Abstract

Organizations today realize that the level of job satisfaction of an employee merely reflects the superficial relationship between the employee and the employer. An engaged employee is one intellectually and emotionally bound with the organization, who feels passionate about its goals and is committed towards its values. This employee goes the extra mile beyond the basic job
requirements. This article deals with two constructs relevant to employees’ organizational behavior namely employee engagement and organizational citizenship behavior which influences the organization’s performance. The aim of the research presented in this paper is to investigate which among the drivers of employee engagement has the highest influence on employee engagement. 235 employees were surveyed and a reliable and standardized instrument was adopted. The findings indicated moderate level of engagement and OCB experienced by employees and significant relationship was found between engagement and OCB. Current career intention, job satisfaction, pay & benefits, management, equal opportunities, and organization citizenship behavior had a significant influence on employee engagement. The detail findings and implications are discussed in the paper.

Reference

Index Terms

Computer Science

Information Technology

Key words

Employee engagement

Organizational citizenship behaviour

Information