Abstract

In today’s changing business environment retaining skilled and talented employees is one of the major challenges faced by the Service industry in India. To cope with this challenge companies have developed innovative approaches to engage employees. However, recent research suggests that though employees may be committed to their work they may not be truly engaged. This study on performance management and its relationship with employee engagement will aim to identify ways to effectively implement goal setting, performance feedback, mentoring and development opportunities for enhancing employee engagement in various types of organizations from the service industry.

Research Design: The study is divided into three phases. Phase one is the study of the existing practices of Performance Management in organizations from the service industry. Phase two is the study to identify the present level of employee engagement and its relationship with performance management in selected organizations from the service industry. In the phase three based on the findings the researcher identifies training needs and development opportunities for the employees.

Data Collection Methodology: For the purpose of this study both primary and secondary data is collected.

Sampling Technique: Purposive sampling technique is used and the researcher has considered completed responses of 200 respondents in each industry. The data is collected using questionnaires and experience survey.

Tools used: UWES and PMS Scale (own construct) is used for data collection.

Data Analysis: Data is analysed using SPSS17 and statistical analysis is done using Mean, SD and Correlation. Relationship between Goal Setting, Performance Feedback, Mentoring and Development Opportunities (independent variables) and Vigor, Dedication and Absorption (dependent variables) is studied.

Major Findings: The findings indicate a strong correlation between the independent and dependent variables.