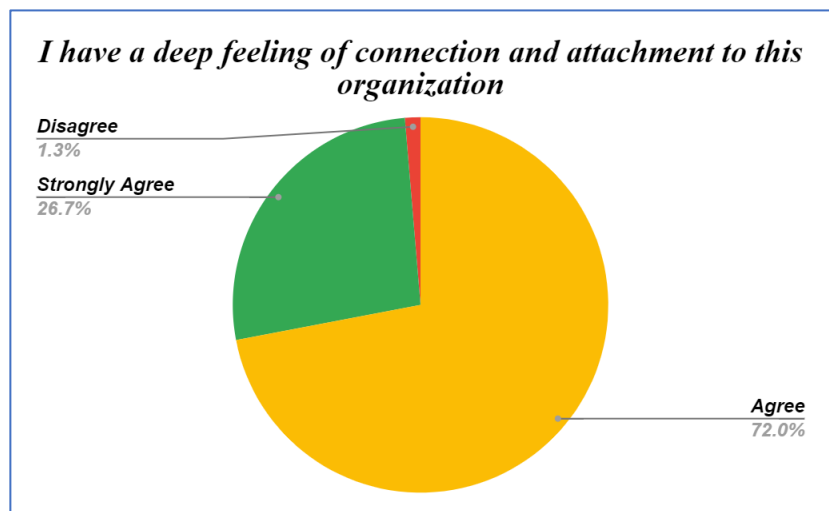
68%, were in favour and Agreed of putting in a lot of effort. They concur that they are willing to work harder than necessary to help the organization flourish.

Employees are questioned as stated above to find out how they feel about communication within the company. According to the 14 responses, or 18.7%, say efficient communication exists throughout the organization. Of



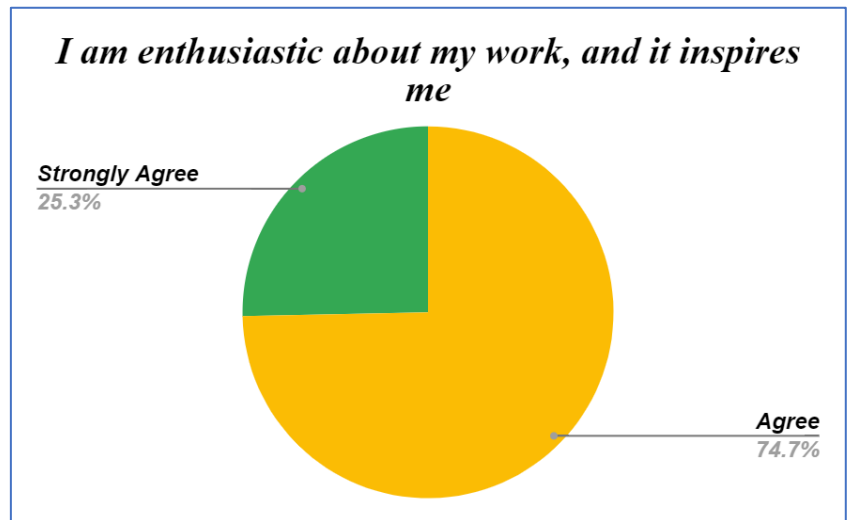
the 60 responses, or 80%, who Agree, only one respondent feels differently, (or 1.3%). and Disagrees.

Employees' feelings of attachment to the organisation are shown in the chart above. In response, 72% Agreed that they had a connection to and approach toward the organisation, and similarly, 26.7% Strongly Agreed.

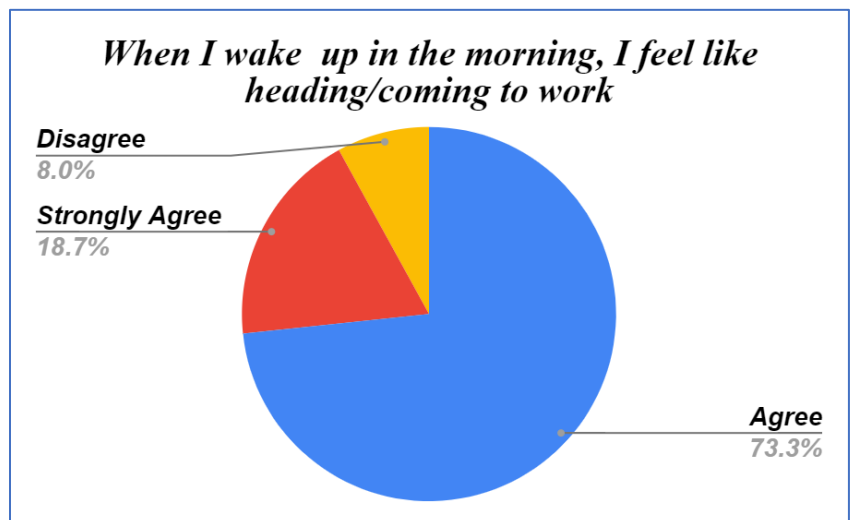


Alternatively, 1.3% of people disagree with the idea of feeling connected and attached.

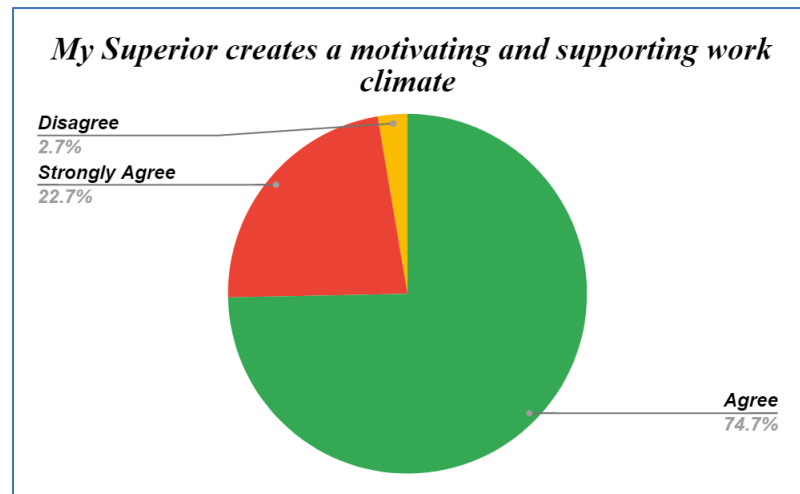
The chart shows an employee's enthusiasm for their work. Of these, 25.3% that 19 respondents Completely Agree that they are very enthusiastic about their work, while 74.7% and 56 respondents Agree that they are inspired and enthusiastic about their work.



The graph highlights the question of whether employees feel like going to work after waking up in the morning. 73.3%, 55 respondents Agree with this. 18.7% that's 14 respondents Strongly Agree that's with going to work, while 8% or 6 respondents Disagree with the same.

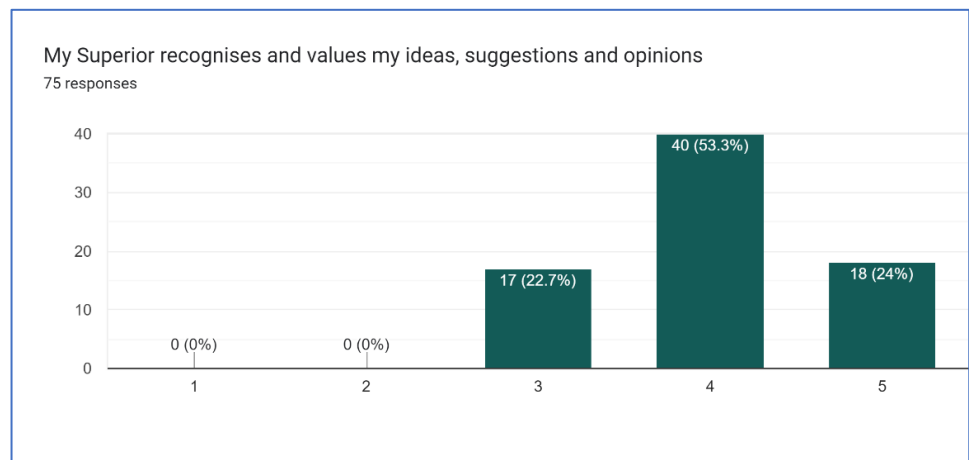


Employees were asked this question to learn how they felt about their Supervisors. With regard to this, 74.7% or 56 of employees Agree, 22.7%, 17 respondents Strongly Agree, and 2.7%, 2 respondents Disagree



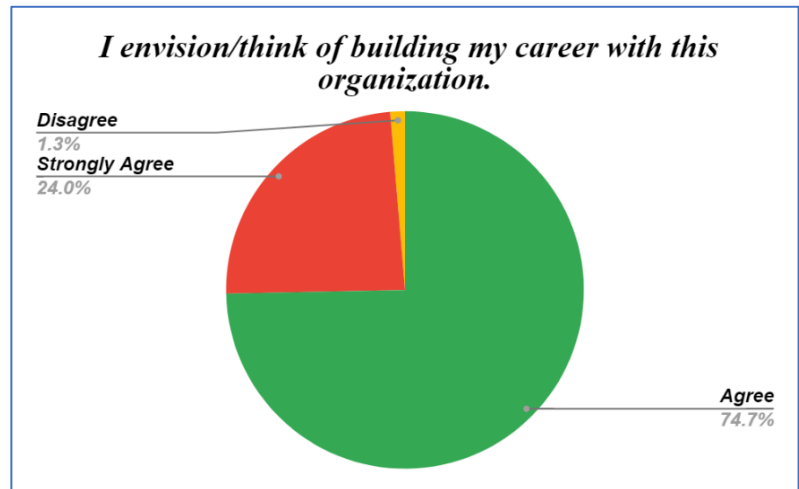
with their supervisors, fostering an environment at work that is supporting and encouraging.

The diagram above highlights employees' ratings of their supervisors. In this regard, 40 or 53.3% give supervisors a score

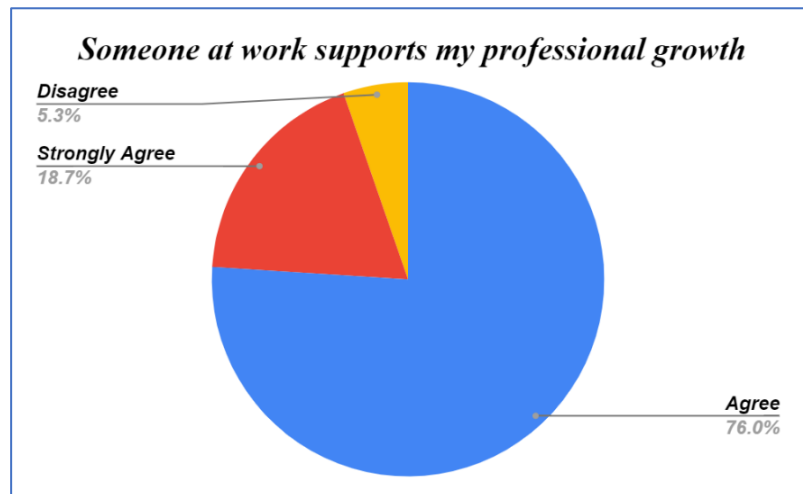


of 4, 18, or 24% give a score of 5 and 17 or 22.7% give their supervisor a score of 3 for recognition and appreciating their thoughts, suggestions, and opinions.

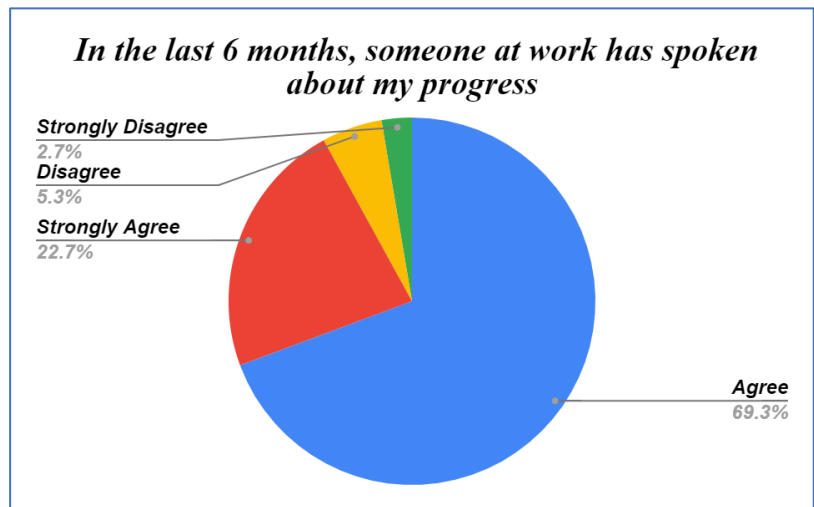
To see if employees see the potential to build their careers within the organization, this question was asked. On this, 74.7% that's 56 respondents Agree, 24% or 18 respondents Strongly Agree to consider a career in this organization, while only 1.3% disagree.



In response to this question for support towards professional growth, 76% or 57 respondents Agreed, 18.7% or 14 respondents Strongly Agreed, and 4 respondents Disagreed (5.3%) to someone supporting their professional growth at work.

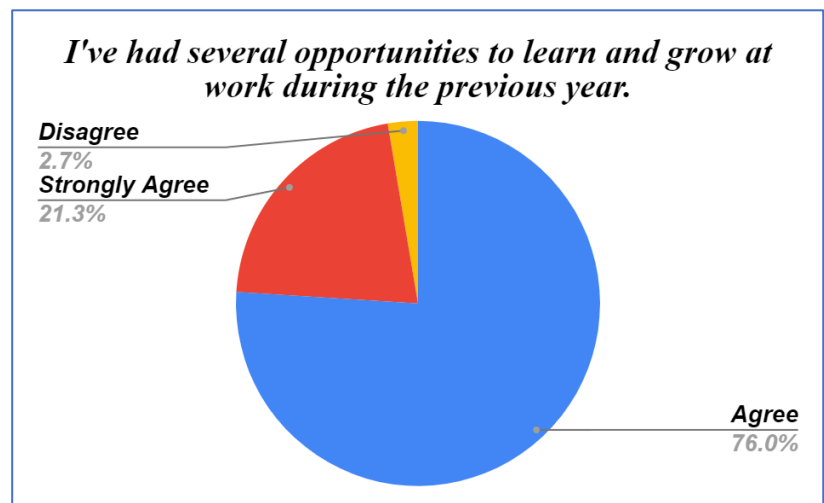


The employee's improvement over the previous six months and mentioned in the job is shown in this chart. On this, 22.7% or 17 respondents Strongly Agreed, 69.3% or 52 respondents Agree, while 2.7%, 2 respondents



Strongly Disagreed on this and 5.3% or 4 respondents Disagreed with anyone talking about their progress in the past 6 months.

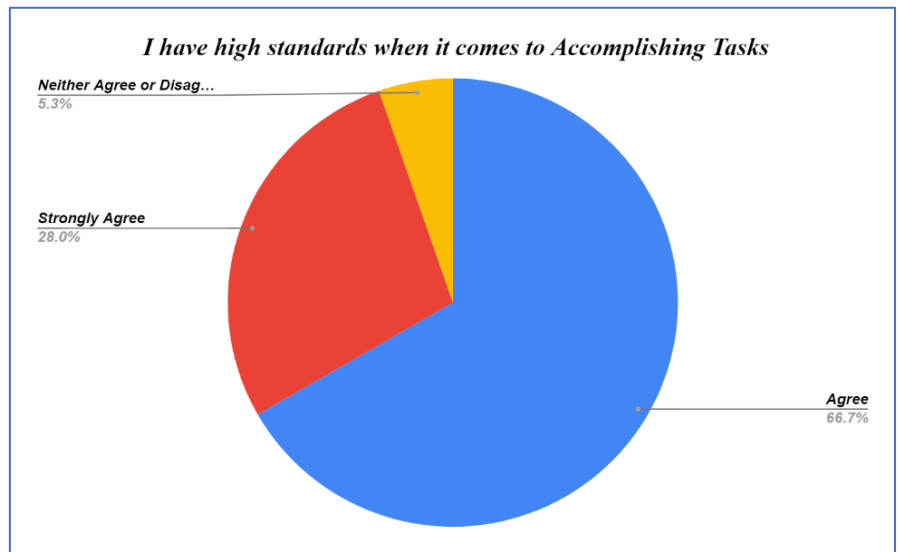
To find out if employees have the opportunity to learn and grow in the workplace, this question was asked, and the graphs illustrate the answer. Of these, 16 employees or 21.3% Strongly Agree with having



opportunities in the workplace, and 76% or 57 employees Agree to it. In contrast, only 2 respondents or 2.7% Disagreed with having several work opportunities in the past year.

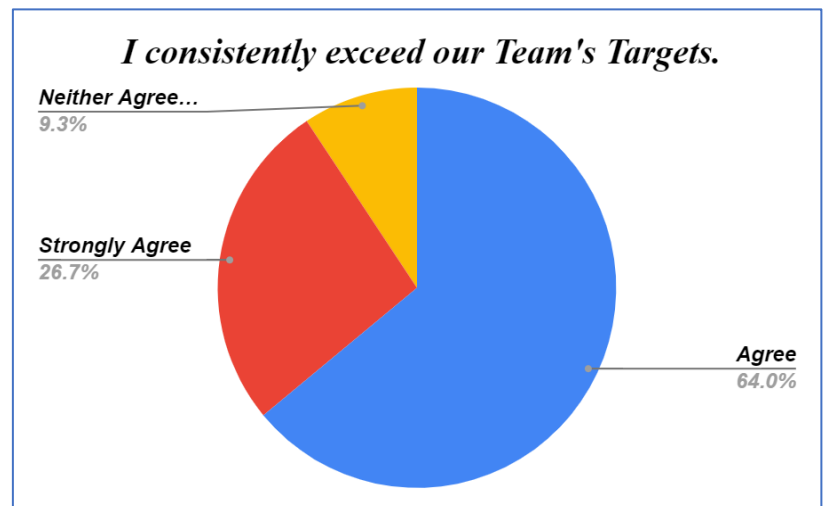


This question was presented to find out if employees hold themselves to high standards when accomplishing their tasks. This yielded the following results: 50 employees, or



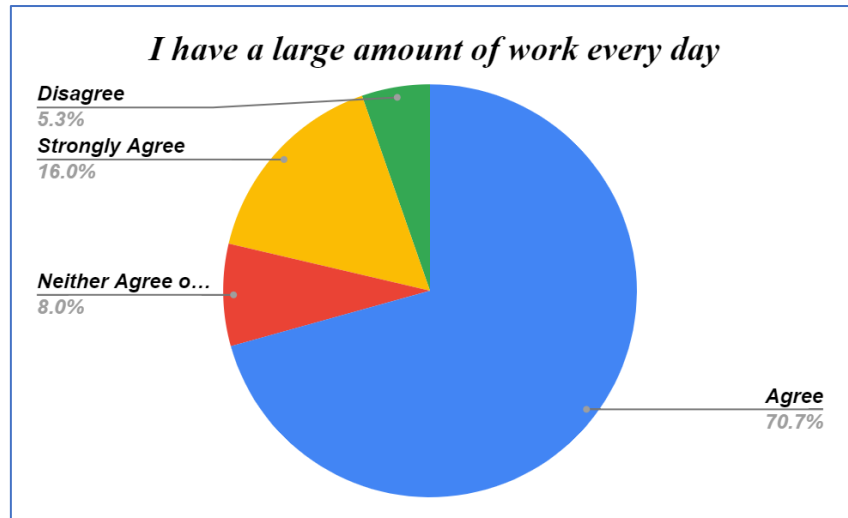
66.7%, Agreed; 21 employees, or 28% Strongly Agreed; and only 4 employees, or 5.3%, neither agreed or disagreed with having high criteria for completing tasks.

The graph above displays the findings to determine whether employees are consistently able to outperform their team's goals. 20 employees, or 26.7 percent, Strongly Agreed to exceeding their team goals, while 48



employees, or 64%, Agreed. However, 7 employees, or 9.3% neither Agree nor Disagree with exceeding their team's targets.

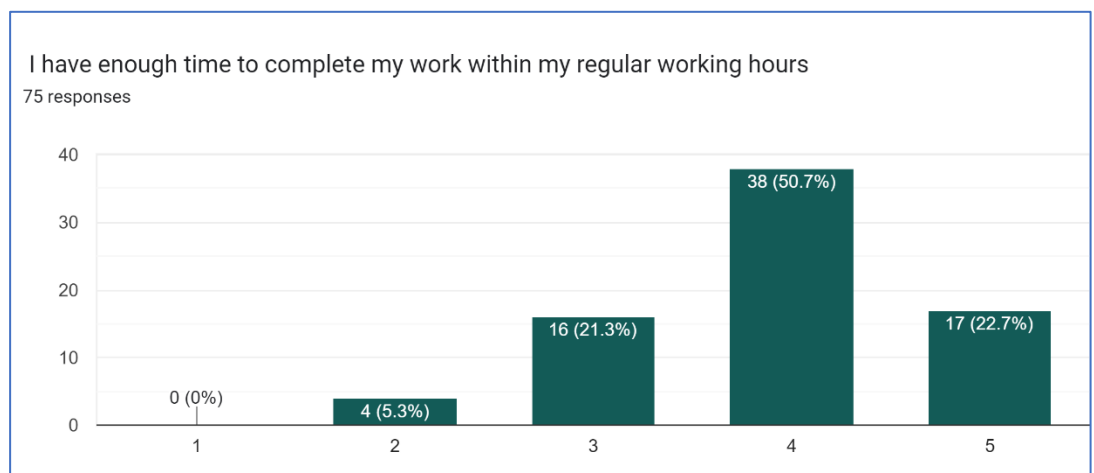
The chart shows employees' responses on whether they agree they have a large amount of work every day. The responses received is that 70.7% that is 53 respondents Agree that they have a large amount of work,



16% or 12 respondents Strongly Agree , 8% or 6 respondents neither agree nor disagree and 4 respondents that's 5.3% Disagree about having a large amount of work to do every day.

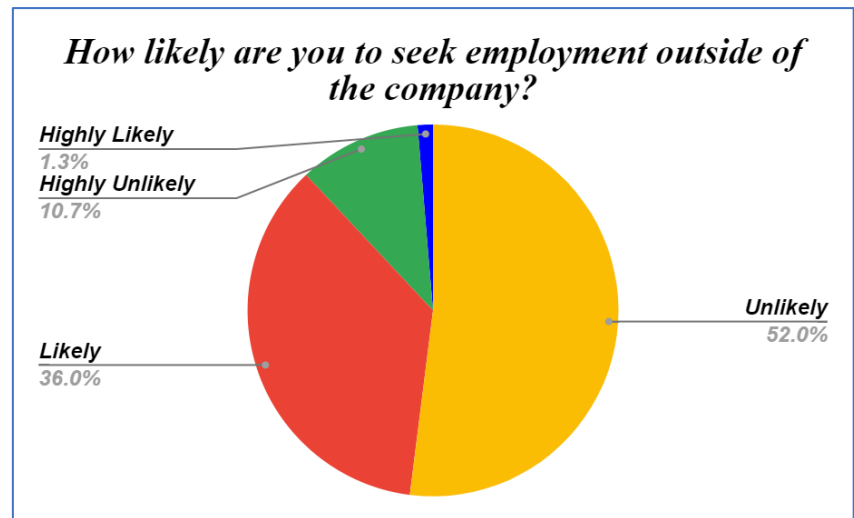
The diagram depicts the question asking employees if they have enough time to complete their work.

Of these, 38 employees that's 50.7% rated 4, 17 employees that's 22.7



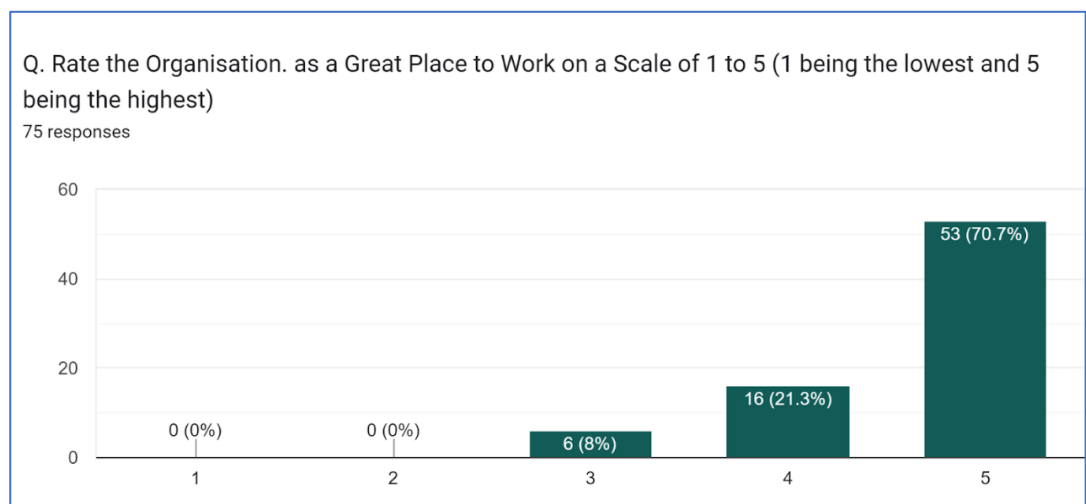
% rated a 5, 16 employees 21.3 % opted for a,3 and just 4 employees that's 5.3% chose 2.

The mentioned question was intended to ascertain whether employees were reluctant to look for work elsewhere. The results indicate that 8 replies, or 10.7%, are Highly Unlikely to seek employment, while 39



responses, or 52%, are Unlikely to do so. However, 27 responses, or 36%, indicate that are Likely to look for work, while only 1.3% indicate that they are Highly Likely to do so.

On a scale from 1 to 5, the employees were asked to Rate the Company



as a "Best Place to Work." 53 replies, or 70.7%, gave the organisation a rating of 5, the highest, while 16 responses, or 21.38%, gave the Organisation a 4, and only 6 responses, or 8%, rated the Organisation a 3 as a wonderful place to work out of 5.

## **Project Findings and Conclusion**

### **Respondent's Demographics**

<b>Gender</b>		<b>Frequency</b>	<b>Percentage</b>
	Male	47	62.7
	Female	28	37.3
	Total	75	100
<b>Years of Experience</b>	0 - 3 years	15	20
	4 - 6 years	24	32
	7 - 9 years	14	18.7
	10 years and above	22	29.3
	Total	75	100
<b>Age</b>	18 - 25	13	17.3
	26 - 36	28	37.3
	37 - 47	27	36
	48 - 58	7	9.3

	Total	75	100

To analyse some questions cross tabs were used for analysis.

### Crosstab

Count

		I willingly wait after office hours to complete my work if work demands			Total
		Neither Agree nor Disagree	Agree	Strongly Agree	
Years of Experience	0 - 3 years	10	3	2	15
	4 - 6 years	18	3	3	24
	7 - 9 years	11	1	2	14
	10 years and above	19	2	1	22
	Total	58	9	8	75

The replies to the statement, "I willingly wait after office hours to complete my work if work demands," from people with various levels of experience are shown in the table. We see in category 10 years and above have the highest number that's 19 in terms of waiting back. In the 2nd category, 4 to 6 years have the second highest score with a count of 18 in willingness to wait while none of the categories have disagreed.

### Crosstab

Count

		I willingly wait after office hours to complete my work if work demands			Total
		Neither Agree or Disagree	Agree	Strongly Agree	
Gender	Male	42	4	1	47
	Female	16	5	7	28

Total	58	9	8	75
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Males have a higher count of responses and none of the genders have voted as disagree and strongly disagree . Hence both believe that they will willingly wait back and complete the work

### Crosstab

Count

		To me, my job is challenging				Total
		Disagree	Neither Agree or Disagree	Agree	Strongly Agree	
Years of Experience	0 - 3 years	0	4	8	3	15
	4 - 6 years	1	8	9	6	24
	7 - 9 years	0	5	5	4	14
	10 years and above	0	4	12	6	22
Total		1	21	34	19	75

4– 6 years counts 1 for disagree and neither agree/disagree with a count of 8 And agree at 10 years and above counts as 12 to agreeing the job is challenging. We come to know greater the experience , higher the job is going to be challenging.

### Crosstab

Count

		I have a large amount of work every day				Total
		Disagree	Neither Agree or Disagree	Agree	Strongly Agree	
Years of Experience	0 - 3 years	1	9	3	2	15
	4 - 6 years	0	20	2	2	24
	7 - 9 years	1	12	0	1	14
	10 years and above	2	12	7	1	22
Total		4	53	12	6	75

### Crosstab

Count

	I envision/think of building my career with this organization.	Total
--	--	-------

		Disagree	Neither Agree or Disagree	Agree	
Years, Experience	0 - 3 years	1	12	2	15
	4 - 6 years	0	19	5	24
	7 - 9 years	0	10	4	14
	10 years and above	0	15	7	22
	Total	1	56	18	75

4 – 6 yearss of experience as neither agree/disagree voted count is 19 followed by 10 years and above as neutral count of 15 followed by 0 – 3 years on count of 12 at neutral.

### **Frequencies**

The tables below give an Overview of the Frequenvies based on Gender, Years of Experience and Age.

#### **Gender**

	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Male</b>	47	62.7	62.7	62.7
<b>Valid Female</b>	28	37.3	37.3	100.0
<b>Total</b>	75	100.0	100.0	

#### **Years of Experience**

	Frequency	Percent	Valid Percent	Cumulative Percent
<b>0 - 3 years</b>	15	20.0	20.0	20.0
<b>4 - 6 years</b>	24	32.0	32.0	52.0
<b>7 - 9 years</b>	14	18.7	18.7	70.7
<b>Valid 10 years and above</b>	22	29.3	29.3	100.0
<b>Total</b>	75	100.0	100.0	

### Age

	Frequency	Percent	Valid Percent	Cumulative Percent
<b>18 - 25</b>	13	17.3	17.3	17.3
<b>26 - 36</b>	28	37.3	37.3	54.7
<b>Valid 37 - 47</b>	27	36.0	36.0	90.7
<b>48 - 58</b>	7	9.3	9.3	100.0
<b>Total</b>	75	100.0	100.0	



**Does the Organisation's Work Culture foster a Comfortable,  
Supportive Work Environment?**

	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid Yes</b>	75	100.0	100.0	100.0

## Correlations

Correlation analysis can help to identify the strength and direction of the relationship between two or more variables. This information can help me to better understand the data and to draw conclusions about the relationships between different variables.

### Descriptive Statistics

	Mean	Std. Deviation	N
Work Environment	3.4033	.34544	75
Management_and_Leadership	3.3333	.36247	75
Career_Development	3.1667	.37519	75
Employee_Productivity	3.4693	.36980	75

### Correlations

		Work Environment	Management_and_Leadership	Career_Development	Employee_Productivity
Work Environment	Pearson Correlation	1	.755**	.677**	.373**
	Sig. (2-tailed)		.000	.000	.001
	N	75	75	75	75
Management_and_Leadership	Pearson Correlation	.755**	1	.828**	.400**
	Sig. (2-tailed)	.000		.000	.000
	N	75	75	75	75
Career_Development	Pearson Correlation	.677**	.828**	1	.417**
	Sig. (2-tailed)	.000	.000		.000
	N	75	75	75	75
Employee_Productivity	Pearson Correlation	.373**	.400**	.417**	1
	Sig. (2-tailed)	.001	.000	.000	

N

75

75

75

75

\*\*. Correlation is significant at the 0.01 level (2-tailed).

A significance value of 0.01 indicates that the correlation between work environment and productivity is statistically significant at a 99% confidence level. Similarly, significance values of 0.00 for management and leadership and career development indicate that the correlations between these variables and productivity are statistically significant at a 99.9% confidence level.

A different approach to calculating the variables were also tried

**Correlations**

		OrgLevelEgmt	IndLevelEgmt	Employee_Prod uctivity
OrgLevelEgmt	Pearson Correlation	1	.777**	.421**
	Sig. (2-tailed)		.000	.000
	N	75	75	75
IndLevelEgmt	Pearson Correlation	.777**	1	.365**
	Sig. (2-tailed)	.000		.001
	N	75	75	75
Employee_Productivity	Pearson Correlation	.421**	.365**	1
	Sig. (2-tailed)	.000	.001	
	N	75	75	75

\*\*. Correlation is significant at the 0.01 level (2-tailed).

## Regression

Regression analysis can help identify which variables are most important in predicting the outcome variable.

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.437 <sup>a</sup>	.191	.157	.33952

a. Predictors: (Constant), Career\_Development, Work\_Environment, Management\_and\_Leadership

An R value of 0 indicates no linear relationship between the variables, while an R value of 1 indicates a perfect positive linear relationship, and an R value of -1 indicates a perfect negative linear relationship. R value of 0.437 indicates a moderate positive relationship between the independent variable(s) and the dependent variable.

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.425 <sup>a</sup>	.181	.158	.33933

a. Predictors: (Constant), IndLevelEgmt, OrgLevelEgmt

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.935	3	.645	5.596	.002 <sup>b</sup>
	Residual	8.184	71	.115		
	Total	10.119	74			

a. Dependent Variable: Employee\_Productivity

b. Predictors: (Constant), Career\_Development, Work\_Environment, Management\_and\_Leadership

ANOVA <sup>a</sup>					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1.829	2	.915	7.943	.001 <sup>b</sup>
Residual	8.290	72	.115		
Total	10.119	74			

a. Dependent Variable: Employee\_Productivity

b. Predictors: (Constant), IndLevelEgmt, OrgLevelEgmt

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.887	.406		4.644	.000
	Work_Environment	.145	.176	.136	.824	.413
	Management_and_Leadership	.091	.220	.089	.412	.682
	Career_Development	.248	.189	.252	1.309	.195

a. Dependent Variable: Employee\_Productivity

Beta coefficients represent the standardized coefficients, which allow to compare the relative strength of the effects of different predictors on the outcome variable. B coefficients represent the unstandardized coefficients, which give you an estimate of the size of the effect of each predictor on the outcome variable in its original units of measurement

The work environment coefficients of 0.145 (B) and 0.136 (beta) indicate a positive relationship between work environment and employee productivity. Specifically, a 1 unit increase in work environment is associated with a 0.145 unit increase in worker productivity (unstandardized) or a 0.136 standard deviation increase in worker productivity (standardized).

Based on the coefficient value (0.413), work environment appears to be positively related to

employee productivity. In other words, the higher the working environment, the higher the productivity. These values indicate that a one-unit increase in Career Development is associated with a 0.248 increase in Employee Productivity, a one-unit increase in Work Environment is associated with a 0.145 increase in Employee Productivity, and a one-unit increase in Management and Leadership is associated with a 0.091 increase in Employee Productivity.

Overall, your analysis suggests that Career Development, Work Environment, and Management and Leadership may be important predictors of Employee Productivity in your sample, but the effect sizes are relatively small and require further investigation with a larger sample size.

Coefficients <sup>a</sup>					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.808	.422		4.288	.000
OrgLevelEgmt	.418	.204	.346	2.043	.045
IndLevelEgmt	.089	.158	.096	.567	.573

a. Dependent Variable: Employee\_Productivity

The results would have given a better picture if the sample frame was higher in number to be able to get a better understanding.

## **Recommendations to the Company**

### **1. Improve Geo diversity in Hiring.**

During my HR internship, I noticed that there was a lack of diversity in terms of geography in the hiring process. The majority of the candidates were from the same region, which limited the pool of talent and potentially hindered the company's growth. Therefore, I would recommend that the company focus on improving geographic diversity in the hiring process. This could include expanding the recruitment efforts to new regions, partnering with local organizations to reach a wider audience, and using technology to connect with candidates from diverse locations. By doing so, the company would be able to tap into a larger pool of talent and potentially bring new perspectives and ideas to the organization.

### **2. Conduct more Engagement Activities.**

Another recommendation I have for the company is to conduct more engagement activities. During my internship, I observed that employees who were more engaged in the organization were more productive and motivated to perform well. Therefore, I would suggest that the company conduct more activities that foster engagement and promote a positive work culture. This could include team-building exercises, employee recognition programs, and wellness activities. By doing so, the company can improve employee morale and productivity, which could ultimately lead to better business outcomes.

### **Work done & Learnings derived.**

#### **1. Shortlisting of Profiles and Scheduling of Interviews.**

As an HR intern, I had the chance to observe the hiring procedure firsthand by reviewing resumes, narrowing down applicant profiles, and setting up interviews. This task allowed me to develop skills in CV selection, understanding job requirements and communication and evaluating candidates based on their skills, experience, and qualifications. Additionally, organising interviews with possible applicants helped me with my time management and coordination abilities. I gained knowledge on becoming more organised, detail-oriented, and responsive.. Through this experience, I have come to understand the importance of creating a positive experience for candidates and how to effectively communicate with candidates to make them feel comfortable.

Overall, I learned new skills from this experience that will help me become a better recruiter, communicator, and organizer—three things that every HR professional needs. It also improved my understanding of the hiring procedure and the significance of finding a match that benefits both the employer and the applicant.

#### **2. Participated as a Member of the Recruitment Team at the Pharmacy Job Fair organized by the Government of Goa.**

As an HR intern, taking part in the Pharmacy Job Fair recruitment team gave me the chance to hone my situational interviewing and candidate interaction techniques. This experience gave me access to a wide range of applicants and gave me insight into their objectives, competencies, and background. I developed my ability to manage stress, set priorities, and work well with others while on a team to meet our recruitment objectives. Additionally, I improved my abilities in behavioural and situational interviews, which enabled me to choose the best applicants for



the position. I learned from the event how crucial it is to provide a great prospect experience. To make the hiring process as efficient and open as possible, I learned how to successfully interact with candidates, offer feedback, and manage expectations. Through this experience, I was better able to comprehend the recruitment process and how crucial it is to an organization's success.

I developed skills in candidate engagement, communication, teamwork, and situational interviews, all of which are critical for any HR professional, as a result of this experience. Additionally, it improved my comprehension of the hiring procedure and the significance of fostering a favorable candidate experience.

### 3. Supported Site Operations Team during EHS Audit.

As an HR intern, I assisted the Site Operations Team during an EHS audit, which gave me the chance to check my problem-solving, attention to detail, etc

Working closely with the Site Operations team, I gained an understanding of the significance of workplace safety as well as how to recognise potential risks and hazards. Through this, I better understood the intricate rules and requirements that businesses must adhere to in order to safeguard the security and welfare of their employees.

Additionally, this experience taught me the value of paying close attention to details, especially when it comes to workplace health and safety. I gained knowledge on how to carry out thorough audits, recognise potential risks and dangers, and create practical solutions to reduce them. Overall, I learned the value of workplace safety, stakeholder management, attention to detail, and problem-solving—skills that are essential for any HR practitioner. It also deepened my understanding of the part HR plays in fostering a secure and healthy workplace.

#### 4. Designed English Proficiency Test for Contract Employee Screening Process.

During my HR internship, I was responsible for designing an English proficiency test for the contract employee screening process. This project allowed me to develop my skills in test design and evaluation, as well as my understanding of the importance of effective communication and language proficiency in the workplace. I gained a deeper understanding of the hiring process and the importance of ensuring that employees have the necessary language skills before they are hired to effectively understand and communicate in the workplace.

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