

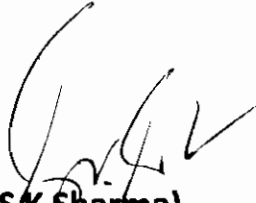
ABSTRACT

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Antecedents and Consequences of Employee Engagement (With Special Reference to SBI in NCR)

All the positive traits of any employee who thinks his organization is the best place to work in, and who takes every measure, to see his organization grow and generate huge profits and gain great goodwill in the market, is popularly known as employee engagement. Employee engagement is one of the most important topics of concern for the modern day enterprises. Present research is confined to the study of, "Antecedents and Consequences of Employee Engagement (With Special Reference to SBI in NCR)". The study has been undertaken to empirically test the provisions laid down by the model of Alan M. Saks and examine the meaningfulness and utility of employee engagement, in the business firms of India in Indian settings. Different branches of SBI, which are situated in the cities of Meerut, Delhi and Gurugram lying in the area of National Capital Region of India, have been selected for the purpose of testing the model. Study consisted of seven chapters discussing the introduction of the concept of employee engagement, and its antecedents and consequences, review of literature, research methodology, profile of SBI, antecedents and consequences of employee engagement in SBI, data analysis and finally the last chapter deals with the recommendations and conclusions pertaining to present research analysis. Chapter one deals with the introduction of employee engagement. It discusses introduction of the topic, concept of antecedents, concept of employee engagement, consequences of employee engagement, relationship between that exists between the antecedents which are studied and consequences taken to do analysis and origin and evolution of Banking System existing in India. Chapter Two deals with literature review and it presents the studies related with the theories of employee satisfaction, employee commitment, burnout and the social change and the process of social exchange. Chapter Three presents a detailed analysis of the research methodology used in present study. Chapter Four of the present study deals with State Bank of India and its brief profile. It also deals with the undisputed position of leader in the banking sector that is enjoyed by SBI in India. SBI has more than 24,017 branches spread over different parts of country and possesses more than 198 branches in nations abroad. Chapter Five of the present study deals with antecedents and the consequences of employee engagement at SBI, namely Job Characteristics, Perceived Organizational Support, Perceived Supervisor Support, Rewards and Recognition, Distributive Justice, Procedural Justice, Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior (Pertaining to Individual and Organization), Intention to Quit. Chapter Six of the present study deals with Pilot study and the data analysis, tests to measure the reliability of scales with the help reliable statistical tools. The study made an analysis of the 'Mediation Effect' of employee engagement with the help of analysis of data and testing of hypotheses. Chapter seven discusses the implications, recommendations for practitioners, limitations of study, and scope for future research. With deep acknowledgement, I hope the study would serve the purpose for which it has been intended to do and help in further research in the area of employee engagement.


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